



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
JAN 12 AM 8:58
27-OCT-2003

Repository ☐
Reference No.
10044805

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WEST HAVEN State CT Zip Code [REDACTED]

Daytime Telephone Number
2036418611
Evening 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, your signature is your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/29/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (VIN) located at bottom of windshield on driver's side
WWWFB4310C
Make VOLKSWAGEN Model PASSAT Model Year 1990
Date Purchased 5/03 Dealer's Name and Telephone Number
Original Owner ☐ Dealer's City State Zip Code
Engine No. Cylinders 4 Fuel Type GAS
Transmission Type ☐ Antilock Brakes ☒ Cruise Control Powertrain 1.8 LITER? Vehicle Component Code
188120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: H
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-OCT-2003 Failure Mileage 146000 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: DOTM18AB0036) ☐ 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(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).

RECALL 98V115000: VEHICLE DID NOT HAVE ANY HEAT, VEHICLE WAS CHECKED, AND DEALER FOUND A FAULTY HEATING CORE.
MANUFACTURER WAS AWARE OF THE PROBLEM, AND INDICATED THAT THERE WAS A RECALL ON HEATER CORE; BUT, CONSUMER'S VEHICLE
WAS NOT INCLUDED DUE TO VIN. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

This 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.