

Jimenez, Alberto

From: [REDACTED]
Sent: Monday, July 18, 2005 8:56 AM
To: Jimenez, Alberto
Cc: Washington, Sandy
Subject: Escalation -Problem with 2000 VW Passat ABS control module

10/28/05
10/28/05

-----Original Message-----

From: [REDACTED]
Sent: Friday, July 15, 2005 4:34 PM
To: nhtsa.vsh
Subject: problem with 2000 VW Passat ABS control module

Sir or Madame,

I recently filed a complaint on your site for a problem that I am having with the ABS control module on my 2000 Passat. The module has an intermittent failure, and needs to be replaced. This represents a safety hazard, since it disables the ABS system when it is not functioning, and could result in unexpected braking behavior. I have taken this to a VW service center, and the cost to replace is \$1200.

I noted on your site many other complaints of this exact problem. In addition, the dealer has mentioned that they receive many of these repairs and it appears to be a common problem.

I would urge you to look into this particular issue, as I believe it is a serious safety concern, and a defect that VW is aware of, but continuing to pass on to it's customers.

Thank you for your consideration.

Regards,

[REDACTED]
Palo Alto, CA
[REDACTED]

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NAK
GAG
11/28/05



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 100148

Date Received

15-JUL-2005

Repository ☐Reference No.
10128918

OWNER INFORMATION (Type or Print)

Name

Address

City MENLO PARK

State CA

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 7/15/05

VEHICLE INFORMATION

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

Make
VOLKSWAGENModel
PASSATModel Year
2000Date Purchased
01-FEB-00

Dealer's Name and Telephone Number

Engine:
No. Cylinders 6

Fuel Type:

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC☒ Antilock Brakes
☐ Cruise Control

Powertrain

Vehicle Component Code

046100 SERVICE BRAKES, AIR:ANTILOCK:CONTROL UNIT/MODULE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-JUL-2005Failure Mileage
60000

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: DOTM15ABC036)

☐ 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).

ABS CONTROL MODULE FAILURE. 2000 VW PASSAT WITH 50,000 MILES EXPERIENCED AN ABS CONTROL MODULE FAILURE - SYMPTOMS ARE ABS WARNING LIGHT TURNS ON, AND "STOP" SHOWN ON DISPLAY SCREEN. TOOK IT TO A VW DEALER WHO QUOTED ME \$1185 USD TO REPLACE.

THIS APPEARS TO BE A VERY COMMON PROBLEM WITH PASSATS AT ABOUT 50,000 MILES.

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.