

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Reference No 10455016  
**Date:** Tuesday, May 01, 2012 12:28:39 PM  
**Attachments:** [10455016.PDF](#)

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EQ-10455016-7461

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Tuesday, May 01, 2012 12:16 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Reference No 10455016

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**From:** [REDACTED]  
**Sent:** Tuesday, May 01, 2012 11:40 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Reference No 10455016

Attached, please find additional information for reference no. 10455016 regarding my 2011 VW CC and a stuck throttle pedal issue.

Regards,

[REDACTED]  
[REDACTED]



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

12-APR-2012

Repository ☐Reference No.  
10455016**OWNER INFORMATION (Type or Print)**

Name

Address

City

HIGHLANDS RANCH

State CO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

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

WVWHN7AN3BE

Make

VOLKSWAGEN

Model

CC

Model Year

2011

Date Purchased

5/31/2011

Dealer's Name and Telephone Number

EDCARROL VW Fort Collins CO

Engine:

No: Cylinders

4

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

DSG

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

12-APR-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

19678

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: DOTM19ABC036)

☐ 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).

TL\* THE CONTACT OWNS A 2011 VOLKSWAGEN CC. THE CONTACT STATED THAT WHILE DRIVING 55 MPH, THE ACCELERATOR PEDAL BECAME STUCK AS THE VEHICLE CONTINUED TO ACCELERATE. THE CONTACT STATED THAT HE HAD TO PULL ON THE PEDAL IN ORDER TO RELEASE IT. THE VEHICLE WAS TAKEN TO DEALER WHO DID NOT PROVIDE A DIAGNOSIS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO STATED THEY WOULD CONTACT HIM AT A LATER DATE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 19,678.

PLEASE SEE ADDITIONAL INFO ON SEPARATE SHEETS

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.

Reference No. 10455016

Additional Information

2011 VW CC VIN WVWHN7AN3BB [REDACTED]

Stuck Throttle Pedal

5/1/2012

After investigation by McDonald Volkswagen in Littleton, Co with assistance from Volkswagen America, it was found that the cause of the stuck throttle pedal was that a headliner retaining clip had become lost during replacement of the vehicle's headliner, and had become lodged behind the foot pedal per the attached service report. The dealer's technician failed to account for the missing clip.

This appears to be strictly a dealer/service issue and not a manufacturer quality issue.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
Highlands Ranch, Co [REDACTED]  
[REDACTED]  
[REDACTED]

CUSTOMER #: 157517

317794



McDonald  
Automotive Group

\*INVOICE\*

6000 S. Broadway  
Littleton, CO 80121  
Main Number: 303-795-1100  
Service Number: 303-795-7969  
www.mcdonaldvw.com



PAGE 1

HIGHLANDS RANCH, CO

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 67494 LEAH STERN

|                 |               |                   |                        |         |                  |         |           |
|-----------------|---------------|-------------------|------------------------|---------|------------------|---------|-----------|
| COLOR           | YEAR          | MAKE/MODEL        | VIN                    | LICENSE | MILEAGE IN / OUT | TAG     |           |
|                 | 11            | VOLKSWAGEN PASSAT | WVWHN7AN3BE [REDACTED] |         | 19679/19679      | T347.   |           |
| IN-SERVICE DATE | PROD. DATE    | WARR. EXP.        | PROMISED               | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 31MAY11 DD      |               |                   | 17:00 12APR12          |         |                  | CASH    | 18APR12   |
| R.O. OPENED     | READY         | OPTIONS:          |                        |         |                  |         |           |
| 12:45 12APR12   | 16:29 18APR12 |                   |                        |         |                  |         |           |

|      |        |      |      |       |      |     |       |
|------|--------|------|------|-------|------|-----|-------|
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES THAT THE VEHICLE FEELS SLUGGISH UPON ACCELERATION, AND THE THROTTLE BECAME STUCK AT FULLY OPEN, CUSTOMER HAD TO PHYSICALLY UNSTICK PEDAL

