

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 258 Date Received 08-JUN-2000		Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____ Reference No. 723732	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.					
Signature of Owner _____ Date ____/____/____					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) WVWMA63B2WE390917		Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1998	Current Odometer Reading
Purchase Date 01-MAY-1998 ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) 1.8 No Cylinders _____	☒ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 02150000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER		Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	
No of Failures 1	Date(s) of Failure(s) 01-MAY-2000 Mileage at Failure(s) 23500 Vehicle Speed at Failure(s) 1		Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No	
APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
A CREAKING NOISE THAT HAS STEADILY BECOME WORSE. I WAITED UNTIL MY 25K MILEAGE CHECKUP FOR DEALER TO LOOK AT IT, AND HE INFORMED ME OF THE WEAKENED LOWER CONTROL ARMS. MECHANIC TELLS ME IT WILL STEADILY GET WORSE AND WILL NEED TO BE REPLACED. COST \$940. WARRANTY EXPIRED AT 24K MILES AND 5/30/00. I HAD BROUGHT MY CAR IN AT 24,498 MILES ON 6/7/00..AGAIN BECAUSE I DIDN'T REALIZE THE EXTENT OF THE PROBLEM (THIS HAS NEVER HAPPENED TO ME BEFORE) AND THOUGHT IT WOULD BE AN EASY FIX AT THE 25K CHECKUP. DEALER WILL NOT COVER COST UNLESS VW AMERICA AUTHORIZES IT SINCE IT IS 'OFFICIALLY' PAST THE WARRANTY DATES & MILEAGE WHEN I BROUGHT IT IN. I'VE RESEARCHED THIS PROBLEM WITH OTHER '98 PASSAT OWNERS ON THE INTERNET (VW VORTEX FORUMS) AND THIS IS A RECURRING PROBLEM AMONG MANY					
CONTINUED ON BACK (REVERSE)					
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.					