



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

15-MAR-2011

Repository ☐

Reference No.
10390289

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

WINTERS

State

CA

Zip Code

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

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

06-MAR-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

95000

Failure Speed

10

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

Number of Deaths

Reported to Police

Y

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 2003 VOLKSWAGEN PASSAT. WHILE DRIVING APPROXIMATELY 10 MPH THE STEERING WHEEL LOCKED CAUSING THE DRIVER TO CRASH INTO A FENCE. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE TECHNICIANS WERE UNABLE TO DUPLICATE OR DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 95,000.

ENCLOSURES: POLICE REPORT
REPAIR REPORT - including VIN.

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.

EST. 1976

RIZZOLI'S

AUTOMOTIVE

Rizzoli's Automotive, Inc.

1149 West Tama Lane

Santa Maria, Ca. 93455

(805) 922-7742 (805) 541-1082

Bar# ARD134852 CAD# 000090012

2003 Volkswagen Passat

License #

Invoice # 31475

Winters, CA

VIN: WWYPD63B33F

Mileage: 96976

Inv Date: March 28, 2011 @ 8:56am

Color: Silver

Unit #:

Service Writer:

PO #

Status: Complete

Mfg. Date: 09/02

Driver:

Ex: Work - Cell
Home

Engine: L4 1.8L, 1781cc, Gas, FI

Transmission: AUTO

Vehicle Problems	Requests for Service	Services Performed	Qty	Price	Ext
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Customer states that: Steering wheel locked--customer states that the steering wheel locked while her son was making a left turn. Vehicle had no steering and vehicle crashed. Inspect and try to duplicate condition that customer described.

Labor Service - Basic inspection: Customer states that the vehicle problem is consistent and happens all the time. Diagnosis procedures include basic inspection of problem area. Lifting of vehicle on hoist and inspection of undercarriage and engine compartment of vehicle. Once work is complete the car will be test driven to confirm proper operation of vehicle.

0.00

Vehicle came in on tow truck, front of vehicle has extensive damage to body and front suspension. Vehicle does start. Lifted vehicle front end, started vehicle and turned steering wheel as far as possible to try and duplicate condition. Tried off and on for two days, not able to duplicate condition.

Removed steering column trim pieces to inspect for any looseness in steering wheel ignition lock cylinder and or ignition switch, none found. All wiring connection ok.

Continued to try and duplicate condition with vehicle running and in gear-unable to duplicate condition.

NOTE: unable to turn steering fully due to damage to front end of vehicle.

No charge to customer. CA

Recommended Repairs and Services:

- Dipstick is broken and needs to be replaced.

Warranty

Our Parts and Labor Warranty is 12 months or 12,000 miles under normal operating conditions, whichever comes first. Customers are not required to return vehicle to Rizzoli's Automotive, Inc. when it is not reasonable to do so. All repairs must be pre-approved by Rizzoli's Automotive, Inc.

Rizzoli's Automotive, as thorough as we are, shall not be held responsible for any future repairs needed, that were not noted or were not addressed on initial inspection.

All tires on vehicle were checked and inflated to manufacture specifications:

Front 35 psi, Rear 35 psi, Spare 40 psi.

Invoice Summary

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and for attorneys fees in the event that default is made in any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

X

Terms: CASH unless arrangements made prior to authorization. Vehicles left after repair is completed may be subject to a storage fee.

X

Customer acknowledges receipt of merchandise and services.

Sub Total
Sales Tax (DEF)

TRAFFIC COLLISION REPORT - Property Damage Only

CHP 555-03 (Rev. 7-03) OPI 061

Original to Officer; copy(ies) to involved party(ies)

SPECIAL CONDITIONS

NONE

HIT & RUN

No

CITY

SANTA MARIA

JUDICIAL DISTRICT

SMSB SUPERIOR

NUMBER

2011 PD 2423

COUNTY

SANTA BARBARA

REPORTING DISTRICT

56

BEAT

03

REPORTING OFFICER

T. BROOKS

COLLISION OCCURRED ON

BISCAYNE

MO

08/06

YEAR

2011

TIME (2400)

0152

NCIC

4204

OFFICER ID

23906

AT INTERSECTION WITH

BATTLES

Or

DRIVER'S LICENSE NUMBER

NAME (FIRST, MIDDLE, LAST)

STREET ADDRESS

SEX

RACE

BIRTHDATE

INSURANCE CARRIER

POLICY NUMBER

BICYCLE

DIR. TRAVEL

ON STREET OR HIGHWAY

SPEED LIMIT

VEH. YEAR

MAKE / MODEL / COLOR

LICENSE NUMBER

STATE

VEH. TYPE

WIT.

R/O

AGE

SEX

NAME

ADDRESS

PHONE NUMBER

PARTY NO.

PROP.

NAME

ADDRESS

PHONE NUMBER

PARTY NO.

DAMAGED PROPERTY

FENCE

ST. CLAIR PROPERTIES

1300 S. BISCAYNE S.W.

DAMAGED PROPERTY

FENCE

PRIMARY COLLISION FACTOR

LIST NUMBER (A) OF PARTY AT FAULT

A VC SECTION VIOLATED

B OTHER IMPROPER DRIVING

C OTHER THAN DRIVER

D UNKNOWN

E

WEATHER (MARK 1 TO 2 ITEMS)

A CLEAR

B CLOUDY

C RAINING

D SNOWING

E FOG/VISIBILITY

F OTHER

G WIND

LIGHTING

A DAYLIGHT

B DUSK - DAWN

C DARK - STREET LIGHTS

D DARK - NO STREET LIGHTS

E DARK - STREET LIGHTS NOT FUNCTIONING

ROADWAY SURFACE

A DRY

B WET

C SNOWY - ICY

D SLIPPERY / MUDDY / OILY, ETC.

