



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

2007 DEC 12
19-SEP-2007

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
	Reference No. 10203463

OWNER INFORMATION (Type or Print)

Name		
Address		
City HUNINGTON BEACH	State CA	Zip Code

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

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 provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/27/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWCC21C	Make VOLKSWAGEN	Model BEETLE	Model Year 1999
Date Purchased 10-JUL-05	Dealer's Name and Telephone Number Commonwealth V.W.		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City Santa Ana	State CA	Zip Code
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain UNKNOWN	Vehicle Component Code 220000 SEATS
Multiple Failure: 2			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-SEP-2007	Failure Mileage 50000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

TL*THE CONTACT OWNS A 1999 VOLKSWAGEN BEETLE. WHILE DRIVING, THE DRIVER'S SEAT MOVED BY ITSELF AND PREVENTED THE CONTACT FROM REACHING THE ACCELERATOR PEDAL. THE DRIVER OBSERVED THAT THE SEAT HAD COMPLETELY SEPARATED FROM THE VEHICLE. AAA STATED THAT THE PLASTIC FAILED IN THE SEAT AND THAT THE SCREWS WERE DETACHED. AAA REPLACED THE SCREWS IN THE SEAT SO THAT THE CONTACT COULD DRIVE HOME. THE DEALER REPAIRED THE SEAT AND CONFIRMED THAT THE SCREWS AND THE PLASTIC FAILED. THE SECOND TIME THE SEAT FAILED, THE DEALER WOULD NOT REPAIR OR INSPECT IT TO DETERMINE THE CAUSE OF FAILURE. THE DEALER ALSO STATED THAT HER VEHICLE WAS NO LONGER UNDER WARRANTY; HOWEVER, THEY REPAIRED THE SEAT AT THE OWNERS EXPENSE. THE MANUFACTURER HAS NOT BEEN NOTIFIED. THE SPEED AND POWERTRAIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 52,000 AND FAILURE MILEAGE WAS 50,000.

The second time I took it to McKenna the Service mgrs. said they would do out the damage but I was responsible for paying for repairs. I walked out-

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.

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

I was driving home in the evening on Brookhurst & the seat went all the way back. I was on the inside lane & Traffic was heavy. I unbuckled my seat belt & luckily there was a lull in Traffic & I got over to the curb. I could lift the seat completely up out of the Truck. I called AAA & they told me all the plastic was broken where the screws were attached. He did screw in one screw so I could drive home. I took the car the next morning to Mc Kerns V.W. & told them I was not going to pay as I felt

ATTACH ADDITIONAL SHEETS IF NECESSARY

continued on 2nd sheet

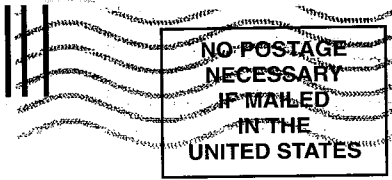
U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300

SANTA ANA CA 927
28 SEP 2007 PM 8 T

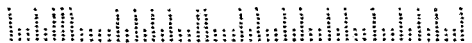


BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

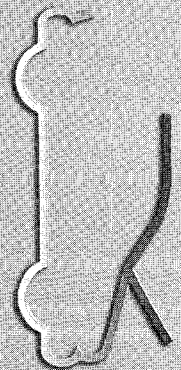
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

20590+555



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



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it was V.W.'s responsibility.
The Service Mgr. was very rude to my son and -
after several verbal conversations the Mgr.
said he would go back & talk to the repairman -
He came back & said they would repair & not
charge me. I left & 2 wks later the same
thing happened, I ran into the curb to stop -
Apparently they did not fix the damage the first
time - I could of been killed or hit someone
else - I called V.W. Corporate & they filled out
a report & said they would be in Touch -
Yesterday 9-27 McKenna called me & said
the repair cost would be [REDACTED]. I live on
a very little income & can not afford the cost.
I do feel there should be a re-call on
the 99 Beetle and VW should be responsible
for repair -

Sincerely,
[REDACTED]