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|  <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | <p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p> | | <p>FOR AGENCY USE ONLY 100148</p> | |
| <p>Date Received JUL 18 2017 11-APR-2017 2102 8 1 701</p> | | <p>Repository <input type="checkbox"/></p> | | | |
| <p>Reference No. 10971946</p> | | <p>Daytime Telephone Number [REDACTED]</p> | | <p>E-mail Address [REDACTED]</p> | |
| <p>Evening Telephone Number [REDACTED]</p> | | <p>OWNER INFORMATION (Type or Print)</p> | | | |
| <p>Name [REDACTED]</p> | | <p>Address [REDACTED]</p> | | <p>City CLARKSVILLE</p> | |
| <p>State TN</p> | | <p>Zip Code [REDACTED]</p> | | <p>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).</p> | |
| <p>VEHICLE INFORMATION</p> | | | | | |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WVGAV7AX7CW [REDACTED]</p> | | <p>Make VOLKSWAGEN</p> | <p>Model TIGUAN</p> | <p>Model Year 2012</p> | |
| <p>Date Purchased 2012</p> | <p>Dealer's Name and Telephone Number William Cornell 931-216-6837</p> | | <p>Engine: 2.4 No: Cylinders L4</p> | <p>Fuel Type: Premium Reg Unl</p> | |
| <p>Original Owner <input checked="" type="checkbox"/></p> | <p>Dealer's City Clarksville</p> | <p>State TN</p> | <p>Zip Code 37043</p> | <p>Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p> | |
| <p>Powertrain yes</p> | | <p>Multiple Failure:</p> | | <p>Incident Date(s) 04-APR-2017</p> | |
| <p>FAILED COMPONENT(S)/PART(S) INFORMATION</p> | | | | | |
| <p>Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM</p> | | | | <p>Failure Mileage 107000</p> | <p>Failure Speed 15 mph</p> |
| <p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p> | | | | | |
| <p>Tire Make</p> | | <p>Tire Model (Name or Number)</p> | | <p>Tire Size (Example P215/65R15)</p> | |
| <p>DOT No. (Example: DOTM19ABC036)</p> | | <p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p> | <p>Failure Location:</p> | | |
| <p>Tire Component Code</p> | | | | <p>Tire Failure Type:</p> | |
| <p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p> | | | | | |
| <p>Make:</p> | | <p>Date Manufactured:</p> | | <p>Model No./Name:</p> | |
| <p>Seat Type:</p> | | <p>Installation System:</p> | | | |
| <p>Child Seat Component Code:</p> | | <p>Failed Part:</p> | | | |
| <p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p> | | | | | |
| <p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Number of Persons Injured</p> | <p>Number of Deaths</p> | <p>Reported to Police N</p> | |
| <p>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).</p> | | | | | |
| <p>TL* THE CONTACT OWNS A 2012 VOLKSWAGEN TIGUAN. WHILE SLOWING DOWN TO MAKE A RIGHT TURN INTO A FUEL STATION, THE VEHICLE STALLED WITHOUT WARNING. IN ADDITION, AFTER PLACING FUEL IN THE FUEL TANK, THE VEHICLE FAILED TO START. THE CONTACT ALSO STATED THAT THE ENGINE WARNING INDICATOR ILLUMINATED PRIOR TO THE VEHICLE STALLING. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TIMING BELT SLIPPED AND CAME OUT OF TIMING. THE FAILURE CAUSED ALL THE PISTONS TO FIRE AT ONCE AND DESTROYED THE ENGINE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 107,000.</p> <p style="text-align: center;">engine was replaced with used engine. cost/repairs 6,000.00</p> | | | | | |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p> | | | | | |
| <p>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.</p> | | | | | |

CUSTOMER #:

12/12K MILE



WYATT JOHNSON



INVOICE

PAGE 1

505 N. Riverside Dr.
511 N. Riverside Dr. · Clarksville, TN 37040
(931) 552-1111

www.wyattjohnson.com

SERVICE ADVISOR: 6232 CHRISTOPHER J BUTERB

CLARKSVILLE, TN

HOME:

CONT:

BUS:

CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a Volkswagen Tiguan.

11:12 04APR17 11:02 28APR17

LINE OPCODE TECH TYPE HOURS

CUSTOMER STATES THAT HE STARTED THE CAR IT WAS RUNNING ROUGH AND WHILE DRIVING THE CAR STALLED. IT WILL CRANK BUT WILLNOT START. CHECK AND ADVISE.

09 ENGINE

6169CPEXT

Table listing engine parts and labor with columns for description, price, and totals.

PARTS: 3142.14 LABOR: 2507.00 OTHER: 0.00 TOTAL LINE A: 5649.14

B MULTI POINT INSPECTION

MPI MULTI POINT INSPECTION

6169CPEXT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SERVICE DEPARTMENT HOURS

7:00 a.m. - 5:00 p.m. Mon. - Fri.

8:00 a.m. - 3:00 p.m. SAT.

THANK YOU

WYATT JOHNSON



Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

customer signature

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items...