

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100192</p>	
		<p>Date Received 2000 APR 20 AM 10:15 18 MAR 2004</p>	<p>Repository <input type="checkbox"/> 9-15 Reference No. 10063336</p>
<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>			
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address</p>
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>	
<p>City WAPPINGERS FALLS</p>	<p>State NY</p>	<p>Zip Code [REDACTED]</p>	
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date <u>1/1</u></p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV1S259H [REDACTED]</p>		<p>Make VOLVO</p>	<p>Model XC70</p>
		<p>Model Year 2004</p>	
<p>Date Purchased 10/20/04 (delivered)</p>	<p>Dealer's Name and Telephone Number Hudson Valley Volvo 845/298-1800</p>		<p>Engine: No. Cylinders 5</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Wappingers Falls</p>	<p>State NY</p>	<p>Zip Code 12590</p>
<p>Transmission Type Auto</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain AWD</p>	<p>Vehicle Component Code 151000 SEAT BELTS:FRONT</p>
			<p>Multiple Failure: 1</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Incident Date(s)</p>	<p>Failure Mileage 7</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM1A9ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>		
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured N/A</p>	<p>Number of Deaths N/A</p>
			<p>Reported to Police N</p>
<p>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).</p>			
<p>CONSUMER COMPLAINED ABOUT SEAT BELT PROBLEM. SHOULDER HARNESS WAS NOT ADJUSTABLE, AND THE STRAP CAME ACROSS THE DRIVER'S NECK. THE DRIVER WAS 5'2" TALL, AND THE SEAT WAS RAISED AS HIGH AS IT COULD GO. HOWEVER, THE SEAT BELT STILL CAME ACROSS THE NECK OF THE DRIVER. *AK</p>			
<p>Please see attached email copy.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

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

Because the shoulder harness comes across my neck, the potential for serious injury exists. As noted on the other side of this page, I am 5'2" tall. My previous cars (the last three were Subarus) did not exhibit this problem. Volvo Motors exploits its reputation for safety when advertising its products, yet this basic safety flaw (lack of shoulder strap height adjustment) exists. I rate this car "excellent" in all other areas.

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



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 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

VEHICLE OWNER'S QUESTIONNAIRE
DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/defects

From: Customer Service <customerservice@volvocars.com>
Date: Mon Nov 17, 2003 4:22:51 PM America/New_York
To: [REDACTED]
Subject: Re: Seat Belt/Shoulder Harness FR (KMM384452 [REDACTED])
Reply-To: Customer Service <customerservice@volvocars.com>

Dear Mr. [REDACTED]

It is with regret that we learn of the difficulties you are experiencing with the shoulder harness in your 2004 Volvo XC70 and thank you for taking the time and trouble to contact us.

It is unfortunately most difficult for us to offer a satisfactory solution to you given the technical nature of the issue. We feel that the Service Manager at an authorized Volvo retailer will be far better placed to offer assistance of this nature given the direct access they will have to the car. Volvo retailers are fully trained in every aspect of maintenance and service for both old and new Volvoe alike.

Volvo fully supports our retailers with technical assistance should it be necessary. If your concerns have not been resolved to your satisfaction, please contact our Customer Relations Department at 1-800-458-1552.

Drive Safely,
Frank Breckle
Volvo Cars of North America

Original Message Follows:

Dear Sir or Madam:

I recently purchased a 2004 XC70 and am finding that the shoulder harness cuts across my neck. I am 5' 2" tall. Please advise how to handle this situation. Re-adjusting my seat compress both my comfort while driving and my safety by placing me too close to the steering wheel airbag.

Thank you for your prompt attention to this matter.

Sincerely,
[REDACTED]