



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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

25-JAN-2018
MAR 15 2018

Reference No.
11064834

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City KIRKSVILLE State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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
1WVCN7A31E [REDACTED] Make VOLKSWAGEN Model PASSAT Model Year 2014

Date Purchased 3-6-14 Dealer's Name and Telephone Number Joe Machens V.W. Engine: No. Cylinders 4 Fuel Type: DIESEL
Original Owner ☐ Dealer's City Columbia State MO Zip Code 65202

Transmission Type ☒ Antilock Brakes Powertrain Auto 6 spd Multiple Failure: AIR BAGS Incident Date(s) 15-NOV-2016
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage 21000 Failure Speed 20

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 2 Number of Deaths 0 Reported to State ☒ Y **STATE FATAL**

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 20 MPH, ANOTHER VEHICLE DRIFTED INTO THE CONTACT'S LANE. AS A RESULT, THE CONTACT CRASHED INTO A CEMENT DIVIDER. THE AIR BAGS DEPLOYED AND A WHITE, POWDERY SUBSTANCE FLEW INTO THE EYES OF THE CONTACT AND HIS WIFE, FOLLOWED BY METAL FRAGMENTS. THE CONTACT ALSO STATED THAT THE PASSENGER SIDE AIR BAG CAUGHT FIRE. THE CONTACT EXTINGUISHED THE FIRE. THE CONTACT'S WIFE SUSTAINED INJURIES TO THE HIP AND STOMACH, WHICH DID NOT REQUIRE MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO A BODY SHOP WHERE IT WAS DIAGNOSED THAT A NEW TRANSMISSION, FRONT DRIVER'S SIDE WHEEL ARM, AND AIR BAG NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VEHICLE WAS THEN TAKEN TO JOE MACHENS VOLKSWAGEN (1200 VANDIVER DR, COLUMBIA, MO 65202, (855) 301-6700), BUT THE NATURE OF THE DIAGNOSTIC AND REPAIRS COULD NOT BE PROVIDED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 21,000.

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 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 think I bought my car
the way I shacked + wife

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

White powder filled the car, wife cut suit the door
I had to stay in the car to put out the fire on
her airbag after car would have burned up, I to this
day still am coughing up white stuff + in car
around 5 mi. Nashville baby did not clean air vent or
cabin filter, Columbia VW. Had to do it, it was
cold, so we both had to breathe it from TN,
to MD, our eyes still bother us, and she coughs
out stuff every morning, I do it daily long

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U.S. Department
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National Highway
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Administration

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

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Penalty for Private Use \$300

Kirkville, MO

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safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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

Why I did not go to
off the bumper next
highway. Steel went flying every side
then caught on fire