



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 MAY 22 AM 7:14

06-MAY-2008

Reference No.
10227099**OWNER INFORMATION (Type or Print)**

Name

Address

City

PLYMOUTH

State MA

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 5.15.08

VEHICLE INFORMATION

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

WVWMA63B9X

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-MAY-2008

Failure Mileage

228000

Failure Speed

30

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

1

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 1999 VOLKSWAGEN PASSAT. WHILE DRIVING 30 MPH, THE FRONT END OF THE VEHICLE LOWERED TO THE GROUND WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO STOP. THE TOW TRUCK DRIVER STATED THAT THE FRONT LOWER CONTROL ARM BROKE. AS OF MAY 8, 2008, THE DEALER HAD NOT INSPECTED THE VEHICLE. THE CONTACT STATED THAT HE RECEIVED SERVICE ACTION BULLETIN FOR THE FRONT LOWER CONTROL ARM IN NOVEMBER OF 2004. THE DEALER INSPECTED THE VEHICLE HOWEVER; THEY DID NOT MAKE ANY REPAIRS. THE CONTACT STATED THEY HE WAS ABLE TO REPLACED THE FRONT LOWER CONTROL ARM. THE CURRENT AND FAILURE MILEAGES WERE 228, 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 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)

There was a recall on the part that failed but
when they inspected my car - they said it was OK.

Prior to the recall I was told the part needed
to be replaced

Estimates, recall notice + photos enclosed

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

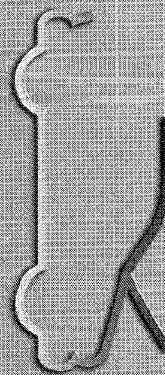
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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**



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



Drivers wanted:



SOUTH SHORE VOLKSWAGEN

579 WASHINGTON STREET

HANOVER, MA 02339

781-829-3310

www.sscars.com

CUSTOMER NO.	ADVISOR SCOTT	TAG NO.	INVOICE DATE 05/28/04	INVOICE NO. VWCS277694
LABOR RATE	LICENSE NO.	MILEAGE 151,995	COLOR SILVER/	STOCK NO.
YEAR / MAKE / MODEL 99/VOLKSWAGEN/PASSAT/4 DOOR	DELIVERY DATE 10/29/98		DELIVERY MILES	
VEHICLE I.D. NO. W V W M A 6 3 B 9 X E	SELLING DEALER NO. 401118		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 05/28/04		
BUSINESS PHONE	COMMENTS			MO: 152005

JOB# 1 CHARGES

LABOR-----
J# 1 16VWZ RATTLE+SQUEAK+NOISE TECH(S):917 160.00
C.S THERE IS A NOISE FROM THE PASS SIDE FRONT WHEN TURNING
THE STEERING WHEEL EVEN JUST SLIGHTLY
80.00
ROAD TESTED VEHICLE TO VERIFY CONCERN.FOUND SWAYBAR END LINK
S WORN.REMOVED AND REPLACED.BOTH FRONT SWAYBAR END LINKS AND
HARDWARE.ROAD TESTED AGAIN.CONDITION CURED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		8D0-411-317-D	CONN LINK	70.00	70.00
	1		8D0-411-318-D	CONN LINK	70.00	70.00
	4		N-104-253-01	BOLT	2.15	8.60
	3		N-102-861-02	NUT	0.61	1.83
TOTAL - PARTS						150.43

JOB# 1 TOTALS

LABOR 160.00
PARTS 150.43

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 310.43

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ENV	ENVIRONMENTAL MATERIAL FEE		5.27
TOTAL - MISC				5.27

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----
[] CASH [] CHECK ☒ CREDIT CARD REC BY []

DEAR CUSTOMER,
YOU MAY BE CONTACTED BY THE FACTORY REGARDING THIS REPAIR
IF YOU CANNOT RATE OUR SERVICE AS EXCELLENT PLEASE LET US
KNOW SO THAT WE CAN RAISE YOUR LEVEL OF SATISFACTION.

TOTAL LABOR.... 160.00
TOTAL PARTS.... 150.43
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 5.27
TOTAL MISC DISC 0.00
TOTAL TAX..... 7.52

TOTAL INVOICE \$ 323.22

OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR
EXPECTATIONS. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

CUSTOMER SIGNATURE

SOUTH SHORE VOLKSWAGEN

579 WASHINGTON STREET

HANOVER, MA 02339

781-829-3310

www.sscars.com

Drivers wanted!



CUSTOMER NO.	REBECCA	425	TAG NO.	INVOICE DATE	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		17650	152,202	SILVER/	
PLYMOUTH, MA	YEAR / MAKE / MODEL	DELIVERY DATE			DELIVERY MILES
	99/VOLKSWAGEN/PASSAT/4 DOOR	10/29/98			
	VEHICLE I.D. NO.	SELLING DEALER NO.			PRODUCTION DATE
	W V W M A 6 3 B 9 X E	401118			
	F. T. E. NO.	P. O. NO.	R. O. DATE		REPRINT# 1
			06/02/04		
	COMMENTS	MO: 152225			

JOB# 1 CHARGES

LABOR

J# 1 16VWZ RATTLE+SQUEAK+NOISE TECH(S) 917 0.00

C.S THERE IS A NOISE FROM PASS SIDE FRONT. SOMETIMES IT'S A CLUNK OTHER TIMES DIFFERENT NOISE. JUST DRIVING MOSTLY SLOW SPEEDS. CAN HEAR IT TURING AS WELL CK AND REPORT

TECH SPENT FEW HOURS TRACKING DOWN THE NOISE. TECH FEELS VIBRATION IN THE RIGHT SIDE FRONT LOWER CONTROL ARM. DID NOT HEAR A BANGING NOISE. TECH SUSPECTS BALL JOINT. TECH DID HEAR A TYPE OF RUBBING NOISE WHICH COULD BE THE CONTROL ARM/BALL JOINT. CUSTOMER TOOK VEH WE NEED TO CONTINUE DIAG. TECH ALSO ROADTESTED WITH CUSTOMER AND NOISE WAS NOT DEF. TRACKED DOWN OR DESCRIBED.

