

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Complaint: 10415402

Date: Thursday, August 11, 2011 2:58:53 PM
Attachments: [10415402\[2\].pdf](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: EVOQ (NHTSA)
Sent: Thursday, August 11, 2011 2:57 PM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10415402

From: [REDACTED]
Sent: Wednesday, August 10, 2011 5:56 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10415402

To whom it may concern,

Attached is copy of my complaint.

Thanks,

[REDACTED]

From: <EVOQ@dot.gov>
Date: Wed, 10 Aug 2011 13:13:01 -0400
To: [REDACTED] **Subject:** FW: NHTSA: Follow up to ODI Complaint:



10415402

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation





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

27-JUL-2011

Repository

Reference No.
10415402

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	Zip Code		Evening Telephone Number	
ELIZABETH CITY		NC				

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 9BWGL61J364			Make VOLKSWAGEN	Model GOLF	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 16-MAY-2011
	<input type="checkbox"/> Cruise Control				

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 150000 SEAT BELTS	Failure Mileage 107000	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: DOTM9ABC036)	<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	Number of Deaths	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 2006 VOLKSWAGEN GOLF. THE CONTACT STATED THAT THE REAR PASSENGER SEAT BELT STITCHING BEGAN TO UNRAVEL. THE DEALER AND MANUFACTURER WERE NOTIFIED BUT DENIED ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 107,000 AND CURRENT MILEAGE WAS 112,000.

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.