



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 ☐

2008 FEB -1 AM 11:16
06-JUN-2007

Reference No.
10192541

OWNER INFORMATION (Type or Print)

Name

Address

City

LUTHERVILLE

State

MD

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 authorization, NHTSA will not release 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

WWWPD63B43P

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2003

Date Purchased
01-APR-03

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-JUN-2007

Failure Mileage

~~15000~~
52,000

Failure Speed

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

☐ 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 OWNS A 2003 VOLKSWAGEN PASSAT. WHILE DRIVING 5 MPH, THE VEHICLE LOST POWER AND COMPLETELY SHUT OFF. THE VEHICLE WAS TOWED TO THE DEALER WHO DETERMINED THE CAUSE OF FAILURE WAS THE FUEL PUMP. THE CONTACT CONDUCTED RESEARCH ON HIS VEHICLE AND FOUND THAT THERE WERE RECALLS ON THE FUEL PUMP FOR THE 2003 VOLKSWAGEN PASSAT. HE NOTIFIED THE MANUFACTURER WHO STATED THAT THE RECALLS APPLIED TO VEHICLE'S MADE BETWEEN SEPTEMBER 2002 THROUGH MARCH 2003. THE CONTACT'S VEHICLE WAS MADE IN APRIL, THEREFORE EXCLUDING IT FROM THE RECALL. HE BELIEVES THAT HIS VEHICLE IS INCLUDED IN THE RECALL. THE CURRENT MILEAGE IS 52,000 AND FAILURE MILEAGE WAS ~~15,000~~.

Same

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.