

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**

436

Date Received

17-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

868065

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 vehicle or on driver's side) WVWGG83AXTE112731	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1996	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

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 13450000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures	Dates of Failure(s) 02-AUG-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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 DOOR LATCH ASSEMBLY OR LOCKS ARE NOT SECURING PROPERTY. THE DOOR OCCASIONALLY WOULD FOLY OPEN. THE CONSUMER HAS TO USE A BUNGY CORD & SEAT BELT TO KEEP SHUT. THE MANUFACTURE DENIED THE CLAM. THE VEHICLE CAN'T BE SECURED TO KEEP OTHER FROM GETTING IN. THE CONSUMER IS WAITING FOR THE PART TO ARRIVE AT THE DEALER.

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 438

Date Received

01 OCT -2 AM 11:

17-AUG-2000

OFFICE

EFFECTS INVESTIGATION

Od. or

od_r

up_ltr

Reference No.

868065

OWNER INFORMATION (Type or Print)

627513

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 authorized signature, please print name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 9/16/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVGW83AXTE112731	VOLKSWAGEN	PASSAT	1996	81168.7
Purchase Date Spring 1996	Dealer's Name Prestige Imports		Engine Size (CID/CC/L) 1.9L	☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☒ Used	City Santa Rosa	State CA	Zip Code 95407	No Cylinders
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Sport Utility ☐ Truck ☐ Motorcycle		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13460000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS	Location ☒ Left ☐ Front ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 2 (within 1 mile)	Date(s) of Failure(s) 02-AUG-2000	Mileage at Failure(s) 80,700	Vehicle Speed at Failure(s) 1. Less than 15 mph 2. Approx 20 mph
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)

DOOR LATCH ASSEMBLY OR LOCKS ARE NOT SECURING PROPERTY. DOOR OCCASIONALLY WOULD FLY OPEN. CONSUMER HAS TO USE A BUNGY CORD & SEAT BELT TO KEEP SHUT. MANUFACTURER DENIED THE CLAIM. VEHICLE CAN'T BE SECURED TO KEEP OTHERS FROM GETTING IN. CONSUMER IS WAITING FOR THE PART TO ARRIVE AT THE DEALER. *AK

Volkswagen of America contacted. Case # 587693 Assigned to the Complaint
Two Days later, VW contacted owner & identified the problem as an "out of warranty item" instead of "a safety issue," and would not make restitution on the labor or part which totaled over \$140 - + 60 - diagnostic fee from Dealer.
OVER.

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

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SIZE

NARRATIVE DESCRIPTION (CONTINUED)

It would seem that Volkswagen would be interested in the safety of others (consumers). They denied there was a latch problem & after checking out the NHTSA web site I found 8 other latch related problems that ranged from failing to latch to failing to open. I suppose that if life and/or property was lost, VW might of paid more attention.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**