



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 100162

Date Received

Repository ☐

09-FEB-2005

Reference No.
10111253

OWNER INFORMATION (Type or Print)

Name

Address

City

CLIFTON

State

VA

Zip Code

Daytime Telephone Number

571-217-7050

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an answer, we will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/19/05

VEHICLE INFORMATION

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

Make

VOKSWAGEN

Model

PASSAT

Model Year

2001

Date Purchased

JAN 01

Dealer's Name and Telephone Number

Alexandria V/A

Engine

No. Cylinders

6

Fuel Type

Gas

Original Owner

☒

Dealer's City

Alexandria

State

VA

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

121100 EXTERIOR LIGHTING: HEADLIGHTS; CONCEALMENT DEVICES

Multiple Failure: 1 Both sides failed

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-FEB-2005

Failure Mileage

60000

Failure Speed

Both head light components would not adjust and car failed state inspection

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).

VEHICLE EXPERIENCED A PROBLEM WITH THE HEADLIGHTS. OWNER STATED THAT WHILE TRYING TO TAKE THE VEHICLE THROUGH STATE INSPECTION THE VEHICLE FAILED BECAUSE THE HEADLIGHTS WOULD NOT ADJUST. THE ADJUSTMENTS WERE DONE FROM THE REFLECTOR. THE ADJUSTMENT SCREW VIBRATED, AND EVENTUALLY FELL OFF, MAKING THIS VERY DIFFICULT TO MAINTAIN.

not screw
Plastic Gear

The Light to fall out of adjustment.

not Done
Because of rusted screw and Plastic

Please see back statement

the inspector

Gear fell off. Lights

stated this is

alignment

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.

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

On 4 Feb car failed state inspection because lights are out of alignment, and
 can not be corrected. Inspector said this is common with these cars head lights.
 After my questions and inspection I noticed screw had rusted and plastic cover
 was just gone. If I would have not gotten this problem solved because the
 lights over time point down on the road away from the front of the car, this is
 a driving hazard and would have caused a crash because at the road not being seen
 or someone in front of me I never noticed the lights pointing down further until
 it was fixed. The lights are working and I can now see why it is
 important to get the car inspected every year if I did not get it
 inspected I would have not know because it happens slowly. the
 design is poor and needs to be fixed by the V/w Company! I
 recommend that this be a recalled item and for the Government
 to request it I called V/w and they do not care of my concerns or
 the safety of this product. re-inspected on 2-10-03 pass
 after adjusted.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

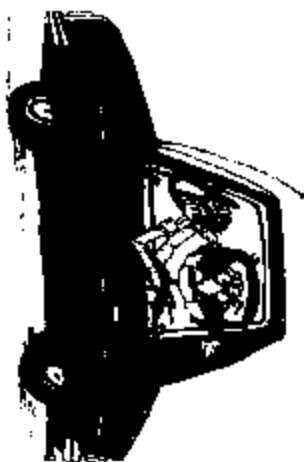
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FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

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-218
 400 7th Street, SW
 Washington, DC 20590

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TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM
 ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
 OWNER'S**

