



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 252

Date Received

2003 AUG - 1 PM  
24-JUN-2003

Repository ☐

Reference No.  
10024863

**OWNER INFORMATION (Type or Print)**

Name

Address

City MANHATTAN BEACH

State CA

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

In the absence of an address to the vehicle manufacturer.

Signature of Owner

Date 07/20/03

**VEHICLE INFORMATION**

Make

VOLVO

Model

C70

Model Year

2000

Date Purchased

5/6/02

Dealer's Name and Telephone Number

AUTO NATION - USED CARS

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

MANHATTAN BEACH

State

CA

Zip Code

90266

Transmission Type

☐ Antilock Brakes

Powertrain

AUTO MATIC

☐ Cruise Control

Vehicle Component Code

201000 WHEELS:RIM

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

24-JUN-2003

Failure Mileage

± 17,000

Failure Speed

± 35 MPH

ALUM. ALLOY RIM

→ 9X24H4-7

COA # 390.66

**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: DOTM1SABC036)

☐ 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), condition(s), 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).

WHILE TRAVELING 30MPH ON THE HIGHWAY AND WITHOUT PRIOR WARNING VEHICLE HIT A POTHOLE IN THE MIDDLE OF THE STREET, AND THE PASSENGER'S SIDE RIM SPLIT IN HALF. \*AK

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 this agency's action.

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

While driving on a local street, I pulled over with a flat tire. The tire was flat because the aluminum wheel rim had broken in half, as if slicing a bagel in half - 2 round pieces of rim were left. Of the many mechanics at my repair shop, the Globe Tire Store in my town and the Volvo dealer, no one had ever seen a rim split in half.

Volvo refuses to call it a defective rim and considers it a normal road hazard repair. I have no written documentation from Volvo refusing to honor their warranty.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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  
Office of Defects Investigation, NVS-216  
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  
ON

