

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 NOV 29 2012 15-OCT-2012		Repository ☐ Reference No. 10480155	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		CLINTON		WA	
Zip Code		[REDACTED]		Daytime Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		Evening Telephone Number		[REDACTED]	
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				Make		Model	
WVGBC67L44D [REDACTED]				VOLKSWAGEN		TOUAREG	
Date Purchased		Dealer's Name and Telephone Number		Dealership now		Model Year	
01/14/2004		Whidbey Island Auto Group		Closed		2004	
Original Owner		Dealer's City		State		Zip Code	
☒		Oak Harbor		WA		98277	
Transmission Type		Antilock Brakes		Powertrain		Engine:	
AUTO		☒		AWD		No: Cylinders	
Multiple Failure:		Incident Date(s)		6		Gasoline	
YES		03-OCT-2012					
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 010000 STEERING, BRAKES (PWS)						Failure Mileage	
						114940	
						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: 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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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. THE CONTACT STATED THAT HE TOOK THE VEHICLE TO THE DEALER FOR REGULAR SERVICE WHEN HE WAS ADVISED THAT THE BRAKES NEEDED REPLACING. THE CONTACT WAS ALSO ADVISED THAT THE BOLTS TO THE CALIPERS WERE FRACTURED ALONG WITH THE STEERING LINKS, WHICH WOULD ALSO NEED REPLACING. THE DEALER REPAIRED THE BRAKE DISK, CALIPERS, BRAKE LINING, BOLTS AND THE STEERING KNUCKLES. THE MANUFACTURER WAS CONTACTED AND THEY ADVISED HIM THAT THE VEHICLE WAS NO LONGER COVERED UNDER WARRANTY. THE FAILURE MILEAGE WAS APPROXIMATELY 114,940. THE CURRENT MILEAGE WAS APPROXIMATELY 115,000. THE VIN WAS UNAVAILABLE.							
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.							

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

NARRATIVE CORRECTION: Bolt holding calipers not fractured, threads were badly rusted into steering knuckle requiring replacement of driver side steering knuckle. Defective bolt, etc., not duplicated on right front brake assembly. Defective parts are in owner's garage pending NHTSA response. Original brakes, rotors, etc., replaced 06/26/2008. No defects noted above were recorded then. Vehicle has never been operated in off road conditions or exposed to salt water. See attached copies of 2008 and 2012 repair invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

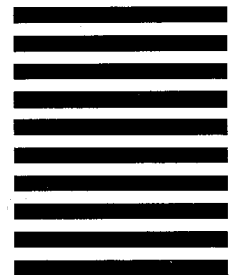
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

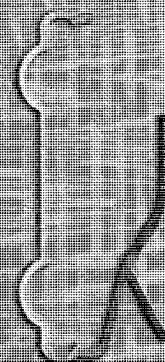
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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**



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
www.safercar.gov



33650 N. State Hwy. 20
OAK HARBOR, WA 98277
(360) 675-2218

www.islandcar.com

E-MAIL: whidbeyislandmazdavn@oakharbor.net

CUSTOMER NO. 9170	ADVISOR JEFFREY TURNER	0145	TAG NO. 105	INVOICE DATE 06/26/08	INVOICE NO. VWCS108569
CLINTON, WA	LABOR RATE 87.00	LICENSE NO.	MILEAGE 64,111	COLOR SILVER/	STOCK NO. V856
	YEAR / MAKE / MODEL 04/VOLKSWAGEN/TOUAREG/4 DOOR UTILITY	DELIVERY DATE 01/14/04		DELIVERY MILES 124	
	VEHICLE I.D. NO. WVGBC67L44D	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.C. NO.	R.O. DATE 06/26/08		
BUSINESS PHONE	COMMENTS				
					MO: 64112

JOB# 1 CHARGES

LABOR J# 1 40MAZ BRAKES HOURS: 1.50 TECH(S):37 130.50

REPLACE SOP BRAKES.
REQUIRED SERVICE 18-24 MONTHS
REPLACED THE FRONT BRAKES ROTORS AND SENSORS.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	7L6-615-301-N	BRAKE DISC	155.82	155.82	155.82
	1	7L6-615-302-N	BRAKE DISC	155.82	155.82	155.82
	1	7L0-698-151-H	BRK LINING	207.78	207.78	207.78
	2	7L0-907-637	SENDER	25.49	25.49	50.98
	1	BC	BRAKE CLN	3.75	3.75	3.75
TOTAL - PARTS						574.15

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
		DSV SENIOR DISCOUNT VW		-70.47
TOTAL - MISC				-70.47

JOB# 1 TOTALS

LABOR 130.50
PARTS 574.15
MISC -70.47

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 634.18

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A		SS SHOP SUPPLIES		10.44
TOTAL - MISC				10.44

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$800.00 (+TAX)

TOTALS

*****	TOTAL LABOR	130.50
*	TOTAL PARTS	574.15
*	TOTAL SUBLET	0.00
*	TOTAL G.O.G.	0.00
*	TOTAL MISC CHG	10.44
*	TOTAL MISC DISC	-70.47
*	TOTAL TAX	60.07
*****	TOTAL INVOICE \$	704.69

