

785910

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 3/13/02 9:58AM
Subject: Car Talk VOQ submission

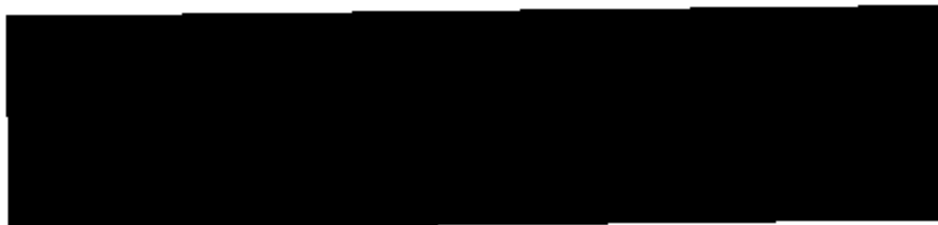
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Wednesday, March 13th 2002 at 9:57:36 AM

VEHICLE OWNER'S QUESTIONNAIRE

=====

OWNER INFORMATION



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

VEHICLE INFORMATION

VIN: WVVVD63B92E021249
MAKE: Volkswagen
MODEL: Passat
YEAR: 2002

ODOMETER: 6000
PURCHASE DATE: 08/dd/01
NEW OR USED: New

DEALER NAME: Wester VW/Dodge
ADDRESS: Seaside, CA 93955

ENGINE SIZE:
CYLINDERS: 4

FUEL INJECTION: Yes
TURBO: Yes
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: Station Wagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: VW part# 8D0863 821S
left & right front attachment
bolts NOT installed

PART NAME(S): sound deadner/air dam

LOCATION: Front

NUMBER OF FAILURES: 1

DATE(S) OF FAILURES: 2001/12/16

MILEAGE AT FAILURE(S): ? (can guestimate within 1 tankfull if desired)

SPEED AT FAILURE(S): 60MPH

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: Yes

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No

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

DRIVER AIRBAG DEPLOYED: No
PASSENGER AIRBAG DEPLOYED: No

REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:

TIRE SIZE:

ADDITIONAL COMMENTS

2001/12/16 broke out about 6pm
Air dam protects transmission/engine bottom
Only front center screw/bolt installed
the ones left and right NOT there!
This is a manufacturing failure.

Two bolts used to hold the air dam in place were not unstaled.
This left only 1 bolt to hold the front of the part in place.
Broke out while moving and could get wedged under vehicle
creating potential accident situation.

Called it in when it happened but have heard no reply (so far)
VW incident #10845579 (Goldie)
NHTSA 800-424-9393 (Michelle #10)

END OF FORM



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 778

Date Received

13-MAR-2002

Od_or

rt_dt

od_rt

ip_lr

Reference No.

785910

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) WVWVD63B92E021249	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 2002	Current Odometer Reading
--	-----------------------------------	--------------------------------	-----------------------------	--------------------------

Purchase Date 01-AUG-2001	Dealer's Name _____	Engine Size (CID/CC/L 4 CYL)	☐ 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 13000000	Part Name(s) STRUCTURE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 16-DEC-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 60		
	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
---	---	---------------------------	----------------------	--------------------------	---

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

THE AIR DAM THAT PROTECTS THE TRANSMISSION/ENGINE BOTTOM, ONLY THE FRONT CENTER BOLT HAD BEEN ATTACHED. THE RIGHT AND LEFT BOLTS WERE NOT INSTALLED. DAM BROKE WHILE MOVING AND COULD GET WEDGED UNDER VEHICLE CAUSING A POTENTIAL ACCIDENT. *JG

COPIES OF THIS FORM ARE:

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.