

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Reference number 11509843
Date: Tuesday, March 21, 2023 9:05:45 AM

From: [REDACTED]
Sent: Monday, March 20, 2023 3:27 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Reference number 11509843

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.

Please see attached annotated Vehicle Owner's Questionnaire.

Thank you.

[REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone
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 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 02-MAR-2023		Repository ☐ Reference No. 11509843	

OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name		Address		City		State	
Scotia		NY		ZIP Code			
				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 3VVNX7B27PM				MAKE VOLKSWAGEN		Model TAOS	
Date Purchased		Dealer's Name and Telephone Number				Engine: No: Cylinders	
Original Owner ☐		Dealer's City		STATE GA		ZIP Code	
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 02-MAR-2023 28 FEB, 2 MAR 2023	

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 100000 POWER TRAIN		Failure Mileage 7400.0	Failure Speed

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: DOTM1 9ABC036)		☐ 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	

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).

The contact rented a 2023 Volkswagen Taos. The contact stated that while the vehicle was in drive with the brake pedal depressed and entering the garage, he released the brake pedal and the vehicle rolled and stalled. Additionally, the vehicle failed to start. The contact had to hold the fob near the WIFI button to start the vehicle. The local dealer was not contacted. The vehicle was not diagnosed or repaired. The manufacturer was not contacted. The failure mileage was approximately 7,400.

I AM A RETIRED NY STATE POLICE LIEUTENANT, AND HAVE WORKED CLOSELY WITH NHTSA. I RENTED THIS VEHICLE FROM ENTERPRISE (ELRAC, LLC) 1485 STATE ST, SCHENECTADY NY 12304 518-374-7890. INITIALLY, WITH THEIR AGENT IN THE VEHICLE, IT WOULDN'T START UNTIL FOB WAS PLACED AGAINST WI-FI ICON ON RIGHT SIDE OF STEERING COLUMN. ON BOTH 28 FEB AND 2 MAR 2023 WHILE STOPPED IN "DRIVE" IN MY DRIVEWAY, WAITING FOR GARAGE DOOR TO OPEN, AFTER TAKING MY FOOT OFF BRAKE, AND ON ACCELERATOR, THE VEHICLE STARTED ROLLING BACKWARDS. I HAD TO SHIFT TO "PARK" AND RESTART. NHTSA RECALLED

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.