



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

14-DEC-2004

Repository

Reference No.

10103728

OWNER INFORMATION (Type or Print)

Name

Address

City CARMEL

State NY

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 1/1/05

VEHICLE INFORMATION

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

WVWGG83A2YE

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1997

Date Purchased

5/17/04

Dealer's Name and Telephone Number

NEWTON MOTORSPORTS

Engine:

No: Cylinders

Fuel Type:

Diesel

Original Owner

Dealer's City

NEWTON

State

NY

Zip Code

07860

Transmission Type

MANUAL

Anti-lock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

118100 ELECTRICAL SYSTEM:IGNITION:SWITCH

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-DEC-2004

Failure Mileage

125000

Failure Speed

55 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R18)

DOT No. (Example: DOTM19ABC038)

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

Fine

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).

CONSUMER COMPLAINED ABOUT IGNITION SWITCH AND HEADLIGHTS PROBLEMS. WHILE DRIVING ON A WINDING ROAD THE HEADLIGHTS JUST TURNED OFF, AND CONSUMER WOULD HAVE TO WIGGLE THE IGNITION TO GET THE LIGHTS TO TURN BACK ON. CURRENTLY, MANUFACTURER WAS RECALLING VEHICLES WITH THIS DEFECT. HOWEVER, BECAUSE THIS VEHICLE HAD AN EXCESS OF 125,000 MILES IT WAS 25,000 MILES PAST THE CUT OFF POINT. \*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.

December 15, 2004

Volkswagen of America  
Attn: Customer Care Center  
3499 W. Haslet Rd.  
Rochester Hills, MI 48309

Dear Sir or Madam:

I am writing concerning an important life safety issue. Enclosed is a copy of your extended warranty covering my 97 Passat. I am very displeased that Volkswagen would put a mileage limit on this part malfunction. This malfunction nearly caused me to have an accident, endangering my life and other motorists. I really strongly believe that this problem should be a defective recall without mileage limitations. Since my car is 25,000 miles over the 100,000 limit I had to pay out of pocket expense to correct a life safety issue that your company is fully aware of. I enclosed the service invoice that I had done to fix the problem, and I am asking for a full refund. Please do address my concern so that I can again have faith in Volkswagen and their products and continue to be a loyal customer.

Sincerely,

Loyal Volkswagen customer

[Click here and type slogan]

Volkswagen of America, Inc.



2000 Phoenix Road  
Auburn, MA 01501

October 17, 2004

Subject: Volkswagen Ignition Switch Special Warranty Extension

Dear Volkswagen Owner,

We are writing to inform you of a special 5-year/100,000 mile extended limited warranty covering the electrical portion of the ignition switch on 1996-1997 Passat vehicles and 1996-1997 Jetta vehicles. Our records show that you are the owner of one of these vehicles.

**What is the problem?**

In a possible fuel, air or oxygen problem, the electrical portion of the ignition switch of affected vehicles could become inoperative due to a combination of unfavorable manufacturing tolerances, especially if a heavy bundle of keys is regularly attached to the ignition key. In cases where the electrical portion of the ignition switch malfunctions the windshield wipers, headlamps and the air conditioning system could become inoperative immediately after the engine is started.

**What will Volkswagen do?**

To help assure that owners of vehicles with the above-mentioned problem do not encounter unexpected out-of-pocket expenses, Volkswagen is offering an extended limited warranty covering the free replacement of the electrical portion of a one-functioning ignition switch on affected vehicles. This warranty extension will cover the electrical portion of the vehicle ignition switch that upon failure results in the windshield wipers, headlamps, or the air conditioning system becoming inoperative immediately after the engine is started. This warranty will be in effect for a total period of 5 year (or) 100,000 miles, whichever occurs first, from the original in-service date of the vehicle.

The original in-service date of the vehicle is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

**What We Would Like You To Do**

It is not necessary for you to take any action unless the electrical portion of the vehicle's ignition switch has become inoperative or becomes inoperative in the future. Simply contact your nearest Volkswagen dealer so that the necessary repair can be made. Replacement of the electrical portion of your ignition switch will be performed free of charge within the 5-year/100,000 mile extended warranty period. Any malfunctions of other electrical components of your Volkswagen, and/or other accessories, however, are covered by the normal terms of your lease Vehicle Limited Warranty or other warranties that you received at time of purchase. Please be sure to check or recheck the information in the front of your vehicle's warranty booklet for future reference.

Call 1-800-4-A-VW

Should you have previously paid for replacement or repair of the electrical portion of your vehicle's ignition switch, please hold your request for reimbursement receive by US at the address below, together with the original copy of the repair order and proof of payment.

Volkswagen of America, Inc.  
Attn: Customer Care Center  
3690 W. Hamlin Road  
Rochester Hills, MI 48306

We regret any inconvenience that holder may cause; however, we want to make sure that you do not incur an unnecessary expense should the electrical portion of your vehicle's ignition switch require replacement.

We wish you many more years of driving pleasure with your Volkswagen vehicle!

Sincerely,



Kip Krigel  
Director of Service, Process & Technology

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**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).**