



U.S. Department
of Transportation
National 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 333

Date Recalled

03 FEB 16 AM 10:13
03-FEB-2000OFFICE
EFFECTS INVESTIGATION

Od or _____
rt dt _____
cd rt _____
up tr _____

Reference No.

856120

OWNER INFORMATION (Type or Print)

588176

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an _____ to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 2/12/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVWMD63B2XE186482	VOLKSWAGEN	PASSAT	1999	1000
Purchase Date 10/1/98	Dealer's Name HAWTHORNE MOTORS	Engine Size (CID/CC/L) 6	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
☒ New ☐ Used	City RICHMOND	State VA	Zip Code 23294	No Cylinders
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag SKIP AIR BAGS	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
			Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Ult ☐ Truck ☐ Motorcycle ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 63224000	Part Name(s) BRAKES:HYDRAULIC:POWER ASSIST:BOOSTER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) Mileage at Failure(s) 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)

NHTSA RECALL NO:99V131001 AND MANUFACTURER'S RECALL NO:UH CONCERNING BRAKE BOOSTER FAILURE. NO PARTS WERE AVAILABLE. CALLED SEVERAL TIMES OTHER DEALERS, AND NO ONE HAS THE PART. *AK

Called Dealer Nov 1999, 1st time after receipt of recall letter in Sept 1999. Called each week after initial call & told that recall kit not received. Last call to Dealer 2/10/2000. Recall kit not received from V.W. Parts Distribution. I also made 4 calls to V.W. customer representative.

CONTINUE ON BACK IF NEEDED

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 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.

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.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* 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)

in Auburn Hills Michigan. Last time
called 1/13/2000 - and was Told ~~that~~ that
allocation was being made to Dealers.
Previously called Auburn Hills Michigan
Dec 1999. No KWH. ~~and~~ no
information from V.W. Customer Service
Center as to when parts would be made
available. The Recall letter rec'd
from V.W. stated That recall Kit WH
would be available after 10/15/99.

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

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