



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

DO NOT Auto Safety Hotline 5026(0) USE ONLY 100148

Date Received

06-JUN-2016

Repository ☐

Reference No.
10872700

OWNER INFORMATION (Type or Print)

Name

Address

City

LITTLE ROCK

State

AR

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

1VWAP7A31CC

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

13-MAY-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

Failure Speed

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 2012 VOLKSWAGEN PASSAT. AFTER THE VEHICLE WAS SERVICED UNDER A RECALL, IT BEGAN TO HESITATE AND THE EPC WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE WIRING AND HARNESS NEEDED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE AND RECALL DETAILS WERE UNKNOWN.

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.

→ I have talked to so many people about this car first of all the information you got is wrong, they said it was the wiring harness, OK they fixed that almost \$900.00, after they went in messing with that, a few days later he called said it was the Body ~~the~~ Throttle that was going to cost me \$1200.00, so I said let me pay off the first job, so a few days later I told him to go ahead and fix it since he claim he had to order it, when he put that on, and car wouldn't start

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then I got a loan car after 2 weeks I had paid them \$1500.13 already so it took them almost a week to fine out they had blew the module out had to put in new battery for car, then he tell's me we're not going to charge you for that, I'm glad he did cause they wasn't getting anymore money out of me for something caused, finally some lady called from the manufacturer I already had explain this to so many different people customer services she said they told her that they had to fix the wiring before they could fine out why it wasn't getting any power that was a lie, cause my car is a VW Passat, he just thought that was wrong with my car, if he had took time and drove that car he wouldn't understand what I was talking about they said my model of car was not in the recall for the wiring and elec. problems, so my thing is my car is not the same its popping when I get out of it, I took it back they couldn't find anything wrong with it they say so right now its just a waiting game, anything go wrong and my car stop running after I done told

I stopped calling them, but my car key's
~~not~~ really bad now, it's still not getting
the power it suppose to have, it act like
it don't want to pull a chile, I promise
you this if it break down or anything
go wrong I'm calling a lawyer.