



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 27-MAR-2006 Repository ☐

27-MAR-2006

Reference No.
10153789

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RICHMOND State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 4/12/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WVWPD63 [REDACTED] Make VOLKSWAGEN Model PASSAT Model Year 2003

Date Purchased 01-JAN-03 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 4 Fuel Type: Gas

Original Owner ☐ Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 061000 ENGINE AND ENGINE COOLING;ENGINE
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-AUG-2005 Failure Mileage 89000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ 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).

DOT: THE CONTACT STATED THE ENGINE ON THE VEHICLE FAILED. THE DEALERSHIP DETERMINED THE ENGINE NEEDED TO BE REPLACED DUE TO AN OIL SLUDGE PROBLEM. TWO MONTHS LATER THE CHECK ENGINE LIGHT CONTINUED TO ILLUMINATE. THE DEALERSHIP DETERMINED THE ENGINE NEEDED TO BE BROKEN DOWN TO SEE IF THE PROBLEM WAS RELATED TO THE OIL SLUDGE PROBLEM.

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.

[REDACTED]

Narrative Description

Engine failed and was replaced in 8/05 with a one (1) year/12,000 mile warranty. A month after the replacement the check engine light came on. The dealership has failed to correctly diagnose the problem and the engine was checked lastly in 3/06. It was determined that the engine needed to be broken down in order to find the problem and since the mileage had exceeded the warranty it would not be covered. According to the dealership, it did not matter that we had documented problems while the engine was under warranty and that they failed to diagnose the problem; they still would not cover the repairs. The technician, [REDACTED] (Brown's VW) spoke to his manager and he gave the same response. We then contacted the VW Customer Advocate line and they stated they would not cover the repair and referred us back to the dealer. The dealer referred us back to Customer Service. We were tossed back and forth with no one willing to take responsibility or action. We then contacted VW of North America headquarters and spoke to Rudy Menchaca a Regional Director on 3/23/06 @ 1:12p.m. Mr. Menchaca stated that if they would've covered the engine it would've only been for the oil sludge problem irregardless of them replacing the entire engine. He would not take responsibility and told us VW would not cover the repairs.

After much opposition and no progress, we searched the internet and found that this is a known problem with VW Passat's and that VW is ranked among the worse car companies for resolving customer complaints. Therefore, we are appealing to you for your assistance. Thank you!

5052

01.03.2006 09:05

VAS 5052

Self-Diagnosis Log

Workshop code:

Version:

Base V08.00.00 07/11/2005

License plate:

Dealership Identifier:
West Broad Audi VWVehicle Identification Number (VIN):

01.03.2006 09:04

Vehicle System:

01 - Engine electronics

4B0906018DA

1.8L R4/5VT G

Coding 16551

Dealership number 00028

8E0909018A

0003

02 - Interrogate fault memory:

2 Fault / notes detected

17705 P1297 001

Connection charger-throttle valve

Pressure drop

17544 P1138 001

Bank1, mixture adaption (add.)
system too lean

Date: 3/20/00

License: _____

VIN: 40V6PD630631

RO/Tag#: _____

208042

Mileage: _____

102145

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

Info. Estimate

Check Tires Measure Tire Tread Depth

CHECK & FALL		Window washer fluid level		Tire Pressure Set to Factory Recommendation	
☒	☒	Automatic transmission fluid level/condition		LF	RF
☒	☒	Brake fluid level/condition		☒	☒
☒	☒	Power steering fluid level/condition		☒	☒
☒	☒	Coolant recovery reservoir fluid level/condition		☒	☒
☒	☒	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)		☒	☒
☒	☒	Windshield for cracks, chips and pitting		LR	RR
☒	☒	Operation of horn, interior and exterior lights		80% or more remaining	
☒	☒	Windshield washer spray and wiper operation		20% - 80% remaining	
☒	☒	Cooling system for visible leaks and damage		Less than 20% remaining	
☒	☒	Oil and/or fluid leaks (Specify _____)		Measure Front / Rear Brake Linings	
☒	☒	Constant velocity (CV) drive axle boots (if equipped)		LF	RF
☒	☒	Exhaust system (leaks, visible damage, loose parts)		☒	☒
☒	☒	Drive belt(s)		☒	☒
☒	☒	Steering, steering linkages/wheel and play/bearings		☒	☒
☒	☒	Suspension (shocks/struts for bounce/leaks/damage)		☒	☒
☒	☒	Brake lines, hoses, parking brake		☒	☒
☒	☒	Battery terminals (clean, if necessary)		LR	RR
☒	☒	Clutch operation (if equipped)			

Recommended Additional Services

☒	☒	Rotates Tires	
☒	☒	Air Filter	
☒	☒	Wiper Inserts	
☒	☒	Tire Repair	
☒	☒	Brakes (Specify)	
☒	☒	Other	

Brake Measurements Not Taken This Service Visit ☐

50% or more remaining

20% - 50% remaining

Less than 20% remaining

Check Battery Performance



Actual Cold Cranking Amps and/or attach test results

Customer Signature _____

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).