

 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 2006 JAN 11 PM 1:39 06-OCT-2005 Repository ☐ Reference No. 10138829	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City LEDGEWOOD State NJ Zip Code [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED] Evening Telephone Number [REDACTED]			
Do you authorize NHTSA to contact you or the owner of your vehicle? ☒ YES ☐ NO DMV In the absence of a signature, please print the name and address to the vehicle manufacturer. Signature of Owner [REDACTED] Date 12/29/2005			
VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WVWPH62B73P [REDACTED] Make VOLKSWAGEN Model PASSAT Model Year 2003 Date Purchased 08-SEP-03 Dealer's Name and Telephone Number DCH VW 973-762-8300 Engine: No: Cylinders 6 Fuel Type: Gas Original Owner ☒ Dealer's City MAPLEWOOD State NJ Zip Code [REDACTED] Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 114000 ELECTRICAL SYSTEM:WIRING Multiple Failure: 7			
FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) 10-JUL-2005 thru 08 OCT 2005 Failure Mileage 30000 Failure Speed 65mph FUEL Pump RELAY Defective PART			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/B5R15) [REDACTED] DOT No. (Example: DOTM15ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED] Tire Component Code [REDACTED] Tire Failure Type [REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED] Seat Type: [REDACTED] Installation System: [REDACTED] Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]			
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 [REDACTED] Number of Deaths [REDACTED] 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).			
DT: 2003 VOLKSWAGEN PASSAT. THE CONTACT STATED THE VEHICLE STALLED AT HIGHWAY SPEEDS. THERE WAS NO WARNING LIGHTS THAT CAME ON BEFORE THIS OCCURRED. THE VEHICLE WAS PULLED OVER, AND IT STARTED UP IMMEDIATELY. THIS STARTED ON JULY 10, 2005, AND HAPPENED APPROXIMATELY 7 TIMES. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, AND THEY HAD IT FOR 77 DAYS. THE VEHICLE WAS RETURNED TO THE CONTACT TWICE. THE DEALERSHIP REPLACED A COIL PACK, SPARK PLUGS, AND THE FOUR BRAKE LIGHT BULBS. THE DEALERSHIP TOLD THE CONTACT THE VEHICLE WAS READY, HE PICKED IT UP AND DROVE 3 MILES AND THE VEHICLE STALLED. HE IMMEDIATELY TOOK THE VEHICLE BACK TO THE DEALERSHIP. THEY CONTACTED TECHNICAL SUPPORT, WHO TOLD THE DEALERSHIP TO CHECK FOR THE ELECTRICAL GROUNDS. THE DEALERSHIP THEN TOOK THE VEHICLE ON A TEST DRIVE AND IT STALLED AGAIN. THE FACTORY SERVICE ENGINEERS SAID TO PUT EVERY ELECTRICAL WIRE ON THE CAR THROUGH AN OHM TEST. ALL OF THE WIRES CHECKED OUT, AND NO OUT OF TOLERANCE RATINGS WERE FOUND. THEY TOLD THE DEALERSHIP TO CHECK THE IGNITION KEY ADAPTATION, AND THE SECURITY SYSTEM FOR PROPER FUNCTION. NO PROBLEMS WERE FOUND. THEY FOUND NOTHING DEFINITIVE AT THAT POINT. THE TECHNICIAN TOLD THE DEALERSHIP TO REPLACE THE ENGINE WIRE HARNESS THAT WAS REPLACED AUGUST 8, 2005. THE VEHICLE WAS THEN PICKED UP ON AUGUST 10, 2005. THE CONTACT WENT ON VACATION, AND 175 MILES LATER THE VEHICLE STALLED AGAIN ON THE INTERSTATE. THE VEHICLE			
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.			

INCLUDED

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

The dealership had decided to replace the vacuum pump. That didn't work either. Then the dealership stated a two month job that consisted of removing & replacing the engine cylinder heads, they did it (3) three times until they got it right. However, the car still stalled. Their next road test failed, however this time the car would not restart. So then they checked the fuel pump relay & found it defective. They replaced the fuel pump relay & it then worked. After one hundred and five days they finally located & fixed the real problem. They relied on the vehicle computer (diagnostics) to tell them what was wrong, the reason they couldn't find the problem was because the fuel pump relay is not monitored by the "on board computer"

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

BUSINESS REPLY MAIL

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

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UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOE
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration

Form DOT 108 (Rev. 10-80)

**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).**