ROADWAY CONDITION(S)

(MARK 1 TO 2 ITEMS)

A HOLES, CURB RUTS

B LOOSE MATERIAL ON ROADWAY

C OBSTRUCTION ON ROADWAY

D CONSTRUCTION - REPAIR ZONE

E REDUCED ROADWAY WIDTH

F FLOODED

G OTHER

H NO UNUSUAL CONDITIONS

TRAFFIC CONTROL DEVICES

A CONTROLS FUNCTIONING

B CONTROLS NOT FUNCTIONING

C CONTROLS OBSCURED

D NO CONTROLS PRESENT/FACTOR

A HEAD ON

B SIDESWIPED

C REAR END

D BROADSIDE

E HIT OBJECT

F OVERTURNED

G VEHICLE / PEDESTRIAN

H OTHER

MOTOR VEHICLE INVOLVED WITH

A NON-COLLISION

B PEDESTRIAN

C OTHER MOTOR VEHICLE

D MOTOR VEHICLE ON OTHER HIGHWAY

E PARKED MOTOR VEHICLE

F TRAIN

G OTHER

H ANIMAL

I FIXED OBJECT

J OTHER OBJECT

PEDESTRIAN'S ACTIONS

A NO PEDESTRIAN INVOLVED

B CROSSING IN CROSSWALK AT INTERSECTION

C CROSSING IN CROSSWALK - NOT AT INTERSECTION

D CROSSING - NOT IN CROSSWALK

E IN ROAD - INCLUDES SHOULDER

F NOT IN ROAD

G APPROACHING / LEAVING SCHOOL

SPECIAL INFORMATION

A HAZARDOUS MATERIAL

B CELL PHONE HANDHELD IN USE

C CELL PHONE HANDSFREE IN USE

D CELL PHONE NOT IN USE

E

F

G

H

I

J

K

L

M

N

O

OTHER ASSOCIATED FACTOR(S)

(MARK 1 TO 2 ITEMS)

A VC SECTION VIOLATION

B VC SECTION VIOLATION

C VC SECTION VIOLATION

D VC SECTION VIOLATION

E VC SECTION VIOLATION

F VC SECTION VIOLATION

G VC SECTION VIOLATION

H VC SECTION VIOLATION

I VC SECTION VIOLATION

J VC SECTION VIOLATION

K VC SECTION VIOLATION

L VC SECTION VIOLATION

M VC SECTION VIOLATION

N VC SECTION VIOLATION

O VC SECTION VIOLATION

P VC SECTION VIOLATION

Q VC SECTION VIOLATION

R VC SECTION VIOLATION

S VC SECTION VIOLATION

T VC SECTION VIOLATION

U VC SECTION VIOLATION

V VC SECTION VIOLATION

W VC SECTION VIOLATION

X VC SECTION VIOLATION

Y VC SECTION VIOLATION

Z VC SECTION VIOLATION

MOVEMENT PRECEDING COLLISION

A STOPPED

B PROCEEDING STRAIGHT

C RAN OFF ROAD

D MAKING RIGHT TURN

E MAKING LEFT TURN

F MAKING U TURN

G BACKING

H SLOWING / STOPPING

I PASSING OTHER VEHICLE

J CHANGING LANES

K PARKING MANEUVER

L ENTERING TRAFFIC

M OTHER UNSAFE TURNING

N XING INTO OPPOSING LANE

O PARKED

P MERGING

Q TRAVELING WRONG WAY

R OTHER

SOBRIETY - DRUG / PHYSICAL

(MARK 1 TO 2 ITEMS)

A I HAD NOT BEEN DRINKING

B HBD - UNDER INFLUENCE

C HBD - NO UNDER INFLUENCE

D HBD - IMPAIRMENT UNKNOWN

E UNDER DRUG INFLUENCE

F IMPAIRMENT - PHYSICAL

G IMPAIRMENT NOT KNOWN

H NOT APPLICABLE

I SLEEPY / FATIGUED

trafficknpleng 3-8-11

Destroy previous editions.

RECEIVED MAR 07 2011

c55503-3.hp

OF COLLISION	TIME (2400)	NCIC NUMBER	OFFICER I.D.	NUMBER	PAGE
0. 03 DAY 06 YR 11	0152	4204	23906	2011R02423	

1. NOTIFICATIONS:

2. ON 03-06-2011, I NOTICED A VEHICLE OFF THE ROADWAY
 3. AT THE INTERSECTION OF BATTLES AND BISCAYNE.

5. STATEMENTS:

6. D-I (REDACTED) WAS CONTACTED STANDING NEXT TO HIS
 7. 2003 VOLKSWAGON, CA LICENSE # (REDACTED) D-I WAS
 8. IDENTIFIED BY HIS CA DRIVER LICENSE. D-I SAID HE
 9. WAS NOT INJURED AND DID NOT NEED MEDICAL ATTENTION.
 10.
 11. D-I SAID HE WAS MAKING A LEFT TURN ONTO BISCAYNE FROM
 12. BATTLES WHEN HIS STEERING WHEEL LOCKED. D-I SAID HE
 13. TRIED TO STOP, BUT WAS NOT ABLE TO. D-I SAID HE THEN
 14. HIT THE FENCE WHERE V-1 CAME TO REST.

16. RECOMMENDATIONS:

17. NONE...

COPY DO NOT DUPLICATE
 Santa Maria Police Department

28. PREPARER'S NAME	I.D. NUMBER	MO. DAY YEAR	REVIEWER'S NAME	MO. DAY YEAR
Brooks	23906	03-06-11		3-7-11