



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 241

Date Received
03-FEB-2005
3/4

Repository ☐
Reference No.
10110805

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ERIE State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

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 send your name and address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 02/24/05

VEHICLE INFORMATION

17 digit vehicle Identification Number located on left side of dash and on driver's side
WVWPD536 [REDACTED]
Date Purchased 10-JAN-05
Original Owner ☒
Transmission Type MANUAL
☒ Antilock Brakes
☒ Cruise Control
Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER
Multiple Failure: 1
Name VOLKSWAGEN
Model PASSAT
Model Year 2003
Engine: No: Cylinders 4
Fuel Type: Gas
Dealer's Name and Telephone Number Williams AutoWorld 517-484-1341
Dealer's City Lansing State MI Zip Code 48912

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-JAN-2005
Failure Mileage 29700
Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1A9ABC036) ☐ Original Equipment ☐ Prior Repair
Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 0
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).

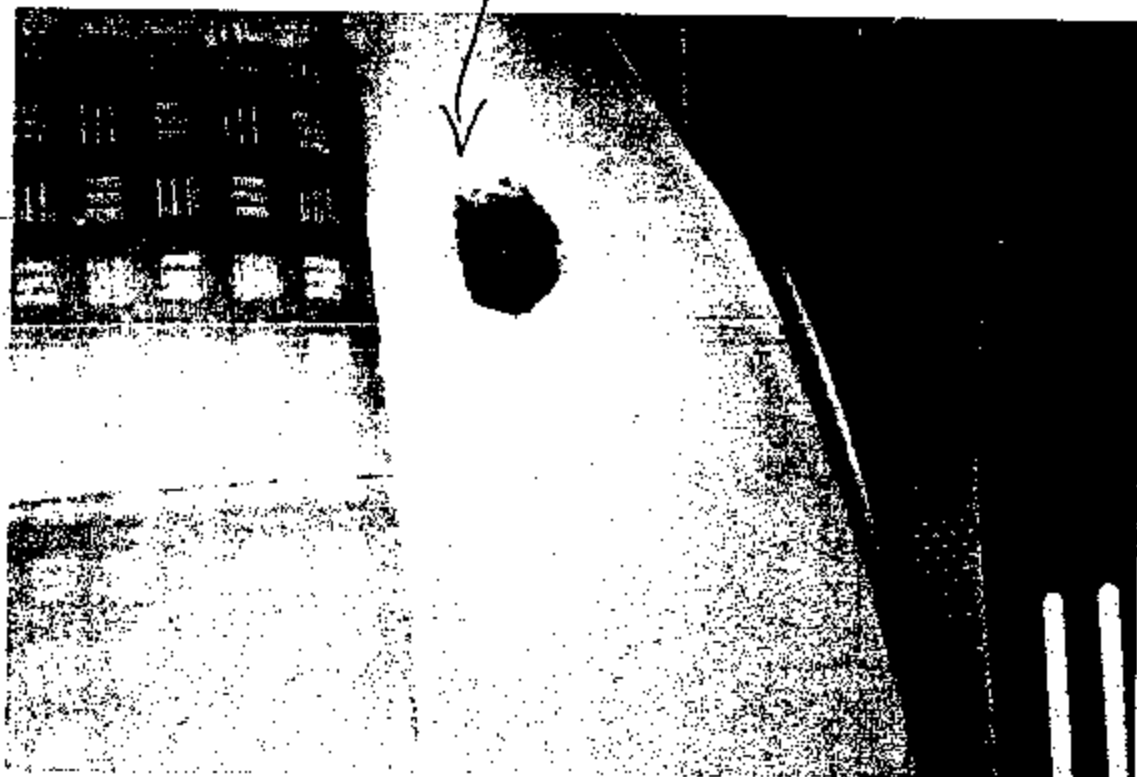
WHILE DRIVING 25-30 MPH THE HEATER IN THE DRIVER SEAT OVER HEATED AND BURNED A HOLE THROUGH THE SEAT AND THE CONSUMERS WOOL COAT. THE DEALER AND THE MANUFACTURER WERE BOTH NOTIFIED. *JB

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

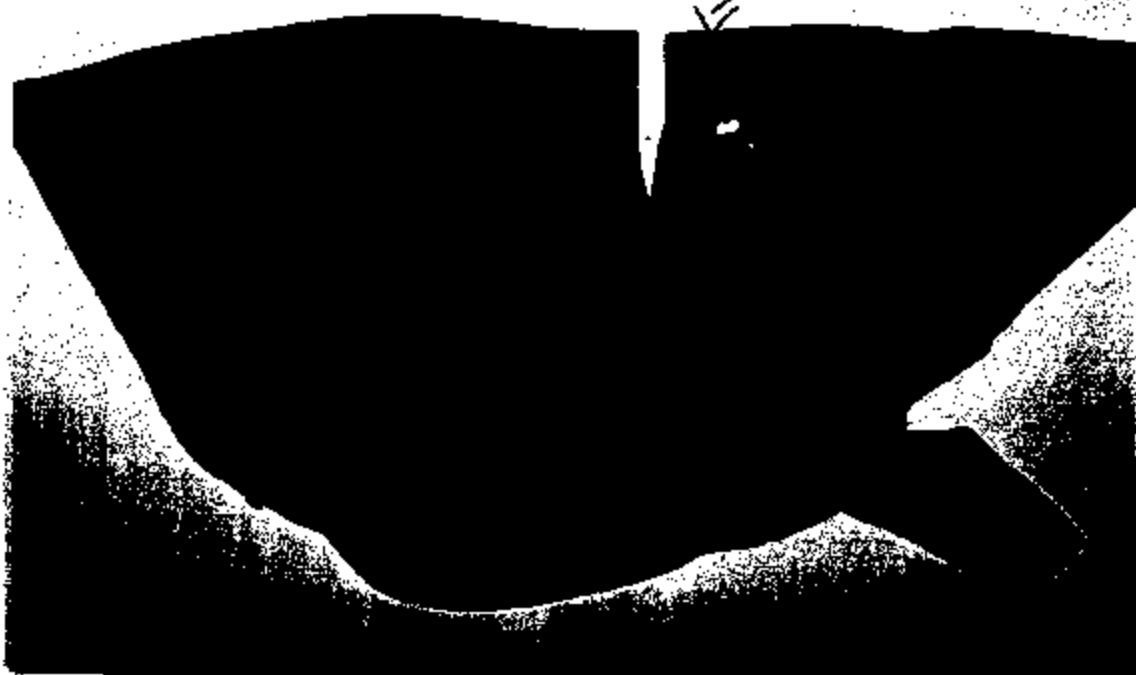
ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

photo
of burn
hole



2
burn
holes
in
coat



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**