



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: 27-FEB-2008
 2008 MAR 18 AM 8:19

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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: BETHEL State: PA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
 Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
 In the absence of an authorized signature or address to the vehicle manufacturer.
 YES NO
 Signature of Owner: [REDACTED] Date: 3/5/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WVG8383V [REDACTED]
 Make: VOLKSWAGEN Model: PASSAT Model Year: 1997
 Date Purchased: 01-DEC-96 Dealer's Name and Telephone Number: BERTOLET INC 1-800-452-2202 *Not Bought at this*
 Engine: No. of Cylinders: 4 Fuel Type: Diesel
 Original Owner: Dealer's City: READING PA. State: PA Zip Code: 17961
ORWIGSURGE BUSBY & CO
 Transmission Type: MANUAL Antilock Brakes: Cruise Control:
 Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING
 Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-NOV-2007 Failure Mileage: 38000 Failure Speed: 0
TURB - NO POWER - ENGINE HEAD -

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 1997 VOLKSWAGEN PASSAT. THE CONTACT HAS TAKEN HIS VEHICLE TO THE GARAGE AND THE DEALER EIGHT TIMES. THE ENGINE HEAD WAS REPLACED AT 42,000 MILES AND THE TURBO CHARGE IS CURRENTLY FAILING. THE CONTACT STATED THAT THE REPAIRS COST MORE THAN THE ACTUAL PRICE OF THE VEHICLE. THE DEALER STATED THAT THE COMPUTER NEEDED TO BE REPLACED IN ORDER TO CORRECT THE TURBO CHARGE. THE REPLACEMENT WOULD COST \$1,000. THE VIN WAS VERIFIED, BUT APPEARS TO BE INVALID. THE CURRENT MILEAGE WAS 46,000 AND FAILURE MILEAGE WAS 38,000.

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)

ENGINE HEAD REPLACED - BORKEN glow Plug. 2006 - 41000 MILES
TURB REPAIRED - 3-08 HOPE IT WORKS
V.W. DEALER WORKED, NOT REPAIRED. MANY PART INSTALLED
NOT RUNNING GOOD. NO POWER.

V.W. DEALER'S - AND GARAGE WORK ON THE "LEMON"
\$5,000 IN THE PROBLEM CAR - I HAVE TO KEEP IT SO MUCH
MONEY SPENT ON THE "CAR" NEED SOME HELP!
ATTACH ADDITIONAL SHEETS IF NECESSARY

READING PA 296

06 MAR 2008 PM 2 1

LET US HEAR FROM YOU
THERE, SPEAK AND WRITE.

John Adams, 1765

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

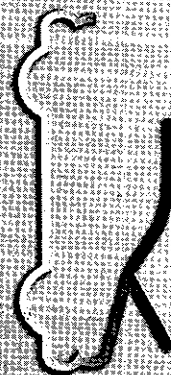
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**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**



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