



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 100184

Date Received

Repository ☐

2003 DEC -2 AM 5:47
20-OCT-2003

Reference No.
10044276

OWNER INFORMATION (Type or Print)

Name

Address

City

SALINAS

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

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, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/26/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of vehicle's driver's side

WVWEEB3A8TB149554

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1996

Date Purchased

11/26/96

Dealer's Name and Telephone Number

ORDINALE VOLKSWAGEN Automobile Group

Engine

No. Cylinders 6

Fuel Type

GAS

Original Owner

☒

Dealer's City

SALINAS

State

CA

Zip Code

93901

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

VRL6

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Multiple Failures: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-OCT-2003

03 OCT 2003

Failure Mileage

25000

10020

Failure Speed

N/A

ALL 4 DOOR HANDLE MECHANISM'S ON VEHICLE

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: DOTM15ABC036)

☐ 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, failure, crash, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

DOOR HANDLES WORE OUT WITHIN THREE YEARS OF THE LIFE OF VEHICLE. CONSUMER HAD TWO VEHICLES THAT HAD DEFECTIVE DOOR HANDLES. NOT LONG AFTER OWNING THE VEHICLE THE CONSUMER WAS UNABLE TO OPEN ANY OF THE DOORS FROM THE INSIDE. *AK

The Door handles on the car started to slowly and intermittently become inoperative and you sometimes cannot open the door AT ALL from inside and sometimes the outside. The dealer service department reports these are constantly updating failed door handles on this type of car. My last VW PASSAT (1995) did the same thing. I had a flat tire on my car and couldn't get fully off the road and then

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)

My mother could not get out of the car to exit to safety because the door would not open from the inside. I had to open it from the outside to get her out. This can be a safety issue if someone needs to get out quickly if there is a fire or something like it. Since the Service Department knows this to be a continual problem, the manufacturer must know about it too. My 1993 Volkswagen Passat and then again my 1996 still has the same problem. I am afraid it can be a safety issue to someone. The cost is prohibitive to replace all handles at one time - (dealer reports \$1600.00) So have had one driver handle changed and will slowly work on others.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety 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**

POT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

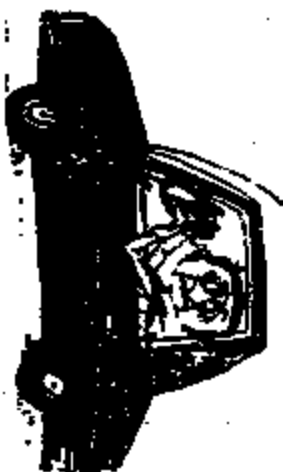
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590
http://www.nhtsa.gov

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**