



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 1001-98

Date Received: 04-APR-2004
Repository:
Reference No.: 10064502

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: CAMBRIDGE State: MA Zip Code: _____

Daytime Telephone Number: _____ E-mail Address: _____
Evening Telephone Number: _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 4/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 9BWGL6LJ244
Make: VOLKSWAGEN Model: Jetta Model Year: 2004
Date Purchased: 27-FEB-04 Dealer's Name and Telephone Number: BOSTON VW 617.763.1300 Engine: _____ No. of Cylinders: _____ Fuel Type: Gas
Original Owner: Dealer's City: BOSTON State: MA Zip Code: 02134
Transmission Type: MANUAL Antilock Brakes Cruise Control Powertrain: _____
Vehicle Component Code: 150000 SEAT BELTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-APR-2004
Failure Mileage: _____ 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: DOTMALSABC036): _____ 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(es).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(es).
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 BOUGHT A NEW VW JETTA IN FEBRUARY 2004. AT ABOUT 6:30 P.M. ON 4/1, I DROVE OVER A POTHOLE (OR SOME BUMP IN THE ROAD) WHILE DRIVING ON STORROW DRIVE IN BOSTON AND SUDDENLY TWO AIRBAGS DEPLOYED ON THE DRIVER SIDE OF MY CAR AND MY SEAT BELT APPEARED TO RECOIL. THE TWO AIRBAGS THAT DEPLOYED WERE THE SIDE AIRBAG AND THE CURTAIN AIRBAG. I BROUGHT MY CAR INTO A BOSTON DEALER/SERVICE DEPARTMENT THE FOLLOWING MORNING. AFTER INSPECTING THE CAR, THE SERVICE DEPARTMENT SAID THERE WAS NO PHYSICAL DAMAGE TO THE CAR (EXCEPT OF COURSE THE DEPLOYED AIRBAGS AND BROKEN SEAT BELT), BUT THAT THERE WAS "CRASH DATA" ON THE CAR'S COMPUTER. THE SERVICE DEPARTMENT WENT ON TO SAY THAT THIS IS NOT A WARRANTY SITUATION BECAUSE THE CAR DETECTED A CRASH (DESPITE THE FACT THAT THERE WAS ADMITTEDLY NO DAMAGE TO THE CAR), CAUSING THE AIRBAGS TO DEPLOY. *NM

Note - This is an IVQG submitted by the vehicle owner through our website. Please call her to find out if she

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

has a VW Jetta or Jetta. Let her know we are just making sure her report is correct. Al 7/2/04

Note here call 7/15/04

1:25:40 PM

07-30-2004

VINassist(R) Version 1.28

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Law Enforcement Edition

VIN:9BWGL61J244010937

DIGIT	DESCRIPTION	MEANING
9	Country of Origin	BRAZIL
BW	Manufacturer	VOLK VOLKSWAGEN
G	Series	GOLF GLS 4DR
L	Engine	2.0L 4 CYL 115HP
6	Restraint System	DR/PASS AIRBAG+SD+SD CURTAIN FRONT
1J	Model	<u>GOLF/GTI/JETTA WAGON/R32</u>
2	Check Digit	CHECK DIGIT VALID
4	Year	2004
4	Assembly Plant	CURITIBA, BRAZIL
010937	Sequence Number	IN RANGE

***** VIN Passed Test *****

VIN indicates a 2004 VOLKSWAGEN GOLF/GTI/JETTA WAGON/R32

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