



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

07 NOV 20 11 7: 41
04-JAN-2007

Repository ☐

Reference No.

10177812

OWNER INFORMATION (Type or Print)

Name

Address

City

ESSEX

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner *[Signature]* Date 3/17/07

VEHICLE INFORMATION

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

WVGBC77L340

Make

VOLKSWAGEN

Model

TOUAREG

Model Year

2004

Date Purchased
03-JAN-05

Dealer's Name and Telephone Number
HERITAGE VW- 410-661-3400

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

BALTIMORE

State

MD

Zip Code

21234

Transmission Type

AUTOMATIC

☒

☒

Antilock Brakes

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2006

Failure Mileage
15000

Failure Speed
30

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: DOTM9ABC036)

☐ 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).

(HESITANT)

TL*- THE CONTACT STATED THAT SINCE SHE PURCHASED THE VEHICLE ACCELERATION HAS BEEN SLUGGISH. THE DEALER STATED THAT IT WAS THENATURE OF THE BEAST, AND THERE WAS NOTHING THAT THEY COULD DO ABOUT IT. THE ENGINE WAS NOT POWERFUL ENOUGH TO SUSTAIN THE WEIGHT OF THE VEHICLE. THE CONTACT OFTEN TOOK THE VEHICLE FOR REPAIRS. NEITHER ROAD NOR WEATHER CONDITIONS HAVE BEEN FACTORS IN THE FAILURE.*AK

SEE NARATIVE DESCRIPTION

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.

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

WHEN ACCELERATING FROM A DEAD STOP, ACCELERATION IS SLOW BUT STEADY. WHEN ACCELERATING WHILE MOVING (BETWEEN 40 MPH+), ACCELERATION IS ^(HESITATES) NONEXISTANT FOR APPROXIMATELY 3 SECONDS AND THEN TAKES OFF FAST. IT IS RATHER SCARY WHEN TRYING TO ENTER TRAFFIC FLOW ON A BELTWAY. IN BUMPER TO BUMPER TRAFFIC, IT IS ALSO ANNOYING BECAUSE OF A HESITATION EVERY TIME YOU TRY TO MOVE.

THANK YOU.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

BALTIMORE MD 212

12 MAR 2007 PM 3 1

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

