

785540

**From:** siracusa@publicinteractive.com  
**To:** Beverly <NHTSA> Young, Alberto <NHTSA> Jimenez  
**Date:** 7/17/01 1:21PM  
**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](mailto:webmaster@cartalk.com)

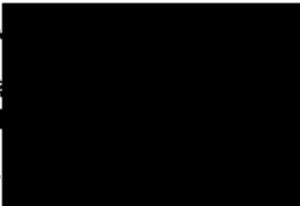
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SUBMISSION DATE: Tuesday, July 17th 2001 at 1:21:18 PM

VEHICLE OWNER'S QUESTIONNAIRE  
=====

OWNER INFORMATION  
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NAME  
ADDRESS  
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION  
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VIN:  
MAKE: Volkswagen  
MODEL: Passat  
YEAR: 1997

ODOMETER: ~50,000  
PURCHASE DATE: NEW OR USED: Used

DEALER NAME: Volkswagen Gallery  
ADDRESS: Norwood, MA

ENGINE SIZE: V6  
CYLINDERS: 6

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

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

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Goodyear Eagle GA stock tires

PART NAME(S): Tires  
Airbags

LOCATION: Right Front

NUMBER OF FAILURES: 1 totalled vehicle

DATE(S) OF FAILURES: September 1999

MILEAGE AT FAILURE(S): 50,000

SPEED AT FAILURE(S): 70mph

MANUFACTURER CONTACTED: No

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: Yes  
FIRE: No

NUMBER OF PERSONS INJURED: 0  
NUMBER OF FATALITIES: 0  
ESTIMATED PROPERTY DAMAGE: \$17000

DRIVER AIRBAG DEPLOYED: No  
PASSENGER AIRBAG DEPLOYED: No

REPORTED TO POLICE: Yes

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT  
TIRE MANUFACTURER: Goodyear  
TIRE NAME: Eagle GA  
TIRE SIZE: 215 50r15

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ADDITIONAL COMMENTS  
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Tires which were complained about at time of purchase as to having evidence of "dry rot" and "evidence of rubber cracking" and were stated to be in safe shape by the Volkswagen Gallery of Norwood Massachusetts staff. However one month later all four tires failed during highway driving in Boston, Massachusetts on the Massachusetts Turnpike leaving the car undrivable and resting in the middle lane with three passengers inside. There were no injuries.

The car was totalled and there was damage to a guard rail that was hit when the car lost control as a result of the flat tires. It should be noted that neither the Passenger or Driver side airbag deployed when the car hit the guard rail.

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END OF FORM  
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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 105**

Date Received

17-JUL-2001

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

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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) <small>(Location at bottom of and/or above driver's side)</small>	Vehicle Make <b>VOLKSWAGEN</b>	Vehicle Model <b>PASSAT</b>	Vehicle Year <b>1997</b>	Current Odometer Reading		
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) <b>6 CYL</b>	No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>02700000 12110000</b>	Part Name(s) <b>TIRES INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure <b>1</b>	Date(s) of Failure(s) <b>C1-SEP-1999</b> <b>50000</b> Mileage at Failure(s) <b>70</b>	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

AT THE TIME OF PURCHASE THE CONSUMERS WERE CONCERNED WITH THE FACT THAT THE TIRES LOOKED DRY ROT AND THERE WAS EVIDENCE OF CRACKING RUBBER, ONE MONTH LATER ALL FOUR TIRES FAILED DURING HIGHWAY DRIVING, THERE WERE NO INJURIES, THE CAR WAS TOTALLED AND THERE WAS DAMAGE TO THE GUARD RAIL THAT WAS HIT WHEN THE CAR LOST CONTROL AS A RESULT OF THE FLAT TIRES, NEITHER PASSENGER OR DRIVER AIR BAGS DEPLOYED WHEN THE VEHICLW HIT THE GUARD RAIL (GOODYEAR EAGLE GA 215 50R15). NLM

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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