



Printed: 12/28/2004

NHTSA #: ES04-009771**Rec'd Date: 12/27/2004****Referred By: NEC-110****XREF #:****Doc Type: CNG****Doc Date: 12/1/2004****Delivery: MESSENGER ENV.****Address To: DOT/I****Due Date: 1/7/2005****S10 #:****DOT/I #: 2004-4550****RMP #:****Subject: LTR FM [REDACTED] RE THE WRONGFUL DEPLOYMENT OF THE DEFECTIVE PASSENGER SIDE AIRBAG & SIDE CURTAIN IN HER 2002 VW GOLF GTI, REPLY ATTN KAI LOVE/CHICAGO OFC, DOT/I# 2004-4550****Ack Date:****Ack By:****Signed For:****Sign Office: ADMINISTRATOR****Signature: RUNGE****Cleared For:****Cleared Date:****Cleared By:****Closed Date:****File Loc:****XREF File:****Added By: SHARRIS x62534****Modified By: SHARRIS****Most Recent Comment:****Author:**

RICHARD J DURBIN
UNITED STATES SENATE
230 SOUTH DEARBORN STREET, SUITE 3802
CHICAGO, IL 60604
Tel: 312-353-4952 Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	12/28/2004	1/7/2005	
NVS-010	INFORMATION	12/28/2004		12/28/2004
NIA-110	INFORMATION	12/28/2004		12/28/2004
I10	INFORMATION	12/28/2004		12/28/2004
I20	INFORMATION	12/28/2004		12/28/2004
NOA-010	INFORMATION	12/28/2004		12/28/2004

EXECUTIVE SECRETARIAT
2004 DEC 28 A 9 22
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM

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RICHARD J. DURBIN
ILLINOIS

COMMITTEE ON APPROPRIATIONS

COMMITTEE ON THE JUDICIARY

COMMITTEE ON
GOVERNMENTAL AFFAIRS

SELECT COMMITTEE ON INTELLIGENCE

ASSISTANT DEMOCRATIC
FLOOR LEADER

United States Senate
Washington, DC 20510-1304

December 1, 2004

332 DIRksen SENATE OFFICE BUILDING
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www.senate.gov/~durbin

Ms. Nicole Nason
Assistant Secretary for Governmental Affairs
United States Department of Transportation
400 Seventh St., S.W. Room 10408
Washington, DC 20590

Dear Ms. Nason:

My constituent, [REDACTED] recently contacted my Chicago office regarding a problem with a defective automobile. I have enclosed additional information for a more detailed explanation.

I would appreciate your looking into this matter at your earliest convenience. Please advise *Kai Love*, a Senate Aide who assists me with these matters, of your findings.

If you require any further information for your assistance, or have additional questions, please do not hesitate to contact my Senate Aide at 312/353-4952.

Thank you for your cooperation and assistance.

Very truly yours,



Richard J. Durbin
United States Senator

230 South Dearborn St.
Suite 3892
Chicago, Illinois 60604
312/353-4952

RJD/kl

2004-4550
ES04-009771

1396449

Capitol Correspondent

Constituent ID: [REDACTED]

West Dundee, IL [REDACTED]

Activity Created: 12/1/04
Activity ID: [REDACTED]
Interest Code(s): AD31

Comments:

Subject Desc: Transportation

Date Received: 12/1/2004 12:11:29 AM

West Dundee, IL [REDACTED]

December 1, 2004

The Honorable Richard J. Durbin
United States Senate
332 Dirksen Senate Office Building
Washington, DC 20510-1304

Senator Durbin:

I'm writing to report and complaint about a wrongful deployment of passenger side curtain and seat airbags in my car (model: Golf GTI, year: 2002).

The dealership - Autobarn of Mt. Prospect, IL had completed the inspection on my car and found zero damage. However the dealership claimed the crash sensor detected an impact therefore causing the passenger's airbags to deploy. My complaint is why the crash sensor would detect a hit when there was no hit.

My husband was driving and the airbags suddenly deployed while our car was moving along with the traffic. Under this circumstance, it is totally unacceptable for the passenger's curtain and seat airbags to deploy.

This is a very serious defect on Volkswagen. Airbags should not deploy when there's no impact. If this airbag failure was to happen on the driver's side, the driver could have easily lost control of the car resulting in a serious accident. We were lucky that the airbags was deployed on the passenger's side and my husband was able to maintain control of the car. I was sitting on the passenger side and suffered only minor injuries such as headache, ringing in the ear and abrasion. But because there was no serious injury in this incident, our complaints have been ignored for the past week by the dealership and Volkswagen of America. Our car is still under warranty, however both the dealership and Volkswagen of America refuse to repair our car under warranty. After doing some research online and unsurprisingly found other similar cases of airbag deployment problem in our car model.

[REDACTED]

I do not feel that I should be responsible for the airbag repairing cost when there's no impact and zero damage on the car. This incident is clearly a manufacture defect to me. Please I ask for your help and support. Thank you for your attention!

Sincerely,

[REDACTED]

21-Dec-04

**2004 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), Room 10408**

Control Number: 2004 — 4550
Date DOT Received: 2/15/2004
Date DOT Entered: 2/15/2004
Member's Date: 12/1/2004
Member Last Name: Durbin
Member First Name: Richard J.
Member Organization: United States Senator
Address1: 230 South Dearborn, 38th Floor
Address2:
City: Chicago
State: IL
Zip: 60064
Constituent File Name: [REDACTED]
Constituent Date: [REDACTED]
Action Office: National Highway Traffic Safety Administration
Subject: a problem with a defective automobile

Action Office Code: NHTSA
Due Date: 1 /10/2005
Member Contact: Kai Love
Pending: Yes
Member Contact Phone: (312) 353-4952
Closed Date:
Remarks:
Direct Reply/Comeback Copy: Yes
Congressional Affairs Contact: Maria Harrison at (202) 366-4573

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