



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 1388

Date Received  
2003 AUG 22 AM 9:36  
24-JUL-2003

Repository   
Reference No.  
10030086

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: HOLLYWOOD State: SC 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 authorized signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 8/14/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: YV1L56L1XV2 [Redacted]  
Make: VOLVO Model: 570 (Model) Year: 2000  
Date Purchased: 10/09/02 Dealer's Name and Telephone Number: Viking Motor Car Co. (843) 556-7711 Engine: No. Cylinders: 5 Fuel Type: Regular  
Original Owner: [Redacted] Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]  
Transmission Type: Automatic  Antilock Brakes  Cruise Control  
Powertrain: [Redacted] Vehicle Component Code: 140000 AIR BAGS  
Multiple Failure: yes - air bag + seat belt

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

Incident Date(s): 29-Feb-2003 Failure Mileage: 39,000 Failure Speed: 35 mph Driver-side air bag  
Driver-side seat belt

**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: D0THAL9ABC036): [Redacted]  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), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police:  yes

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 WHEN HIT IN THE FRONT CENTER OF THE VEHICLE THE AIR BAGS DID NOT DEPLOY. DEALER NOTIFIED. \*AK  
Also, driver side seat belt did not lock. I hit the steering wheel, bending it and causing damage to steering column. I suffered a fractured sternum, right lung contusion, and fracture to right hand, plus right shoulder contusion.  
Volvo inspected car, upon my request, but has refused to send me the air bag deployment analysis report. I have asked for this repeatedly. I have enclosed the letter from Volvo. Old parts - available.

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.



D.P.S. USE ONLY

Page #

SOUTH CAROLINA TRAFFIC COLLISION REPORT FORM

# Of Units

Arrested - Misch Copy of Original Report

Notified

Arrived

0304294

1/1

2

1547-1535

1547-1535

Time	County	1- Interstate 2- US Primary 3- SC Primary	4- Secondary 5- County 6- Other	Collision Location (RL # / Name)	1- Main 2- Alternate 3- Spur	4- Connection 5- Business 6- Spur	Miles	Dir. (N, S, E, W)	(M) Near City or Town of
22003	154710			5 Lockwood					Chas

Dist. # / Dir.	Distance	Offset	Direction	1- Interstate 2- US Primary 3- SC Primary	4- Secondary 5- County 6- Other	Base Intersection (RL # / Name)	1- Main 2- Alternate 3- Spur	4- Connection 5- Business 6- Other	ASRU code	MP/IGrid
01 (N) E 02 (S) W	10		(S) W			Halsey				
R.R. Id.	From	Ramp Only	To	1- Interstate 2- US Primary 3- SC Primary	4- Secondary 5- County 6- Other	Second Intersection (RL # / Name)	1- Main 2- Alternate 3- Spur	4- Connection 5- Business 6- Other	Latitude	Longitude
	N E S W	1- Entrance 2- Exit	N E S W			Westworth				

Q-016578	Driver/Pedestrian's Full Name	Q-016574	Driver/Pedestrian's Full Name
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Sex	Race	Street R.F.D.	Unit #	Sex	Race	Street R.F.D.
F	W		2	F	B	
Birth Date	City, State, & Zip		Birth Date	City, State, & Zip		
12-17-1940	Chas SC		12-15-1979	Chas SC		

State	Driver's License #	Insurance Company	State	Driver's License #	Insurance Company		
SC			SC		Nationwide		
Year	Body	Vehicle Make	VIN #	Year	Body	Vehicle Make	VIN #
1996	4dr	Volvo	WV1561JX12	2002	2dr	Chry	4C3AU57NATE
State	Year	License Plate #	Owner's D.L. #	State	Year	License Plate #	Owner's D.L. #
SC	03			SC	03		

Home Telephone	Owner's Full Name	Home Telephone	Owner's Full Name
	Same		Tam
Bus. Telephone	Street/R.F.D.	Bus. Telephone	Street/R.F.D.
	AS		AS
Contributed To Collision	City, State, & Zip	Contributed To Collision	City, State, & Zip
Yes (No)	Driver	Yes (No)	Driver

