INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 9999999

Date Received: 13-JUL-2015

Repository ☐

Reference No. 10734168

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City HAYDEN LAKE | State ID | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address [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	Make	Model	Model Year
1VWBP7A30C[redacted]	VOLKSWAGEN	PASSAT	2012

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
05/04/2012	DiRiTO BROTHERS VW	No: Cylinders # 5	GAS

Original Owner	Dealer's City	State	Zip Code
☒	WALNUT CREEK, CA.	CA	94596

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control	FRONT WHEEL DRIVE	1	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	Failure Speed
	59,600	

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: DOTMAL9ABC036)	☐ 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).

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 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:	Williams, Maritza CTR (NHTSA) on behalf of DataQuality, DataQuality (NHTSA)
To:	Abbew, Margaret CTR (NHTSA)
Subject:	FW: 2012 VW PASSAT SEDAN 2.5
Date:	Thursday, September 10, 2015 10:58:18 AM
Attachments:	RECEIPT # 1.pdf RECEIPT #2.pdf QUESTIONNAIRE.pdf

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Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [redacted]
Sent: Wednesday, September 09, 2015 5:25 PM
To: DataQuality, DataQuality (NHTSA)
Subject: 2012 VW PASSAT SEDAN 2.5

Attached is the Questionnaire and receipts to fix the 'clock spring' on this car. Failure of the clock spring also disables the driver side airbag. i was afraid to drive the car without an operational airbag; so i went ahead and paid for the repair.

[redacted]
Hayden Lake, ID [redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

HAYDEN LAKE, ID [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

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

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 DD	04MAY12		18:00 03AUG15			CASH	03AUG15

R.O. OPENED	READY	OPTIONS:
03AUG15	03AUG15	ENG:2.5_Liter_F.I.

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUEST TO REPLACE CLOCK SPRING			
1301 BODY			
66250 CPVW		147.00	147.00
1 5K0-953-569-AL ELEC.MODUL	319.08	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 2'AG =

→ $555.17

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	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

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CUSTOMER COPY

ER #: [redacted]

[redacted]

HAYDEN LAKE, ID [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

PARKER Das Auto. **Volkswagen**

811 N. Greensferry Road
Post Falls, ID 83854
(208) 773-4939
(800) 207-0292
Service Email: service@parkervw.com
www.parkervw.com

SERVICE ADVISOR: 64380 A.J. MILLS

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	INV. DATE
04MAY12 DD	04MAY12		18:00 27JUL15			COUPP	27JUL15

R.O. OPENED	READY	OPTIONS:
27JUL15	27JUL15	ENG:2.5_Liter_F.I.

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		69.95	69.95
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.			
**********			
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 [redacted]
CUSTOMER SIGNATURE

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

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