



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 100148

Date Received

21-JUL-2005

Repository ☐

Reference No.
10129612

OWNER INFORMATION (Type or Print)

Name

Address

City BRIGHAM CITY

State UT

Zip Code

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

Date / /

VEHICLE INFORMATION

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

WVECM77L0AD

Make
VOLKSWAGEN

Model
TOUAREG

Model Year
2004

Date Purchased
15-JUL-04

Dealer's Name and Telephone Number
SOUTH TOWN VOLKSWAGEN

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
SANDY CITY

State
UT

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
185000 VEHICLE SPEED CONTROL:CRUISE CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-AUG-2004

Failure Mileage
200

Failure Speed
0

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: DOTM49ABC036)

☐ 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).

DT: THE CONSUMER STATES THAT THE 2004 VOLKSWAGEN TOUAREG WAS HAVING A THROTTLE DELAY PROBLEM. THIS IS ESPECIALLY BAD WHEN PULLING OUT FROM AN INTERSECTION. THIS LASS FOR ABOUT 2-4 SECONDS AND IT IS INTERMITTENT. AFTER THE VEHICLE HAS A DELAY THE RPMS GO UP T 3,000 TO 4,000. THIS HAS BEEN HAPPENING FOR ABOUT A YEAR. VEHICLE HAS BEEN AT THE DEALERSHIP FOR THIS PROBLEM 4 TIMES. A REGIONAL TECHNICAL REPRESENTATIVE CAME AND EXAMINED THE VEHICLE. HE TRIED TO FLASH THE VEHICLE AND UPGRADED THE COMPUTER SYSTEM. THIS STILL HAS NOT WORKED. THE VEHICLE HAS CONSISTENTLY GOTTEN WORSE. THE OWNER HAS AN APPOINTMENT WITH VOLKSWAGEN NEXT WEEK TO ASSESS THE PROBLEM AGAIN. ALSO, DEALER HAS BEEN CONTACTED BY THE MANUFACTURER, WHO WANTED MORE DIAGNOSTIC WORK DONE. SPEED WAS NOT A FACTOR. IT IS COMING FROM A STOP TO PULLING OUT THAT THE THROTTLE IS HAVING THE DELAY. CONSUMER IS PROVIDING ALL THE INFORMATION THAT HE HAS AVAILABLE AT THIS TIME. *AK

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 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.

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).