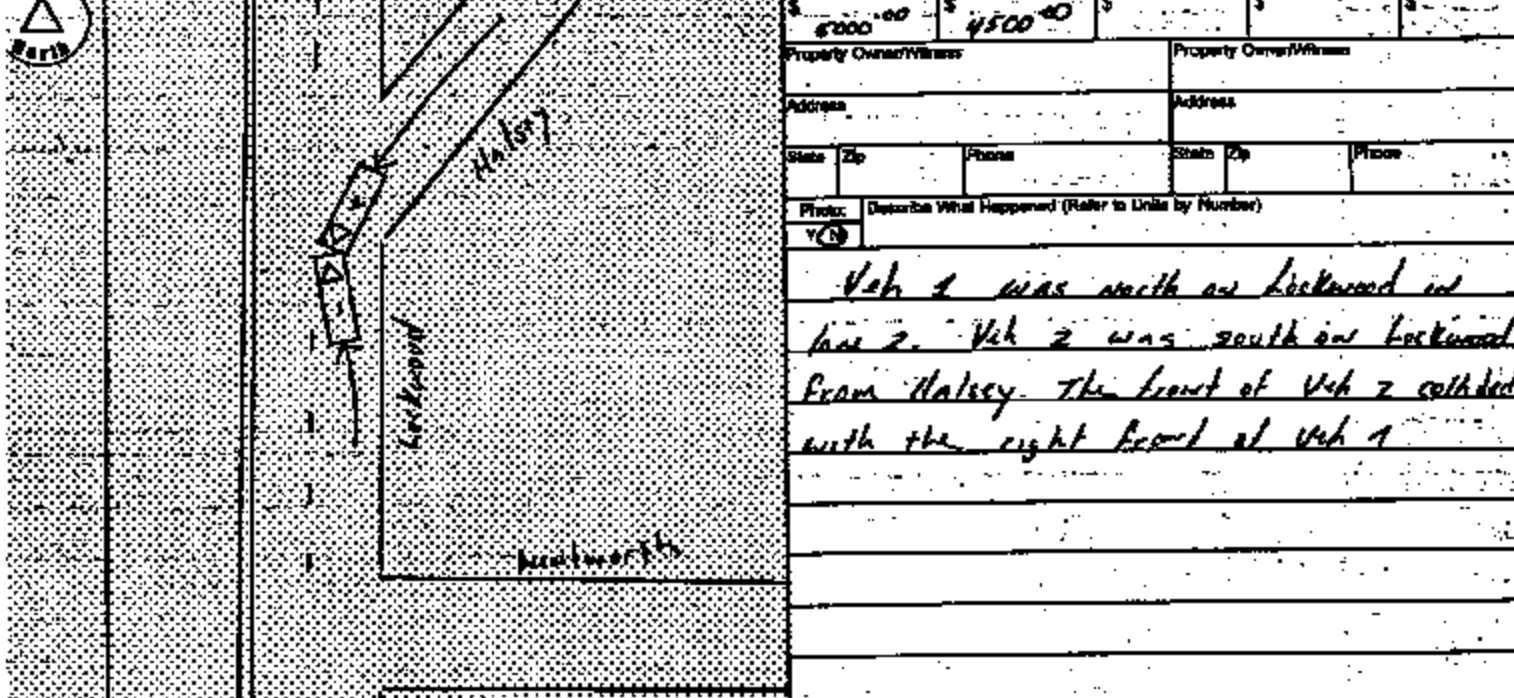
Estimated Speed	Speed Limit	C.D.L. Reg. Yes/No	T/B S Reg. Yes/No	Alc/Drg Info (see back): Yes/No	Estimated Speed	Speed Limit	C.D.L. Reg. Yes/No	T/B S Reg. Yes/No	Alc/Drg Info (see back): Yes/No
15	30				15	25			
Summons #	Code	Summons #	Code	Towed By	Summons #	Code	Summons #	Code	Towed By
				Jennings S	58244 CQ	44			Jennings S

Q-016575	Driver/Pedestrian's Full Name	State	Year	License Plate #	Owner's D.L. #
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Sex	Race	Street R.F.D.	Home Telephone	Owner's Full Name
Birth Date	City, State, & Zip	Bus. Telephone	Street/R.F.D.	
Contributed To Collision	City, State, & Zip			
Yes (No)				

State	Driver's License #	Insurance Company	Contributed To Collision	City, State, & Zip				
			Yes (No)					
Year	Body	Vehicle Make	VIN #	Estimated Speed	Speed Limit	C.D.L. Reg. Yes/No	T/B S Reg. Yes/No	Alc/Drg Info (see back): Yes/No
State	Year	License Plate #	Owner's D.L. #	Summons #	Code	Summons #	Code	Towed By

