



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 241

Date Received

29-MAR-2001

Od_or

rt_dt

od_rt

ip_lr

Reference No.

884612

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) (Location at bottom of windshield and driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WDWGD4318LE24637	VOLKSWAGEN	PASSAT	1990	

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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ 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 05200000	Part Name(s) ENGINE COOLING SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure	Date(s) of Failure(s) 01-APR-2000 120000 Mileage at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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)

RECALL 96 V 115 000/ENGINE COOLING SYSTEM: VEHICLE EXPERIENCED OVERHEATING IN WHICH COOLANT / STEAM WAS COMING INTO VEHICLE. MANUFACTURER NOTIFIED, AND INFORMED CONSUMER THAT THIS VEHICLE WAS NOT PART OF RECALL DUE TO VIN. PLEASE PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

COPIES OF THIS FORM ARE:

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 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241	
OWNER INFORMATION (Type or Print) 515224		Date Received 29-MAR-2001	Od_or _____ Od_mi _____ Od_ft _____ Up_ltr _____
		Reference No. 884612	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? in the absence of _____ provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date 4/24/03		☒ YES ☐ NO	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) VWVG6P4318LE24637	Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1990
Current Odometer Reading 120,124		Purchase Date 4-01-00 ☐ New ☒ Used	
Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC) _____ No Cylinders 4 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
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 ☐ Sport Jlt ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☒ Other ST. WAGON	Body Style ☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05200000	Part Name(s) ENGINE COOLING SYSTEM	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-APR-2000 Mileage at Failure(s) 120000 Vehicle Speed at Failure(s) 50 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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
RECALL 98 V 115 000/ENGINE COOLING SYSTEM: VEHICLE EXPERIENCED OVERHEATING IN WHICH COOLANT / STEAM WAS COMING INTO VEHICLE. MANUFACTURER NOTIFIED, AND INFORMED CONSUMER THAT THIS VEHICLE WAS NOT PART OF RECALL DUE TO VIN. PLEASE PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK <i>Heating core failed and leaked throughout heat/ac vents. Noxious steam filled car causing fog inside and hazardous conditions while driving on freeway... accident was avoided. This is the exact condition described by VW recall on other VIN's of the same model car (Passat). →</i>			
CONTINUE ON BACK IF NEEDED			
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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																					
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																					
TIRE IDENTIFICATION NO.*																					
D	O	T																		MANUFACTURER/TIRE NAME	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)																					

cont, → Why is this model excluded when the same failure occurred. Owner paid for repairs (as indicated on bill copy (attached)) at a VW dealership. This should be covered under the recall for this defect. Thank you for your attention in this matter.

P.S. It was good driving skills and a little luck that avoided a possibly serious accident due to this defect in manufacturing.

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

THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 1)



city • Chevrolet
BY THE BAY • Volkswagen

2111 Morena Boulevard
San Diego, California 92110
(619) 276-6171



B.A.R. # AA003455
EPA CAD 981572597

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE SAVE

MIKE

275

STRUT
TOPS?

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 284

Date Received

30-APR-2001

Od or

rt dt

od rt

up ltr

Reference No.

887042

OWNER INFORMATION (Type or Print)

689217

Work Number

Home Number

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 5/19/2001

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3ED56F2RF164784		DODGE	INTREPID ES	1994	136,785
Purchase Date	Dealer's Name		Engine Size	☐ Turbo	
10/6/1998	CARL GREGORY CHRYSLER		(CID/CCAL) 3.5 Ltr	☐ Diesel	
☐ New ☒ Used	City	State	Zip Code	No. Cylinders	☒ Fuel Injection
JOHNSON CITY	TN	37601	6		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual	☒ Yes	☒ 3-Point Belt	☒ Yes	☒ Front	☒ Car
☒ Automatic	☐ No	☐ Motorbelt	☐ No	☐ Rear	☐ Sport Util
		☒ Driverside Airbag		☐ 4-Wheel	☐ Truck
		☒ Passengerside Airbag			☐ Minivan
					☐ Motorcycle
					☐ Other
					Body Style
					☐ 2-Door
					☒ 4-Door
					☐ Stationwagon
					☐ Pick Up Truck
					☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
01400000	STEERING GEAR: RACK AND PINION	☒ Left ☐ Right	☒ Original
		☒ Front ☐ Rear	☐ Replacement
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
1	06-APR-2001	☒ Yes ☐ No	☒ Yes ☐ No
	Mileage at Failure(s)		
	136,785		
	Vehicle Speed at Failure(s)		
	8-10 MPH		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	Lucky I was in an empty parking lot	☐ Yes ☒ No

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

RACK AND PINION SNAPPED, CAUSING FAILURE OF POWERING STEERING. DEALER WILL REPAIR VEHICLE AT OWNER'S EXPENSE. MANUFACTURER HAS BEEN NOTIFIED. *AK

NO PRIOR WARNING OF STEERING FAILURE, UNTIL THE STEERING COMPLETELY FAILED WHILE TURNING OFF A BUSY STREET, INTO AN EMPTY PARKING LOT. I HEARD A POP NOISE AND MY STEERING WAS COMPLETELY GONE. I HIT THE BRAKES AND BROUGHT THE CAR TO A COMPLETE STOP.

CONTINUE ON BACK IF NEEDED

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NOTE: COPY OF REPAIR INVOICE ATTACHED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

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)

THE CAR HAD TO BE TOWED IN FOR REPAIRS.

THE REPAIR FACILITY WAS GRINDSTAFF, INC., A CHEVROLET, DODGE, CHRYSLER
DEALERSHIP, TOLD ME, THAT RACK AND PINION STEERING FAILURES
WERE COMMON TO EVEN NEW CARS. I CANNOT UNDERSTAND
WHY SOME TYPE OF BACK UP / SAFETY DEVICE IS NOT ENGINEERED
INTO THE STEERING (RACK-PINION) UNIT THAT WOULD ALLOW
FOR LIMITED STEERING OR SOME TYPE OF WARNING LIGHT
ETC., TO INDICATE A DEFECTIVE / OR WORE OUT RACK AND PINION
STEERING UNIT. IF I HAD BEEN TRAVELING ON THE
EXPRESSWAY AT 60 - 70 MPH AND HAD ENTERED A CURVE
THE RESULTS WOULD HAVE BEEN VERY TRAGIC INDEED.

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

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

Official Business
Penalty for Private Use \$300

FIRST CLASS MAIL

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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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

THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
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