



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)

2008 JUN 26 PM 2:35
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 28-MAY-2008	Repository <input type="checkbox"/>
	Reference No. 10229090

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SILVER SPRING State: MD 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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 7/15/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WVVXH63B92E [REDACTED]
Make: VOLKSWAGEN Model: PASSAT Model Year: 2002
Date Purchased: 8/27/01 Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Vehicle Component Code: 121000 EXTERIOR LIGHTING:HEADLIGHTS
Multiple Failure: [REDACTED]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 27-MAY-2007 Failure Mileage: 48000 Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2002 VOLKSWAGEN PASSAT. THE CONTACT NOTICED A HAZE AND/OR A FROSTED GLAZE OVER HIS HEADLIGHTS. OVER THE COURSE OF A YEAR, THE HEADLIGHT ISSUE PROGRESSIVELY WORSENERD AND AFFECTED THE CONTACT'S VISIBILITY AT NIGHT. THE DEALER AND THE MANUFACTURER STATED THAT HIS VEHICLE WAS OUT OF WARRANTY, HOWEVER, THE VEHICLE COULD BE REPAIRED FOR APPROXIMATELY \$700. THE CURRENT MILEAGE WAS 55,000 AND FAILURE MILEAGE WAS 48,000. - GRADUALLY
THIS IS A CRAZING OR EROSION OF THE HEAD LAMP COVERS AND APPEARS TO AFFECT BOTH THE EXTERIOR + INTERIOR OF THE MATERIAL. I EXAMINED THESE COVERS AT THE LOT OF AN INDEPENDENT VW REPAIR SHOP. ALMOST ALL THE CARS EXHIBITED THIS PROBLEM.

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.