

 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 NOV -3 2:15 21-SEP-2006		Repository ☐ Reference No. 10168883	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City	State	Zip Code	Evening Telephone Number		
SCHENECTADY	NY				
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 information to the vehicle manufacturer.					
Signature of Owner			Date 9/29/06		
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
VWVRH63E			VOLKSWAGEN	PASSAT	2003
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	Martin Nemer Volkswagen Corp.		No: Cylinders 6	Gas	
Original Owner	Dealer's City	State	Zip Code		
☒	Latham	NY	12110		
Transmission Type	☒ Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	☒ Cruise Control	FRONT WHEEL DRIVE	034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS		
			Multiple Failure: 2		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
20-SEP-2006	53001	5			
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: DOTM19ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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*: THE CONTACT STATED WHILE DRIVING 5 MPH, THE VEHICLE MADE A CLANGING NOISE WHILE PULLING INTO A GARAGE. WHEN THE BRAKE WAS DEPRESSED, THE PEDAL WENT ALL THE WAY TO THE FLOOR, AND DID NOT ENGAGE COMPLETELY. THERE WAS NO INDICATION OF A PROBLEM PRIOR TO THE INCIDENT. A PRIVATE REPAIR SHOP WAS CONSULTED, AND DETERMINED THE REAR BRAKES NEEDED TO BE REPLACED. THE BRAKE PADS WERE REPLACED, THE TIRES WERE ROTATED, AND THE OIL WAS CHANGED. DURING THE SUBSEQUENT TEST DRIVE, THE VEHICLE STALLED COMPLETELY WHILE TRAVELING 25 MPH. A SERVICE DEALER WAS CONSULTED BY THE PRIVATE REPAIR SHOP, AND DETERMINED THAT THE FUEL PUMP HAD FAILED. THE FUEL PUMP WAS REPLACED. THERE WAS A NHTSA RECALL # 06V017000 WHICH PERTAINED TO THE FUEL PUMP. THE VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN.					
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 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.					



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

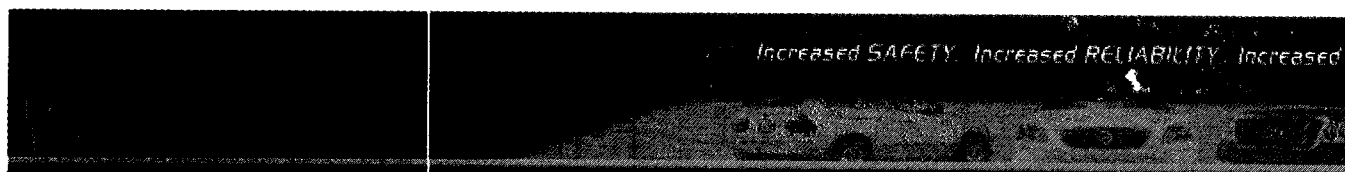
Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236



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SEARCH RECALLS

RECALLS FOR YOUR 2003 VOLKSWAGEN PASSAT

FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER PIPE AND CAP

NHTSA Campaign No: 02V026000

Manufactured From: 04/01/1997 - 08/31/2002

Manufacturer's Campaign No: WK

Units Affected: 487,284

Owner Notification Date: 06/13/2003

Description of Defect

ON SOME PASSENGER VEHICLES, THE FUEL TANK FILLER NECK CAN SUFFER ABRASION DAMAGE IF THE REAR TIRE GOES FLAT AND THE VEHICLE IS DRIVEN UNTIL THE TIRE DISINTEGRATES.

Consequence of Defect

FUEL LEAKAGE CAN OCCUR INCREASING THE RISK OF A FIRE.

Corrective Action

DEALERS WILL FIT PASSAT VEHICLES WITH A NEW WHEEL HOUSE LINER THAT WILL BETTER PROTECT THE CAR'S FILLER NECK. JETTA VEHICLES WILL BE FITTED WITH A DIFFERENT METAL SHIELD DESIGNED TO ENHANCE ABRASION PROTECTION IN THE EVENT OF TIRE DISINTEGRATION. OWNER NOTIFICATION BEGAN JUNE 13, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT VOLKSWAGEN AT 1-800-822-8987.

FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

NHTSA Campaign No: 06V017000

Manufactured From: 09/01/2002 - 03/31/2003

Manufacturer's Campaign No: M7 & JL

Units Affected: 74,000

Owner Notification Date: 04/10/2006

Description of Defect

ON CERTAIN VEHICLES PRODUCED FROM SEPTEMBER 2002 - MARCH 2003, EQUIPPED WITH 1.8L TURBO, 2.8L V6, OR 3.0L ENGINES, A CHANGE IN THE ELECTRICAL MOTOR COMPONENTS IN THE FUEL PUMP CAN LEAD TO AN INOPERATIVE FUEL PUMP AND, ULTIMATELY, STOPPAGE OF FUEL SUPPLY TO THE ENGINE CAUSING IT TO STALL.

Consequence of Defect

IF FUEL FLOW TO THE ENGINE IS INTERRUPTED, THE VEHICLE COULD STALL WITHOUT WARNING AND THUS PRESENT A POTENTIAL RISK OF CRASH.

Corrective Action

DEALERS WILL INSTALL NEW FUEL PUMPS FREE OF CHARGE. THE RECALL BEGAN ON APRIL 10, 2006.
OWNERS MAY CONTACT VW AT 1-800-222-8987 OR AUDI AT 1-800-822-2834.

NOTE: The source of this recall information is the National Highway Traffic Safety Administration, which maintains recall information for vehicles sold in the United States. If we did not find any recalls for your vehicle, that does not necessarily mean there are none. Ownersite.com advises that you contact your local dealership or visit the NHTSA website at <http://www.nhtsa.dot.gov> to perform another search. At times, our list of vehicles (or the vehicles that you explicitly add to your Ownersite.com account) may not match exactly the model names maintained in the NHTSA database.

Recall Database Last Updated 09/28/2006

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PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).