



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

27-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
up_lr _____

Reference No.

757409

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) WVWMA63B6WE254807	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-DEC-1998	Dealer's Name _____	Engine Size (CID/CC/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	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BAI	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 01-JUN-1999	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 45000		
	Vehicle Speed at Failure(s) 15		

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)

I HEAR THE NOSIE BEFORE MY WARRANTY EXPIRE AND I CAN'T TELL WHAT THAT WAS. SO I BROUGHT IT TO THE DEALERSHIP TO CHECK AND THEY SAID THE COMPUTER SHOW NOTHING WRONG. BUT THE NOISE STILL THERE AND THEY KNEW THAT BUT THEY SAID IF THE COMPUTER SHOW NOTHING WRONG, THEY CAN'T HELP ME FOR THAT. UNTIL MY WARRANTY EXPIRED THEY SAID IS COMING FROM LOWER ARM CONTROLLER(LEFT & RIGHT). IT COSTS \$800-900+ TO REPLACE. I FEEL THAT THEY KNEW ALL ALONG AND USE THAT COMPUTER TO AGAINST ME. OF COURSE IT OPERATE OK BUT THAT NOSIE IS SO BORDER ME. I THINK THEY SHOULD HAVE THAT PARTS RECALL. I ALSO TALK TO VW HEADQUARTER AND THEY CAN'T HELP ME. I DO HAVE THAT RECORD DURING 40+ MILES AND I BELIEVE THAT I SHOULDN'

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.