



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 1388

Date Received

2004 10 27

Repository ☐

08-OCT-2004

Reference No. 27
10095274

OWNER INFORMATION (Type or Print)

Name

Address

City RENO

State NV

Zip Code

Daytime 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 10/25/04

VEHICLE INFORMATION

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

WVWUH238XYE

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2000

Date Purchased

2000

Dealer's Name and Telephone Number

LITHIA AUTO GROUP 775-852-3300

Engine:

No. Cylinders

6

Fuel Type:

gasoline

Original Owner

☒

Dealer's City

RENO

State

NV

Zip Code

89511

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

092100 FUEL SYSTEM, OTHER: DELIVERY: FUEL PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-SEP-2004

Failure Mileage

70000

Failure Speed

Gasoline gauge / fuel sending unit
inside gas tank

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

☐ 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

Number of Deaths

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).

THE DEALERSHIP STATED RECALL 01V157000 CONCERNING FUEL SENDING UNIT EXPIRED, AND DEALERSHIP WILL NOT REPAIR THE VEHICLE
FREE OF CHARGE. LITHIA AUTO GROUP, 775-852-3300, RENO, NEVADA. *AK

Dealer only offered to repair at a cost of approximately \$500.
Vehicle has run out of gas on numerous occasions due
to intermittent failure of gas gauge to operate. Resulting in
vehicle being towed to repair shop from believing vehicle was broken
when after auto service repair determined gas tank empty.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Vehicle can run out of gas when gauge shows gas in tank, leaving driver stranded and risking vehicle failure when driving at high speeds in traffic on the freeway.

There should be no expiration on the recall for these defects. This is a dangerous problem and must be fixed. The defect must be repaired for free, as this is not due to any improper care or use of the vehicle and is not normal wear + tear. The parts are determined to be defective in design and materials and must be replaced at the expense of the manufacturer.

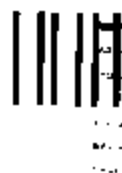
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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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-218
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

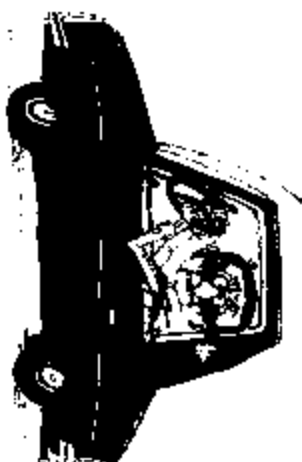
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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