



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 100147

Date Received

Repository ☐

703 OCT 24 AM 9:41
03-OCT-2003

Reference No.

10042251

OWNER INFORMATION (Type or Print)

Name

Address

City

BEACH HAVEN

State

NO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

FILL IN

WVWMA63B2XE387985

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

TSE (732)349-6900

Closest dealer to my home

Engine

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

SCHWARTZ

Toms River

State

NO

Zip Code

08008

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

200000 WHEELS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-SEP-2003

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOT149ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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).

THE VEHICLE WAS ON RECALL FOR THE PROTECTIVE SHIELD IN THE RIGHT REAR WHEEL HOUSING. THE DEALERSHIP WOULD NOT HONOR THE RECALL. *NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 response 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 response, 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)

After calling 3Xs for a appt. from June 2003, time of recall letter to Dext, 2003. He said (Dealer) he only gets a few parts in that office. (Dealers) & he has many customers. I asked him to call me when he gets the recall parts, & he never did that. He is the nearest dealer (NWS) to my home. Other wise I have to travel about one to two hours to get this job complete, plus leave my car there & have someone pick me up etc. I am working 5 days a week (including the weekends) and living alone. I am 71 years old & need to have a safe car when I drive.

U.S. Department
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National Highway
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Administration

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

Official Business
Penalty for Private Use \$300

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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/defects>

DATA COLLECTION



Volkswagen of America, Inc.



SECRET

WK

Long Beach, NJ

Chlorinated Cyclohexadiene Compounds

BEVER

If the vehicle has been sold and a new owner is known or your address has changed or is incorrect, please provide the information below:

LAST NAME	FIRST	MIDDLE INITIAL
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M J MAFUS STREET

CITY _____ STATE _____ ZIP _____

ESTIMATE DATE SOLD

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI
Tel. (248) 754-6000

June 2003

Subject: Recall WK
Install Protective Shield In Right Rear Wheelhousing

*Call Michelle
#30449696*

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety exists in some 1998 through 2003 Passat, 1997 through 1999 Jetta and 1998 Cabrio vehicles. Our records show that you are the owner of one of these vehicles.

Problem Description

If the rear tire on the passenger side of the vehicle is severely under-inflated or has lost all air, and the vehicle is operated at highway speeds, the affected tire may quickly overheat leading to its disintegration after several miles of driving. We have found that fragments of a disintegrated tire rotating at high speed could damage the wheel well liner of the vehicle and other nearby components, as well as the nearby filler neck, which is an integral part of the fuel tank. Damage to the filler neck could cause a fuel leak with the risk of fire from external ignition sources.

Remedial Repair

We would like to fit your Volkswagen vehicle with a specially developed shield designed to protect the fuel filler neck and other nearby vehicle components from damage caused by a disintegrated tire.

Please contact your authorized Volkswagen dealer and arrange for an appointment so that your vehicle may be modified without delay. Your dealer will have the necessary repair instructions and parts available by June 16, 2003. The repair will take less than one hour and will, of course, be free of charge.

Precautions

Vibrations of the vehicle and tire impact noises originating from the rear may indicate that you have a flat tire on the right rear, which could pose the risks described in this letter. When you notice these symptoms, please bring your car to a safe stop on the side of the road or highway and away from moving traffic and activate your emergency flashers. Please inspect your tires and determine whether or not any tire, in particular the right rear tire, is deflated or damaged. Replace any flat tire in accordance with the instructions in your Owner's Manual before you proceed any further. If you determine that the rear tire on the passenger side is deflated or damaged, please replace that tire with your spare tire or call your Volkswagen dealer or your roadside assistance provider. If you notice a fuel odor or leakage, DO NOT DRIVE YOUR VEHICLE OR STAY INSIDE THE VEHICLE. Activate your emergency flashers, leave the vehicle and wait on the side of the road at a safe distance from moving traffic until assistance has arrived.



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

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



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