



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

POSTED

RECEIVED

FOR AGENCY USE ONLY

Date Received

Doc or
rt
ocrt
up fr

QC'd

Reference No.

OWNER INFORMATION (Type or Print)

Name [Redacted]
State [Redacted]
City [Redacted]

DATE RECEIVED
FEB 7 PM 2:31

559528

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 2/2/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits)		(Located at bottom of windshield on driver's side)		Make VW	Model PASSAT GLS	Year 1998
Purchased Date	Dealer's Name			Engine Size (CID/GG/L) 1.8	☒ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☐ Used	Dealer's City			State	Zip Code	No. Cylinders 4
Manufacture Date (on driver's door or pillar)	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☒ 3-Point Belt		Cruise Control ☒ Yes ☐ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other						

FAILED COMPONENT(S)/PART(S) INFORMATION

3) ALL BRAKES AND ROTORS	Part Name(s) 1) PART # 4DB-905-351 ENGINE COIL 2) STEERING SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ 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)	Failed Part(s) Available? ☐ Yes ☐ No
	Mileage at Failure(s)	NHTSA Previously Contacted? ☐ Yes ☐ No
	Vehicle Speed at Failure(s)	

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	Number of Fatalities	Reported to Manufacturer ☐ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 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 202-365-7882

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

at 14100 miles

I took my car into the service dept. because the brakes were making noise, they told me that they were OK, and that the pads had 65% life left. At 22000 I was told that all brake rotors and pads had to be replaced. It costed me over \$400 dollars.

Now the steering system needs to be replaced due to leak which I reported to the dealer about 6 months after I purchased it.

I was driving my car and the engine started vibrating and the engine light came on. It turns out that the fuel injector coil needed to be replaced also. My car just turned the 25000 miles and it's less than 3 years old. I'm the only one who drives it, so there is something really wrong with these vehicles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

www.nhtsa.dot.gov/hotline

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National Highway Traffic Safety
Administration



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(DASH) 2 DOT

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and dial toll free at

DASH 2 DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

(V00Q)

QUESTIONNAIRE



**VEHICLE
OWNER'S**