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

paid

Thank You

[END OF INVOICE] 03:09pm



PIGNATARO
SOUTH EVERETT

10633 Evergreen Way
Everett, WA 98204
425-348-3141

www.pignatarovw.com

35076

2012 OCT 11 100
[Signature]

CLINTON WA [Redacted]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		WVGBC67L44D [Redacted]		114940	10/11/12	35076 A
YEAR	MAKE	MODEL		COLOR	TAG NO.	
04	VOLKSWAGEN	TOUAREG		SILVER	00995	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
327916	[Redacted]	[Redacted]	-		09/24/03	258
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
0000	01/14/04		114938	10/03/12	01/14/04	3.2L_BAA TRANS:GLJ

PIGNATARO VOLKSWAGEN PROVIDES 24 HRS ROADSIDE ASSISTANCE WITH EVERY "PREMIUM QUALITY" OIL CHANGE FOR 5,000 MILES OR 180 DAYS, WHICHEVER COMES FIRST. WE ALSO OFFER ROAD

HAZARD PROTECTION FOR TIRES. IN ADDITION WE HAND WASH VEHICLE. SEE YOUR CONSULTANT FOR DETAILS. SHOP SUPPLIES AND HAZARDOUS WASTE DISP CHARGE 6% OF LABOR

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	[M] PREMIUM SYNTHETIC ENGINE OIL & FILTER SERVICE					
Cor	COMPLETED ENGINE OIL AND FILTER REPLACEMENT USING CASTROL 5W-40 EDGE SYNTHETIC OIL AND A VOLKSWAGEN FILTER. CHECKED WASHER FLUID, BRAKE FLUID AND COOLANT. CHECKED TIRE PRESSURE AND WEAR. PERFORMED VEHICLE INSPECTION.					
	COF35S		A54		I	
			021115562A *FILTERELEM	1	I	
			N 0138492 *WASHER	1	I	
						Line Total.....
B						
Com	CUSTOMER STATES INTERMITTENTLY THE PASS SIDE DOOR WILL NOT OPEN FROM INTERIOR HANDLE HAVE TO SLAM INTO IT TO OPEN					
Cor	VERIFIED CUSTOMER CONCERN REMOVED PASS SIDE INTERIOR DOOR PANEL FOUND BOWDEN CABLE HAD COME LOOSE RESECURED AND REASSEMBLED NO FURTHER CONCER					
			A54		C	108.00
						Line Total..... 108.00
C						
Com	LOANER VEHICLE 1SP LOAN 0055 K21 / LOAN10D					
Cor	PROVIDED ALTERNATE TRANSPORTATION					
	LOANER		A99			
						Line Total.....

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
The part manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any limited warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS:
Monday - Friday 7:30am - 5:30pm
Saturday 9:00am - 3:00pm

PARTS DEPARTMENT HOURS:
Monday - Friday 8:00am - 5:30pm
Saturday 8:00am - 3:30pm



PIGNATARO

SOUTH EVERETT

10633 Evergreen Way
 Everett, WA 98204
 425-348-3141
 www.pignatarovw.com

35076

CLINTON WA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		WVGBC67L44D		114940	10/11/12	35076 A
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		04	VOLKSWAGEN	TOUAREG	SILVER	00995
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
327916			-		09/24/03	258
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
0000	01/14/04		114938	10/03/12	01/14/04	3.2L_BAA TRANS:GLJ

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D +						
Com [BR]						
Cor						
	FB		A54		C	324.00
			7L0698151Q BRK LINING	1	C	172.50
			7L0907637 *SENDER	2	C	67.50
			7L6615301N BRAKE DISC	1	C	138.00
			7L6615302N BRAKE DISC	1	C	138.00
			Line Total.....			840.00

E +						
Com						
Cor						
			A93		C	378.00
			7L0407257A HOUSING	1	C	482.90
			7L0498287 BEARING	1	C	177.10
			N 90991102 BOLT	3	C	5.61
			N 10451302 BOLT	3	C	19.89
			N 90685403 SCREW	2	C	15.98
			Line Total.....			1079.48

CUSTOMER COPY - PAGE 02

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		WVGBC67L44D		114940	10/11/12	35076 A	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		04	VOLKSWAGEN	TOUAREG	SILVER	00995	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
327916			-		09/24/03	258	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
0000	01/14/04		114938	10/03/12	01/14/04	3.2L_BAA TRANS:GLJ	

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
F +						
Com	PERFORM 4 WHEEL ALIGNMENT PER REPAIRS					
Cor	PERFORMED 4 WAY ALIGNMENT PER REPLACING THE STEERING KNUCKLE ON LINE E					
	TEST DROVE VEHICLE WITHIN SPEC					
	ALIGNMEN		A93		C	216.00
				Line Total.....		216.00

FLUIDS

5W40SYN

7.0 I

Labor	1026.00
Parts	1217.48
Shop Charge	15.00
Disc.Labor	102.60-
Disc.Parts	121.75-
Sales Tax	187.14
TOTAL-CUST-CRCARD	2221.27

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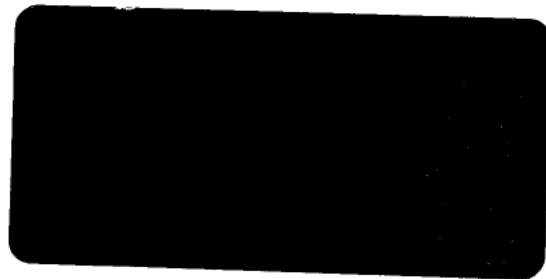
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Clinton, WA



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS - 210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

200779382