**DASH2DOT**

and dial toll free at

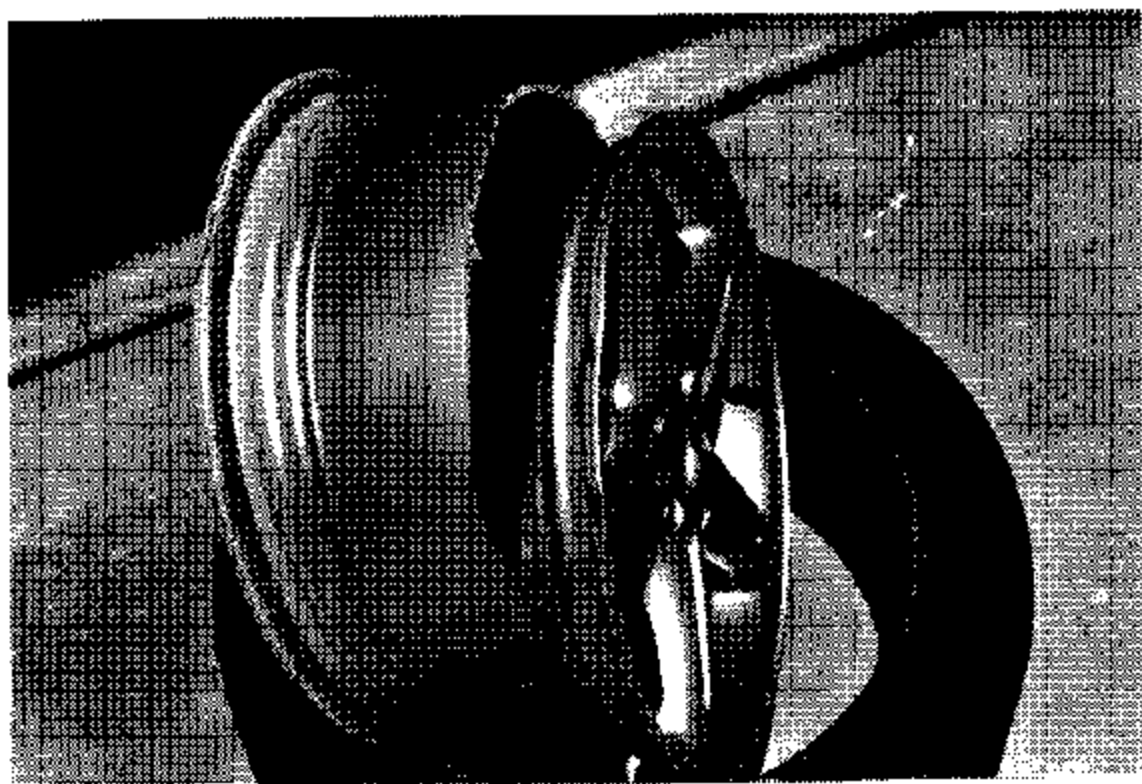
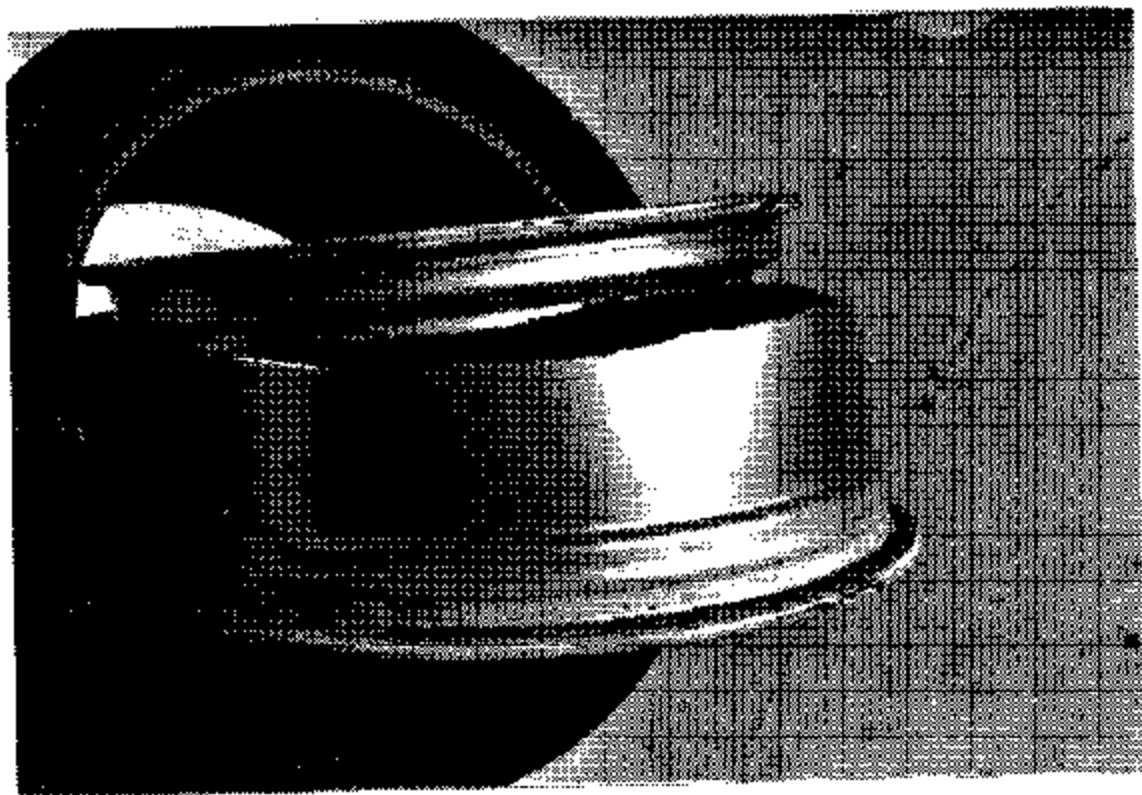
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(DASH) 2 DOT



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**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).**