



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

12-JAN-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

756742

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 door) WVWMA23B6YP170874	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-FEB-2000	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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06510000 12420000	Part Name(s) EXHAUST/CRANKCASE EMISSION CONTROL PUMP; AIR INTERIOR SYSTEMS; INSTRUMENT PANEL; GAUGE; INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 4	Date(s) of Failure(s) 14-DEC-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 14899		
	Vehicle Speed at Failure(s) 35		

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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

EMISSIONS WORKSHOP LIGHT COMES ON, THEN ENGINE CHECK LAMP SHOWS ON DASH. DEALER REPLACED AIR PUMP, SAID THAT A HOSE WAS LOOSE AND NEVER FOUND THE PROBLEM. VW OF AMERICA WAS CONTACTED ALONG WITH THE CUSTOMER SERVICE REP AT THE DEALER. WE HAD TO TRADE THE CAR BECAUSE THE PROBLEM COULD NOT BE REPAIRED. I HAVE NOT CONTACTED AN ATTORNEY AT THIS TIME. WHY IS VW ALLOWED TO SELL CARS THAT THEY CANNOT REPAIR? I WOULD LIKE TO BE COMPENSATED FOR OUR FINANCIAL LOSS AS WELL AS FOR OUR TIME AND TROUBLE.*AK

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.