



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 100148

Date Received

Repository ☐

24-AUG-2017

Reference No.
11019315

NOV 13 2017

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City LOS BANOS

State CA

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
1VWBP7A37DC

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2013

Date Purchased

2014

Dealer's Name and Telephone Number

Volkswagen of Stockton

Engine:

No: Cylinders

Fuel Type:

gas

Original Owner

☐

Dealer's City

Stockton

State

CA

Zip Code

Transmission Type

auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-MAY-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 LIGHTING (PWS)

Failure Mileage
70980

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 2013 VOLKSWAGEN PASSAT. WHILE DRIVING VARIOUS SPEEDS AT NIGHT, THE FRONT DRIVER SIDE LOW BEAM HEADLIGHT FLICKERED OFF AND ON. THE CONTACT STATED THAT THE LOW BEAM HEADLIGHT ALSO FAILED TO ILLUMINATE. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (MERCED VOLKSWAGEN, LOCATED AT 1530 W MAIN ST, MERCED, CA 95340) WHERE IT WAS DIAGNOSED THAT THE ENTIRE HEADLIGHT HOUSING FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V125000 (EXTERIOR LIGHTING). THE MANUFACTURER STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL AND DID NOT OFFER FURTHER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 70,980.

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)

The headlight housing failure is exactly the problem addressed in the VW recall for other 2013 Passats. Why this Passat is excluded because its VIN number is unknown. It is unfair that VW has identified a manufacturing problem with this model of automobile but arbitrarily excludes some by VIN number.

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

INSTRUMENTO

CA 957

14 OCT '17

PM 4 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, 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:

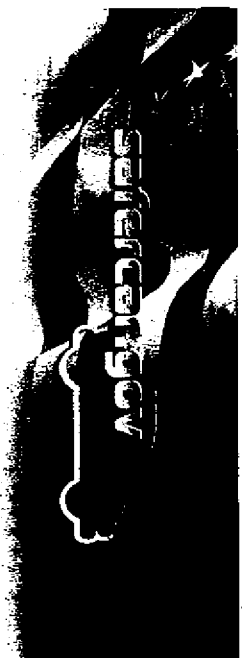
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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



MERCED VOLKSWAGEN-KIA-HYUNDAI

1530 W. MAIN ST. MERCED, CA. 95340-4416

PHONE (209) 384-2000

SERVICE HOURS MON. - FRI. 7:45 A.M. to 5:00 P.M. SAT. 8:00 A.M. to 2:00 P.M.

B.A.R. #ARD195932 SMOG STATION #RC195932 E.P.A. #CAL000147186

VIN 1 VWBP7A37DC				DATE IN 09/18/1	
YEAR 2013	MAKE VOLKSWAGEN	MODEL PASSAT	COLOR SILVER	TIME IN 08:1	
MILES IN 72421	MILES OUT 72421	FIRST USE 00/00/00	LOS BANOS CA		
SEE ALSO			REC: H:	W: () -	CLOSED 09/19/1
				WRITER DOMINI	

CUSTOMER TO PICKUP

- (1) C/S: LEFT SIDE HEADLIGHT HOUSING NEED TO BE REPLACED. THE HOUSING WAS ORDERED THE WEEK OF
REPLACED LEFT FRONT HEADLAMP. NOW OPERATING AS DESIGNED.
(02- NICK-7796) A

Labor	T02 100	119.95
561941005D (HEADLAMP)	1	345.71
Total Labor		119.95
Total Parts		345.71
Total Repair (Customer)		465.66

- (2) C/S: AIR CONDITIONING COMPRESSOR AND EXPANSION VALVE NEED TO BE REPLACED AS DIAGNOSED ON 8

VERIFIED CONCERN REPLACED A.C COMPRESSOR AND EXPANSION VALVE. FLUSHED A.C AND NOW BLOWING COLD AIR.

(02- NICK-7796) A

Labor	T02 250	299.87
1K0820808G (COMPRESSOR)	1	569.23
8E0260749C (WASHER)	1	2.00
4E0260749A (WASHER)	1	2.20
1K0820679 (VALVE)	1	71.20
8E0260749D (SEAL RING)	1	1.40
8E0260749 (SEAL RING)	1	1.20
4E0260749B (WASHER)	1	2.20
3D0260749C (WASHER)	1	2.60
Total Labor		299.87
Total Parts		652.03
Total Repair (Customer)		951.90

- (3) CHECK TIRE PRESSURES AND TIRE CONDITION

LF:36PSI RF:36PSI LR:36PSI RR:36PSI

LF:9/32ND RF:9/32ND LR:10/32ND RR:10/32ND

(02- NICK-7796) A

KCP2	T02	.00
Total Repair (Customer)		.00

ORIGINAL ESTIMATE

\$

X
Customer Acceptance

AUTHORIZED ADDITIONS

\$ X
Customer Acceptance

Date Time By

I Acknowledge notice and oral approve of an increase in the original estimated price.

X

CUSTOMER SIGNATURE

Next Service JAN '18 Lube-Oil-Filter

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly 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 person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

W/C	INT.	CUSTOMER
		Labor 419.82
		Parts 997.74
		Sublet .00
		Waste Dispos .00
		Oil/Grease .00
		Sub Total 1417.56
		Tax 82.31
		Total (Due) 1499.87

Page 1 of 1

Job

Customer Copy

45.66