



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: RECEIVED
03-JAN-2003 17
OFFICE

Repository

Reference No. 10002018

OWNER INFORMATION (Type or Print)

Name: [REDACTED] E-MAIL ADDRESS: [REDACTED]

Address: [REDACTED]

City: MICHIGAN CITY State: IN Zip Code: [REDACTED]

Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 1/31/03

VEHICLE INFORMATION

17-digit Vehicle Identification Number (VIN) (located at front of vehicle on driver's side): YV1R5530S12001982

Make: VOLVO Model: S60 Model Year: 2001

Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:

Original Owner: Dealer's City: State: Zip Code:

Transmission Type: Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): Failure Mileage: Failure Speed: 20

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: DOTN19ABC036) 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 STATES THAT THE TRANSMISSION FAILED AT 20 MPH, WITH A SEMI TRUCK ON CONSUMER TAIL CONSUMER WAS ALMOST RAN OVER. CONSUMER FEELS THIS IS VERY DANGEROUS. THERE IS NO WARNING. PLEASE PROVIDE ANY FURTHER INFORMATION. TS

Upon talking to Jordan Honda in South Bend, Ind the dealer diagnosed that the car needed a new transmission (the car is still under factory warranty). The dealer was going to put a new transmission in under factory warranty, but then I was told that the factory official at Volvo was refusing to fix under warranty because they said they thought the transmission was tampered with. The transmission was never tampered with. I am fully convinced that (over)

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 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.

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

They know there is a defect problem with this series of transmission and are trying to bury the defect / problem. I have searched a Volvo owners web site, and there were numerous complaints of the same problem with the same series vehicle (2001 S-60 sedan) I believe this is just another example of Automobile corporate coverup.

home

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US Department of Transportation

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



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DOT AUTO SAFETY HOTLINE

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and dial toll free at

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DOT Auto Safety Hotline (DASH) 2 DOT



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