



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

05-MAR-2002

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Reference No.

758951

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) WVWNA63B9WE327642	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-JUN-2001	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 05151000	Part Name(s) ENGINE-TIMING GEAR AND CHAIN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 02-FEB-2002 Mileage at Failure(s) 105000 Vehicle Speed at Failure(s) 5	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 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)

THE TIMING BELT TENSIONER FAILS CAUSING THE BELT TO BECOME LOOSE AND FAIL PREMATURELY. VW IS AWARE OF THIS PROBLEM. THEY HAVE IN FACT ISSUED AN UPDATED PART THAT CORRECT THIS PROBLEM. HOWEVER I KNOW OF MANY PEOPLE WHO HAVE COMPLAINED ABOUT THE SAME PROBLEM, AND THIS SHOULD BE RECALLED. IT IS GOING TO COST ME MORE THAN 1,500 DOLLARS TO FIX THIS AND I AM DOING IT MYSELF. IF I WERE TO HAVE TAKEN THIS TO THE DEALERSHIP IT WOULD BE DOUBLE THAT. WHEN THE BELT FAILS THE VALVES GET BENT. I LOVE THIS CAR, BUT THIS IS A JOKE. THE WHOLE REASON I BOUGHT THIS CAR WAS SO I WOULD NOT NEED TO WORK ON IT. *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.