Dir. of Travel:	Unit 1: (N, S, E, W)	Unit 2: (N, S, E, W)	Unit 3: (N, S, E, W)
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Unit 1 Dam.	Unit 2 Dam.	Unit 3 Dam.	Prop. Dam. 1	Prop. Dam. 2	
\$ 5000.00	\$ 4500.00	\$	\$	\$	
Property Owner/Witness		Property Owner/Witness			
Address		Address			
State	Zip	Phone	State	Zip	Phone
Photos: Describe What Happened (Refer to Units by Number)					
Y(N)					
Veh 1 was north on Lockwood on line 2. Veh 2 was south on Lockwood from Halsey. The front of Veh 2 collided with the right front of Veh 1.					

NOTICE: THE TRAFFIC COLLISION REPORT IS FOR STATISTICAL REPORTING PURPOSES ONLY AND IS A REFLECTION OF THE OFFICER'S BEST KNOWLEDGE, OPINION, AND BELIEF COVERING THE COLLISION BUT NO WARRANTY IS MADE AS TO THE FACTUAL ACCURACY THEREOF.

Investigating Officer's Name	Rank	Badge #	Code	Date	Reviewed/Initials	Rank	Internal Agency Code
M.A. LAMONT	PEI	253	100100	022803	M.A. LAMONT	CPA	0304294

Unit	Date of Birth	Sex	Race	INJ	Seet	RSD	A.R.D.	Eject	LAP	Tran	Name	Street Address	Zip Code
1		F	W	3	01	11	Y	1	1	1	Driver 1		
2		F	W	2	01	13		1	1	2	Driver 2		

<b>Race</b> A - Asian/Pacific Islander 3 - African American - Alaskan Native or American Indian	W - Caucasian H - Hispanic U - Unk.	<b>a) Injury Status</b> 0 - Not Injured 1 - Possible 2 - Not Ejected 3 - Incapacitating 4 - Fatal	<b>3 - Non-Incapacitating</b> 3 - Incapacitating 4 - Fatal	<b>Seating Loc.</b> 01 02 03 04 05 06 07 08 09	20 - Pedestrian 30 - Trailing Unit 40 - Bus or Van (4th row or Higher) 50 - Other Enclosed Area (nontrailing) 60 - Sleeper of Cab 70 - Riding on Unit Exterior 80 - Lap 90 - Other Unenclosed Area (nontrailing)	<b>Restraint/Safety Devices</b> 00 - None Used 11 - Shoulder Belt Only 12 - Lap Belt Only 13 - Shoulder & Lap Belt 21 - Child 22 - Safety Seat 68 - Other 95 - Unk.
<b>Head Injury:</b> 1-Yes 2-No	<b>Location After Impact:</b> 1 - Not Trapped 2 - Extricated (Mechanical Means) 3 - Freed (non-mech.) 4 - Not Applicable	<b>9 - Unknown</b>	<b>Transported to Medical Facility:</b> 1 - Yes 2 - No 3 - Unknown	<b>By:</b> 1 - EMS 2 - Police 3 - Other 9 - Unk.	<b>41 - Protective Pads 61 - Lighting</b>	

