



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

2006 MAR -6 PM 2:40
10-MAR-2006

Repository ☐

Reference No.
10152412

OWNER INFORMATION (Type or Print)

Name

Address

City SAN FRANCISCO

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 1/1

VEHICLE INFORMATION

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

WWWVDB382

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2003

Date Purchased
15-AUG-03

Dealer's Name and Telephone Number

Fairfax Imports

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Fairfax

State

VA

Zip Code

22030

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

162000 STRUCTURE/BODY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-MAR-2006

Failure Mileage

28960

Failure Speed

0

Due to failure of drainage tube, following damaged:
Transmission control module, wiring harness, wash water

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: DOTM9ABC036)

☐ 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), condition(s), 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).

THIS IS A 2003 VW PASSAT WITH 27,000 MILES. IT IS KEPT OUTSIDE IN NORTHERN CALIFORNIA. THERE HAVE BEEN RAINS HERE RECENTLY, EXPECTED THIS TIME OF YEAR.

THE REAR FOOTWELL WAS FOUND TO HAVE WATER IN IT RECENTLY. NEITHER THE SUNROOF NOR WINDOWS HAD BEEN LEFT OPEN. ALTHOUGH THE VEHICLE HAS BEEN MAINTAINED BY VW DEALERS ACCORDING TO SCHEDULE, THE BOTTOM OF THE SUNROOF DRAIN TUBE WAS CLOGGED, BACKING WATER UP. THE RESULTING DAMAGE INCLUDED CARPET, DAMPENED TRANSMISSION CONTROL UNIT, WIRING HARNESS AND A SAFETY RELAY AMOUNTING TO OVER \$3,000 TO REPAIR. THE DEALER IS REPLACING THE DAMAGED PARTS AND UNCLOGGING THE DRAIN TUBE. THERE IS NO GUARANTEE THAT THIS WILL FIX THE PROBLEM PERMANENTLY.

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)

Sunroof drainage tube is pinched at the bottom by debris. It clogged water overflowed into the car and damaged several electrical components. Carpeting also had to be replaced. Weather was not unusual. Normal rain in San Francisco.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

800-327-4236



Write: Office of Defects Investigation (ODI)
U.S. Department of Transportation
National Highway Traffic Safety Administration



**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).**