



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-JUN-2002

Ord. or

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Reference No.

762977

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) (Location at bottom of windshield and driver's side door) WVWMA63B7WE333581	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-MAR-2098	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 02100000 03250000 09315000	Part Name(s) SUSPENSION:INDEPENDENT FRONT BRAKES:HYDRAULIC:ANTI-SKID SYSTEM LIGHTING:FUSE:TRUNK CARGO LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No. of Failure	Date(s) of Failure(s) 01-NOV-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s)		
	Vehicle Speed at Failure(s)		

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)

1)TRUNK LIGHT STOPPED WORKING JUST PAST THE WARRANTY PERIOD, WIRING PROBLEM, COST TO REPAIR \$200. 2)ABS LIGHT FLASHES CONTINUOUSLY, ABOUT 1 YEAR NOW,DEALER GETS 3 PAGES OF DIAGNOSTIC ERROR MESSAGES. CAN'T DETERMINE PROBLEM WITH LIGHT BUT ABS IS SUPPOSEDLY WORKING. COST: 3DAYS CAR RENTAL, AND \$300 OUT OF POCKET. 3)FRONT END SUSPENSION: CRUNCHING NOISE AND BOUNCE. BOUNCE CORRECTED-DEALER REPLACED STABILIZER BAR, \$284. NOISE CONTINUES(6 MONTHS), DEALER CAN'T DETERMINE PROBLEM. GETTING WORSE, AFRAID FRONT END WILL CRASH INTO GROUND. 4)TIMING BELT BROKE, DEALER REPLACED ENGINE AT NO COST. 5)ENGINE REPLACEMENT CAUSED PROBLEM WITH RADIO. RADIO WILL NOT ACCEPT CODE. NEEDS TO BE

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.