<b>Non-Collision</b> 11 - Cargo/Equip Loss or Shift 12 - Coast Median/Center Line 13 - Downhill Runaway	04 - Equipment Failure 05 - Fire/Explosion 06 - Overturn/Rollover 08 - Impersion 09 - Juddrns	07 - Juddrns 10 - Rise off Road Left 10 - Rise off Road Right	11 - Separation of Units 12 - Spill (See Vehicle Vals) 15 - Other Non-collision 16 - Unk. Non-collision	20 - Animal (Deer Only) 21 - Animal (All Other) 22 - Motor Veh. (In Transport) 23 - Motor Veh. (Stopped) 24 - Motor Veh. (Other Reason) 25 - Motor Veh. (Pushed) 26 - Motorcycle	27 - Pedestrian 28 - Railway Veh. 29 - Work Zone 30 - Night Equip. 31 - Other Movable Object 32 - Unk. Movable Object	33 - Fixed Object 34 - Bridge Overhead Structure 35 - Bridge Pier or Abutment 36 - Bridge Rail 37 - Culvert 38 - Curb 39 - Ditch 40 - Bridge Overhead Structure 41 - Bridge Pier or Abutment 42 - Bridge Rail 43 - Culvert 44 - Curb 45 - Ditch 46 - Equipment 47 - Fence 48 - Guardrail End 49 - Guardrail 50 - Highway Traffic Sign Post 51 - Impact Attenuator/Crash Cushion 52 - Light/Luminaire Support 53 - Mail Box 54 - Median Barrier 55 - Median Sign Support 56 - Other (Post, Pole, Support, Etc.) 57 - Other (Wall, Bulbing, Tunnel, Etc.) 58 - Traffic Sign Post 59 - Utility Pole 60 - Work Zone Maint. Equipment
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<b>Way of Collision (Struck Veh.)</b> 00 - Not Coll. W/ Motor Veh. 10 - Rear End 20 - Head On 30 - Rear to Rear 41 - Angle (→ ←) 42 - Angle (→ ← ←) 43 - Angle (→ ← ← ←)	50 - Sideswipe Same Dir. 60 - Sideswipe Opposite Dir. 70 - Backed Into 80 - Unknown	<b>1st / Most Deformed Area</b> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99	<b>1st Deformed</b> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99	<b>Most Deformed</b> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99
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<b>Vehicle Type:</b> 01 - Automobile 02 - Pickup Truck 03 - Truck Tractor 04 - Other Truck 05 - Full Size Van 06 - Mini Van 07 - Sport Utility 08 - Other Motorcycle 09 - Pedalcycle 10 - Animal (Deer Only) 11 - Animal (All Other) 12 - Motor Veh. (In Transport) 13 - Motor Veh. (Stopped) 14 - Motor Veh. (Other Reason) 15 - Motor Veh. (Pushed) 16 - Motorcycle 17 - Passenger Bus 18 - Animal (Fiddler) 19 - Other 20 - School Bus 21 - Other (H&I and Run Only)	<b>Vehicle Use Code:</b> 01 - Personal 02 - Driver Training 03 - Construction/Maint 04 - Ambulance 05 - Military 06 - Transport Passengers 07 - Transport Property 08 - Farm Use 09 - Wheelbar or Tow 10 - Logging 11 - Government 12 - Fire Fighting 13 - Other 14 - Pedestrian	<b>Vehicle Attachment:</b> 1 - None 2 - Mobile Home 3 - Semi-Trailer 4 - Utility Trailer 5 - Farm Trailer 6 - Trailer w/Boat 7 - Camper Trailer 8 - Towed Motor Vehicle 9 - Petroleum Tanker A - Lowboy Trailer B - Autocarrier Trailer C - Other Tanker D - Flat Bed E - Twin Trailers F - Other	<b>Alcohol / Drug Test Given:</b> 1 - Given - Known Results 2 - Given - Unavailable 3 - Given - Pending 4 - None 5 - Refused	<b>Special Use Only:</b> 1 - Under - Compartment Intrusion 2 - Under - No Intrusion 3 - Under - Unknown 4 - Over - MV in Transport 5 - Over - Other Vehicle 6 - Under - Underride/Override 7 - None 8 - Unk. 9 - Extent of Deformity 1 - None 2 - Functional Damage 3 - Disabling Damage 4 - Severe/Totaled 5 - Not Applicable 6 - Unk.
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<b>Action Prior to Impact:</b> 01 - Backing 02 - Changing Lanes 03 - Entering Traffic Lane 04 - Leaving Traffic Lane 05 - Making U-Turn 06 - Movers/Items Essentially Straight Ahead 07 - Overtaking/Passing 08 - Parked 09 - Stopping or Stopped in Traffic 10 - Turning Left 11 - Turning Right 12 - Other	<b>(Vehicle)</b> 08 - Parked 09 - Stopping or Stopped in Traffic 10 - Turning Left 11 - Turning Right 12 - Other	<b>(Non-motorist)</b> 21 - Approaching/Leaving Vehicle 22 - Entering/Crossing Location 23 - Entering/Working on Vehicle 24 - Pushing Vehicle 25 - Standing 26 - Walking/Playing/Cycling 27 - Waiting	<b>Drug Results:</b> 1 - Amphetamines 2 - Cocaine 3 - Marijuana 4 - Opium 5 - PCP 6 - Other	<b>Air Test Results:</b> 1 - Two-way, Not Divided 2 - Two-way, Divided, Unprotected Median 3 - Two-way, Divided, Barrier 4 - One-way 5 - Other	<b>Weather Condition:</b> 1 - Clear (no adverse conditions) 2 - Rain 3 - Cloudy 4 - Sleet, Hail 5 - Snow 6 - Fog, Smog, Smoke 7 - Blowing Sand, Dust, Dirt or Snow 8 - Severe Crosswinds 9 - Unk.
