



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
(1-888-327-4235)
INTERNET: www.nhtsa.dot.gov/hotline

2003 JUL 18 PM 2:21
09 JUN 2003

FOR AGENCY USE ONLY 252

Date Received

Repository

Reference No.
10022718

OWNER INFORMATION (Type or Print)

Name

Address

City

BLOOMINGTON

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/1/03

VEHICLE INFORMATION

Make
VOLVO

Model
FE-SERIES

Model Year
2000

S40A

Date Purchased
01/08/01

Dealer's Name and Telephone Number
ROYAL VOLVO (812) 331-1100

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City
BLOOMINGTON

State
IN

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-JUN-2003
02-JUN-2003

Failure Mileage
14469

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: DOTM18ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

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 TOOK VEHICLE TO A LOCAL MECHANIC BECAUSE REAR BRAKES WERE WARPED. *X* ← NO!!!

1. No warning for complete loss of rear brakes; only found out when I took the car in for an oil change and decided to do the 15K service checkup early. If it was not for the oil change, there could have been very bad consequences.
2. Rear brakes completely gone, both rotors and pads had to be replaced (front brakes at 30K). I never had a car nor a Volvo where rear brakes were completely gone in less than 15K. Was told it was a problem with Volvos (but I have had Volvos since the 1980s and this is a first).
3. Rear brake pads and rotors replaced (both sides)

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

**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).**