



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received: 2006 MAR -3 AM 9:32  
19-JAN-2006  
Repository   
Reference No. 10148137

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: LAKELAND State: FL Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [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 e-mail address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 2/13/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3NWC21CS [Redacted]  
Make: VOLKSWAGEN Model: BEETLE Model Year: 2002  
Date Purchased: 01-SEP-02 Dealer's Name and Telephone Number: REEVES VW Engine: No. Cylinders: 4 Fuel Type: Diesel  
Original Owner:  Dealer's City: TAMPA State: FL Zip Code: [Redacted]  
Transmission Type: AUTOMATIC  Antilock Brakes Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 150000 SEAT BELTS  
 Cruise Control Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 19-JAN-2006 Failure Message: [Redacted] Failure Speed: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

The Make: [Redacted] The Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: D0THAL9A6C036)  Original Equipment Prior Repair Failure Location: [Redacted]  
The Component Code: [Redacted] The 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: [Redacted] Number of Deaths: [Redacted] 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).

DT\*: THE CONSUMER STATED THE AIRBAG LIGHT ILLUMINATED ON A CONTINUOUS BASIS. THE DEALERSHIP DETERMINED THE SWITCH IN THE SEAT BELT NEEDS TO BE REPLACED. IF THE SWITCH IS NOT REPLACED, THE AIRBAG MAY NOT DEPLOY IN A COLLISION. \*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.

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

*I understand VW Bug has been DRIVEN since Aug 2001, seat belts + AIR BAGS should be reliable. VW's Big Selling Point is three AIR BAGS + Safety. We purchased VW Passat in Aug 05. Our seat belt came out + stayed on. Took to Dealer checked Needs seat Belt latch otherwise AIR BAGS POSSIBLE OR PROBABLY WILL NOT WORK. I called VW Customer Service and no help at all.*

*Copy of work order attached. This reads different than original that had charge for check out service mgmt. Debit card fee since I felt item was safety issue. Also wrote letter to VW service customer*

*Copy to Dealer is attached* ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210  
400 7th Street, SW  
Washington, DC 20590



think your vehicle is a safety defect

Volkswagen Customer Relations  
3800 Hamlin Road  
Auburn Hills MI. 48326

02/04/06

Case # 60026625

Being a household that both myself and husband drive VW's we are surprised your customer service did not feel our issue is a safety concern. On 01/19/2006 our local dealer Central Florida Eurocars ck'ed our 02/VW for safety belt light on. Diagnose need driver seat belt latch and cautioned me air bags PROPLEY or possible WILL NOT DEPLOY.

A vehicle safety belt, latch and air bags should last longer then this.

In August,05 I purchased a Passat TDI, after talking with our sales person he researched and said yes the air bags will work , since the service mgr. Explained to him that they might not work. Can your customer service give me a true answer? As they refused to help with this nor after my request to speak with a supervisor was advised they was no one else to speak with. Told to look in owners manual for further assistance.

VW Ads stress air bags and safety, as this was a selling point when I made my purchase. I must say Bryan in service went beyond in trying to help in this matter.

I can no longer let my grandchildren ride in this car and feel safe.

How many repairs of this nature are documented? SAFTY!!!!!!!!!!!!!!!

Look forward to your response.

[REDACTED]  
Lakeland, Fl [REDACTED]

[REDACTED] work

e-mai [REDACTED]

Copy sent to Central Fl. Eurocars  
209 S. Lake Parker Ave.  
Lakeland, Fl. 33801

**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).**