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<b>Joint Condition:</b> 1 - Daylight 2 - Dawn 3 - Dusk 4 - Dark (Lighting Unapplied) 5 - Dark (Street Lamp On) 6 - Dark (Street Lamp Not Lit) 7 - Dark (No Lights)	<b>Function Type:</b> 01 - Crossover 02 - Deeway 03 - Four/More Points 04 - Four-way Intersection 05 - Railway Grade Crossing 06 - Shared Use Paths or Trail 07 - T-Intersection 08 - T-Intersection 09 - Traffic Circle 10 - Nonjunction 11 - Nonjunction 12 - Y-Intersection 13 - Nonjunction 14 - Nonjunction 15 - Unk.	<b>Contributing Factors:</b> 01 - Disregarded Signs, Signals, Etc. 02 - Distracted/Inattention 03 - Driving Too Fast for Conditions 04 - Exceeded Authorized Speed Limit 05 - Failed to Yield Right of Way 06 - Ran off Road 07 - Fatigued/Asleep 08 - Followed Too Closely 09 - Made an Improper Turn 10 - Medical Related 11 - Aggressive Operation of Vehicle 12 - Over-correcting/Over-steering 13 - Swerving to Avoiding Object 14 - Wrong Side or Wrong Way 15 - Under the Influence 16 - Vision Obscured (Within Unit) 17 - Improper Lane Usage/Change 18 - Improper Lane Usage/Change 19 - Other Improper Action	<b>Roadway:</b> 30 - Debris 31 - Non-highway Work 32 - Obstruction in Roadway 33 - Road Surface Condition (L., W.) 34 - Rut, Holes, Bumps 35 - Shoulders (None, Low, Soft, High) 36 - Traffic Control Device (L., Missing) 37 - Work Zone (Const./Maint./Utility)	<b>Non-Motorist:</b> 40 - Other 41 - Lying in Roadway 42 - Failure to Yield R. of W. 43 - Not Visible (Dark Clothing) 44 - Disregard Signs, Signals, Etc. 45 - Improper Crossing 46 - Daring 47 - Wrong Side of Road	<b>Environment:</b> 50 - Inattentive 51 - Animal in Road 52 - Animal in Road 53 - Glass 54 - Obstruction 55 - Weather Cond. 56 - Other 57 - Other 58 - Other 59 - Unk.
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<b>01 - Stop and Go Light</b> 02 - Flashing Traffic Signal 03 - RR (X-bucks & Lights) 04 - RR (X-bucks Only)	21 - Officer or Flagman 22 - Oncoming Emergency Vehicle 31 - Pavement Markings (only) 41 - Stop Sign 42 - School Zone Sign 43 - Yield Sign 44 - Work Zone 45 - Other Warning Signs	<b>Road Condition:</b> 1 - Straight - Level 2 - Straight - On Grade 3 - Straight - Hillcrest 4 - Curve - Level 5 - Curve - Hillcrest 6 - Curve - On Grade 7 - Water (Standing, etc.) 8 - Other 9 - Unk.	<b>Traffic Control:</b> 1 - Stop and Go Light 2 - Flashing Traffic Signal 3 - RR (X-bucks & Lights) 4 - RR (X-bucks Only)	<b>Work Zone:</b> 1 - Yes, Deceit 2 - Yes, Indirectly 3 - No 4 - Unk. 5 - Work Zone Location 6 - Work Zone Type 7 - Yes 2 - No 3 - Work Zone Location 8 - Work Zone Type 9 - Yes 3 - No Workzone Present
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<b>01 - Disregarded Signs, Signals, Etc.</b> 02 - Distracted/Inattention 03 - Driving Too Fast for Conditions 04 - Exceeded Authorized Speed Limit 05 - Failed to Yield Right of Way 06 - Ran off Road 07 - Fatigued/Asleep 08 - Followed Too Closely 09 - Made an Improper Turn 10 - Medical Related 11 - Aggressive Operation of Vehicle 12 - Over-correcting/Over-steering 13 - Swerving to Avoiding Object 14 - Wrong Side or Wrong Way 15 - Under the Influence 16 - Vision Obscured (Within Unit) 17 - Improper Lane Usage/Change 18 - Improper Lane Usage/Change 19 - Other Improper Action	<b>Roadway:</b> 30 - Debris 31 - Non-highway Work 32 - Obstruction in Roadway 33 - Road Surface Condition (L., W.) 34 - Rut, Holes, Bumps 35 - Shoulders (None, Low, Soft, High) 36 - Traffic Control Device (L., Missing) 37 - Work Zone (Const./Maint./Utility)	<b>Non-Motorist:</b> 40 - Other 41 - Lying in Roadway 42 - Failure to Yield R. of W. 43 - Not Visible (Dark Clothing) 44 - Disregard Signs, Signals, Etc. 45 - Improper Crossing 46 - Daring 47 - Wrong Side of Road	<b>Environment:</b> 50 - Inattentive 51 - Animal in Road 52 - Animal in Road 53 - Glass 54 - Obstruction 55 - Weather Cond. 56 - Other 57 - Other 58 - Other 59 - Unk.
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<b>01 - Disregarded Signs, Signals, Etc.</b> 02 - Distracted/Inattention 03 - Driving Too Fast for Conditions 04 - Exceeded Authorized Speed Limit 05 - Failed to Yield Right of Way 06 - Ran off Road 07 - Fatigued/Asleep 08 - Followed Too Closely 09 - Made an Improper Turn 10 - Medical Related 11 - Aggressive Operation of Vehicle 12 - Over-correcting/Over-steering 13 - Swerving to Avoiding Object 14 - Wrong Side or Wrong Way 15 - Under the Influence 16 - Vision Obscured (Within Unit) 17 - Improper Lane Usage/Change 18 - Improper Lane Usage/Change 19 - Other Improper Action	<b>Roadway:</b> 30 - Debris 31 - Non-highway Work 32 - Obstruction in Roadway 33 - Road Surface Condition (L., W.) 34 - Rut, Holes, Bumps 35 - Shoulders (None, Low, Soft, High) 36 - Traffic Control Device (L., Missing) 37 - Work Zone (Const./Maint./Utility)	<b>Non-Motorist:</b> 40 - Other 41 - Lying in Roadway 42 - Failure to Yield R. of W. 43 - Not Visible (Dark Clothing) 44 - Disregard Signs, Signals, Etc. 45 - Improper Crossing 46 - Daring 47 - Wrong Side of Road	<b>Environment:</b> 50 - Inattentive 51 - Animal in Road 52 - Animal in Road 53 - Glass 54 - Obstruction 55 - Weather Cond. 56 - Other 57 - Other 58 - Other 59 - Unk.
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05/27/2003 at 10:05 AM  
38510

