



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 758

Date Received

21-DEC-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8001030

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) (Locate at bottom of windshield or driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVWMD63B2XE429210		VOLKSWAGEN	PASSAT	1999	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ 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 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Dates of Failure(s) 11-APR-2001 Mileage at Failure(s) 47000 Vehicle Speed at Failure(s) _____	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)

VEHICLE STALLS INTERMITTENTLY AT SPEEDS OF 25-65 MPH. VEHICLE TAKEN TO DEALER 10-15 TIMES, CANNOT FIND A CAUSE. *AK

COPIES OF REPORTS ARE KEPT

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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 758	
		Date Received <u>DEC 13 2001</u> DEC-2001 EFFECTS...	
OWNER INFORMATION (Type or Print)		Od_or _____ Rt_glt _____ od_rlt _____ up_ltr _____ Reference No. 8001030	
[Redacted] 731092		Work Number _____ Home _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the abs _____ Signature _____		YES ☒ NO ☐ the vehicle manufacturer. Date <u>1/1/02</u>	
Vehicle Ident. No. (VIN) (located in front of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
WVWMD63B2XE429210	VOLKSWAGEN	PASSAT	1998
Purchase Date _____ ☒ New ☐ Used		Dealer's Name <u>SANTA CRUZ VOLKSWAGEN</u> City <u>SANTA CRUZ</u> State <u>CA</u> Zip Code <u>95062</u> Engine Size (CID/CC/L) _____ No. Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) <u>11-APR-2001</u> Mileage at Failure(s) <u>47000</u> Vehicle Speed at Failure(s) _____		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 <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>0</u>		Reported to Police ☐ Yes ☒ No	

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

VEHICLE STALLS INTERMITTENTLY AT SPEEDS OF 25-65 MPH. VEHICLE TAKEN TO DEALER 10-15 TIMES, CANNOT FIND A CAUSE. *AK

CONTINUE ON BACK IF NEEDED

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10-01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



* U.S. G.P.O. 1992-225-871/8000

- (4-11-00) DRIVER WARMER SEAT WENT OUT
LEFT WHEEL ~~SQUEAKS~~ SQUEAKS
SUSPENSION DOESN'T FEEL RIGHT
- (5-4-00) DRIVER SEAT OUT AGAIN.
RATTLING NOISE WHEN DRIVING
- (6-8-00) SQUEAKING/CREEKING STEERING
- (6-15-00) DRIVER WARMER SEAT OUT
- (8-17-00) REPLACE BRAKES
- (11-24-00) RATTLING NOISE FRONT END
- (7-18-00) ABNORMAL TIRE WEAR - REPLACED
BRAKES
- (10-24-01) STEERING LOCKED WHILE MAKING
RIGHT HAND TURN AT 15 MPH (SCHOOL ZONE)
CAR ENGINE STALLED, DROVE UP ON THE
OTHER SIDE OF THE ROAD.
- (11-14-01) BURNING SMELL COMING FROM ENGINE
STEERING INOPERABLE, ENGINE CUT OFF.
- (12-20-01) HEADLAMP/
TAIL LIGHT WENT OUT, SEAT
WARMER OUT, LIGHT FLICKERED
ON/OFF ON THE CONSOLE-
DASHBOARD. STEERING LOCKED
ENGINE STALLED - INCIDENT
OCCURRED ON A FREEWAY
GOING 45MPH DURING THE
RAIN. TRAVELING UP A
GRADE.
RESTARTED VEHICLE DROVE
10-12 MILES Duplicated
THE PROBLEM ON LEVEL
SERVICE. IN ROUTE TO
SANTA CRUZ VOLKSWAGEN
FOR REPAIR, HAD MY
DAUGHTER WHO IS
10 YEARS OLD IN THE
VEHICLE. SHE IS
TRAUMATIZED BY THE
INCIDENT.

FOLD TO SHOW RETURN ADDRESS (NO STAMP NEEDED) FASTEN WITH TAPE OR STAPLE AND MAIL									
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
TIRE IDENTIFICATION NO.:									
SIZE	MANUFACTURER/TIRE NAME								
The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.									
NARRATIVE DESCRIPTION (CONTINUED)									

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

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