



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: Lee Strickland
Subject: Driver Seat Overheats/Burns

Manufacturer: Volkswagen of America, Inc.
Products: 2002-2003 Volkswagen Jetta
Population: 131,000

Problem Description: Driver's seat overheated while the vehicle was being operated.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	7	0	7
Crashes/Fires:	7	0	7
Injury Incidents:	3	0	3
# Injuries:	3	0	3
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description Of Other:

Action: A Preliminary Evaluation has been opened.

Engineer: Leamon H. Strickland *LS*
Div. Chief: Thomas Z. Cooper
Office Dir.: Kathleen C. DeMeter

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Summary: ODI has received complaints from seven (7) consumers who allege that the electrically heated driver seat overheated in MY 2002 and 2003 Volkswagen Jetta vehicles. The complainants reported that the seat cushion was burned in a localized area, and in some cases the driver's clothing and/or skin was also burned. There are no reports of open flames of the seat in any case, and no reports of fires affecting other areas of the occupant compartment.

A Preliminary evaluation has been opened to assess this matter.

*cab
11-19-03*