

 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 JUL 18 2011	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				E-mail Address	
City		State	Zip Code	Evening Telephone Number	
DILLON		CO			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
WWWAC63B61			VOLKSWAGEN	PASSAT	2001
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	4	Gas
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure: --		Incident Date(s)
	☐ Cruise Control				16-MAY-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage	Failure Speed
				198000	20
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2001 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT WHILE DRIVING 20 MPH, HE WOULD SMELL A STRONG ODOR OF GASOLINE. HE THEN INSPECTED THE ENGINE AND WAS UNABLE TO LOCATE A FUEL LEAK. HE LATER DISCOVERED A TRAIL OF GASOLINE LEAKING FROM THE VEHICLE. THE VEHICLE WAS NOT INSPECTED BY A DEALER NOR REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY ADVISED HIM THAT THERE WERE NO RECALLS ON HIS VEHICLE. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 198,000.					
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.					

[REDACTED]
Dillon, CO
June 27, 2011

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SW
Washington, DC 200779382

To Whom It May Concern:

I wanted to provide some additional details on this incident:

1. When I discovered this leak, I went to the Internet to determine if this problem had been reported by other Passat owners. This problem had been reported by other owners and a recall issued:

Recall ID # 62931 - FUEL SYSTEM, GASOLINE:DELIVERY

 Hide Details

Recall Date:

APR 07, 2008

Model Affected:

2001 Volkswagen New Passat

Summary:

VOLKSWAGEN IS RECALLING 412,000 MY 1999-2005 PASSAT (5TH GENERATION) VEHICLES EQUIPPED WITH AUTOMATIC TRANSMISSIONS AND PRODUCED AFTER JUNE 14, 1999. THESE VEHICLES MAY HAVE AN UNDERBODY HEAT SHIELD THAT CAN BECOME DAMAGED. IN ADDITION, AFFECTED VEHICLES WITH AUTOMATIC OR MANUAL TRANSMISSIONS MAY HAVE A FUEL LINE (1.8T ENGINES ONLY) OR FUEL TANK VENTILATION VALVE (4MOTION/ALL WHEEL DRIVE ONLY) THAT CAN LEAK DUE TO FRACTURE.

Consequences:

A HEAT SHIELD THAT MAY CONTACT THE EXHAUST SYSTEM CAN RESULT IN A VEHICLE FIRE. IN ADDITION, A FUEL LEAK FROM A FUEL LINE OR FUEL TANK VENTILATION VALVE, IN THE PRESENCE OF AN IGNITION SOURCE, CAN LEAD TO A VEHICLE FIRE.

Remedy:

DEALERS WILL INSTALL ADDITIONAL UNDERBODY HEAT SHIELDS ON VEHICLES WITH AUTOMATIC TRANSMISSIONS TO COVER THE POSSIBLY DAMAGED AREAS AND FLASH ALL 1.8T ENGINES WITH A PRECAUTIONARY SOFTWARE UPDATE. DEALERS WILL ALSO INSPECT AND ADJUST THE FUEL LINE ROUTING ON 1.8T VEHICLES AND THE FUEL TANK VENTILATION VALVE ON 4MOTION/ALL WHEEL DRIVE VEHICLES, AND REPLACE COMPONENTS IF NECESSARY FREE OF CHARGE. THE RECALL BEGAN ON JUNE 13, 2008. OWNERS MAY CONTACT VOLKSWAGEN AT 1-800-822-8987.

Potential Units Affected:

412000

Notes:

VOLKSWAGEN OF AMERICA, INC

[Recipient Name]

June 27, 2011

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In addition to the recall, I reviewed the technical recall documents on your site that indicated the fracture that caused my issue was in the same location and from the same component as the problem noted in the recall.

2. This fracture occurred without external stress of any kind. It developed without warning and given the position within the engine compartment, it could have easily resulted in a vehicle fire.
3. I spent considerable time with Volkswagen on this issue but they stated that my VIN number was not included in the prior recall and they would not accept any responsibility for this issue.
4. I have enclosed a copy of a photo taken by my mechanic as a part of the repair process. As you can see, the leak occurred at the site of a weld. This offers further information that this failure was due to improper assembly.

Thank you for your review of this issue.

Sincerely,



Enclosure

