



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

07-FEB-2005

Repository ☐

Reference No.
10110950

Daytime Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name

Address

City COLLEGE PARK

State MD

Zip Code

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 3/15/06

VEHICLE INFORMATION

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

WVWMD63B13

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2003

Date Purchased

3/12/03

Dealer's Name and Telephone Number

DARCARS / COLLEGE PARK MOTORS

(301) 441-2070

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

COLLEGE PARK MD

State

MD

Zip Code

20740

(1.8L Turbo)

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

080000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-DEC-2004

Failure Mileage

30000

Failure Speed

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).

THE OIL LIGHT CAME ON. CONSUMER TOOK THE VEHICLE TO THE DEALER, WHO WANTED \$11,000.00 TO REPLACE AN ENGINE FOR OIL SLUDGE. *AK

DW (Mr. Norm Pennington) said receipts needed to prove oil changes were made. I told him that oil changes were made - sometimes not by every 5,000 miles. The mechanic wrote a receipt verifying the oil changes. Danny - the owner - called & spoke to Pennington - Jan 05 - verifying the information. Also that the correct oil & filter was used. (Documents attached)

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.

*VW has clearly admitted to the sludge problem.
It is unfair that they want to put the customer
through so much hell. Especially, owing \$14,000 on
a car, that now is worth nothing!*

Volkswagen to work with dealers to improve guidelines for sludge repairs

RALPH KIRIEL / Automotive News

Posted Date: 2/7/05

NEW ORLEANS - Volkswagen of America Inc. will work with dealers to develop less-stringent guidelines on free repairs for vehicles with oil-sludge problems.

Dealers have been asking VW for more lenient guidelines for owners who encounter problems with engine sludge even though they have maintained vehicles properly. The topic arose at VW's make meeting.

"I think we'll see the restrictions relaxed," said Bob Grace, chairman of the VW National Dealer Council. "The bottom line is we need to do the right thing."

In August, VW acknowledged oil sludge problems in some VW Passat and Audi A4 models. It has required customers to show proof that they followed factory recommendations on oil changes.

But sometimes VW owners who have been diligent about maintaining their vehicles don't have all of their receipts, Grace said.

"VW will work with the dealer council - a collaborative effort - to come up with something less restrictive," he said.

Len Hunt, vice president in charge of the VW brand in the United States, said the guidelines should be formulated by the end of February. Hunt said he and Grace will inform dealers then.

"We're going to find a happy medium," Hunt said. "We're not going to cover repairs for someone who drives 80,000 miles without ever servicing the car. But for the owner who has done the reasonable thing, maybe missing one oil change, we will address that owner."

VW dealers also learned that VW will create a rapid-response team to smooth the March 19 launch of the redesigned 2005 Jetta.

"We need a successful launch of the Jetta," said Grace, of Southpoint Volkswagen in Baton Rouge, La. "All our hopes are pinned on it. The Jetta is VW's best-selling U.S. model."

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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).**