



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

Repository ☐

Reference No.
10175570

08-DEC-2006

11:31 AM 9:40

OWNER INFORMATION (Type or Print)

Name

Address

City

TAMPA

State FL

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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 01/17/07

VEHICLE INFORMATION

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

WVWMA6384E

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1999

Date Purchased
01-APR-03

Dealer's Name and Telephone Number

Reeves Import Motor Cars

Original Owner

Dealer's City

11333 N. Florida Ave.

State

FL

Zip Code

33612

Engine:

No: Cylinders 4

Fuel Type:

Gas

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

017400 STEERING:LINKAGES:ROD:RELAY:CONNECTING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-DEC-2006

Failure Mileage

82000

Failure Speed

55

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:

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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*: THE CONTACT STATED WHILE DRIVING 55 MPH ON THE INTERSTATE, THE RIGHT TIRE BLEW OUT WITHOUT WARNING. THE CONTACT MANEUVERED THE VEHICLE TO THE SIDE OF THE ROAD. THERE WERE NO OBVIOUS ROAD HAZARDS SEEN. THE TIRE WAS REPLACED WITH A SPARE. THE VEHICLE WAS INSPECTED BY AN INDEPENDENT REPAIR SHOP, WHO DETERMINED BOTH FRONT TIE ROD ENDS WERE WORN, LACKED LUBRICATION, WERE RUBBING INTO THE FRONT TIRES, AND NEEDED TO BE REPLACED. THERE WAS A NHTSA RECALL, # 00V414000, REGARDING THE STEERING:LINKAGES:ROD:RELAY:CONNECTING. THE VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN. THE MANUFACTURER WAS ALERTED.

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)

RIGHT SIDE - LEFT SIDE Outer Tie Rod ENDS
were completely worn out. Resulting in
Pre mature TIRE Wear. Our Son had A Blow
out on TIRE AT 55 mph. while driving
ON FNTerSTATE

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

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



Steering and Suspension: All Technical Service Bulletins

Recall 00V414000: Excessive Tie Rod Wear

The tie rods of the steering assembly are protected on each side by a seal to prevent moisture and dust particles from entering the swivel bearing mechanism. It is possible that some tie rod seals may not seal properly.

If moisture and/or dust particles enter the swivel bearing mechanism, the swivel bearing could wear over time diminishing the steering control of the vehicle.

Dealers will replace the tie rods.

Owner notification began December 15, 2000. 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 or Audi at 1-800-822-2834. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

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).