

 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: 06-FEB-2009 Repository: ☐ Reference No.: 10257731			
OWNER INFORMATION (Type or Print)				Daytime Telephone Number: _____ E-mail Address: _____ Evening Telephone Number: _____	
Name: _____ Address: _____ City: LANCASTER State: PA Zip Code: _____		Do you authorize NHTSA to provide information to the manufacturer of your vehicle? In the absence of an authorized signature, to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner: _____ Date: 2/13/09			
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WVGC M67L44D		Make: VOLKSWAGEN Model: TOUAREG Model Year: 2004		Date Purchased: 1/26/04 Dealer's Name and Telephone Number: Autobus 717 299-2801 Engine: No: Cylinders 8 Fuel Type: Premium Gas	
Original Owner: ☒ Dealer's City: Lancaster State: PA Zip Code: 17601		Transmission Type: ☒ Antilock Brakes ☒ Cruise Control Powertrain: _____ Multiple Failure: _____ Incident Date(s): 05-DEC-2008			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 190000 TIRES				Failure Mileage: 38200 Failure Speed: 55	
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).					
TL*THE CONTACT OWNS A 2004 VOLKSWAGEN TOUAREG. WHILE DRIVING APPROXIMATELY 55 MPH ON NORMAL ROAD CONDITIONS, THE FLAT TIRE CAUTION WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE CONTINUED TO TRAVEL THREE TO FOUR MILES WHEN THE EMERGENCY FLAT TIRE WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE DRIVER PULLED OVER TO THE SIDE OF THE ROAD, BUT DID NOT NOTICE ANY FLAT TIRES. THE WARNING INDICATORS REMAINED ILLUMINATED UNTIL THE ENGINE WAS TURNED OFF. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING AND THEY STATED THAT THE FAILURE WAS RELATED TO A FAULTY MANUFACTURER DESIGN. THERE WAS NO REPAIR AVAILABLE. THE TECHNICIAN WAS UNABLE TO DISENGAGE THE TIRE PRESSURE MODULE TO AVOID THE FALSE WARNINGS DISPLAYED ON THE INSTRUMENT PANEL. THE FAILURE MILEAGE WAS 38,200 AND CURRENT MILEAGE WAS 40,083.					
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.					