



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 100216

Date Received

Repository ☐

19-AUG-2004

Reference No.
1004315

OWNER INFORMATION (Type or Print)

Name

Address

City

ELK GROVE VILLAGE

State

IL

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

☒ YES

☒ NO

Signature of Owner

Date 9/3/04

VEHICLE INFORMATION

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

WVGBC77L740

Make

VOLKSWAGEN

Model

TOLAREG

Model Year

2004

Date Purchased

4/27/04

Dealer's Name and Telephone Number

Autobarn

847-392-6300

Engine:

No. Cylinders 6

Fuel Type:

Original Owner

☒

Dealer's City

MT. Prospect

State

IL

Zip Code

60056

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

198000 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-JUN-2004

Failure Mileage

Any

Failure Speed

Any

Front windshield Defogger.

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: DOTM123ABC036)

☐ 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

0

Number of Deaths

0

Reported to Police

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).

THE CONSUMER STATED THE DEFOGGER DID NOT DEFROST THE WINDSHIELD EFFICIENTLY. THIS CAUSED POOR VISIBILITY TO THE DRIVER. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND DROVE IT TO THE DEALER FOR INSPECTION TWICE. THE MECHANIC WAS UNABLE TO DUPLICATE THE PROBLEM. PLEASE PROVIDE FURTHER DETAILS. "JB This only happens in humid weather. The front windshield develops a film of fog on it. Neither the air conditioning nor the defogger clears it up. The longer you drive the more it spreads. Thank God I only drive 30 minutes from work. By the time I reach work more than 1/2-3/4 of the windshield is encompassed in this fog. I have to drive with the windows open and my windshield wipers on to be able to see out the window (even though it may not be raining). I haven't had the car in the winter yet, because this is a new model."

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.

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

Please see front page
 I have brought the vehicle in twice for this problem and it's still not fixed. They are aware of this problem. The mechanic stated he's had other complaints in regards to this issue. He even said VW had a Tech Bulletin out on this matter. The service manager at the dealership, Richard Rodson, told me a VW rep was brought in to take care of this problem. I brought the car in the second time and they thought they took care of the problem. **THEY DIDN'T!** I contacted both the manager again and VW headquarters. They said they would get back to me. I'm still waiting! I'm very disappointed in how VW is handling this very serious safety issue!
 Please see attachments!

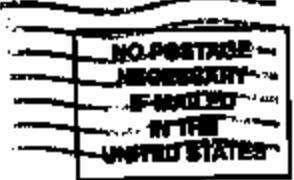
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U.S. Department of Transportation

National Highway Traffic Safety Administration

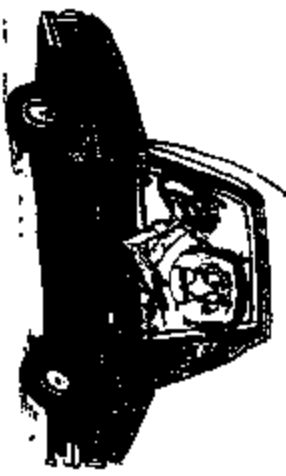
400 Seventh St., S.W.
 Washington, D.C. 20590

Official Business
 Penalty for Private Use \$300



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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 and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM
 OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

VEHICLE OWNER'S

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).