



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
2007 MAR 30 AM 7:41
16-FEB-2007

Repository
Reference No.
10182787

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DENVER State CO 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 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
WWWVH63B0 [REDACTED]
Make VOLKSWAGEN Model PASSAT STATION WAGON Model Year 2002
Date Purchased 01-JUN-05 Dealer's Name and Telephone Number PURCHASED USED Engine: No: Cylinders 6 Fuel Type: Diesel GAS
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type MANUAL Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 034100 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-DEC-2006 Failure Mileage 54000 Failure Speed _____

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 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).

TL* - THE CONTACT CALLED REGARDING THE 2002 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT THE DESIGN OF THE BRAKE SYSTEM ALLOWED WATER TO ENTER AND THE BRAKE PEDAL TO FREEZE. THIS CAUSED THE BRAKE PEDAL TO LOCK AND THE CONTACT WAS UNABLE TO DEPRESS THE PEDAL. WHILE DRIVING THE BRAKE PEDAL BECAME IMMOBILIZED, AND HE WAS UNABLE TO DRIVE THE VEHICLE. THE CONTACT WAS EVENTUALLY ABLE TO DRIVE THE VEHICLE TO THE VOLKSWAGEN DEALER. THE DEALER COULD NOT DUPLICATE THE PROBLEM. THE CONTACT STATED THAT THE FAILURE OCCURRED AGAIN. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER AND A MECHANIC KNEW WHAT CAUSED THE FAILURE. THE MASTER CYLINDER AND THE BRAKE VACUUM BOOSTER WERE REPLACED. THE FAILURE MILEAGE WAS 54,000. THE CURRENT MILEAGE WAS 56,000.*AK
DESIGN AND/OR MANUFACTURE OF SEAL BETWEEN BRAKE VACUUM BOOSTER AND MASTER CYLINDER ARE DEFECTIVE, ALLOWING WATER TO ENTER BOOSTER AND REMAIN. IN COLD WEATHER, WATER CAN FREEZE, LEADING TO EITHER LACK OF BRAKES OR LOCKED-ON BRAKES. THIS PROBLEM IS SAID TO OCCUR IN NUMEROUS PASSATS.

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.