



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 100148

Date Received:

11-JUL-2005

Repository ☐

Reference No.
10128353

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WESTON State: CT 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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1/

☐ YES ☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3VWVK89H0 [REDACTED]
Make: VOLKSWAGEN Model: JETTA Model Year: 2001
Date Purchased: 01-JUN-01 Dealer's Name and Telephone Number: MILLER VOLKSWAGON IN FAIRFIELD 203-338-1234
Engine: No. Cylinders: 4 Fuel Type: Gas
Original Owner: ☒ Dealer's City: FAIRFIELD State: CT Zip Code: [REDACTED]
Transmission Type: ☒ Manual Antilock Brakes: ☒ Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 142000 AIR BAGS:SIDE/WINDOW
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-JUN-2005
Failure Mileage: [REDACTED]
Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/B5R15): [REDACTED]
DOT No. (Example: DOTM123ABC038): [REDACTED] 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)
Crash: ☐ Yes ☒ No Fire: ☐ Yes ☒ No
Number of Persons In: [REDACTED]

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).

01:
CONTACT STATES THE DRIVERS' SIDE CURTAIN AIR BAGS DEPLOYED WITHOUT A COLLISION. THE SEAT BELT JAMMED AND COULD NOT BE LATCHED AFTER THIS INCIDENT OCCURRED. THERE IS A POLICE REPORT (#06-5207) STATES THERE WAS NO EVIDENCE THAT THE VEHICLE HAD AN IMPACT. THE AIR BAG LIGHT WAS NOT ILLUMINATED. THE VEHICLE WAS TOWED TO A SERVICE DEALER AND TOLD TO CONTACT VW OF AMERICA. SHE DID FAX THE POLICE REPORT TO THE MANUFACTURER AND THEY AGREED TO REPAIR THE VEHICLE WITHOUT COST. THE SERVICE DEALER COULD NOT FIND WHAT CAUSED THE AIR BAG TO DEPLOY. THE CONSUMER IS STILL DRIVING A RENTAL CAR BECAUSE THE CAR HAS NOT BEEN REPAIRED. *NM

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.

6-24 929A TC VW America
spoke c Jason Jackson -
safety person to call back.

TC to allstate and inst to
F/u c VW America

6/24 NO call back from VW

6/25 TC to VW dealer - they will
not repair air bag until
they get the OK from VW
of America as I
would not authorize
the repair.

6/25 I called VW America
they were closed.

6/27 I called VW America
& spoke c Christina Rodgers
who requested police
report.

Police report Faxed
by me on 6/28.

I did not hear back
from Christina and
did call her back @ 420 on
6/27 - she was unable to
come to the phone & I spoke
c Jason Koontz who
told me that they wont
do anything until there
safety inspector checks
my car. - with in the
wk. I told him ASAP
please as I had
a rental car.

6/29 TC from dealer
who reports repair
on air bags & seat
belt will be
covered as well
as rental.

7-20 TC from dealer
to report car was
ready for pick up.
- 7/21 TC to VW America
to report that I was
upset that 466.00 of the
rental wasnt covered
as they had my car for
so long.

I had other repairs done while my car was at the dealer. There had nothing to do with the air bags and seat belt. When the air bag deployed there had been no accident. The dealer had my car for over 3 wks - they did pay for the rental but not the extra insurance that I had been told by

Enterprise that I should have. My out of pocket expense for the rental was [REDACTED]. VW refused to cover this even though they had my car for so long. - They told me the air bags take a long time to repair & then they received the wrong color seat belt.

Incident No.		Reported as Code		As Is Code		Weston Police Department Incident Report					
65-6207		67 Miscellaneous Service		67							
Youth Involved		Rpt Date		Rpt Time		Occurred On Date		Occurred To Time			
		6/24/2005		08:12		6/24/2005		8:12			
Incident Location		Street		Apt		Intersection		Reporting Officer		Dispatcher	
		Broad Street				Cavalry Road		14 Troxell		154	
Caller		CELL		Weston		CT		Print		DOB	
01 VOLKSWAGEN JETTA 4 Door GREEN Reg: 686PZY CT											
Operator Last, First, MI: [REDACTED], Weston, CT Sex: F Race: W Ethnicity: U DOB: [REDACTED]											
Lic No.: 152291784 CT											
Owner Last, First, MI: [REDACTED], Weston, CT											

The operator was westbound on Broad Street when her drivers-side side airbag deployed. The operator stated that she was startled by it, but was able to pull over to the side of the road without incident. Upon my arrival at the scene I observed the drivers-side side airbags hanging down and still inflated inside the vehicle. I checked for damage to the vehicle, but could not locate anything on the vehicle that could have been connected to the airbags, or could have caused them to deploy. I also walked back down the street to see if there were any signs of the vehicle having a collision with anything, but could find nothing. The operator elected to drive her vehicle back home and then contact AAA to come and take it to her dealership in Fairfield. She asked that I follow her back home. As she got back into her vehicle she found that her seat belt was also jammed and she could not fasten it. I advised her that a police report documenting the incident would be on file. I then followed her back to her residence. No further action was taken.

☐ Dia Copy ☐ Prosecutor ☐ Det Div ☐ Youth ☐ Records ☐ Spec Serv ☐ Patrol ☐ Traffic ☐ Admin

Subscribed and sworn to before me

This report is signed under the penalties provided by State law for making a false statement.

Total 14

Supervisor _____ ID _____

Title _____ Day of _____ 20 _____

Reporting Officer _____ ID _____

Date

☐ Newry

☐ 1-24 COS

Name Page 1 of 1

[Signature] 06/24/05

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).