



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 100079

Date Received

05-DEC-2003

Repository ☐

Reference No.
10050129

OWNER INFORMATION (Type or Print)

Name

Address

City

LAWRENCEVILLE

State NJ

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 1/12/04

VEHICLE INFORMATION

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

YV1VS255X

Make

VOLVO

Model

S40

Model Year

2000

Date Purchased

July 2000

Dealer's Name and Telephone Number

Volvo of Princeton 609-882-0600

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Lawrenceville

State

NJ

Zip Code

03648

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-DEC-2003

Failure Mileage

57000

Failure Speed

50mph

Initial failure at highway speed, maybe 50-55mph. Subsequent failures observed at low speeds of 10-20mph in parking lot access road and also backing out of driveway.

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: DOTM1SABC035)

☐ 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, 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 DRIVING CONSUMER USED A HIGHER BRAKE FORCE THAN USUAL, RESULTING IN EXTENDED STOPPING DISTANCE. DEALER REPLACED THE PUMP AT OWNER'S EXPENSE OF \$800.00. *AK

Copy of repair bill included, as well as print out of complete maintenance record. Maintenance record shows routine service including rear brake pads at 19580 miles and 41416 miles and front pads at 28312 and included in repairs for incident (56739 miles).

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

12/20/2003
11:19:38

SUMMARY HISTORY DISPLAY

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CUSTOMER NAME

SERIAL NO. 7V1V8255XY

TOTAL R/O'S

12

TOTAL SERV. DAYS 17

MAKE VO VOLVO

LN#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	JW	T	OPERATION CODE.	DESCRIPTION.....
1		11/13/2003	56739	A	0256			
				T	79	1	C 51V0Z	BRAKES
				T	79	2	C 51V0Z511512C	BRAKE PADS, FRT
2		09/19/2003	53398	A	0256			
				T	68	1	C 61V0Z	FRONT SUSPENSION
				T	68	2	C 11V0Z2652500	52500 SERVICE 99
3		07/22/2003	49658	A	0256			
				T	106	1	C 01V0ZZ01	CHANGE OIL & FIL
				T	106	2	C 61V0Z	FRONT SUSPENSION
				T	106	3	C 21V0Z	ENGINE
4		02/28/2003	41416	A	0224			
				T	57	1	C 11V0ZZF45000	45000 SERVICE 99
				T	57	2	C 77V0Z	TIRES
				T	57	3	C 61V0Z	FRONT SUSPENSION
				T	57	4	W 61V0Z01	FRONT SUSPENSION
				T	57	5	W 24V0ZCKENG	CHECK ENGINE LIG
				T	57	6	W 34V0Z353513	LICENSE LITE ASS
				T	57	7	C 51V0Z511572C	BRAKE PADS, REAR
				T	57	8	W 34V0Z	LIGHTING
5		11/14/2002	35975	A	0241			
				T	10	1	C 11V0ZZE37500	37500 SERVICE 99
				T	10	2	W 21V0Z0ILTUBE	TURBO OIL RETURN
				T	10	3	W 04V0ZZCAMP109	CAMP 109 EVAP/SD
6		06/21/2002	28312	A	0241			
				T	79	1	C 11V0ZZDB30000	30000 SVC SV40 -
				T	79	2	C 51V0Z511512C	BRAKE PADS, FRT
7		02/13/2002	22567	A	0224			
				T	79	1	C 11V0ZZC22500	22500 SERVICE 99
8		11/30/2001	19580	A	174			
				T	0206	1	C 51V0Z511572C	BRAKE PADS, REAR
9		08/15/2001	15217	A	174			
				T	0206	1	C 11V0ZZB15000	15000 SERVICE 99
				T	0206	2	C 21V0Z16415	ENGINE***MISC
				T	0206	3	C 51V0Z	BRAKES
10		05/01/2001	10661	A	174			
				T	0206	1	I 77V0Z	TIRES
11		02/07/2001	7504	A	174			
				T	68	1	C 11V0ZZA7500	7500 SERVICE 99-
				T	68	2	C 24V0ZCKENG	CHECK ENGINE LIG
12		07/06/2000	6	A	0218			
				T	79	1	W 02V0ZPDI	PDI
				T	0188	2	W 05V0ZFINALPREP	NEW CAR DETAIL

**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).**