



**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 156**

Data Received  
 16-FEB-2000  
 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.  
 857020

Work Number 7346689922  
 Home Number 9373394788

**OWNER INFORMATION (Type or Print)**

JIM MCKINNEY 591093  
 2775 SILVER MAPLE COURT  
 TROY OH 45373

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.) \_\_\_\_\_ (located at front of windshield or driver's side)  
 Vehicle Make VOLKSWAGEN Vehicle Model PASSAT Vehicle Year 1997 Current Odometer Reading \_\_\_\_\_

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 \_\_\_\_\_

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

Component 13450000 Par. Name(s) STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement

No of Failures \_\_\_\_\_ Date(s) of Failure(s) 01-JUL-1998 Mileage at Failure(s) 60 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

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

**DUE TO POORLY DESIGNED DOOR LATCHES ON FRONT DRIVER'S SIDE/PASSENGER'S SIDE, AND REAR**

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p><b>FOR AGENCY USE ONLY</b> 156</p> <p>Date Received <b>RECEIVED</b> 00 MAY -2 PM 2 16-FEB-2000</p> <p>OFFICE DEFECTS INVESTIGATION</p>	<p>Od or rt dt od rt up tr</p>
	<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] 591093</p>	<p>Work Number [Redacted]</p> <p>Home Number [Redacted]</p>	<p>Reference No. 857020</p>

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 [Redacted] Date 4/11/00

<p>Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <b>WVNEE83A1YB808419</b> PLEASE FILL IN</p>					<p>Vehicle Make <b>VOLKSWAGEN</b></p>	<p>Vehicle Model <b>PASSAT</b></p>	<p>Vehicle Year <b>1997</b></p>	<p>Current Odometer Reading <b>118,000</b></p>
<p>Purchase Date</p> <p><input checked="" type="checkbox"/> New <input type="checkbox"/> Used</p>	<p>Dealer's Name <u>Car City Sales</u> <u>City Eau Claire</u> State <u>WI</u> Zip Code _____</p>		<p>Engine Size (CID/CCIL) <u>2.8 L</u> <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection</p> <p>No Cylinders <u>V-6</u></p>	<p>Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic</p> <p>Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag</p> <p>Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p> <p>Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other</p> <p>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</p>				

<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Component <b>13450000</b></p>	<p>Part Name(s) <b>STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS</b></p>	<p>Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear</p>	<p>Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p>
<p>No of Failures <b>4</b></p>	<p>Date(s) of Failure(s) <u>01-JUL-1998</u> Mileage at Failure(s) <u>80</u> Vehicle Speed at Failure(s) <u>0</u></p>	<p>Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

<p><b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured _____</p>	<p>Number of Fatalities _____</p>	<p>Estimated Property Damage _____</p>	<p>Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

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

DUE TO POORLY DESIGNED DOOR LATCHES ON FRONT DRIVER'S SIDE/PASSENGER'S SIDE, AND REAR DRIVER'S SIDE, DOORS DO OPEN FROM THE OUTSIDE. DEALER SAID VEHICLE NEEDED NEW DOORS IN ORDER TO FIX THE LATCH PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. \*AK

*Doors do not open at all. The only door that will open is Rear passenger and it is now faulty. We have to leave a window down to get inside our car. This leaves it unprotected to car thieves. Please Help Us.*

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.

The driver's door does not open from the outside OR inside  
 The door handles are faulty & have broken off.

*also - if we had to quickly get our kids out of the car in the event of fire or accident we would be unable to. This is not right.*