



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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 9999999

Date Received

Repository ☐

13-JUL-2015
SEP 12 2015

Reference No.
10734168

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	State	ID	Zip Code	Evening Telephone Number	

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 1VWBP7A30CC		Make VOLKSWAGEN	Model PASSAT	Model Year 2012
Date Purchased 05/04/2012	Dealer's Name and Telephone Number DIRITO BROTHERS VW		Engine: No. Cylinders 5	Fuel Type: GAS
Original Owner ☒	Dealer's City WALNUT CREEK, CA	State CA	Zip Code 94596	
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: 1	Incident Date(s) 01-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 141000 AIR BAGS: FRONTAL, 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 141200 AIR BAGS: FRONTAL: DRIVER SIDE INFLATOR MODULE	Failure Mileage 59,600	Failure Speed
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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 N
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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).

ALL STEERING WHEEL FUNCTIONS HAVE STOPPED WORKING INCLUDING THE HORN. THE AIRBAG ICON SHOWS AN "ERROR" MESSAGE. THE STEERING WHEEL MAKES A CRACKING SOUND WHEN IT TURNS. IDENTICAL PROBLEM AS IN THE NHTSA INVESTIGATION #PE15010. I AM CONCERNED THAT THE AIRBAG WILL NOT DEPLOY IN THE EVENT OF AN ACCIDENT. PROBLEM APPEARS TO BE: STEERING WHEEL CLOCK SPRING/STEERING COLUMN CONTROL MODULE (SCCM). DEALER WANTS OVER \$ 500 TO REPLACE IT. THE CAR HAS LESS THAN 58,000 MILES AND WAS PURCHASED BRAND NEW IN 2012.

REPAIR BILL ATTACHED

TOTAL \$ 551.17

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.



PARKER
Volkswagen

Das Auto.

811 N. Greensferry Road
Post Falls, ID 83854
(208) 773-4939
(800) 207-0292

Service Email: service@parkervw.com
www.parkervw.com

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 64380 A.J. MILLS

HAYDEN LAKE, ID

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	VOLKSWAGEN PASSAT	1VWBP7A30CC [REDACTED]		60104/60104	T444
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
04MAY12	DD 04MAY12		18:00 27JUL15			COUPP
R.O. OPENED	READY	OPTIONS: ENG:2.5_Liter_F.I.				
27JUL15	27JUL15					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER CONCERN WITH CONTROLS NOT WORKING ON STEERING WHEEL, CLOCK
AND HORN ALSO NOT WORKING THINKS ITS RELATED. SEE ATTACHED
PAPER WORK

1501 INSPECT/DIAGNOSTIC

66250CDIAG

Scanned vehicle and found faults that supported the clock spring
being bad. Removed the steering wheel and inspected the clock spring
connections. All external connections were found tight and fully
connected. Turned clock spring buy hand and I found it making noise
from inside it like the ribbon was broken or disconnected. Diagnose a
faulty ribbon inside the clock spring and recommend replacing the unit.

69.95

69.95

B MULTI-POINT INSPECTION

MPI MULTI-POINT INSPECTION

66250 CPVW

0.00

0.00

C** TRANSMISSION FLUSH

TFLUSH TRANSMISSION FLUSH

66250 CPVW

52.50

52.50

3 G-055-540-A2 ATF OIL

26.95

26.95

80.85

1 09D-321-181-B WASHER

5.28

5.28

5.28

Drained and filled automatic transmission.

D** SYNTHETIC LUBE, OIL & FILTER CHANGE WITH INSPECTION

100S SYNTHETIC LUBE, OIL & FILTER CHANGE WITH

INSPECTION

66250 COC

12.40

12.40

1 06D-115-562 OIL FILTER

9.95

9.95

9.95

1 N-908-132-02 SCREW

3.30

3.30

3.30

70 G-052-167-S0 5W40PRO ENG. OIL

0.62

0.62

43.40

1 N-013-849-2 WASHER

0.90

0.90

0.90

PERFORMED SYNTHETIC LUBE, OIL, AND FILTER CHANGE AND TOPPED OFF
FLUIDS

WOULD YOU LIKE TO SCHEDULE YOUR NEXT

SERVICE APPOINTMENT?

YES

NO

DATE: / / TIME: :

The factory warranty constitutes all of the warranties with respect to the sale of this items/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



Das Auto.

PARKER
Volkswagen

INVOICE

 811 N. Greensferry Road
 Post Falls, ID 83854
 (208) 773-4939
 (800) 207-0292

 Service Email: service@parkervw.com
 www.parkervw.com

HAYDEN LAKE, ID

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 64380 A.J. MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	VOLKSWAGEN PASSAT	1VWBP7A30CC [REDACTED]		60141/60141	T473

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04MAY12	DD04MAY12		18:00 03AUG15			CASH	03AUG15

R.O. OPENED

READY

OPTIONS:

ENG:2.5_Liter_F.I.

03AUG15

03AUG15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REQUEST TO REPLACE CLOCK SPRING

1301 BODY

66250 CPVW

1 5K0-953-569-AL ELEC.MODUL

319.08

147.00

147.00

319.08

319.08

 Replaced clock spring. Coded the clock spring and reset basic
 settings. Reset all faults.

REPLACING CLOCK SPRING

PARTS & LABOR WARRANTY 12 MONTHS / 12,000 MILES

$$485.22 + 69.95 \text{ TAX} =$$

$$555.17$$

 WOULD YOU LIKE TO SCHEDULE YOUR NEXT
 SERVICE APPOINTMENT?

YES

NO

 The factory warranty constitutes all of the
 warranties with respect to the sale of this
 items/items. The seller hereby expressly disclaims
 all warranties, either express or implied, including
 any implied warranties of merchantability or
 fitness for a particular purpose, and the seller
 neither assumes nor authorizes any other person
 to assume for it any liability in connection with
 the sale of this item/items.

X

CUSTOMER SIGNATURE

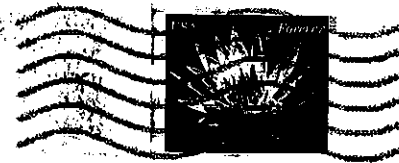
DATE: / / TIME: :

DESCRIPTION	TOTALS
LABOR AMOUNT	147.00
PARTS AMOUNT	319.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	466.08
DISCOUNT	0.00
SALES TAX	19.14
PLEASE PAY THIS AMOUNT	485.22

[REDACTED]
[REDACTED]
HAYDEN LAKE ID [REDACTED]

SPOKANE WA 990

09 SEP 2015 PM 3 L



NHTSA
1200 NEW JERSEY AVE, SE
WASHINGTON DC 20590

20590

