

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

137

Date Received

09-MAY-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

861638

 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 1999	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size _____ (CID/CCL)	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 05-MAY-2000 Mileage at Failure(s) 15000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT ANY SPEED THEN PARKING, TURNING OFF ENGINE, AND THEN TRYING TO START THE ENGINE, IT WON'T RESTART. *AK

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 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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FOR AGENCY USE ONLY 197

Date Received

09 JUN -7 PM 11:33
09-MAY-2000OFFICE
DEFECTS INVESTIGATION

Od. or

1133

od. it

up. it

Reference No.

861638

OWNER INFORMATION (Type or Print)

607735

Work Num

Home Num

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

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 5/30/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVWPD63B6XE492842	VOLKSWAGEN	PASSAT	1999	16,357.8
Purchase Date 8/21/99	Dealer's Name MID-AMERICA VW/SAAB		Engine Size (CID/CO) 2.8L	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	City HAZELWOOD State MO Zip Code 63042		No Cylinders 6	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport UK ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06100000	Part Name(s) ENGINE	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 09-MAY-2000 Mileage at Failure(s) 15000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

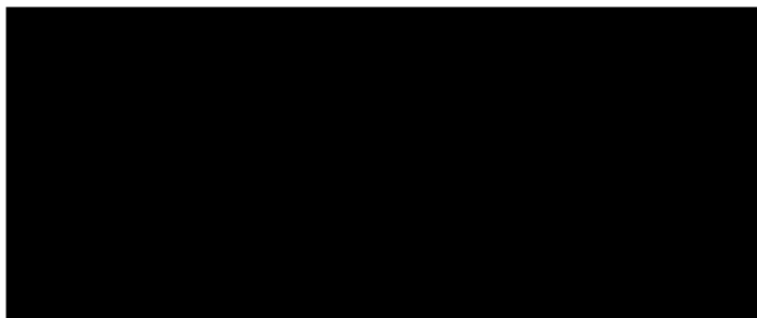
WHILE DRIVING ABOUT ANY SPEED THEN PARKING, TURNING OFF ENGINE, AND THEN TRYING TO START THE ENGINE, IT WON'T RESTART. *AK

THIS IS A BRIEF DESCRIPTION ONLY, OTHER DOCUMENTATION ENCLOSED.

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.

30 MAY 2000



US DOT / NHTSA
AUTO SAFETY HOTLINE
400 7TH STREET, SW
WASHINGTON, DC 20590

TO WHOM IT MAY CONCERN,
ENCLOSED PLEASE FIND THE (VOQ)
AND A LETTER WE SENT TO VW OF
AMERICA.

TO SUM THE SITUATION UP HERE
ARE THE FACTS.

① THE CAR HAD TOO COLD OF SPARK
PLUGS AND THERMOSTAT INSTALLED
AT THE FACTORY. THE CAR RAN AT
165°F.

2.

② VW KNEW THEY HAD A PROBLEM BY EVIDENCE OF THE TECHNICAL BULLETIN. AFTER INSTALLING NEW PLUGS AND THERMOSTAT THE CAR RUNS AT 190°F.

③ THIS SHOULD HAVE BEEN A RECALL ITEM BUT VW CHOSE INSTEAD TO COVER UP THE MATTER AND BLAME THE GASOLINE USED. THEY ALSO STATE AT VW OF AMERICA THAT THIS IS A "ONE TIME ONLY" REPAIR.

THIS MATTER IS A SHAMEFULL EXAMPLE OF A AUTO MANUFACTURER NOT TAKING RESPONSIBILITY FOR PRODUCTS SOLD. PEOPLE BUY NEW CARS FOR SAFETY AND RELIABILITY AND THIS CAR, AS IT CAME FROM THE FACTORY HAD NEITHER.

3.

I ALSO KNOW OF ONE OTHER 99 GLX V6 PASSAT THAT WAS REPAIRED AT MID-AMERICA AND KNOW THE OWNER WAS ADVISED THE BRAND OF GAS THEY RAN CAUSED THE PROBLEM AS WELL.

THIS SHOULD BE A SIMPLE MATTER TO INVESTIGATE AND PROVE BUT I DO NOT HAVE THE RESOURCES OF THE DOT AT MY DISPOSAL.

