



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-DOF
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

18-MAR-2004

Repository ☐

Reference No.
10063473

OWNER INFORMATION (Type or Print)

Name

Address

City ENCINO

State CA

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 3/30/04

VEHICLE INFORMATION

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

YV1CZ91H641

Make

VOLVO

Model

KC90

Model Year

2004

Date Purchased
02-JUL-03

Dealer's Name and Telephone Number

Volvo Westside

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Glendale city

State

CA

Zip Code

91316

Transmission Type

☐ Anti-lock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

162600 STRUCTURE:BODY:HATCHBACK/LIFTGATE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-MAR-2004

Failure Mileage
9000

Failure Speed
at rest

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: DOTM18AB0036)

☐ 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

1

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).

UPON CLOSING THE HATCHBACK IT CAME DOWN WITH SUCH FORCE THAT IT STRUCK THE CONSUMER ON THE HEAD. CONSUMER SUSTAINED A HAIR LINE NECK FRACTURE WHICH WAS DIAGNOSED BY A DOCTOR. *AK

when at the ER, the admitting doctor informed me that his wife had closed the hatch on her head the week prior (exact model -> 2004 Volvo XC90 T6).

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 responses 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 responses or a statistical summary thereof, may be used in support of the agency's action.