



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) 2003 AUG -1 PM 1:05
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received: 14 JUL 2003
Repository:
Reference No.: 10027259

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BOCA RATON State: FL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [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 authorization, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/2/2003

VEHICLE INFORMATION

Make: VOLVO Model: 560 Model Year: 2003
Date Purchased: 12-14-2002 Dealer's Name and Telephone Number: BORTON VOLVO (561) 243-4600
Original Owner: Dealer's City: DELRAY BEACH State: FL Zip Code: 33483
Engine: No. Cylinders: 5 Fuel Type: GAS
Transmission Type: AUTO Antilock Brakes: Powertrain: [Redacted]
Cruise Control: Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING/ENGINE
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 6-21-03 Failure Mileage: 6,899 Failure Speed: 20 MPH ENGINE DIED WHILE DRIVING
5-20-2003 6,458 20 MPH ENGINE DIED WHILE DRIVING

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTN19ABC036) Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), condition, and injury(ies).
Crash: Yes No Fire: Yes No
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] 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).

1- WHILE TRAVELING WITHOUT PRIOR WARNING VEHICLE SHUT DOWN AND... *AK 2 TIMES
2- CONSEQUENCES ARE DEATH TREATNING - VERY VERY DANGEROUS. I AM LUCKY TO BE ALIVE MY KIDS AS WELL.
3- FIRST INCIDENT VOLVO CHANGED SENSORS BUT DID NOT KNOW IF THEY WOULD RESOLVE THE PROBLEM. (I HAD TO INSIST FOR THEM TO TRY TO FIX THE PROBLEM)
SECOND INCIDENT VOLVO DID NOT CHANGE ANYTHING. THEY SAY - "CAR HAS NOTHING WRONG COME PICK IT UP" "GIVE BACK LOANER."

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 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.

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

PLEASE HELP.

VOLVO HAVE MY CAR FOR MORE THAN 30 DAYS SINCE FIRST INCIDENT. THEY WANT ME TO DRIVE THEIR DEATH TRAP.

I HEARD THAT VOLVO KNOWS ABOUT THE PROBLEM BUT DOES NOT KNOW HOW TO FIX IT. THIS COULD BECOME A CRIMINAL OFFENSE.

PLEASE HELP! I DO NOT WANT TO DIE THIS YEAR!

I DONOT WANT MY CAR TO BE REPLACE BECAUSE THEY WILL SELL IT TO ANOTHER FAMILY AND PUT THEM AT RISK. MY CAR NEEDS TO BE DECLARE LEMON OR BE PUT IN STORAGE BY THEM. ATTACH ADDITIONAL SHEETS IF NECESSARY

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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 MAIL, 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



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COMPLETE THIS FORM

OR

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and dial toll free at

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