



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 15, 2012

[REDACTED]
Atlanta, GA [REDACTED]

NVS-216 nam
Ref. No. 10449798

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2005 Volkswagen Touareg vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2005 Volkswagen Touareg has had 12 repair attempts by a dealer to remedy a no start condition when the ignition key is inserted and in the run position. You contacted Volkswagen Customer Service for assistance but they have been unsuccessful in resolving your problem. Furthermore, you request information on how long has Volkswagen known about ignition and electrical problems in Touareg vehicles.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to ignition and electrical problems in MY 2005 Volkswagen Touareg vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. NHTSA is aware of several Technical Service Bulletins (TSB) concerning ignition and no start problems in certain MY 2005 Volkswagen Touareg vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Volkswagen to perform the corrective action described in the TSB on your vehicle at no

cost to you. We suggest you contact a local dealer or Volkswagen to determine if one of the TSB's can resolve your problem. The information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web site at www.nhtsa.gov.

Your decision to take legal action against Volkswagen does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Georgia Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with Volkswagen district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting your local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement