



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

06-JUN-2006

Repository

Reference No.  
10159087

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CHARLESTON State: SC Zip Code: [REDACTED]

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: / /

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: [REDACTED]  
Make: VOLKSWAGEN Model: PASSAT Model Year: 2002  
Date Purchased: 15-JUN-05 Dealer's Name and Telephone Number: STOKES VOLKSWAGEN Engine: No. Cylinders: 4 Fuel Type: Gas  
Original Owner: [REDACTED] Dealer's City: NORTH CHARLESTON State: SC Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 134000 VISIBILITY:SUN ROOF ASSEMBLY  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 06-JUN-2006 Failure Mileage: 55000 Failure Speed: 50

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  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) event(s) 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 PASSENGER SIDE FLOOR BOARD FLOODED. THEN WHILE TRAVELING AT 30 MPH, NUMEROUS WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHERE IT WAS DETERMINED THE SUNROOF DRAINS HAD CLOGGED, CAUSING THE FLOODING AND A SHORT IN THE WIRING SYSTEM. THE DEBRIS IN THE DRAINS WAS BLOWN OUT.

*in a module  
Problem remains*

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)**

Seems this problem is all over the internet - BLD & after Blaq - My problem continues - since my reporting, my rear floor board r/s side flaired again - my insurer is involved now, say this is car defect and VW should fix and replace carpeting - some VW's have 4 drains in sunroof cavity some 2 - my dealership does not know? some dealerships have pushed vehicles out to lot notifying cust. to come get it "they will not work on it" get your insurer. VW USA is playing dumb and until the U.S. Gov. enters the picture they wish to stick there head into a hole in ground - electronic module that shorts out is under the carpeting where water settles - *Walter*

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.

or visit: [www.safercar.gov](http://www.safercar.gov)

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owners Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

