



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Repository ☐

Reference No.
10001055

OFFICE
INVESTIGATION

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

CLARINGTON

State PA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of a signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date: 1/28/03

VEHICLE INFORMATION

1- digit Vehicle Identification Number located at bottom of windshield on driver's side

4V5DAJH1D0772537

Make

VOLVO

Model

VN610

Model Year

1999

Date Purchased

9/9/98

Dealer's Name and Telephone Number

DISCOVER VOLVO

219-833-6003

Engine:

No. Cylinders

6

Fuel Type:

DIESEL

Original Owner

☒

Dealer's City

FREMONT

State

IN

Zip Code

46137

Transmission Type

EATON FULLER

10 SPEED

☐ Antilock Brakes

☐ Cruise Control

Powertrain CUMMINS ENGINE

EATON FULLER TRANSMISSION

MND RENDERS

Vehicle Component Code

114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER CALLED COMPLAINTING ABOUT HAVING PROBLEM WITH ELECTRICAL SYSTEM ON THE DASH BOARD. ALSO STATED THAT WHILE DRIVING THE VEHICLE DASH BOARD LOSES POWER. DEALER WAS CONTACTED ON THREE DIFFERENT OCCASIONS AND HAVE NOT BEEN ABLE TO FIND THE PROBLEM. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DASH RANDOMLY GOES DEAD EXCEPT MECHANICAL GAUGES, I.E. RADOMETER, AIR TANK GAUGES, FUEL GAUGE. 1ST OCCURENCE 8/1/2002. REPAIRED AT TAMPA VOLVO. LASTED 45 MILES TIL SYSTEM FAILURE. REPAIRED AT SHAW MACK, DUBOIS, PA. LASTED 112 MILES UNTIL FAILURE. RANDOM FAILURES CONTINUE. DASH REPLACED AT CROSSTOWN FORD, CORPUS CHRISTI, TX. THIS WAS DONE AT DIRECTION OF A VOLVO NORTH AMERICAN TECH. LASTED 931 MILES TIL FAILURE. FAILURES CONTINUE AT RANDOM INTERVALS.

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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
<http://www.safercar.gov>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**