EST TO REPLACE ONE LOWER CONTROL ARM\$695.00 PART\$360.00
LABOR\$240.00 ALIGN\$89.95

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

TOTALS

[] CASH [] CHECK [] CREDIT CARD REC BY []

DEAR CUSTOMER,

YOU MAY BE CONTACTED BY THE FACTORY REGARDING THIS REPAIR IF YOU CANNOT RATE OUR SERVICE AS EXCELLENT PLEASE LET US KNOW SO THAT WE CAN RAISE YOUR LEVEL OF SATISFACTION.

OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR EXPECTATIONS. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

November 2004

**Subject: Service Action VM
1998-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

Dear Volkswagen Owner:

We are writing to inform you of a service action on some 1998 – 2000 model year Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to a failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

What Will Volkswagen Do?

In order to identify and correct this condition, we will inspect both front suspension lower control arms on your vehicle.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if your vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service check.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this check can be performed without delay. This check itself will typically take about one-half hour. However, your dealer may need additional time for the preparation of the check as well as to accommodate the daily workshop schedule.

Volkswagen strongly recommends that you continue to follow the maintenance schedule as prescribed in the Owner's Manual for your vehicle.

Service Action Expiration

This action is effective through March 31, 2006, after which time it will expire. Please retain this letter in the vehicle glove compartment with the vehicle Owner's Manual.

Reimbursement of Expenses

If you have previously paid for a front suspension lower control arm repair, you may be entitled to reimbursement if you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle. We would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first class mail to the lessee.

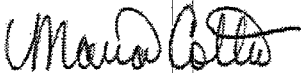
Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center - Hills East (VM)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,



Maria Cotter
Volkswagen Service & Quality

DAN BICKMAN

1 800 822 8987

No. ^{trunking} 80 193 203

Drivers wanted: 

SOUTH SHORE VOLKSWAGEN
579 WASHINGTON STREET
HANOVER, MA 02339
781-829-3310
www.sscars.com

4M
12.20

CUSTOMER NO.	ADVISOR ANN	TAG NO. 108	INVOICE DATE 01/04/05	INVOICE NO. VWCS297768
	LABOR RATE	LICENSE NO.	COLOR SILVER/	STOCK NO.
		MILEAGE 162,625	DELIVERY DATE 10/29/98	DELIVERY MILES
PLYMOUTH, MA	YEAR / MAKE / MODEL 99/VOLKSWAGEN/PASSAT/4 DOOR			PRODUCTION DATE
	VEHICLE I.D. NO. W V W M A 6 3 B 9 X E			SELLING DEALER NO. 401118
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/04/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 162625		

JOB# 1 CHARGES

LABOR
J# 1 04VWZ CAMPAIGNS TECH(S): 913 WARRANTY
PERFORM CAMPAIGN
CONTROL ARM RECALL
NO WORK NEEDED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+22VWZ002 *ANTILOCK BRAKES TECH(S): 913 0.00
ABS LIGHT IS ON
AFTERMARKET RADIO IN VEHICLE - CANN NOT USE SCAN TOOL
TO CHECK CODES UNLESS RADIO IS DISCONNECTED
CUSTOEMR DECLIEND EXTRA TIME NEEDED TO REMOVE RADIO
NO DIAG DONE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

TOTALS

[] CASH [] CHECK [] CREDIT CARD REC BY []

DEAR CUSTOMER,

YOU MAY BE CONTACTED BY THE FACTORY REGARDING THIS REPAIR
IF YOU CANNOT RATE OUR SERVICE AS EXCELLENT PLEASE LET US
KNOW SO THAT WE CAN RAISE YOUR LEVEL OF SATISFACTION.

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR
EXPECTATIONS. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

CUSTOMER SIGNATURE

**SOUTH SHORE JEEP-CHRYSLER**

579 WASHINGTON STREET

HANOVER, MA 02339

781-829-3220 • FAX 781-829-3293

1-800-826-2203

www.sscars.com

FIVE STAR**CHRYSLER**

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
1				CRED CD	CHRIS	05/06/08	211152 VWR

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	4D0-407-151-P CONTR ARM	103H	220.50	220.50	220.50
1	0	01V-409-399 SEAL	106C	44.49	44.49	44.49
1	0	01V-409-297 RING		4.54	4.54	4.54
		SHIPPED 0 SPECIAL ORDERED 1				
NO RETURNS WITHOUT THIS INVOICE. NO RETURNS ON ELECTRICAL PARTS. NO RETURNS ON SPECIAL ORDERS. NO RETURNS AFTER 30 DAYS. ALL RETURNED PARTS MUST BE IN ORIGINAL PACKAGE AND IN RESALABLE CONDITION. RETURNABLE PARTS ARE SUBJECT TO A 25% HANDLING CHARGE. WE RESERVE THE RIGHT TO REFUSE ANY RETURN.						SUBTOTAL 269.53
						TAX 13.48
						FREIGHT 0.00
X _____						PAY THIS AMOUNT 283.01
CUSTOMER SIGNATURE						

Reynolds and Reynolds ER401071CHAE CUB10652 Q (11/02)

