



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 100248

Date Received

Repository

2005 JAN 16 AM 2:37
03-DEC-2004

Reference No.
10103090

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Address [REDACTED]

Evening Telephone Number [REDACTED]

City SELLERSVILLE

State PA

Zip Code [REDACTED]

Do you authorize NHTSA to report to the manufacturer of your vehicle? YES NO
In the absence of an authorized representative, you must provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
9BWGP61J634 [REDACTED]

Make VOLKSWAGEN

Model GOLF

Model Year 2003

Date Purchased 06-11-03

Dealer's Name and Telephone Number NORTH PENN IMPORTS, 215-322-1361

Engine: No: Cylinders 4

Fuel Type: DIESEL

Original Owner

Dealer's City COLMAR

State PA

Zip Code 18915

Transmission Type AUTOMATIC
MANUAL

Antilock Brakes
 Cruise Control

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code 221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-DEC-2004

Failure Mileage 33,100.X

Failure Speed 55

N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make N/A

Tire Model (Name or Number) N/A

Tire Size (Example P215/65R15) N/A

DOT No. (Example: DOTM19ABC036) N/A

Original Equipment
 Prior Repair

Failure Location: N/A

Tire Component Code N/A

Tire Failure Type N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A

Date Manufactured: N/A

Model No./Name: N/A

Seat Type: N/A

Installation System: N/A

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 1

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).

DRIVER'S SIDE SEAT HEATER CAUGHT ON FIRE BURNING CONSUMER'S LEG. MANUFACTURER WAS NOTIFIED. *AK

DURING MY CONVERSATIONS W/ VW THEY INDICATED TO ME THAT THIS ISN'T A PROBLEM OR CONCERN OF THEIRS OUTSIDE OF R/R OF SEAT CUSHION. I WONDER IF THEY WOULD'VE HAD THE SAME RESPONSE HAD MY REACTION TO THIS RESULTED IN AN ACCIDENT?

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 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.