



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

AGENCY USE ONLY 100148

Date Received

17-AUG-2016

OCT -3 2016

Repository ☐

Reference No.
10896510

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

OWNER INFORMATION (Type or Print)

Name

Address

City

MOBILE

State

AL

Zip Code

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

1VWBN7A35CC

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2012

Date Purchased

7/11/12

Dealer's Name and Telephone Number

Deem MS Cray Imports 251-4713326

Engine: TDI

No: Cylinders 4

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Mobile, AL

State

AL

Zip Code

36606

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

TDI Diesel

Multiple Failure:

yes-

Incident Date(s)

01-SEP-2014

9/18/14

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS

Failure Mileage

Failure Speed

40000

74000

0

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. WHILE OPERATING THE VEHICLE, THE AIR BAG SENSOR LIGHT ILLUMINATED AND ALL THE OTHER ELECTRONICS ON THE STEERING WHEEL WOULD NOT OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE AIR BAG CLOCK SPRING WAS FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED AFTER APPROXIMATELY 34,000 MILES. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 40,000.

the second time it failed at 74000 miles. It has not been repaired the second time.

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.



Dean McCrary



1525 E. I-65 SERVICE ROAD S • MOBILE, AL 36606
PHONE: 251-471-3326 • FAX 251-471-3046 • www.deanmccrary.com

CELL: [REDACTED]

CUSTOMER NO.	TIM	19718	TAG NO	1536	WORK DATE	09/18/14
LABOR RATE	LICENSE NO	40,206	DELIVERY MILES	TUNGSTON ST		
YEAR MAKE MODEL	12/VOLKSWAGEN/PASSAT/4DR 2.0L 6SPD D			DELIVERY DATE	07/11/12	
MOBILE, AL	VEHICLE ID NO			1 V W B N 7 A 3 5 C C	PRODUCTION DATE	09/08/14
BUSINESS PHONE	COMMENTS			MO: 402		

LABOR & PARTS

J# 1 52VWZ12

SUP RESTRAINT SYS UNITS: 4.89 TECH(S): 37439

WARRANTY

DISCLAIMER OF WARRANTIES

CUSTOMER STATES CLICKING NOISE IN STEERING SHAFT WHEN TURNING, AIR BAG LIGHT IS ON CONTROLS ON STEERING INOP. STEERING RACK HAS A BUSHING THAT HAS GONE OUT AND IS KNOCKING AND THE CLOCK SPRING IS CLICKING. TEST DROVE VEHICLE, CONFIRMED NOISE, NARROWED TO RACK AND PINION. REMOVED AND REPLACED STEERING RACK, AND ALLIGNED VEHICLE. NEXT DISCONNECTED BATTERY AND REMOVED STEERING WHEEL TO REPLACE STEERING COLUMN CONTROL MODULE/ CLOCK SPRING AND INSTALLED NEW STEERING COLUMN CONTROL MODULE. REINSTALLED REMOVED PARTS AND PERF GFF TO CODE NEW MODULE. TEST DROVE VEHICLE TO ENSURE REPAIRED

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products.

SHOP SUPPLIES: A token charge equivalent to 15% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Tape, pins, aerospray shellac, solvent, rags, carburetor clean towels, solder, battery cleaner, wire, windshield sealer, environmental disposal fees, etc.

ARBITRATION AGREEMENT

Customer and Dealer agree that the service and repairs on the Customer's vehicle are involved in, affect, or have a direct impact upon interstate commerce. Customer and Dealer agree that all claims, demands, disputes, controversies of any kind or nature that may arise between them concerning any of the negotiations for and performance of service repairs to the vehicle, charges for a adequacy of such service and repairs, or other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration. Proceedings to resolve such disputes shall be conducted in the county where the Dealer's facility is located. Customer and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. Judgment upon the arbitration award rendered may be entered in any court having jurisdiction. This Agreement is binding upon and insures to the benefit of, the Customer, the Dealer and the officers, employees, agents and affiliated entities of each of them. This agreement will survive payment of the customer's obligations and any termination, cancellation, or performance of the transactions between Customer and Dealer. **CUSTOMER AND DEALER UNDERSTAND THAT THEY ARE AGREEING TO RESOLVE THE DISPUTES BETWEEN THEM DESCRIBED ABOVE BY BINDING ARBITRATION, RATHER THAN BY LITIGATION IN ANY COURT.**

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		1K1-423-055-MX	STEERING	
JOB # 1	1		1K1-423-055-MX	CORE RETURN	
JOB # 1	2		N-908-349-01	CLIP	
JOB # 1	2		1K0-423-933	CLIP	
JOB # 1	1		1K0-498-970-A	REP.SET	
JOB # 1	3		N-105-797-02	BOLT	
JOB # 1	1		5K0-953-569-AL	ELEC.MODUL	

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 00VWZSXINSP

SERVICE EXPRESS UNITS: TECH(S): 37439

INTERNAL

CUSTOMER STATES PERFORM SERVICE EXPRESS INSPECTION. PERFORMED SERVICE EXPRESS INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
					JOB # 2 TOTAL PARTS
					0.00
					JOB # 2 TOTAL LABOR & PARTS
					0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION
JOB # 1					RENTAL

TOTAL - SUBLET

INTERNAL
0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	WV	WASH AND VAC	

TOTAL - MISC

INTERNAL
0.00

COMMENTS
LOANER

X

CUSTOMER SIGNATURE

DATE