



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

23-JUN-2002

Od. or

rt. dt

pd. rt

up. hr

Reference No.

763357

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) WVWNA63B1XE468139	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1999	Current Odometer Reading
Purchase Date 01-JUL-2099	Dealer's Name _____		Engine Size (CID/CC/L 109CID)	☐ 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 02170000 12424000	Part Name(s) SUSPENSION:INDEPENDENT FRONT:BEARING WHEEL INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR:TE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 28-DEC-2001 Mileage at Failure(s) 47422 Vehicle Speed at Failure(s) 35	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)

1) COOLANT TEMP. SENSOR FAILED AT @47422 MILES 2) CHAPLINS CHECKED CAR BECAUSE I REPORTED NOISE IN FRONT WHEEL AREA. THEY SAID BOTH FRONT WHEEL BEARINGS NEEDED REPLACING AND REFUSED TO COVER THE COSTS. I TOOK IT TO AN INDEPENDANT VW SPECIALIST AND WAS TOLD ONLY THE RIGHT FRONT WHEEL BEARING WAS BAD. COST WAS \$466.79. VW STILL REFUSED TO ASSIST. 2 INDEPENDANT VW SPECIALISTS REPORTED VW HAS A "BAD WHEEL BEARING DESIGN". 3) REPLACED ORIGINAL TIRES WITH EXACT BRAND AND STYLE OF TIRE THAT WAS ORIGINAL TO CAR. TIRES FELT ODD, I HAD THEM CHECKED BY 2 TIRE RETAILERS AND DID OWN PRESSURE CHECKS TWICE MONTHLY. AFTER 15,804 MILES ON TIRES LEFT REAR TREAD SEPARATED FROM SIDEWALL WHILE DRIVIN

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.



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