6139M 11038602280341R/N1

**SUPPLEMENT OF RECORD 2 WITH SUMMARY**  
2000 VOLV S70 5-2.4L-FI 4D SED BLUE Int:TAN

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERM9711 Database Date 2/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Astarisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LNU, Qual Recy Parts, ECT, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

05/27/2003 at 10:05 AM  
38510

6139M 11038602280341R/WI

**SUPPLEMENT OF RECORD 2 WITH SUMMARY**  
2000 VOLV S70 5-2.4L-FI 4D SED BLUE Int:TAN

This is an estimate only and is not an authorization to repair. Additional payment will be made only with the approval prior to repair.

Garage Agreement: We agree to repair and guarantee workmanship for the price indicated.

Name:

Address:

Notice To Owner: Present this estimate to garage before repairs are begun. This estimate was written to comply with manufacturer's recommended procedures or industry acceptable practices.

ADJUSTER: \_\_\_\_\_

Estimate calculated using a preset user threshold amount for the paint and material cost.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERN9711 Database Date 2/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NRG5 Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

05/27/2003 at 10:05 AM  
38510

6139M 11838602280341R/N1

**SUPPLEMENT OF RECORD 2 WITH SUMMARY**  
2000 VOLV S70 5-2.4L-FI 4D SED BLUE Int:TAN

**ALTERNATE PARTS USAGE**

**AFTERMARKET PARTS**

Aftermarket Selection Method: Automatically List

No. of times user was notified that an Aftermarket part was available: 0

No. of Aftermarket parts that appear in the final estimate: 0

# **VOLVO**

**Volvo Cars of North America, LLC**

May 21, 2003

[REDACTED]  
[REDACTED]  
Hollywood, SC [REDACTED]

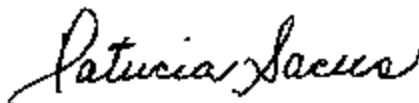
Dear Ms. Nissen:

Thank you for contacting Volvo Customer Relations. As you requested, a Volvo Technical Specialist recently examined your 2000 Volvo S70. The results determined your Volvo functioned as designed in the event you reported.

