785018

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>
Date: 5/31/01 10:21AM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (http://www.cartalk.cars.com/Tools/nhtsa.pl) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

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SUBMISSION DATE: Thursday, May 31st 2001 at 10:20:55 AM

VECHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAM[redacted]

ADDR[redacted]

TELEP[redacted]

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN:
MAKE: Volkswagen
MODEL: Passatt
YEAR: 2000

ODOMETER: 27000
PURCHASE DATE: NEW OR USED:

DEALER NAME: Springfield Volkswagen
ADDRESS: Springfield, VA

ENGINE SIZE:
CYLINDERS: 4

FUEL INJECTION: No
TURBO: Yes
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front

DRIVER AIRBAG: No
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: The car shakes when idle at a light. It acts as if it needs a tune-up. I have taken it in three times for service, and the problem continues to exist. I am in the process of seeking redress under the lemon law.

PART NAME(S):

LOCATION:

NUMBER OF FAILURES: numerous

DATE(S) OF FAILURES: 01/01/01 - present

MILEAGE AT FAILURE(S): 18000

SPEED AT FAILURE(S): 0 mph

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED:

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:
FIRE:

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: $

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

END OF FORM

Form Approved: OMB No. 2127-0042

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 1068

Date Received: 31-MAY-2001

Od_or
rt_dt
od_rt
np_ltr

Reference No.: 785018

[redacted]

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.)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
	VOLKSWAGEN	PASSAT	2000	

Purchase Dat
☐ New ☐ Used

Dealer's Name_____
City_____ State_____ Zip Code_____

Engine Size (CID/CC/L 4 CYL
No Cylinders _____

☒ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
05100000	ENGINE	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s)	Failed Part(s)	NHTSA Previously
3	01-JAN-2001 18000	☐ Yes ☐ No	☐ Yes ☐ No

Mileage 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES VEHICLE SHAKES WHEN IDLE AT A LIGHT, CONSUMER STATES VEHICLE HAS BEEN IN FOR SERVICE MANY TIMES AND THE PROBLEM CONTIUES TO EXIST, POSSIBLY ENGINE RELATED. *JB

CONTINUED ON REVERSE