



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

2004 MAY
27-MAY-2004

Repository ☐

Reference No.
10074344

OWNER INFORMATION (Type or Print)

Name

Address

City

STONY BROOK

State

NY

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 6/7/04

VEHICLE INFORMATION

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

VWVTH6386

Make

VOLKSWAGEN

Model

PASSAT GLX
w/ 4 Motion

Model Year

2004

Date Purchased
3-31-04

Dealer's Name and Telephone Number 631-724-6600
Smithtown Volkswagen

Engine:

No. Cylinders 6

Fuel Type:

Premium
Unleaded

Original Owner

☒

Dealer's City

Smithtown

State

NY

Zip Code

11787

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 3+

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-MAR-2004
to date

Failure Mileage

60

Failure Speed

@ 10 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: 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

☐ 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).

WHEN THE VEHICLE WAS BEING SLOWED DOWN THE GEARS WOULD SLAM INTO PLACE. ALSO WHEN TRYING TO ACCELERATE, THE VEHICLE DIDN'T RESPOND IMMEDIATELY. THIS PROBLEM HAS OCCURRED TWENTY TIMES SINCE BUYING THE VEHICLE IN MARCH. THE DEALER IS AWARE OF THE PROBLEM AND IS WORKING ON A SOLUTION. *NM *at least 30

VW America

*and
VW America

VW America has informed me that the defect is a lag in the transmission control module and they are unable to fix it at this time.

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.

EWALL & EWALL
ATTORNEYS AT LAW
848 PARK AVENUE
HUNTINGTON, NEW YORK 11743-4548

MERTON H. EWALL 0928-10083
STEVEN R. EWALL
LISA ARDEN
LAURA E. EWALL

April 21, 2004

Via Certified Mail/Return Receipt Requested

Volkswagen Customer CARE Center
3499 West Hamlin Road
Rochester Hills, MI 48309

Re: Refusal to repair transmission defect in 2004 Passat V6 with 4motion

Dear Madam/Sir,

On March 31, 2004 I purchased a 2004 Passat V6 with 4MOTION from Smithtown VW on Jericho Turnpike (Route 25) in Smithtown, New York. Shortly thereafter, I noted that it has a transmission defect. The transmission slips (jamming hard into gear) after slowing the vehicle down to a slow coast. I reported the defect to the dealer on Monday, April 12, 2004 and brought the car in for repair that evening. I was advised by the service staff that VW was aware of the problem and is working on a software fix, but the dealer did not have the fix yet. They took the car and said they would run some checks to confirm the condition was what they thought. The following day, I emailed your Customer Care Center and notified them of the problem and what I was told. I followed up by telephone on the 14th and reported everything to your representative by phone. I was assured that my problem would be given utmost priority and I would hear from you after the matter is further investigated.

The dealer returned the car to me on Wednesday, April 14, 2004 without fixing the transmission. They have confirmed the defect but are unable to fix it. They have in effect refused to fix the defect. My description of the defect and Smithtown VW's service center's findings are reflected on the enclosed copy of the Repair Invoice.

In addition to the notice I have already given you, this letter will serve as further notice to you of the dealer's refusal to repair a substantial defect in the vehicle.

Your IMMEDIATE attention to this matter is appreciated.

Very truly yours,

Home Address:

Stony Brook, NY

Home Phone:

From: VIC Web Responses <volktalk@vw.com>
Subject: RE: Customer Relations 4/16 mh
Date: April 16, 2004 11:08:11 AM EDT
To: [REDACTED]

Dear [REDACTED]

Thank you for your prompt reply. We have forwarded your information to the appropriate department.

We apologize for any inconvenience you may be experiencing Laura, and thank you once again for stopping by our site!

[REDACTED]
Volktalk

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 14, 2004 2:56 PM
To: VIC Web Responses
Subject: Customer Relations

My name is [REDACTED] Address is [REDACTED] Stony Brook, NY [REDACTED] The car is currently at the dealer, Smithtown VW. I believe I also emailed a similar message as the one below, to the Customer Relations Dept. Since our email was down this morning, I also called Customer Care and gave all the info to a representative who promised a prompt response and investigation into the matter. Let me know if you still need me to provide the VIN number because I don't have it handy right now.

Thank you,

On Apr 14, 2004, at 8:16 AM, VIC Web Responses wrote:

Dear [REDACTED]

Thank you for contacting the Volkswagen website regarding your 2004 Passat 4Motion.

In order to assist you further, please respond providing us with your name, complete mailing address, phone number and Vehicle Identification Number.

Be sure to indicate "Customer Relations" as your subject matter to ensure proper routing. We will then forward your information to the appropriate department for further handling.

We appreciate your submission and hope to hear back from you soon.

[REDACTED]
Volktalk

-----Original Message-----

From: [REDACTED]
Sent: None
To: volk@talk@vw.com
Subject: Marketing / Public Relations / Sponsorship

Name: [REDACTED]

Email: [REDACTED]

Comments :

I purchased a 2004 Passat V6 4motion on March 31, 2004. I brought it in for repair yesterday because it has a transmission problem. The transmission slips when I slow down to a coast (especially going uphill) and then slowly accelerate. The clunk is pretty heavy. I was told that VW is aware of the problem and working on a software fix but it hasn't been sent out to the dealers yet.

Please provide me with whatever further info you have on this matter. I'm not happy buying a \$30,000 vehicle with a transmission problem and no concrete info as to when and if it will be corrected.

[REDACTED]
Phone: [REDACTED]

Fax: [REDACTED]

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).