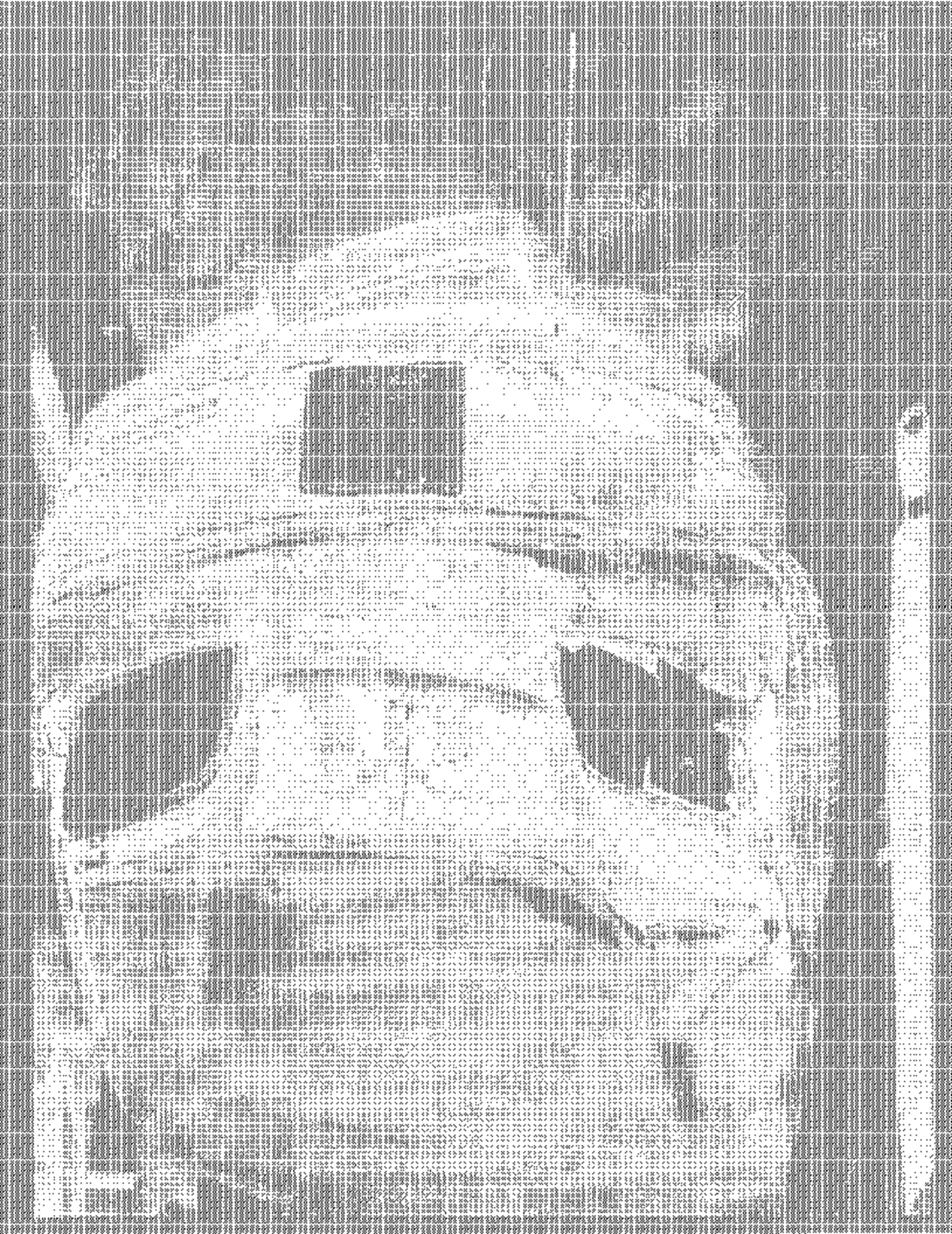
The safety components in your Volvo, including the Supplemental Restraint System (SRS) function together as part of an integrated holistic system to minimize injuries in the case of an accident. The airbags are designed to decrease the likelihood of serious injuries. It is just as important that the SRS system not deploy unnecessarily to prevent additional injuries associated with normal functioning. The amount of damage to the bodywork does not reliably indicate if the airbags should have deployed or not. Three-point seat belts (a Volvo invention), safety cages, and energy-absorbent impact zones were designed into Volvo cars long before it was either fashionable or required by government regulation. Every component in the car is designed to contribute to protecting the occupants of our cars. The cars we drive are replaceable, the lives we carry in them are not.

