



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 1220

Date Received

2004 OCT 27
22-SEP-2004

Repository ☐

Reference No.
10094091

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BROOKLINE State MA Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 [REDACTED] Date 10/12/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WVGCM67L94D [REDACTED] Make VOLKSWAGEN Model TOUAREG Model Year 2004

Date Purchased 22 April 2004 Dealer's Name and Telephone Number BOSTON VOLKSWAGEN (617) 783-1300
Original Owner ☒ Dealer's City ALLSTON State MA Zip Code 02446 Engine: No. Cylinders 8

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain
Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-AUG-2004 Failure Mileage 4700 Failure Speed

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 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).

WHILE DRIVING, COMING TO A STOP SIGN AND MAKING THE STOP, AND VEHICLE DID NOT ACCELERATE. CONSUMER STATED THERE WAS NO POWER. CONSUMER TOOK VEHICLE TO THE DEALER, AND PROBLEM RECURRED. *AK
Incidents dates: 04-Aug, 2004 - 25-Aug, 2004 : 8-sept, 2004 11-sept 2004
HAPPENED 4 times. See dates above. When trying to accelerate or overtake
THE CAR WILL STALL and Accelerator will not produce any
action. One hopped on the highway, after brief stop.
Twice hopped on the rotary barely made it because of
four intersections. When shot of vehicle and restarted
accelerator back to normal. On Sept 11 hopped on the city streets

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.

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

Dealership change, Reflash transmission, once which supposed to be way to prevent jerky movement or loss of acceleration but problem continues. On Sept. 2 I had meeting with OTH Volkswagen DENNIS DUGGAN when I ask MR DUGGAN if he had any complains from Volkswagen customer regarding loss of acceleration he answered, NO. He never heard this complain. HEAVENLY I don't know when my car will not respond to acceleration next time. And who knows may be the next time will be an accident, especially I leave right on fuel rotary and it's very hard to pull to the side of the road with 4-5 intersections. Please help me with this matter. and maybe other owners if they have similar problem. Thank you

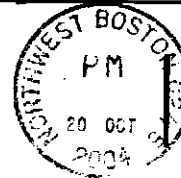
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National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



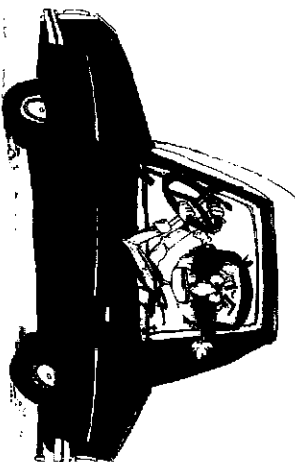
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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