

785943

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 4/10/02 12:08PM
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
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Wednesday, April 10th 2002 at 12:08:23 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION



NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: 1VWFA9171KV006593
MAKE: volkswagen
MODEL: golf
YEAR: 1989

ODOMETER: 170,000
PURCHASE DATE: 03/??/01
NEW OR USED: Used

DEALER NAME:
ADDRESS: ,

ENGINE SIZE: ??
CYLINDERS: 4

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

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

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: front driver and passenger
safety belts and belt retractors

PART NAME(S): front driver and passenger
safety belts

LOCATION: Left Front

NUMBER OF FAILURES:

DATE(S) OF FAILURES: date of purchase, which was 3/01

MILEAGE AT FAILURE(S): mileage at purchase was approx 140,000

SPEED AT FAILURE(S):

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No

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

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

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

ADDITIONAL COMMENTS

I am very concerned about the safety belt restraint system for the front seats of my vehicle. I purchased my car sight unseen from my cousin, who is a mechanic at a Ford dealership; the vehicle was traded in and he purchased it for me. Upon finally seeing the car, which I had by then already paid for, I was surprised to find that the front seat belts consisted only of a single belt that went from the floor (between the seats) to the shoulder (at the doorframe). There are NO lap belts. I asked my local VW dealer (North Olmsted, OH), and was told that, indeed, the car was manufactured with only shoulder belts. When I asked if there was any kind of kit available to retro-fit the car for lap belts, I was told Volkswagen does not have such a kit available. I was also told that, should I find such a kit at a car parts store, Volkswagen would absolutely not install the lap belts; they weren't willing to handle that liability. "So you're telling me there's nothing I can do about my unsafe seat belts?" I asked. "Yep," they said. "You basically bought and inherited someone else's problem." I then asked if they could instead take apart the seat belt housing and clean my shoulder belts; they are 13 years old, and dirty, and have quite a bit of slack in them because of this. I thought if they were cleaned, they would retract better. I was told the dealer would not do such a thing, that tampering with the housing is also a liability they would not handle. They then told me my only possible recourse was to scour junkyards in search of some VW seatbelts. I could cut the belts out of the junked car, I was told, and the dealer would install "those" in my car. This all seems quite ridiculous; I nearly asked the dealer exactly what kind of a back-alley operation they had going on there! I am a hypervigilant driver, oftentimes afraid to drive in bad weather-- I fear the day I am involved in a serious accident, as I am certain my belts will not provide me any restraint whatsoever. I have tested the belts, stopping quickly in parking lots, for example, just to see if they provide any restraint. They absolutely do not; I was flung forward. Can you please help me? I am a recent college graduate, and cannot afford another car.

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 778

Date Received

10-APR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785943

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1VWFA9171KV006593	VOLKSWAGEN	GOLF	1989			
Purchase Date 01-MAR-2001	Dealer's Name _____		Engine Size (CID/CC/L 4CYL	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____		No Cylinders _____			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input checked="" type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Bel	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12230000	Part Name(s) INTERIOR SYSTEMS: SHOULDER BELTS	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 01-MAR-2001	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 140000		
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER IS CONCERNED WITH THE SAFETY OF HER BELT RESTRAINTS. THEY ONLY CONSIST OF SHOULDER BELTS THAT DO NOT PROVIDE ANY RESTRAINT, NO LAP BELTS. CONSUMER FEELS THIS IS UNSAFE. CONSUMER CONTACTED THE LOCAL VW DEALER SHIP TO NO AVAIL. ^JG

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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.