

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) 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: 02-OCT-2015 FEB U 4 2016 Repository ☐ Reference No. 10779282	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
BOWLING GREEN		OH			
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	
1VWBN7A35DC		VOLKSWAGEN		PASSAT	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
10-26-12		VOLKSWAGEN OF LANGHORNE		No: Cylinders	
Original Owner		Dealer's City		State	
☒		LANGHORNE		PA	
		Zip Code		4	
		19047		JESIC	
Transmission Type		☒ Antilock Brakes		Powertrain	
AUTO		☒ Cruise Control		2.4 404L-DEUTZ	
				Multiple Failure:	
				Incident Date(s)	
				13-SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	
				54000	
				Failure Speed	
				45	
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	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				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).					
TL* THE CONTACT OWNS A 2013 VOLKSWAGEN PASSAT. WHILE DRIVING APPROXIMATELY 45 MPH, THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS DRIVEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE HEATER AND FLUID TANK WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CHECK ENG LT. CAME ON DERIVEN STATED NOT AWARE OF THAT CODE # THAT CAME
UP - HAD TO CHANGE ME \$89.95 HAD TO RUN EVERY ONE ELSE NEW IT WAS
AT HEATER COST \$1100. NOT COVERED UNDER WARRANTY AND PART ON BACK
ORDER FOR TWO MONTHS - ONLY WARRANTY FOR 12 MO - 1 YR - ONLY COVERED
UNDER 3 YR - 36,000 MILE BUMPER TO BUMPER WARRANTY - VW-AMERICAN
CUSTOMER SERVICE 800-822-8957 STATE EPA HAS EXEMPTED VW
FROM EMISSIONS WARRANTIES BEYOND 36,000 MILE ON EVERY THIN
BUT THREE ITEMS. PAGE 11 OF WARRANTY BOOK TWEEN FOR 80,000 MILE
PARTICULATE FILTER '2000-4000 TUNERS - AND SHOTS ONE TUNER STICKING
YOU STRANDED YOU COULD EASY SPEED OVER 10000 TO MAINTAIN
THE EMISSIONS ALONE - OVER 300-400 HUNDRED MILES - THIS IS THE
\$ AND VW DECIDED TO HAVE MAJOR ENGINEERING PROBLEM WITH 2005
COUNTER BALANCE CHAIN - BRAKING DESTROYING ENT

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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UNITED STATES

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration