



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 ☐

29-AUG-2007

DEC 12 AM 11:00

Reference No.
10201130

OWNER INFORMATION (Type or Print)

Name

Address

City

FELTON

State CA

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 provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 09/21/07

VEHICLE INFORMATION

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

WWWND63B73E

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2003

Date Purchased
02-AUG-03

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒

Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

AUTOMATIC

☒

Cruise Control

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-AUG-2007

Failure Mileage

88131

Failure Speed

0

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).

VEHICLE WOULD NOT START ON AUG. 26. STARTER CRANKED BUT ENGINE FAILED TO TURN OVER AND START. DEALER DIAGNOSED AS FUEL PUMP FAILURE. VEHICLE HAS APPROXIMATELY 88,000 MILES. WE ARE INFORMED MANUFACTURER VW HAS RECALLED FUEL PUMPS FOR THIS MAKE AND MODEL YEAR (2003) BUT NOT THIS PARTICULAR VIN. WE ALSO UNDERSTAND VW ORIGINALLY LIMITED RECALL TO AN EVEN SMALLER BATCH OF VINS. WE BELIEVE THE FUEL PUMP DEFECT IS MORE EXTENSIVE THAN VW IS WILLING TO ACKNOWLEDGE. THE REPAIR IS CURRENTLY NOT UNDER WARRANTY AND WILL COST OUR FAMILY APPROXIMATELY \$1,500 TO REPAIR, PLUS TOWING AND CAR RENTAL COSTS. WE ARE LUCKY THE FAILURE OCCURRED DURING A COLD START AND NOT ON THE ROAD, WHERE WE COULD HAVE BEEN STRANDED IN A DESERT, A STORM, OR THE MIDDLE OF AN INTERSECTION WITH ONCOMING TRAFFIC. THIS IS A MAJOR SAFETY CONCERN. AFTER DEALER CLAIMED TO HAVE FIXED PROBLEM ON AUG. 29, 2007, WE TOOK THE VEHICLE HOME AND IT AGAIN FAILED TO START, OR EVEN CRANK. DEALER HAS TOWED IT BACK AND IS REVIEWING. *TR

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)

ENCLOSED IS INVOICE FOR FUEL PUMP REPAIR. SECOND FAILURE WAS DIAGNOSED AT DEALER
AS BATTERY FAILURE. NOTE: OWNER MANUAL STATES THAT BATTERY SHOULD LAST FIVE
YEARS

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

SAN JOSE CA 951

25 SEP 2007 PM 6 T

BUSINESS REPLY MAIL

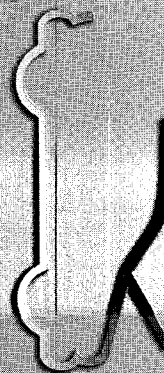
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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**

nhtsa
people saving people

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

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).