



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 1002.5

Date Received

2003 SEP 14
20-492-2004

Repository

File No.
10683228

OWNER INFORMATION (Type or Print)

Name

Address

City Upper Merion PA 19082

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 9/14/03

VEHICLE INFORMATION

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

WVWPD6386Z

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2002

Date Purchased

10-08-01

Dealer's Name and Telephone Number

Metro Acura-Volkswagen 215-965-7500

Engine:

No: Cylinders

Four

Fuel Type:

Regular

Unlead

Original Owner

Dealer's City

Philadelphia

State

PA

Zip Code

19153

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-SEP-2003

Failure Mileage

Failure Speed

25 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: DOTM15ABC035)

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(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).

WHILE DRIVING AT 40 MPH, THE VEHICLE VIBRATED UNCONTROLLABLY. WITHOUT WARNING THEN THE VEHICLE STALLED. THE DRIVER TRIED TO RESTART THE VEHICLE BUT WAS UNABLE TO DO SO. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE DRIVER THAT THE ENGINE NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. *1A

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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 responses 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)

The dealer cross out the mileage the day the car brake down see the attach paper-work I send with this Thank you

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 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

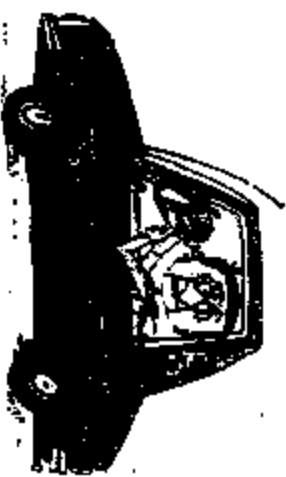
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Handwritten initials



U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.dot.gov/nhtsa>

DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4235

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



**VEHICLE
OWNER'S**

MEMO

To: Bureau of Motor Vehicles:

I

is writing

this letter to inform
you I no longer own this
vehicle it was tow to the
dealer, "ignition blew"
"on september 19, 2003"
in I never got it back

they refuse to give me my

tag off the car because
I told them to keep the
car, to many problems
with it. Plate: # EDX 4780

P.s. Brand new car

RE-NOTIFICATION

November 2003

Dear Volkswagen Owner:

You may have previously been notified of the action addressed in the attached notification letter; however, our records indicate that your vehicle has not yet been corrected. Please contact your dealer and arrange for an appointment. The repair will, of course, be free of charge.

Volkswagen of America, Inc.

Maria Cotter
Product Compliance

Volkswagen of America, Inc.



3900 Hamlin Road
Auburn Hills, MI
Tel. (248) 754-5000

Dear Volkswagen Owner,

We are now accelerating the process of replacing all ignition coils in cars potentially affected, whether a malfunction has occurred or not. We are writing to you today to invite you to return to your Volkswagen dealer to have your vehicle updated.

If an ignition coil becomes inoperative, the engine and its electronic controls are designed to keep your vehicle running. Your Malfunction Indicator Lamp (MIL) will illuminate and you may experience some deterioration in performance. This condition may also affect the emissions of your vehicle. You can continue driving and should take your car to the nearest Volkswagen dealer for repair.

The update to your vehicle will take less than one hour. Please call the service department of your Volkswagen dealer to schedule an appointment.

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately by first class mail to the lessee.

If you have already incurred out-of-pocket expenses, please write us at the address below, and we'll be happy to reimburse you. Please include any receipts you might have along with your letter.

Volkswagen of America, Inc.
Attn: Customer Relations
3469 Hamlin Road
Rochester Hills, MI 48309

I want to emphasize that taking care of you, our customer, remains our highest priority and we thank you for your patience. If you have any further questions, or require assistance locating a Volkswagen dealer, please visit vw.com or call us directly at (800) 822-6967.

Thank you for your continued loyalty.

Sincerely,

Frank Maguire
Vice President
Volkswagen of America, Inc.

**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).**