



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

ODI RESUME

Investigation: PE 03-052
Prompted By: Consumer Complaints
Date Opened: 11/19/2003
Principal Investigator: L. Strickland
Subject: Driver Seat overheats/Burns

Date Closed: 03/30/2004

Manufacturer: Volkswagen of America, Inc.
Products: 2002-2003 Volkswagen Jetta
Population: 153,776

Problem Description: Driver's seat overheats while the vehicle is being operated.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	27	72	99
Crashes/Fires:	0	0	0
Injury Incidents:	9	27	36
# Injuries:	9	27	36
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	107	107

*Description of Other: Warranty Claims

Action: This PE has been upgraded to an Engineering Analysis (EA04-010).

Engineer: Leamon H. Strickland ^{4/3}
Div. Chief: Thomas Z. Cooper
Office Dir.: Kathleen C. DeMeter

Date: 03/30/2004
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Summary:

The subject vehicles are equipped with optional electrically heated driver and front passenger seats. Information received during PE03-052 disclosed a significant number of incidents of malfunctioning/overheating of the driver seat heater in the subject vehicles. Additional incidents may occur during the final months of the winter season. This matter is also being investigated by Transport Canada.

This PE has been upgraded to an Engineering Analysis (EA04-010) in order to fully investigate these occurrences and their safety implications.

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4/1/04