

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11384681-----
Date: Friday, January 15, 2021 11:16:28 AM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Friday, January 15, 2021 9:23 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----- 11384681-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have made a couple of corrections - listed in the text box in the complaint's section. Please see attached.

Best Regards,

[REDACTED]

U.S. Department
of TransportationNational 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

23-DEC-2020

Repository ☐Reference No.
11384681**OWNER INFORMATION (Type or Print)**

Name [REDACTED]
 Address [REDACTED]
 City [REDACTED] State [REDACTED] ZIP Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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 WVWNP7AN9BE [REDACTED]		MAKE VOLKSWAGEN	Model CC	Model Year 2011
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	STATE	ZIP Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-NOV-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes:	Failure Mileage 127000.0	Failure Speed
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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: DOTM4L9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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'S SON OWNS A 2011 VOLKSWAGEN CC SPORT. THE CONTACT STATED THAT WHEN HER SON STARTED THE VEHICLE, THE STEERING COLUMN LOCK INDICATOR LIGHT FLASHED ON THE INSTRUMENT PANEL. THE VEHICLE TURNED OFF INDEPENDENTLY. THE CONTACT'S SON RESTARTED THE VEHICLE AND TURNED THE STEERING WHEEL TO DISENGAGE THE LOCK TO KEEP THE VEHICLE IDLING. THE FAILURE WAS INTERMITTENT. THE VEHICLE WAS TAKEN TO GENE LANGAN VOLKSWAGEN (816 NEW LONDON TPKE, GLASTONBURY, CT 06033, (860) 633-0261) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE STEERING CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND DECLINED TO ASSIST WITH THE REPAIRS. THE FAILURE MILEAGE WAS 127,000.

The vehicle actually belongs to me, my son is just using the vehicle. When the steering column lock indicator light flashed on, we did some research and discovered that there was a recall for this exact issue on the VW CC vehicles. When I contacted the manufacturer, they stated that our VIN was not included in the recall despite the fact that this posed a severe safety issue. We were forced to make the repair after the manufacturer refused to assist and extend the recall to cover our vehicle so as to not put our son's life at risk.

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.