

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 JAN 21 2011 30-NOV-2010	
OWNER INFORMATION (Type or Print)					
Name XXXXXXXXXX				Daytime Telephone Number XXXXXXXXXX	
Address XXXXXXXXXX				E-mail Address	
City MOUNT PLEASANT		State MI	Zip Code XXXXXX		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WWWME63B75P XXXXXX			Make VOLKSWAGEN	Model PASSAT	Model Year 2005
Date Purchased 06-2005	Dealer's Name and Telephone Number WILLIAMS AUTO SALES			Engine: No: Cylinders	Fuel Type: Diesel
Original Owner ☐	Dealer's City LANSING MI		State	Zip Code	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 01-JUL-2009
	☒ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING				Failure Mileage 100000	Failure Speed
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: DOTM9ABC036)		☐ 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	Number of Deaths	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 2005 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT SHE COULD HEAR A CHAIN NOISE WHILE DRIVING AT ANY SPEED. AFTER A YEAR, THE NOISE BECAME LOUDER. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THE BALANCE CHAIN WOULD BREAK SOON. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 117,000. VOLKSWAGON KNOWS THE CHAIN IS faulty. However most will remain functional UNTIL AFTER 100,000 miles at which point VW calls it a wear issue. HOWEVER if you are able to stop the car before the failure destroys the engine - you can get it fixed for over \$3000 - The Proof that					
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.					

VW KNOWS the Chain is BAD is that the replacement Part is A GEAR- They do not Put the Chain back in - OVER

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

1- Who buys A VW with the expectation that it is going to destroy itself at 100,000 miles -

2- IF VW thought the chain was a good idea they would repair the engine with a chain - They know it is faulty -

ATTACH ADDITIONAL SHEETS IF NECESSARY

3- if you are not aware of the problem + you drive the car at all after the chain breaks - you destroy the engine - \$8000.

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 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.safecar.gov

or call:

Vehicle Safety Hotline

888-327-4236



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

January 12, 2011

RE: 10368304

Gentlemen: I am keying this complaint so you do not have to attempt to decipher my writing. My 2005 Passat Diesel was engineered with a balance chain instead of the typical gear. The chain breaks at some point usually after 100,000 miles—therefore no warranty—VW calls it a wear problem. The problem is this—when the chain breaks it completely destroys the engine—your only clue that the chain has broken is the “check engine” light comes on. It is imperative that you stop the car immediately or the engine is destroyed (an \$8000 engine). So you either trash the car or buy a new engine. If I am driving my car and I see that light, I am going to slam on the breaks no matter where I am—and is that dangerous—YES because I do not have \$8000 or the money to buy another car.

I have been hearing a noise in the engine since about last June or July. Finally Williams Auto Sales where I bought the car admitted that they could hear the noise and suggested that I get the car in as soon as possible to replace the chain—this is a \$3000 repair—So Now I have to sell the car (unfair to a buyer), pay \$3000 for the repair or take my chances and wait for the chain to break—at which point I may just destroy my engine or drive my car into a brick wall...I decided to do the repair.

VW needs to issue a recall and fix the problem—it poses a danger when the chain breaks.

The other problem is that many VW owners have no idea that their car is going to self destruct at some point after 100,000 miles (some have broken as early as 38,000 miles). I only knew it because my son began to hear the noise in the engine and after some research discovered the problem.

WHY VW needs to RECALL

They know that chain is bad—the absolute admission of this fact is that the repair kit (\$1500) comes not with a chain—but with a GEAR—the gear the engine should have been built with in the first place...They know the chain breaks.

ALSO Who buys a VW with the expectation that you have to throw the car away after 100,000 miles..The VW reputation has suffered the last few years due to poor engineering—the very thing they are supposed to be good at??? Can you force a recall—it is dangerous as more drivers learn that their engine is going to blow up. [REDACTED]

[REDACTED]



mt Pleasant
mi [redacted]



US Depart. of transportation
NHTSA
Office of Defects INV.

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