CAUSE: F  
900 ELECTRICAL  
15004 W (N/C)  
FC:  
PART#:  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
\*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
19679 VW rep came to inspect car and found Headliner clip stuck by throttle pedal. VW rep inspected vehicle after removing clip, all safety measures are working (Acceleration stops when pressing brake pedal) No manufacturing defect, headliner clip from previous headliner replacement migrated down from A-pillar trim to center lower close out panel down to the accelerator pedal. Check vehicle engine and trans electronics, and test drove car for sluggishness concern, vehicle is operating as to manufacturers design. It is a combination of the transmission shift points and turbo spool time.

\*\*\*\*\*  
B \*21 POINT INSPECTION, INCLUDES:CHECK BRAKE LININGS FOR WEAR (VISUAL INSPECTION)  
21 \*21 POINT INSPECTION, INCLUDES:CHECK BRAKE LININGS FOR WEAR (VISUAL INSPECTION)  
15004 CP 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
\*\*\*\*\*

C RENTAL VEHICLE PROVIDED TO ENSURE CUSTOMER CONVINCE  
CAUSE: F  
RENTAL RENTAL  
999 W (N/C)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                               |                        |        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| Customer agrees that any and all disputes regarding this transaction shall be referred to and finally resolved by arbitration before a single arbitrator appointed by the Better Business Bureau (BBB) in accordance with the arbitration rules of the BBB. Customer Signature                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | *SHOP SUPPLY COSTS:<br>We have added a charge equal to 10% of the total cost of labor, not to exceed \$29.95, in the Misc. Charges amount for shop supplies used in connection with this repair which may result in additional dealer profit. | DESCRIPTION            | TOTALS |
| WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. |  | ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED BY V = VALUE; O = OTHER; NPN = NON-PART-NUMBER                                                                                                             | LABOR AMOUNT           |        |
| By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                                                               | PARTS AMOUNT           |        |
| DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                               | GAS, OIL, LUBE         |        |
| CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                               | SUBLET AMOUNT          |        |
| AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                                                               | MISC. CHARGES *        |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                               | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                               | LESS INSURANCE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                               | SALES TAX              |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                               | PLEASE PAY THIS AMOUNT |        |

CUSTOMER #: 157517

317794



McDonald Automotive Group

\*INVOICE\*

6000 S. Broadway  
Littleton, CO 80121  
Main Number: 303-795-1100  
Service Number: 303-795-7969  
www.mcdonaldvw.com



PAGE 2

HIGHLANDS RANCH, CO

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 67494 LEAH STERN

| COLOR | YEAR | MAKE/MODEL        | VIN                    | LICENSE | MILEAGE IN / OUT | TAG   |
|-------|------|-------------------|------------------------|---------|------------------|-------|
|       | 11   | VOLKSWAGEN PASSAT | WVWHN7AN3BE [REDACTED] |         | 19679/19679      | T347. |

| IN-SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|------|---------|-----------|
| 31MAY11 DD      |            |            | 17:00 12APR12 |        |      | CASH    | 18APR12   |

| R.O. OPENED   | READY         | OPTIONS: |
|---------------|---------------|----------|
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| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

FC:  
PART#:  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
\*

SUBL RENTAL PROVIDED

W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

Thank you for choosing McDonald Volkswagen  
for your service.

If any part of your experience was less than  
perfect, please call Service Manager, Chris  
Gasser at 303-734-2719. Thank you

Customer agrees that any and all disputes regarding this transaction shall be referred to and finally resolved by arbitration before a single arbitrator appointed by the Better Business Bureau (BBB) in accordance with the arbitration rules of the BBB. Customer Signature

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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**\*SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total cost of labor, not to exceed \$29.95, in the Misc. Charges amount for shop supplies used in connection with this repair which may result in additional dealer profit.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED BY V = VALUE; O = OTHER; NPN = NON-PART-NUMBER

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES *        | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

**Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.**