

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: ODT Complait Reply
Date: Tuesday, February 23, 2021 3:20:28 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, February 23, 2021 3:08 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODT Complait Reply

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have have attached an updated ODT Complaint as instructed. If seen necessary, I also have documentation from two separate mechanics on the matter; the original local mechanic who brought the recall to my attention, and the VW dealership who carried out repair consistent with recall issue.

Thank you.



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

03-FEB-2021

Repository

Reference No.
11394465

OWNER INFORMATION (Type or Print)

Name

Address

City SANFORD

State FL

Zip Code

Daytime Telephone
Number

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
1VWBS7A33EQ

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2014

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
Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
25-JAN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code:100000 POWERTRAIN

Failure Mileage
140000

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: 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 2014 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT HE NOTICED THAT AN UNKNOWN FLUID HAD BEEN LEAKING FROM THE ENGINE. THE CONTACT THEN TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC WHO INFORMED HIM THAT THERE WAS A DEFECTIVE O-RING BETWEEN THE OIL COOLER AND TRANSMISSION WHICH CAUSED THE LEAK. THE MECHANIC ALSO NOTIFIED HIM OF NHTSA CAMPAIGN NUMBER: 14V182000 (POWER TRAIN) WHICH WAS LINKED TO THE FAILURE. THE CONTACT CALLED ORLANDO VW NORTH (1050 LEE RD, ORLANDO, FL 32810) AND THE MANUFACTURER AND WAS INFORMED THAT THE VIN WAS NOT UNDER RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 140,000.

EDIT: DUE TO NECESSITY OF REPAIR, CONTACT HAS BROUGHT CAR IN FOR REPAIR SINCE INITIAL FILING. VEHICLE WAS BROUGHT TO VW NORTH AND WHILE ISSUE WAS CONCURRENT WITH AFOREMENTIONED NHTSA CAMPAIGN, REPAIR WAS NOT TREATED AS RECALL ELIGIBLE.

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.

