

15 August, 2005

73 04 21 0 07  
NHTSA Headquarters,  
400 Seventh Street, SW  
Washington, DC 20590  
Ref: ODI No. 10129612

Add to  
10129612

Gentlemen,

This letter is a follow-up to my letter of 30 July, 2005 in which I listed five complaints, along with the ODI Nos., with the identical problem that I am having. In checking your website, I subsequently found a total of eighteen complaints for the same problem listed under four different components:

1. VEHICLE SPEED CONTROL; ODI Nos. 10127648, 10096528, 10094091, 10091735, 10068680, 10072957, 10068184, 10066214, 10065177.
2. VEHICLE SPEED CONTROL - ACCELERATOR PEDAL; ODI Nos. 10054962, 10083098, 10110955, 10120137.
3. VEHICLE SPEED CONTROL - CRUISE CONTROL; ODI No. 10129612
4. POWER TRAIN - AUTOMATIC TRANSMISSION; ODI Nos. 10056401, 10056456, 10060586, 10072957, 10095461.

I'm not sure why, when the complaints are all the same, except that the agent taking the complaint arbitrarily assigned them where they thought they best fit. I think that eighteen complaints of such a serious nature would surely get some attention. Please look into this situation and do what the SAFETY in your name implies before a fatal accident occurs.

Thank you for your consideration in this matter,

[REDACTED]  
[REDACTED]  
Brigham city, Utah [REDACTED]

Phone No. [REDACTED]

CC: VOLKSWAGEN OF AMERICA

Maurice  
8/25/05  
(5-00-02)

30 July, 2005

U. S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation

Ref: Throttle delay problem on 2004 VOLKSWAGEN TOUAREG, ODI No 10129612  
VIN WVGCM77[REDACTED]

Gentlemen,

Please find enclosed copies of two of the invoices reflecting my complaint and the action taken by the dealer to correct the problem which has not been solved. I have complained about it at least four times that I have had it into the dealer.

In accessing your website I found five complaints with the same problem: ODI Nos.; 10072957, 10060386, 10056456, 10056401, and 10095461. My complaint has not shown up on the website possibly because the operator who took my phone call did not classify it properly. It should be under "power train - automatic transmission".

This is really a serious problem when turning in traffic, crossing a busy intersection or taking your turn at a four way stop. I can just ease into the intersection and all of a sudden there is no throttle response which indicates to other drivers that I have stopped to let them go and then the it will suddenly jump from 3,000 to 4,000 R P Ms.

This is a request that the NHTSA contact Volkswagen management to resolve this situation as I consider it extremely dangerous.

Please note that the dealership I have been using is not SOUTH TOWN VOLKSWAGEN as shown on the questionnaire but in fact is STRONG VOLKSWAGEN, inc.

Thank you for your consideration in this matter,

[REDACTED]  
[REDACTED]  
Brigham City, Utah [REDACTED]

Phone No.: [REDACTED]

CC: VOLKSWAGEN OF AMERICA