

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) PLUS C. 552(B)(6)



U.S. Department of Transportation

National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
for Report of Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

OFFICE USE ONLY 100148

Date Received
07-JUL-2015

Repository
Reference No.
10732466

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SILVER SPRING State MD Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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
WVGAV7AX2CW [REDACTED]
Make VOLKSWAGEN Model TIGUAN Model Year 2012
Date Purchased **JULY 22, 2013** Dealer's Name and Telephone Number **Winn VW (866) 918-9394** Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City **Newark** State **CA** Zip Code **94560**
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: **Timing Chain** Incident Date(s) **03-JUL-2015**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 675 Failure Speed 65

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).

I WAS DRIVING HOME FROM WORK WHEN MY VEHICLE BEGAN TO RAPIDLY DECELERATE ON THE HIGHWAY! AS IT TURNS OUT, THE TIMING CHAIN HAD FAILED AND DAMAGED THE ENGINE WHICH CAUSED THE CAR TO SHUT DOWN IMMEDIATELY. THE PARTS THAT FAILED WERE NOT DUE FOR MAINTENANCE UNTIL 200,000 MILES- MY CAR ONLY HAS 67,000 MILES. ALTHOUGH THIS PROBLEM IS WIDESPREAD IN ALL VOLKSWAGEN MODELS, THERE HAS BEEN NO RECALL FOR THE PARTS, AND THE ISSUE IT IS NOT COVERED BEYOND THE STANDARD 5 YEAR, 60,000 MILE POWERTRAIN WARRANTY. THIS COULD HAVE RESULTED IN MYSELF AND MY CHILD BEING REAR ENDED AND KILLED ON THE HIGHWAY. THIS IS NOT THE FIRST TIME RAPID DECELERATION HAS OCCURRED IN THIS VEHICLE- IT HAPPENED 3 PREVIOUS TIMES LAST YEAR DUE TO ISSUES WITH THE INTAKE MANIFOLD/FUEL INJECTORS. A RECALL WAS EVENTUALLY ISSUED FOR THOSE PARTS. THE 2012 TIGUAN IS UNSAFE TO DRIVE- THERE ARE MANY FAILURES AND SAFETY-RELATED TSBS BUT VERY FEW RECALLS. IN FACT, THE TSB FOR MY CURRENT ISSUE WAS RELEASED 3 YEARS AGO FOR ALL VW MODELS, YET NO RECALLS EXIST FOR THESE FAULTY PARTS (TB 15-12-01)! I DO NOT FEEL SAFE DRIVING THIS CAR AND WISH I HAD NEVER EVER BOUGHT IT. I FEEL THAT EVERY YEAR OF THIS MODEL SHOULD BE REEVALUATED AND RECALLED IF NECESSARY.

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.