



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 2005 JAN 09
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

Repository

22-NOV-2004
AM 2:33

Reference No.
10101523

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City GLEN BURNIE State MD 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 12/18/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 9BWDE6LJ74
Make VOLKSWAGEN Model GOLF Model Year 2004
Date Purchased 8 AUG '04 Dealer's Name and Telephone Number RUSSEL VOLKSWAGEN Engine: No. Cylinders 5 Fuel Type: Gasoline
Original Owner Dealer's City BALTIMORE State MD Zip Code _____
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain _____
Vehicle Component Code 191000 TIRES:TREAD/BELT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-NOV-2004 Failure Mileage 3400 Failure Speed 65 Michelin Radial XSG 58 TIRE DOT B98A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make MICHELIN Tire Model (Name or Number) PILOT XGT H4 Tire Size (Example P215/65R15) 225/45R17
DOT No. (Example: DOTM1SABC036) FILL IN Original Equipment Prior Repair Failure Location: PASSENGER SIDE FRONT
Tire Component Code 191000 TIRES:TREAD/BELT Tire Failure Type TREAD SEPARATION

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 Yes No Fire Yes No
Number of Persons Injured 2 Number of Deaths 0 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).

WHILE DRIVING 65 MPH, THE VEHICLE SWERVED TO THE RIGHT WITHOUT WARNING. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND PULLED OVER. THE CONSUMER NOTICED THAT THE TREAD WAS SEPARATING FROM THE FRONT PASSENGER TIRE. PLEASE PROVIDE FURTHER DETAILS. *JB

Since phoning this report in, I've replaced both front tires with Continentals and have had the necessary repairs made. When I brought the car in to finish up those repairs, i.e., front end wheel alignment I was informed that the rear tires (still the Michels that come with the car) were 40% 25% low of air (right and left rear tire respectively). When I asked why the tires were losing air no explanation was given. (over)

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Apparently these tires may be prone to air loss perhaps because of faulty materials or incomplete/improper attachment to the rim. In any case, this tire slowly leak and now that I know this I suspect, unbeknownst to me at the time, that the tire that failed may have gone flat first. This is a very dangerous situation.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20690

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

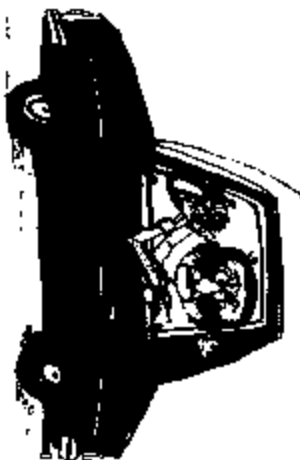
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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