



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

31-JUL-2001

Od_or _____
rt_dt _____
pd_rt _____
up_lr _____

Reference No.

749493

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 or driver's side) WVWMA63B2WE187929	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1998	Current Odometer Reading
Purchase Date 01-DEC-1997	Dealer's Name _____		Engine Size (CID/CC/L) 1.8 L	☒ 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 02152000 10160000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BALL JOINTS VISUAL SYSTEMS:SUN ROOF ASSEMBLY (R/R2)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 01-MAR-2001 34000	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)

CONTROL ARM: NOTICED A LOUD GRINDING SOUND COMING FROM FRONT SUSPENSION AREA. DEALER DIAGNOSED AS DEFECTIVE LOWE RCONTROL ARM/ BALL JOINTS. LOWER CONTROL ARMS AND BALL JOINTS WERE REPLACED. COMPLAINED TO VOLKSWAGEN, WHO COVERED COST OF PARTS BUT NOT LABOR. AFTER REPAIR LEARNED THAT A FRIEND HAD THE IDENTICAL PROBLEM IN A 1999 PASSAT AT ALMOST THE IDENTICAL MILEAGE. THEN SAW ON THIS WEBSITE THAT ABOUT 17 OF 160 COMPLAINTS RELATING TO THE 1998 PASSAT ARE FOR EXACTLY THIS PROBLEM. THIS IS CLEARLY AN ENGINEERING OR MANUFACTURING DEFECT. VW SHOULD REPLACE THIS PART FOR ALL PASSAT OWNERS AND REIMBURSE THOSE WHO HAVE ALREADY HAD IT REPLACED. SUNROOF: SUNROOF OPENS SPONTANEOUSLY WHEN SWITCH IS IN THE "OFF" POSITION. PROBLEM IS MOST PRONOUNCED ON WARM

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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.