

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

14-JUL-2015

Repository ☐

Reference No.
10733841

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City WALNUT CREEK

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[REDACTED]

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

1VWBN7A3XDC [REDACTED]

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2013

Date Purchased
May/2013

Dealer's Name and Telephone Number

Dorito Bros VW

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

Walnut Creek

State
CA

Zip Code

4

Diesel

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
12-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage
49500

Failure Speed
50

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

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).

DRIVING ON A COUNTRY ROAD WITH MY WIFE AND 2 YOUNG DAUGHTERS, THE CAR SUDDENLY BEGAN MISFIRING AND LOST POWER. I WAS ABLE TO COAST IT TO THE SIDE OF THE ROAD. CALIFORNIA HIGHWAY PATROL SHOWED UP SHORTLY AFTER AND STOPPED TO MAKE SURE WE WERE ALRIGHT. FORTUNATELY WE HAD A CELLULAR SIGNAL AND WE WERE ABLE TO CONTACT A TOW SERVICE. UNFORTUNATELY, THE VEHICLE HAD TO BE TOWED >100MILES (FOR \$700) TO THE DEALERSHIP. THEY DETERMINED THAT THERE WAS A FAILURE OF THE HIGH PRESSURE FUEL PUMP. THEY ARE SENDING THE FUEL OUT TO A LAB FIRST TO VERIFY THAT I DIDN'T PUT BIODIESEL IN IT; I DIDN'T. THEY ESTIMATE THAT I WILL BE WITHOUT MY VEHICLE FOR 7-14 DAYS, DEPENDING ON HOW BADLY THE DEBRIS IS INSIDE THE FUEL LINE AND ENGINE. THE DEALERSHIP DOES NOT HAVE A LOANER, VW DOESN'T OFFER A RENTAL AND I'M ON THE HOOK FOR THE TOW SERVICE. I WILL BE OUT OF POCKET OVER \$1000 WHEN ALL IS SAID AND DONE, ALL BECAUSE OF A COMPONENT(S) THAT CLEARLY HAS DESIGN FLAWS OR QUALITY ISSUES. ASSUMING, VW CONFIRMS THEY WILL PAY FOR THE REPAIR...WHICH I'M STILL WAITING ON.

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.

From: [EVOQ \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ----10733841-----
Date: Friday, September 11, 2015 3:55:14 PM
Attachments: [10733841.pdf](#)

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, September 09, 2015 12:54 PM
To: Wells, Alisha CTR (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: ----10733841-----

Attached is our updated form.