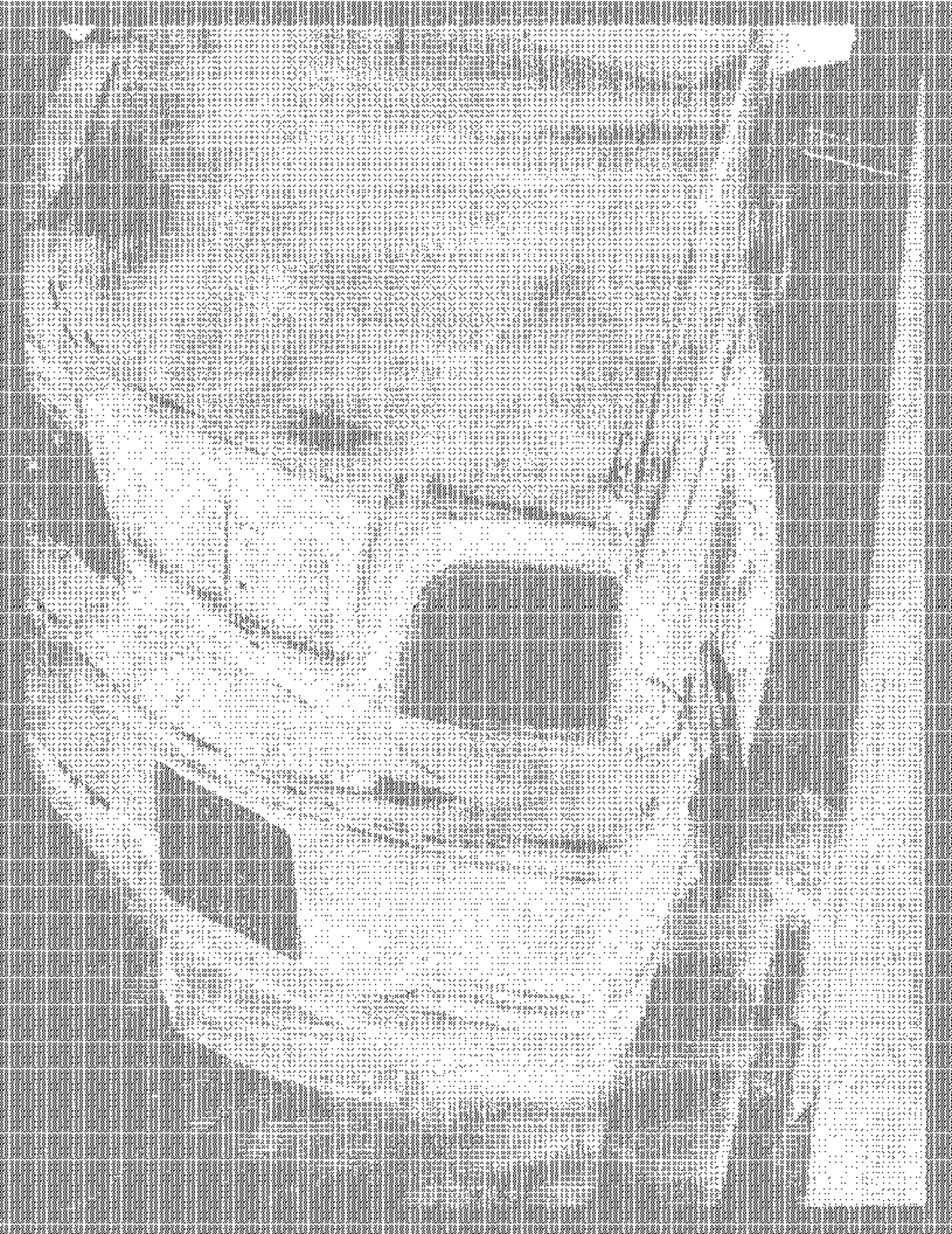
We are grateful you are on the way to recovery and thankful for the opportunity to examine your Volvo and address your concerns. Should you have any additional questions, please feel free to contact me at 1 800 458-1552 extension 1976.

Sincerely,



Patricia Sacus  
Executive Management Specialist





**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).**