



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 100192

Date Received

Repository ☐

2001 MAY 25 2001 8:27

Reference No.
10074235

OWNER INFORMATION (Type or Print)

Name

Address

City

WELLESLEY

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
In the absence of an
Signature of Owner

vehicle?
to the vehicle manufacturer.
Date 7/25/04

☒ YES ☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WVWMA6386W

Make
VOLKSWAGEN

Model
PASSAT

Model Year
1998

Date Purchased
02/26/98

Dealer's Name and Telephone Number
WELLESLEY VOLKSWAGEN

Engine:
No. Cylinders

Fuel Type:
GAS

Original Owner
☒

Dealer's City
WELLESLEY

State
MA

Zip Code
02482

4

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

017500 STEERING/LINKAGES/TIE ROD ASSEMBLY

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12/21/99

Failure Mileage
18000

Failure Speed

TIE ROD ENDS REPLACED DUE TO RECALL

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: DOTM19ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

THE OWNER RECEIVED RECALL NOTICE#99V 240 000/TIE RODS FROM THE MFR. IN SEPTEMBER, 1999. THE WORK WAS DONE IN DECEMBER 1999. LESS THAN 30,000 MILES LATER THE TIE RODS FAILED AGAIN. THE CONSUMER CONTACTED THE MFR. WHO INDICATED THAT THEY HAVE FULFILLED THEIR COMMITMENT AND THERE IS NOTHING ELSE THEY WILL DO. *NM

IN MAY 03 AT 47,000 MILES THE RIGHT TIE ROD ASSEMBLY WAS REPLACED AT A COST OF \$370 TO CUSTOMER. THIS WAS LESS THAN 30,000 MILES USAGE. IN MAY 04 THE LEFT SIDE HAS APPARENTLY FAILED. VW WILL NOT FIX FOR FREE OR MAKE RESTITUTION FOR 03 FAILURE.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-599) 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 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)

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 MAIL, 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

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.safercar.gov/questionnaire