



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 336

Date Received

29-MAY-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

889255

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) (Locate at bottom of windshield and door frame)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVWMA63B3WE035061		VOLKSWAGEN	PASSAT	1998	
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
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
				☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ Other _____	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) 29-JAN-2001 Failure(s) 54000 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE HAS A SQUEAKING NOISE COMING FROM SUSPENSION WHEN STEERING OR GOING OVER BUMPS OR BRAKING. *AK

COPIES OF REPORTS - FREE - 1

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

www.nhtsa.dot.gov/hotline

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

OWNER INFORMATION (Type or Print)

694276

Work Number

Home Number

DEFECTS INVESTIGATION

Reference No.

889255

Date Received

MAY 29 2001

Office

up-tr

od-tr

rt-dt

od-or

FOR AGENCY USE ONLY 335

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.

Date (MM/DD)

6/18/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield or driver's side)

WVWMA63B3WE035061

VOLKSWAGEN

PASSAT

Vehicle Year

1998

Current Odometer Reading

Purchase Date

8-99

New ☐ Used ☒

City

APLETON

State

WI

Zip Code

53001

Engine Size

1.8

No cylinders

4

Turbo ☒Diesel ☐Gas ☐Fuel Injection ☐

Transmission Type

Automatic ☐ Manual ☒

Anti-lock Brakes

Yes ☒ No ☐

Restraint System

3-Point Belt ☒ 2-Point Belt ☐

Cruise Control

Yes ☒ No ☐

Drive Train

Front ☒ Rear ☐ 4-Wheel ☐

Vehicle Type

Car ☒ Truck ☐ Motorcycle ☐ Other ☐

Body Style

2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☐

Component

02100000

Part Name(s)

SUSPENSION: INDEPENDENT FRONT

Location

Left ☐ Right ☐ Front ☐ Rear ☐

Failed Part(s)

Original ☐ Replacement ☐

NHTSA Previously

Contacted? ☐ Yes ☒ No ☐

No of Failures

0

Date(s) of Failure(s)

29-MAY-2001

Mileage at Failure(s)

49500

Vehicle Speed at Failure(s)

0

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 ☒

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

VEHICLE HAS A SQUEAKING NOISE COMING FROM SUSPENSION WHEN STEERING OR GOING

OVER BUMPS OR BRAKING. *AK

CAUSE OF THE PROBLEM IS THE FAILURE OF BUSHINGS

IN THE FRONT LOWER CONTROL ARMS. THIS IS

A COMMON PROBLEM WITH THE NEWER PASSATS AND

REPAIR *AND SHOULD BE CONSIDERED A MANUFACTURERS

DEFECT DUE TO THE FREQUENCY AND COST OF THIS PROBLEM

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staples 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)

IT IS IMPORTANT TO NOTE THAT THE PROBLEM IS DUE TO BUSHINGS IN THE CONTROL ARMS. THE BUSHINGS ARE A RUBBER MOUNTING WHICH ALLOWS SUSPENSION MOVEMENT. THE BUSHINGS ARE PRESSED IN AND BONDED. THE BUSHINGS THEMSELVES MAY BE PURCHASED SEPARATELY FOR AROUND \$5/BUSHING, HOWEVER DUE TO THE FACT THAT THEY ARE BONDED TO THE CONTROL ARM, THE ENTIRE CONTROL ARM HAS TO BE REPLACED - AN ~~VERY~~ EXPENSIVE ^{PART} AND LABOR INTENSIVE PROCESS.

~~I WOULD~~ TO VERIFY MY CLAIM THAT THIS IS A WIDE SPREAD ISSUE, I RECOMMEND CONTACTING DEALERS, AND SEARCHING THE WEB SITES VWVORTEX, YAHOO GROUPS, CLUB B5 AND ANDI WORLD

★ U.S. G.P.O. 1982-523-097/80096

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

BUSINESS REPLY MAIL

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

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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



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