



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

18-AUG-2008

Repository ☐

Reference No:
10238766

OWNER INFORMATION (Type or Print)

Name

Address

City

ALTABENA

State

CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 / /

VEHICLE INFORMATION

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

WVWEE83A0

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1996

Date Purchased

09/06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Unleaded

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

062000 ENGINE AND ENGINE COOLING:COOLING SYSTEM

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-APR-2005

Failure Mileage
117000

Failure Speed
0

Cooling System & Radiator Fan, Sensors x 3,
Water Pump x 2, Thermostat + Housing, Radiator

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 1996 VOLKSWAGEN PASSAT. UPON PURCHASING THE VEHICLE, THE CHECK ENGINE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE SELLER STATED THAT IT WAS A MINOR ISSUE. THE CHECK ENGINE LIGHT WAS RESET AND ILLUMINATED AGAIN TWO DAYS LATER. IN ADDITION, THE VEHICLE WOULD CONSTANTLY OVERHEAT. THERE WERE NO SIGNS OF THE VEHICLE OVERHEATING WHILE DRIVING; HOWEVER, RADIATOR FLUID WOULD SPILL OUT OF THE VEHICLE WHEN IT WAS PARKED. THE RADIATOR, TIMER, WATER PUMP, AND SENSORS WERE REPLACED ON THE VEHICLE, BUT NONE OF THE REPAIRS REMEDIED THE FAILURE. NHTSA CAMPAIGN ID NUMBER 95V178000 (ENGINE AND ENGINE COOLING:COOLING SYSTEM:FAN) FOR THE 1995 PASSAT IS IDENTICAL TO THE FAILURE SHE IS EXPERIENCING. THE FAILURE MILEAGE WAS 117,000 AND CURRENT MILEAGE WAS 136,000.

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)

Despite Replacement of New Radiator, Radiator Fan Regulator, 3 Sensors (Cooling), Thermostat, 2 Water pump and Thermostat housing, the car continues to Overheat, Spilling out Coolant which does not return to the Coolant Reservoir Container

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

CITY OF INDUSTRY CA 91117

PASADENA CA 91111

29 AUG 2008 PM 11:11

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UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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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 Avenue SE.
Washington, D.C. 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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