



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
MAY 11 2012
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Repository ☐

Reference No.
10454373

OWNER INFORMATION (Type or Print)

Name
Address
City SHERWOOD State OR Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

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
WVWVD63B54E
Make VOLKSWAGEN Model PASSAT Model Year 2004
Date Purchased **May 2004** Dealer's Name and Telephone Number **Herzog Meier** Engine: No: Cylinders **4** Fuel Type: **Premium gas**
Original Owner ☒ Dealer's City **Beaverton** State **OR** Zip Code
Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) **15-MAR-2012**
Manual ☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING
Failure Mileage 96000 Failure Speed 60

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 **0** Number of Deaths **0** Reported to Police **# Y CASE # 120150872**

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 2004 VOLKSWAGEN PASSAT. WHILE DRIVING APPROXIMATELY 60 MPH, THERE WAS A COMPLETE LOSS OF ENGINE POWER. WHEN THE VEHICLE WAS MANEUVERED TO THE SIDE OF THE ROAD SMOKE AND FLAMES BEGAN TO EMIT FROM UNDER THE HOOD. THE CONTACT IMMEDIATELY EXITED THE VEHICLE. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE WHICH ORIGINATED WITHIN THE ENGINE AREA. THE VEHICLE WAS DECLARED AS DESTROYED AND TOWED TO SAVAGE FACILITY. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 96,000.

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.