FEEL FREE TO CONTACT US FOR OTHER INFORMATION OR FACTS CONCERNING THIS MATTER. PLEASE CONTACT US REGARDING THE OUTCOME OF THIS MATTER AS WELL.

EXTREMELY SINCERELY,



27 APRIL 2000

(248) 340-4660
VW OF AMERICA

ATTN: VW ASSOCIATE LADONNA GREAR EXT. 4067

RE: CASE NUMBER 301-436

ENCLOSURES:

- ① VW TECHNICAL BULLETIN
NUMBER C15-00-01.
- ② SYNOPSIS OF PROBLEM.
- ③ REQUESTED, EXPECTED RESOLUTION.



Important!
Please give copies to all
your VW Technicians

Technical Bulletin

Subject: Engine Cranks But Will Not Start

Group: 15

Number: 00-01

Date: Mar. 24, 2000

Model(s): All with 2.8L 5V

1998, 1999

Condition

Engine cranks but will not start.

Service

Perform the following:

- Connect VAG 1551 or VAS 5051 scan tool.
- Select Address word 01 "Engine Electronics".
- Select Function 08 "Read measuring value block".
- Read and print measuring value blocks 4, 6, 32, 55 and 60.
- Check for Diagnostic Trouble Codes (DTCs) stored in DTC memory.
- Print any stored DTCs.
- Take corrective action for any stored DTC according to the DTC table in the OBD II Fuel Injection & Ignition section of the 2.8 Liter V6 5V Repair Manual.

Note:

In most cases no DTCs will be found.

- Check for correct fuel level (vehicle must not be out of fuel).
- After vehicle sits for a minimum of several hours (preferably overnight):
 - With ignition switched ON.
 - Check engine coolant temperature sensor for reasonable values in measuring value block 4 (must read approx. ambient temperature).

(Cont. on Page 2)

C 15-00-01

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- Check throttle body for proper mechanical function.
- ◆ Must operate smoothly between closed and wide open throttle.
- Crank engine while observing throttle angle specifications in measuring value block 60.
- ◆ Throttle angle must be greater than 6°.
- Check and record fuel pressure.
- If coolant temperature sensor, throttle body and fuel pressure are OK:
- Remove all spark plugs and perform a compression test and cylinder leakage test on all cylinders (record results).

Note:

Low compression may indicate carbon particles are present on the intake and/or exhaust valves and in the combustion chamber (causing the valves not to seat properly).

If compression and leak check are OK:

- Contact the Dealer Technician's Helpline.

If compression and leak check are not OK:

- Install old spark plugs.

To help prevent any future carbon deposit buildup:

- Install new engine coolant thermostat
Part No: 078 121 113 G using new O-ring
Part No: N901 368 02.
- ◆ Temperature gauge will read slightly higher due to thermostat operating temperature increase from 87°C to 92°C.
- Depress throttle fully and crank engine until engine starts then switch ignition OFF.

(Cont. on Page 3)



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Subject: Engine Cranks But Will Not Start

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(Cont. on Page 2)



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- Following instructions in the kit, use Decarb Tool Kit US 9025 along with Wynn's® X-Tend® V.I.C. Combustion Chamber Cleaner: Part No: 61510 (U.S.), Part No: 61512 (Canada) to remove carbon deposits.
- It will also be necessary to change engine oil after carbon removal. (Oil filter not required).

Wynn's® V.I.C. can be obtained through your local Wynn's® Oil representative. For your local Wynn's Oil representative call 1-800-98X-TEND.

DELTA - 314-458-9316

Caution!

Use of any other cleaning fluid could damage emissions components, use only Volkswagen approved Wynn's V.I.C.

- Make sure to attach a copy of the 1551 print-out to the work order for future verification.

Note:

Customers should be made aware that this type of carbon build-up may be due to fuels that do not contain a sufficient blend of detergents. Customers should be advised to use Autobahn Gasoline Additive (ZVW 239 003) which is very effective in reducing and preventing carbon buildup even if the fuel used does not contain a sufficient blend of detergents.

- Remove spark plugs.
- Disconnect injector wiring and crank engine for minimum of 30 seconds.
- Reconnect injector wiring.

