



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

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OFFICE
DEFECTS INVESTIG

Reference No.

554621

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

09/05/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) WVWGB4314NE22257Z		Make VOLKSWAGEN	Model PASSAT WAGON	Year 1992
Purchased Date 2-21-98	Dealer's Name WEATHERFORD MITSUBISHI Used Car Dealer		Engine Size (CID/C/L) 2.0	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
Dealer's City BERKELEY	State CA	Zip Code 94617	No. Cylinders 4	
☐ New ☒ Used	Manufacture Date (on driver's door or pillar)	Transmission Type ☐ Manual ☒ Automatic	Restrain: System ☐ Onnerside Air Bag ☐ Passengerside Air Bag ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No
		Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other WAGON	Body Style ☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) TRANSMISSION/ELECTRONIC	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured Not Applicable	Number of Fatalities Not Applicable	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

AUTOMATIC TRANSMISSION FAILED AT 122,000 MILES. THE LOCATION OF THE ELECTRONIC THROTTLE CONTROL THE TRANSMISSION COULD BE A MANUFACTURE DEFECT. ENCLOSED COPIES OF OTHER PASSAT OWNERS WHO HAVE NOTIFIED ME ON THE INTERNET OF THE SAME PROBLEMS AND THE LARGE AMOUNT OF MONIES YOU HAVE TO PAY FOR THIS (TRANSMISSION) REPAIR.

FOUND THIS ON [HTTP://WWW.ALLDATA.TSB.COM/CONSUMER/TSB/62/9262101.H](http://WWW.ALLDATA.TSB.COM/CONSUMER/TSB/62/9262101.H)

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Subj: **Passat Transmission**

Date: 08/25/2000 11:17:14 AM Pacific Daylight Time

From: [REDACTED]@comcast.net (Mark)

To: [REDACTED]

I've got a 93 Passat GLX VR6...and my tranny went out at 73K. The story I got was: on VR6 cars, the exhaust downpipe runs very close to the transmission case. Inside the transmission case, is an electronic pack. This gets overheated, and begins to malfunction, eventually causing mechanical problems in the tranny...which has to be rebuilt. They said that 70K was typical for the VR6 for that year...the 4 cyl. cars do better, because the exhaust isn't as close. In my case, a new tranny from VW was just over \$7000 (yikes). So I got a rebuilt one...the problem there seems to be that you never know if the electronic pack in the tranny is new, or an "already cooked" used one. Hmmm.... Hope this helped.

Mark G.

Subj: 92 passat tranny problem
Date: 08/13/2000 3:36:17 PM Pacific Daylight Time
From: blayoned@hotmail.com (Graham Blayone)
To: [REDACTED]

I just recently had a problem with my tranny and there was no 4 gear and the problem was that my computer had lost its codes for drive so mabey your tranny just needs the codes re-inputed .

G-E-B

Subj: Passat Trans.
Date: 08/20/2000 1:07:25 AM Pacific Daylight Time
From: Roadbu4395
[REDACTED]

Hello, I rebuilt my trans. myself, according to my Robert Bentley repair manual, when you change certain parts like the throttle body for example, the dealer needs to re-calibrate your computer. It seems to me you could get it rebuilt, and if necessary, have the dealer recalibrate your computer if necessary, which I believe is what my '91 needs as the kickdown point is off, probably due to increased resistance in the wiring connectors due to oxidation. I attempted this (and succeeded) myself as I was quoted \$2,500-\$2,600 by trans. shops. I purchased a kit (www.altousa.com) for \$350 dollars which came with all the friction plates, etc. Let me know if I can be of further assistance. Oh yes, that's probably why I bought my car for \$1250 with leather etc. cause the trans. was COOKED. I now love my Passat, although it needs a bit more work. Somebody overtightened my trans. cooler mount bolts and punched out the bottom, thus causing all the fluid to pump out! pops! There are o-rings under the cooler, which should have been replaced, rather than just tightening the bolts more. Let me know if I can be of assistance. have pic.s of my trans in pieces, so if you have any mechanic friends? Good luck! Tim Dodd

Subj: VW Passat trans

Date: 08/14/2000 7:19:58 PM Pacific Daylight Time

[REDACTED]

- ① The trans might still be good, try changing the filter and fluid first. If no luck, ② the computer under the back seat might not be any good, try swapping that out with a known good used one. ③ Finally the most common and easiest fix would be the sensor under the throttle body, it is located right next to the throttle position sensor. It is a three wire plug that sits right on top of the timing belt. It could have worn a piece of the wire off if the timing belt cover is removed or could have broken off when a new timing belt was installed or even an oxygen sensor. It may sound stupid but I have bought 2 Passats because of that. The previous owners didn't want to put over \$1000 into the cars for a new trans. ④ After you check that and if it still doing it don't buy a trans yet, go to a vw dealer and have them plug it into the computer it will tell them exactly what is wrong, most likely the valve bodies are stuck. Keep changing your trans fluid every 1500 miles three times. The detergents in the trans fluid should clean it out. Contrary to what the dealers might tell you. You can even reset the computer, yourself by following these steps something you would pay the dealer over \$75 to do. ⑤ First make sure the switch located to the left of the gear shift is on "E" drive the car about half a block at about 30MPH then click it into neutral, while coming to a complete stop. Next while the car is in neutral and you are at a complete stop, turn the car off, put your foot on the gas pedal and hold it to the floor, do not release foot, turn the key to the accessory position and count to 20. Turn the key back off, take foot off the gas, put the car in park, and you just successfully reset the computer. That might work, I doubt it but its worth a try. The dealers have to do that prior to plugging it into their diagnostics so it doesn't read any faulty codes. If all else fails you need a trans, good luck to you.