



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received

Repository ☐

2004 FEB 12 11:10:11
13-JAN-2004

Reference No.

10053967

OWNER INFORMATION (Type or Print)

Name

Address

City

DUCK HILL

State

MS

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/28/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WVGEM67L 442

Make

VOLKSWAGEN

Model

TOUAREG

Model Year

2004

Date Purchased

11-21-03

Dealer's Name and Telephone Number

1-800-848-4070

Engine:

No. Cylinders 8

Fuel Type:

Prem

Original Owner

☒

Dealer's City

Salt Lake City

State

UT

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

114000 ELECTRICAL SYSTEM:WIRING

Multiple Failure: 1

Failed 3 times Since New

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-DEC-2003

Failure Mileage

77000

Failure Speed

VW has had a ~~problem~~ many Touaregs with this problem + have replaced some because of this.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

ELECTRICAL WIRING HARNESS WAS MOUNTED TOO CLOSE TO THE MANIFOLD. THE CLAMP FOR THESE WIRES GOT TOO HOT AND CAUSED THE VEHICLE TO STALL. *AK

The dealer I had it towed to experienced another failure at dealer service and have cut the wires. VW wanted to pull engine and re-wire but I have not agreed with VWOA and am seeking replacement as I know of 2 that have replaced with identical problem - I cannot accept + do not feel safe in this vehicle

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

This problem has been occurred on 3 different occasions & was addressed with a
 Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) ^{different fix each time}

In an identical case with this vehicle the situation was
 going at highway speed & this vehicle started - It has been
 replaced - I have since seen many reports of a steering system
 failure on the 04 Touareg - The service manager (Gussett VW)
 in Germantown, Pa has told me the his opinion that due to
 severity of problem, he ~~for~~ thinks VW should replace the vehicle
 VW will not offer to buyback or replace and the vehicle is inoperable
 at this time -
 I will never feel safe in this vehicle again - I trust the NHTSA
 will move on this problematic vehicle and have VW live up to the
 standards that apply - This vehicle was unmerchantable when bought
 I have a chronic illness and have to have dependent ride ATTACH ADDITIONAL SHEETS IF NECESSARY

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 73172 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Office of Defects Investigation, NVS-216
 400 7th Street, SW
 Washington, DC 20590

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 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM
 OR

DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
 (DASH) & DOT



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 https://www.dhs.gov/government