



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

14-JUN-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

746845

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) (Locate at bottom of windshield and driver's side door) WVWVD63BX1E171935	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 2001	Current Odometer Reading
Purchase Date 01-APR-2001	Dealer's Name _____		Engine Size (CID/CC/L) 1.8L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10110000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDSHIELD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 17-APR-2001 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER I POSTED THE FOLLOWING MESSAGE TO THE PASSAT USERSC GROUP: MY NEW 2001.5 PASSAT WAGON HAS A PERCEPTIBLE DISTORTION, OR RIPPLING EFFECT, IN THE FRONT WINDSHIELD. FOR EXAMPLE, WHEN SEEING POLES, TREES, OR BUILDING SIDINGS WHILE MAKING A TURN, OR WHEN VIEWING HIGHWAY EXIT SIGNS WHILE PASSING THEM ON THE PARKWAY. THERE'S AN ACCORDION EFFECT; VERTICAL OBJECTS INCHWORM; LETTERS EXPAND AND CONTRACT. JUST MOVING MY HEAD FROM SIDE TO SIDE BY A FEW INCHES CAN PRODUCE THIS EFFECT. I CAN'T SAY YET THAT IT'S HAZARDOUS BUT IT'S CERTAINLY DISTRACTING. MEANWHILE, I CAN'T GET THE DEALER TO EVEN SIT IN THE DRIVER'S SEAT AND TELL ME IT'S MY IMAGINATION. I WAS REFERRED TO THE FOLLOWING MESSAGES: (1) I'VE SEEN SEVERAL REPORTS OF THIS. TIME TO GET A NEW DEALER. YOU SHOULD GET

CONTINUE ON 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.