

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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 294

Date Received

01-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855859

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) (Listed at front of windshield or drivers side) WVWJF4319RE008872	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1994	Current Odometer Reading
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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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05240000	Part Name(s) ENGINE COOLING SYSTEM:FAN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>37</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE FAN MOTOR SHAFT SEIZED, RENDERING THE FAN MOTOR INOPERABLE. VEHICLE WAS REPAIRED UNDER A RECALL. HOWEVER, THE PROBLEM REOCCURRED. DEALER HAS SINCE REPAIRED THE VEHICLE. *AK

CONTINUED ON BACK

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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OFFICE
DEFECTS INVES
 Od_or _____
 right _____
 od_r _____
 up_itr _____
LOCATION
Reference No.

855859

OWNER INFORMATION (Type or Print)

587208

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WWWJF4319RE008872	VOLKSWAGEN	PASSAT	1994	

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	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☒ Motorbelt ☒ 2-Point Belt	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Ult ☐ Truck ☐ Motorcycle ☒ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05240000	Part Name(s) ENGINE COOLING SYSTEM:FAN	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement
No of Failures	Date(s) of Failure(s) Mileage at Failure(s) 37 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE FAN MOTOR SHAFT SEIZED, RENDERING THE FAN MOTOR INOPERABLE. VEHICLE WAS REPAIRED UNDER A RECALL. HOWEVER, THE PROBLEM REOCCURRED. DEALER HAS SINCE REPAIRED THE VEHICLE. *AK

See attached sheet

CONTINUE ON BACK IF NEEDED

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Reference No. 855859 Vehicle Owners Questionnaire Volkswagen Passat 1994

The vehicle was purchased new from Congressional VW of Rockville MD on June 18th 1994. On June 14th 1996 it was taken in for routine service and to implement recall TJ12. This was to replace the engine cooling system fan, part # 100-959-455 AF. There were 15,645 miles on the odometer and to that date there had been no trouble with overheating or a noisy fan. All required service has been at the selling dealer.

On August 26th, 1999 the car was again taken in for routine service at odometer reading 36,901. The service manager was also told that the cooling fan was very noisy and the temperature gauge was at 230 most of the time. Owner was told that the vehicle was working to factory specifications.

On January 13th, 2000, at 37,757 on the odometer (only 856 miles since the last service) the temperature gauge went over 230 and the temperature light started flashing. The coolant also boiled over and the car was towed to the dealer where it was repaired at a cost of \$885.00. The replacement fan part was # 1H0-959-455-AF. In 1996 the price of the recall fan was \$149.76 but the new one cost \$567.00. This suggests that the new one may be an improved version. It has a different part number.

It would appear that the problem which prompted the initial recall in 1996 was corrected with still improper material and it was just a matter of time until the fan motor shaft wore down again and had to be replaced. VW of America states that the initial recall part had a 12-month warranty but if the replacement had the same defect as the original equipment then surely an additional recall would be appropriate at this time to protect other 1994 Passat owners from being victimized in this way.