



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 335

Date Received 29-SEP-2003 Repository ☐

29-SEP-2003

Reference No.
10041920

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RICHMOND State VA 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 your signature, please print your name and address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 10/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4VINS9607101135004

Make
VOLVO

Model
S90

Model Year
1998

Date Purchased

08/05/02

Dealer's Name and Telephone Number

HOOPER VOLVO (HARRINGTON) 804-594-7600

Engine: 2.9L

No. Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

RICHMOND

State

VA

Zip Code

23113

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

103500 POWER TRAIN: AUTOMATIC TRANSMISSION: LEVER AND LIN

Multiple Failure: X. MANY DOCUMENTATION ENCLOSED

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

29-SEP-2002

Failure Mileage

5000

Failure Speed

50

SEE DOCUMENTATION ATTACHED

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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).

TRANSMISSION SHIFTER STICKS CONSTANTLY. CURRENTLY, IT STICKS IN PARK. VEHICLE TOWED TO THE DEALER. *AK

SEE DOCUMENTATION ATTACHED

Signature

Date

Print Name

Address

City

State

Zip Code

Telephone Number

E-mail Address

Signature

Date

Print Name

Address

City

State

Zip Code

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.

VOLVO**CERTIFIED**

PREOWNED

Program Office
P.O. Box 1708
Norcross, GA 30091
866-435-4446

October 14, 2002

Contract Number : VPO6171677

[REDACTED]
RICHMOND, VA [REDACTED]

Dear [REDACTED]

Thank you for purchasing your Volvo Certified vehicle and welcome to the Volvo family.

Don't be surprised if you find your Certified PreOwned Volvo experience more rewarding than owning an ordinary new car. Many new cars don't offer safety features that have been standard in Volvos for years. And your vehicle, like all Certified Volvos, has undergone a rigorous inspection and conditioning program to ensure your satisfaction for years to come. To learn more about this, and about Volvo Cars of North America LLC, visit www.volvocars.com

Your new Certified PreOwned Volvo is covered from the date of the original New Car Limited Warranty up to a total of six years or 100,000 miles, whichever occurs first. After the New Car Limited Warranty period of four years or 50,000 miles expires, you will be responsible for a \$50 deductible per visit on repairs for the items covered under the Volvo Certified Limited Warranty. If you ever need to file a claim, simply follow the steps on the back of the attached ID card. We suggest you keep this card in your glove box so you'll always have it handy.

If the information on your ID card is incorrect, or if you have any questions, give us a call, toll-free, at 1-866-435-4446. And be sure to visit your Volvo Certified retailer whenever you need top-quality service, maintenance and accessories.

Sincerely,

John Teah
Car Line Manager

**Remove this ID Card carefully and
keep it with your vehicle.**



J02-00881

**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).**