

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [REDACTED]
Subject: FW: Complaint 11230499
Date: Friday, August 9, 2019 8:55:23 AM
Attachments: [11230499.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Thursday, August 08, 2019 3:40 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint 11230499

Hello -

Please find the attached copy of my recent complaint. All the information on the complaint is correct.

Date of Purchase of the Vehicle: 10/09/2015
Dealership Name: Fox Valley Volkswagen Schaumburg
Telephone Number: (847) 839-8101
Original Owner: Correct
Dealer's City: Schaumburg
State: IL
Zip Code: 60173

Please let me know if you need any additional information.

Thank you,

--

[REDACTED]
Technical Lead | Appirio Inc.

[REDACTED], Indianapolis, IN [REDACTED]
[REDACTED]

[REDACTED] | Cloud Powered Business Blog: [REDACTED] | Twitter [REDACTED]



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

09-JUL-2019

Repository ☐

Reference No.
11230499

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City ARLINGTON HGTS

State IL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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

1VWAT7A32FC [REDACTED]

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2015

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)

18-JUN-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 022000 SUSPENSION: REAR

Failure Mileage
17000

Failure Speed
35

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: DOTM9ABC036)

☐ 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 2015 VOLKSWAGEN PASSAT. WHILE DRIVING APPROXIMATELY 35 MPH, THE CONTACT HEARD A LOT OF UNUSUAL NOISES COMING FROM THE REAR OF THE VEHICLE WITHOUT WARNING. THE CONTACT STATED THAT THE VEHICLE WAS LEANING TOWARDS THE DRIVER'S SIDE. THE VEHICLE WAS TAKEN TO FOX VALLEY VOLKSWAGEN SCHAUMBURG (847-839-8101, LOCATED AT 1000 EAST GOLF ROAD, SCHAUMBURG, IL 60173) WHERE IT WAS DIAGNOSED THAT THE REAR COIL SPRING WAS FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 17,000.

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.