



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received
2003 SEP 12 PM
12-AUG-2003

Repository
#-28
Reference No.
10033764

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: FLORENCE State: MT Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]

E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 9/11/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WVWV D63B 42 E32 5922
Make: VOLKSWAGEN Model: PASSAT Model Year: 2002
Date Purchased: 9/01 Dealer's Name and Telephone Number: Robert Larson Associates 253-474-0651 Engine: 1.8 No. Cylinders: 4 Fuel Type: gas
Original Owner: Dealer's City: MARRA WA State: WA Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 116000 ELECTRICAL SYSTEM:IGNITION
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-AUG-2003 + 1-2/03 Failure Mileage: 31,000 Failure Speed: 115 mph Failure Description: 11.5" coil failure

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), cause(s), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE TRAVELING ON THE HIGHWAY AND WITHOUT PRIOR WARNING VEHICLE WILL SHUT DOWN AND WILL NOT RESTART. *AK
Coils are known to be defective. My car is 4 cylinder - all 4 coils were replaced in Jan-Feb '03. A recall letter was sent 1/03. In Aug 04 coil failed again. Many phone calls later I found out that the replacement coils ("L") were not available until April. VW never informed me that faulty "J" coils

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Went replaced with faulty "J" coils. The authorized service center my self they a defective from VW (written) insured them to replace faulty coils with "J" coils until supply is exhausted. VW was refuse to respond to my insurance. The dealer I purchased from is in Tacoma WA (the brand is had nothing to offer. Driving with potentially a power defective coils placed myself & my family at risk use to drive however it happens out there as we live in a rural area & much of my driving is done at night. VW did not make it clear to me that my coils were replaced with the same original style & they follow up service was needed. My car died & had to be towed - coil #4 was replaced again with still no explanation. I found this out by numerous calls to home center. They must be there in the same situation & in the dark.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NYS-216 400 7th Street, SW Washington, DC 20590



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and dial toll free at

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