



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

Repository

2007 DEC 12 AM 8:44
16-NOV-2007

Reference No.
10209134

OWNER INFORMATION (Type or Print)

Name

Address

City BUFFALO

State NY

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 a copy of this report or address to the vehicle manufacturer.

Signature of Owner

Date 11/26/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3VWCK21C73M

Make VOLKSWAGEN

Model BEETLE

Model Year 2003

Date Purchased 22-OCT-02

Dealer's Name and Telephone Number

NORTH TOWN AUTO 716 836 4600

Engine: No: Cylinders 4

Fuel Type: Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type AUTOMATIC

Antilock Brakes

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code 220000 SEATS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-OCT-2007

Failure Mileage 38000

Failure Speed 0

DRIVER SIDE FRONT SEAT TRACK BROKE MAKING SEAT MOVE WHEN DRIVING

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: DOTM9ABC036)

Original Equipment
 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

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).

TL*THE CONTACT OWNS A 2003 VOLKSWAGEN BEETLE. THE WELDING HAS FAILED ON THE DRIVER'S SEAT TRACK. AS A RESULT, THE SEAT MOVES BACK AND FORTH AND, IN THE EVENT OF A CRASH, THE SEAT WOULD DETACH FROM THE VEHICLE. THE DEALER STATED THAT THEY WERE AWARE OF THE FAILURE, BUT WERE NOT OBLIGATED TO MAKE THE REPAIR. THE FAILURE MILEAGE WAS 38,000 AND CURRENT MILEAGE WAS 39,000.

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 purchased a VW Extended Warranty which is good until 2010. VW will not fix the seat track and wants to charge me [redacted] for whole seat and over [redacted] to put it in. VW owns the extended warranty. I was told this by the manager of Rocktown Auto Finance Dept. Henry. He sold me this warranty, and said VW of America is lying to me claiming they don't give extended warranty.

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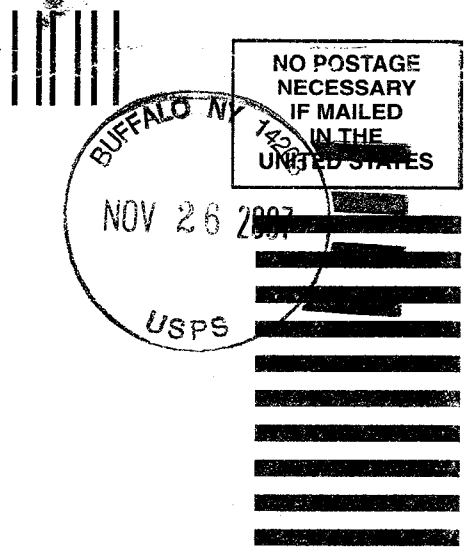
400 Seventh St., S.W. Washington, D.C. 20590

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 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



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