

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	
OWNER INFORMATION (Type or Print)		Date Received 06-JAN-2016 JAN 6 2016		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10818403	
Address [REDACTED]		Evening Telephone Number			
City ELIZABETH CITY	State NC	Zip Code [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 1VWCN7A38EC [REDACTED]		Make VOLKSWAGEN		Model PASSAT	
		Model Year 2014			
Date Purchased	Dealer's Name and Telephone Number PETE MOORE		Engine: No: Cylinders		Fuel Type: DIESEL
Original Owner ☐	Dealer's City PENSACOLA	State FL	Zip Code 32507		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 04-JAN-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 140000 AIR BAGS				Failure Mileage 57500	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: 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	
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 2014 VOLKSWAGEN PASSAT. WHILE DRIVING APPROXIMATELY 45 MPH, THE CONTACT HEARD A CLICKING AND POPPING NOISE WHENEVER THE STEERING WHEEL WAS TURNED. THE AIR BAG WARNING LIGHT ILLUMINATED, WHICH NOTIFIED THE CONTACT OF AN AIR BAG DEPLOYMENT FAILURE; HOWEVER, THE CONTACT WAS NOT INVOLVED IN A COLLISION. THE CONTACT CONTINUED TO DRIVE THE VEHICLE WHEN THE CONTROLS ON THE STEERING WHEEL MALFUNCTIONED. THE CONTACT PARKED THE VEHICLE AND CALLED THE DEALER WHO INFORMED THE CONTACT THAT THE VEHICLE WAS EXPERIENCING A FRACTURED CLOCK SPRING THAT NEEDED TO BE REPLACED. THE DEALER STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V483000 (AIR BAGS). THE VEHICLE WAS NOT REPAIRED. THE CONTACT NOTIFIED THE MANUFACTURER OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 57,500.					
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.					

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

VW REVIEWED MY CASE AND REPAIRED THE CLOCKSPRING
AND STEERING WHEEL ELECTRICAL AT NO COST TO ME.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

CAP DISTRICT
MD 207
25 MAR '16
PM 1 L

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210-NEF-100**
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