



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

(1-888-827-4238)

INTERNET: www.nhtsa.dot.gov/hotline

VEHICLE AGENCY USE ONLY 1367

Date Received

2004 JUL
13-MAY-2004

Repository ☐

Reference No. 4
10073582

OWNER INFORMATION (Type or Print)

Name

Address

City

CONYERS

State

GA

Zip Code

Daytime Telephone Number

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 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

VWWD4310PE

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1993

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

138120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: H

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-MAY-2004

Failure Mileage

88000

Failure Speed

60 MPH

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: DOTM18ABC036)

☐ Original Equipment

☐ Aftermarket

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

Fire

☐ Yes ☒ No

☒ No

Number of Persons Injured

1

Number of Deaths

Reported to Police

N

Narrative Description of
Please describe (1) event
i.e. parts repaired or re-

ident(s), crash(es), and injury(es).
leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
(and if old part is available).

VEHICLE WAS AT A CO-
FREEZE LEAKED IN AND
DEALERSHIP INDICATED

STOP WHEN STEAM STARTED COMING THROUGH THE AIR VENTS AND WINDOWS FOGGED UP. HOT ANTI-
ED THE DRIVER'S FEET. THIS OCCURRED BECAUSE THE HEATER CORE CAME APART AT THE SEAM. ALTHOUGH
IS WAS A COMMON PROBLEM THE CAUSE WAS UNDETERMINED. *AK

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.