To help prevent any future carbon deposit buildup:

- Install new spark plugs Part No: 101 000 087 AA (NGK BKR6EQUPA).

(Cont. on Page 4)



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Technical Bulletin

Note:

Perform the following only with a fully charged battery.

- Start engine (if necessary depress throttle fully and crank engine until engine starts). Continue to run engine until warm.

With engine fully warmed:

- Road test vehicle under load with engine between 4000 to 6000 RPM's for approx. 10 miles (use appropriate lower gear to stay within legal speed limits).

Procedure is complete.

When procedure applies to vehicles with-
in the New Vehicle Limited Warranty, use
the following:

Part Identifier:	1500	
Labor Operation:	1500711	85 TU
Does not include:		
Decarbonization/	1550561	75 TU
Oil change		
Thermostat	1958210	285 TU
Spark Plugs	2670240	80 TU

To claim Wynn's V.I.C.: Place \$15.96 U.S.
(Canada at current exchange rate) in the
Sublet Parts Field of the Warranty Claim.



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Part Identifier: 1500

Labor Operation: 1500711 85 TU

Does not include:

Decarbonization/ 1580581 75 TU

Oil change

Thermostat 1958210 285 TU

Spark Plugs 2870240 80 TU

To claim Wynn's V.I.C.: Place \$15.96 U.S.
(Canada at current exchange rate) in the
Sublet Parts Field of the Warranty Claim.

23 APRIL 2000, 11:00AM CAR WILL NOT START. CALLED VW'S 800 NUMBER AND HAD CAR TOWED TO MID-AMERICA VW. 24 APRIL 2000, CALLED MID-AMERICA TO ASCERTAIN INFORMATION ON CAR. NO REAL INFORMATION OBTAINED OVER PHONE THEY ADVISE CAR IS IN THE SHOP BEING DIAGNOSED. 24 APRIL 2000, AFTERNOON. MY WIFE AND I STOP BY THE SHOP AFTER WORK AND ARE ADVISED BY MR. BOB BROCKMEYER THE SERVICE ADVISOR THAT THE CAR WAS DISABLED DUE TO "BAD" GASOLINE. HE WENT ON TO SAY THAT IT WAS NOT JUST ONE BAD TANK OF GAS BUT THE CULMINATION OF USING "BAD" GAS ALL THE TIME.

WE TOLD HIM WE USED SHELL PREMIUM UNLEADED EVERY TIME THINKING HE WOULD RECONSIDER HIS STATEMENT BUT HEARING THIS HE WAS MORE EMPHATIC CONCERNING SHELL FUEL. HE STATED THAT SHELL GAS WAS INDEED THE CULPRIT OF THE BREAKDOWN AND SUGGESTED WE SWITCH BRANDS TO EITHER MOBIL OR CHEVRON.

HE ALSO, AT THIS POINT IN THE CONVERSATION STATED THAT THIS WOULD BE THE FIRST AND ONLY TIME THE CAR WOULD BE REPAIRED UNDER

WARRANTY FOR THIS PROBLEM. WE ASKED MR. BROCKMEYER AT THIS POINT IF WE DID SWITCH BRANDS OF GAS AND COULD PROVE IT, SHOULD THIS OCCUR AGAIN, WOULD WE BE COVERED UNDER WARRANTY AND HE STATED NO. HE AT THIS TIME WAS EXTREMELY ADAMANT RESTATING THAT VW ADVISES THIS IS A ONE TIME ONLY REPAIR.

IT WAS AT THIS POINT THAT MY WIFE AND I BECAME FRUSTRATED. WE PURCHASED A CAR FOR \$29,000.00 AND ARE TOLD THE WARRANTY WILL NOT BE HONORED NO MATTER WHAT WE DO TO RESOLVE THIS MATTER. WE HAVE A \$29,000.00 BRAND NEW CAR THAT MAY OR MAY NOT START AND NOWHERE TO TURN FOR HELP. WE HAVE A \$29,000.00, BRAND NEW CAR WITH ONLY 15,000 MILES ON IT WHOSE ENGINE IS SO FOULED FROM "BAD" GAS THAT IT WILL NOT START AND IF WE CHANGE BRANDS AND SHOULD HAVE THIS PROBLEM REOCCUR THAT WE'LL HAVE TO PAY FOR IT OURSELVES.

