

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

335

Date Received

24-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_Rt _____
 Up_Ltr _____

Reference No.

868521

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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WYWNA63B5WE118944	VOLKSWAGEN	PASSAT	1998	

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 01400000	Part Name(s) STEERING GEAR RACK AND PINION	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 01-AUG-2000 Mileage at Failure(s) 19010 Vehicle Speed at Failure(s) 2	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)

STEERING WHEEL WAS DIFFICULT TO TURN, AND IT WAS MAKING A LOUD GRINDING NOISE. TOOK TO DEALER, AND THEY ARE GOING TO REPLACE RACK AND PINION STEERING. *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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BODY SHOP • 485 MORRIS AVE • 908-273-8555



01011VWCS32158

SPEAK OUT!

As Service Professionals, we try to do a Perfect Job in caring for your Vehicle. But As human beings, we know that it just isn't possible to always be perfect. So if our treatment of you or your car was anything less than perfect, we hope you'll use our Hotline (908-277-3307) to tell our Management. As Professionals, we want to learn from our mistakes, and as human beings, we want to correct them! Thank you!

CUSTOMER NO	120340	ADVISOR	LINDA LA BRACIO	210	TAX NO	INVOICE DATE	08/24/00	INVOICE NO.	VWCS32158
		LABOR RATE	LICENSED		MILEAGE	COLOR	SILVER/	STOCK NO.	
		98/VOLKSWAGEN/PASSAT/PT GLS AUTO		19,010	DELIVERY DATE	01/12/98	DELIVERY MILES		
		VEHICLE ID NO		W V W M A 6 3 B 5 W E 1 1 8 9 4 4	SE LINE DEALER NO	408 207	PRODUCTION DATE		
		P.T.F. NO			INVOICE DATE	08/23/00			
COMMENT		MO: 19015							

[RADIO CODE] 0059

LABOR & PARTS

1 48VWZZ/RACK R/R STEERING RACK UNITS: 4.65 TECH(S):246 69.75
SPLIT WARRANTY = 80.00% CUSTOMER = 20.00% WARRANTY
CUST STATES LOUD NOISE IN STEERING AND HARD TO STEER
4485610-165 4890710-70 4890215-230
ROCK AND PINION SEAL LEAKING REP ROCK AND PINION
ALIGNMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		8D1-422-052-BX	STEER GEAR	130.39	130.39	130.39
			SPLIT WARRANTY = 80.00%	CUSTOMER = 20.00%			WARRANTY
JOB # 1	-1		8D1-422-052-BX	CORE RETURN			WARRANTY
JOB # 1	1		G-002-000	P.S. FLUID	5.82	5.82	5.82
			SPLIT WARRANTY = 80.00%	CUSTOMER = 20.00%			WARRANTY
JOB # 1	2		N-013-812-8	WASHER	0.10	0.10	0.19
			SPLIT WARRANTY = 80.00%	CUSTOMER = 20.00%			WARRANTY
JOB # 1	2		N-013-814-2	GASKET	0.16	0.16	0.32
			SPLIT WARRANTY = 80.00%	CUSTOMER = 20.00%			WARRANTY
JOB # 1 TOTAL PARTS							136.72
JOB # 1 TOTAL LABOR & PARTS							206.47

TOTALS

TOTAL CUSTOMER SATISFACTION is our goal.
If we've failed to exceed your expectations,
PLEASE call me! You'll be helping us to do
a better job for you in the future.

TOTAL LABOR	69.75
TOTAL PARTS	136.72
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	12.40

TOTAL INVOICE \$ 218.87

David Bergamotto Service Manager 908 277-3300
Gerry Knapp Body Shop Manager 908 273-8555

***CASH
***CHECK
***CR. CARD
***CHARGE

CUSTOMER SIGNATURE

4116
8-24-00



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01011VWCS30383

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CUSTOMER NO.	120340	NAME	LINDA LA BRACIO	AGE	210	DATE	08/05/00	INVOICE NO.	VWCS30383
		ADDRESS	[REDACTED]		PHONE	18,755	COLOR	SILVER/	STOCK NO.
		YEAR MAKE MODEL	98/VOLKSWAGEN/PASSAT/PI GLS AU10		DATE	01/12/98	DELIVERY DATE	01/12/98	DELIVERY DATE
		VEHICLE NO.	W V W M A 6 3 B 5 W E 1 1 8 9 4 4		DATE	08/05/00	SALES PERSON	408 207	PRODUCTION DATE
		COMMENTS							

MO: 18755

LABOR & PARTS
J# 1 43VWZZ4890710 PRES.FOW.STEERING UNITS: 1.10 TECH(S):245 WARRANTY
CUST STATES WHEN TURNING WHEEL GRINDING NOISE CK
PRESSURE TEST-489411A-40 P/STEERING HIGH PRESS HOSE
CLAMP LEAKING
REPL 2 P/HOSE CLAMPS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2	N-102-550-01	CLIP			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

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If we've failed to exceed your expectations.
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a better job for you in the future.

David Bergamotto Gerry Knapp
Service Manager Body Shop Manager
908 277-3300 908 273-8655

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

***CASH []
***CHECK []
***CR. CARD []
***CHARGE []

CUSTOMER SIGNATURE