

785916

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 3/15/02 1:41AM
Subject: Car Talk VOQ submission

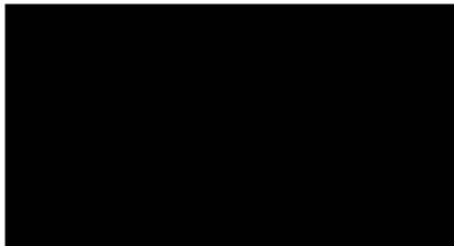
* This data was submitted via a fill-in form at the Cartalk web site
 * (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
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 * to webmaster@cartalk.com

SUBMISSION DATE: Friday, March 15th 2002 at 1:40:31 AM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION



NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 3VWDB61E2XM811490

MAKE: volkswagon

MODEL: Cabrio

YEAR: 1999

ODOMETER: 26,000

PURCHASE DATE: 07/26/99

NEW OR USED: New

DEALER NAME: Neil Huffman

ADDRESS: Louisville, Ky 40216

ENGINE SIZE: ?

CYLINDERS: 4

FUEL INJECTION: No

TURBO: No

FUEL TYPE: Gas

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: Front
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE:

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Fire inside dash.

Dash and inside of car

PART NAME(S): wiring, air conditioner box,
dash, etc....

wiring,air conditioner box,
dash, smoke and fire extinguisher
damage, etc.....
extensive damage.....

LOCATION: Front

NUMBER OF FAILURES: Fire in Dash

DATE(S) OF FAILURES: 03/10/2002

MILEAGE AT FAILURE(S): 26,000

SPEED AT FAILURE(S): 65 mph

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:
FIRE: Yes

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$Thousands

DRIVER AIRBAG DEPLOYED: No
PASSENGER AIRBAG DEPLOYED: No

REPORTED TO POLICE: Yes

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

While traveling to our destination of florida for vacation, our 1999 Volkswagon Cabrio caught fire in the dashboard while on the expressway in South Brunswick, GA. The car quickly filled up with smoke while driving about 65 mph. The smoke quickly took over the inside of the car causing coughing and eyes to burn and tear. Called 911 and the firemen had a very hard time getting the fire out. They had to use 2 different types of fire extinguishers. The firemen thought the car was going to blow up because sparks began flying out from the bottom and all of the insulation was on fire in the dash. The firemen screamed for my daughter to run because they didn't think they were going to get the insulation put out. The firemen said they had never seen insulation bush like that! The firemen found melted wires and took a report along with the state trooper. Volkswagon is not being cooperative or sympathetic at all. This is a lease vehicle and 2000 miles out of warranty, due to this trip. My child could have been killed in a car that only has 26,000 miles and the dealer only wants money from us for extensive repair! I feel certain this is a volkswagon defect!

END OF FORM
