



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 156

Date Received

18-DEC-2000

Od_or _____
R_dt _____
od_rt _____
up_ltr _____

Reference No.

876645

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 on driver's side)	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 2001	Current Odometer Reading
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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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000 04100000 12111000	Part Name(s) EQUIPMENT:SPEED CONTROL EMERGENCY PARKING BRAKE:MECHANICAL INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONTA	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)

CRUISE CONTROL WAS SET AT 65 MPH WITH ABOUT 400 MILES ON VEHICLE, AND BRAKES DID NOT TURN OFF CRUISE CONTROL. VEHICLE DID NOT STOP. DRIVER HAD TO USE EMERGENCY PARKING BRAKE, AND CRASHED INTO VEHICLE IN FRONT OF HIM. UPON IMPACT, DRIVER'S AND PASSENGER'S AIRBAGS DID NOT DEPLOY, WHICH DID NOT PROTECT THE OCCUPANTS. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (SEE 156)

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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration	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	
	Date Received 18-DEC-2000		Od or rt_dri on_r up_ltr _____ _____ _____ _____	
	Reference No. 876645		Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted] 661598				
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 _____				

VEHICLE INFORMATION							
Vehicle Make		Vehicle Model		Vehicle Year		Current Odometer Reading	
VOLKSWAGEN		PASSAT		2001		2500	
Purchase Date Dec. 9th, 2000		Dealer's Name Lithia VW		Engine Size (C.C./Cyl.)		☒ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used		City Concord State CA Zip Code		No Cylinders			
Transmission Type		Antilock Brakes		Restraint System		Cruise Control	
☒ Manual ☐ Automatic		☒ Yes ☐ No		☒ 4-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		☒ Yes ☐ No	
Drive Train		Vehicle Type		Body Style			
☐ Front ☐ Rear ☐ 4-Wheel		☒ Car ☐ Van ☐ Minivan ☐ Other		☐ Sport Util Truck ☐ Motorcycle		☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 15300000 04100000 12111000	Part Name(s) EQUIPMENT:SPEED CONTROL EMERGENCY PARKING BRAKE:MECHANICAL INTERIOR SYSTEMS:PASSENGER RESTRAINTS:AIR BAG:FRONTA		Location ☒ Left ☒ Front	☒ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 18-DEC-2000 Mileage at Failure(s) 400 Vehicle Speed at Failure(s) 60mph		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 1-myself	Number of Fatalities —	Estimated Property Damage \$4,500	Reported to Police ☒ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)
CRUISE CONTROL WAS SET AT 65 MPH WITH ABOUT 400 MILES ON VEHICLE, AND BRAKES DID NOT TURN OFF CRUISE CONTROL. VEHICLE DID NOT STOP. DRIVER HAD TO USE EMERGENCY PARKING BRAKE, AND CRASHED INTO VEHICLE IN FRONT OF HIM. UPON IMPACT, DRIVER'S AND PASSENGER'S AIRBAGS DID NOT DEPLOY, WHICH DID NOT PROTECT THE OCCUPANTS. PLEASE PROVIDE FURTHER INFORMATION. *AK Continued on BACK

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE):

TIRE IDENTIFICATION NO. _____

[illegible]

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)

- * 12/16/00 Cruise control set @ 65 mph. Tried to disengage cruise w/ brake but car did not stop. Turned off cruise control, but not enough time. Hit car directly behind. Full impact on front of my car. Air Bags did not deploy.
- * VW did not give me a loaner car. I was concerned about giving the car back to VW because I knew they would not find anything wrong.
- * VW had the car for over a month. Rental costs were extremely high.
- * VW customer service (Nationally) was not helpful & were not compassionate at all. ~~and~~
- * A very frustrating process. VW found nothing wrong, but I want this one record in case this happens to another car owner.

U.S. G.P.O.: 1962-623-897/60046

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

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Penalty for Private Use \$300



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