THE CONVERSATION BECAME HEATED. WE STATED OUR DISPLEASURE WITH VW, MID-AMERICA AND MR. BROCKMEYER PICKED UP OUR LOANER CAR AND LEFT.

25 APRIL 2000. MID-AMERICA CALLED AT 4:00PM TO ADVISE THAT THE CAR WAS READY AND DUE TO THE LATENESS WE ADVISED THEM WE WOULD PICK THE CAR UP ON THE 26TH.

26 APRIL 2000. MY WIFE PICKED THE CAR UP WHILE ON HER LUNCH BREAK AND ASKED FOR SPECIFIC DOCUMENTATION AS TO WHAT HAD BE DONE TO HER CAR. IT WAS ONLY AT THIS TIME DID WE SEE OR HEAR OF VW TECHNICAL BULLITEN C15-00-01.

I FEEL THAT THIS IS THE REAL REASON THE CAR WAS DISABLED. IT IS APPARENT FROM THE DOCUMENT THAT VW KNEW ITS SPARK PLUGS AND THERMOSTAT ALLOWED THE ENGINE TO OPERATE AT TOO LOW A TEMPERATURE CAUSING EXCESSIVE BUILD-UP OF CARBON ON THE VALVES. I WOULD LIKE TO ASSURE YOU THAT WE PURCHASED THIS CAR FOR THE LONG-TERM AND THAT I AM EXTREMELY ANAL CONCERNING MY VEHICLES. WE UTILIZED VALVOLINE "SYNPOWER" FUEL INJECTOR CLEANER, PART # 053, AT 5000 MILES AT 10,000 MILES AND AGAIN AT 15,000 MILES.

I EVEN CHANGED THE OIL AT 2,500 MILES AS I FELT 5000 MILES TO FIRST OIL CHANGE WAS

TOO LONG A TIME.

WE HAVE RE-READ PAGES 152 AND 153 OF THE PASSAT OWNER'S MANUAL MANY TIMES AND SEE NO REASON THAT SHELL GAS IS NOT SUFFICIENT. WE HAVE CALLED SHELL OIL CO. OF HOUSTON, TEXAS AND THEY ASSURE US THAT THEIR PRODUCT IS NOT TO BLAME AND MEETS AND EXCEEDS THE REQUIREMENTS FOUND ON PAGES 152 AND 153. THEY ALSO ASSURE US THEY WILL LOOK INTO THE STATEMENTS MADE BY MR. BROCKMEYER AND WILL RESOLVE THEM.

IN CONCLUSION WE HAVE A NEW CAR THAT IS UNRELIABLE AND PERHAPS UNSAFE RESULTING FROM NOT STARTING LEAVING MY WIFE AND CHILDREN STRANDED.

WE HAVE READ AND HAVE FULFILLED OUR OBLIGATIONS CONCERNING FUELS STATED ON PAGES 152 AND 153 OF THE OWNERS MANUAL AND HAVE BEEN TOLD THIS IS NOT ENOUGH.

WE ARE CONCERNED AS TO THE LONGEVITY OF OUR INVESTMENT AND ARE CONCERNED REGARDING THE POSSIBLE EXTREME OUT OF POCKET EXPENSE DUE TO THE WARRANTY APPARENTLY BEING VOIDED BY VW.

10.

WE, DANE W. AND JULIA E. GRANT DO HEREBY
SUBMIT AND REQUEST THAT OUR 99 VW PASSAT
BE RE-PURCHASED. WE ASK THAT THE TRADE IN
MONEY AT TIME OF PURCHASE BE REFUNDED.
THAT ALL TAXES ON THE 99 PASSAT BE REFUNDED.
THAT THE LOAN ON THE 99 PASSAT BE SATISFIED
AND A LOANER CAR BE PROVIDED FREE OF CHARGE,
LESS FUEL, UNTIL PURCHASE OF A NEW REPLACE-
MENT AUTO CAN BE ACHIEVED.

IF THESE CONDITIONS ARE NOT MET WE WILL
PERSUE THE MATTER THROUGH OTHER LEGAL
OPTIONS AND METHODS.

27 APRIL 2000

