

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint: ---11266012-----
Date: Tuesday, December 10, 2019 1:01:32 PM
Attachments: [11266012.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Tuesday, December 10, 2019 12:39 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint: ---11266012-----

Attached is the pdf of the complaint.

thank you,

[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 | Repository <input type="checkbox"/> |
| 03-OCT-2019 | Reference No. 11266012 |

OWNER INFORMATION (Type or Print)

| | | | | |
|-----------|------------|------------|--------------------------|----------------|
| Name | [REDACTED] | | Daytime Telephone Number | E-mail Address |
| Address | [REDACTED] | | [REDACTED] | [REDACTED] |
| City | State | Zip Code | Evening Telephone Number | |
| WAUWATOSA | WI | [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 WWWNM7AJ7CW [REDACTED] | Make VOLKSWAGEN | Model GOLF | Model Year 2012 |
| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type | <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: |
| | | | Incident Date(s) 03-OCT-2019 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---|---------------------------|--------------------|
| Vehicle Component Code: 120000 LIGHTING (PWS) | Failure Mileage 125000 | 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: DOTMAL9ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).

INTERMITTENTLY, DASHBOARD MFD WOULD INDICATE THAT ALL EXTERIOR LIGHTS FAILED. SHUT OFF ENGINE AND PULLED OUT KEY. INSERTED KEY AND RESTARTED AND ALL WOULD BE FINE. GOT TO THE POINT THAT LIGHTS WERE IN FACT NOT WORKING. PULLED OUT FUSES AND WHEN I PULLED THE 30A FUSE (F16?) I NOTICED THE FUSE AND FUSE BOX WAS MELTED. I CLEANED THE CONTACTS ON THE FUSE WITH SANDPAPER AND A WIRE BRUSH. I ATTEMPTED TO USE THE BRUSH ON THE FUSE BOX BUT TO NO AVAIL. I INSERTED THE FUSE BACK IN AND THE LIGHTS WORKED. NEXT MORNING, I TURNED THE KEY ON AND MFD INDICATED ALL THE LIGHTS WERE NOT WORKING. I OPENED THE HOOD AND FUSE BOX AND WIGGLED THE FUSE. WORKED ALL THE WAY TO AND FROM WORK. FOUND TWO VW FORUMS DISCUSSED THIS SAME ISSUE. MOST WERE TIGUANS. PICTURES ARE THE FUSE BOX AND THE FRONT AND REAR LIGHTS BEFORE I CLEANED THE FUSE. THE CAR WAS STATIONARY WHEN I WAS WORKING ON IT.

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.