



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

ODI RESUME

Investigation: EA 04-010
Prompted By: PE 03-052
Date Opened: 03/30/2004
Principal Investigator: L. Strickland
Subject: Front Seat Overheats/Burns

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

Problem Description: Front driver or passenger seat may overheat 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: Open an Engineering Analysis

Engineer: Leamon H. Strickland ^{4/23}

Date: 03/30/2004

Div. Chief: Thomas Z. Cooper

Date: 03/30/2004

Office Dir.: Kathleen C. DeMeter

Date: 03/30/2004

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 currently being investigated by Transport Canada.

This EA has been opened in order to further investigate this issue.

7/24/04