



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

Repository ☐

14-MAY-2004
2004 JUL 14 PM 3:15

Reference No.
1573850

OWNER INFORMATION (Type or Print)

Name

Address

City MAYSVILLE

State KY

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES
In the absence of an authorizing signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 6-14-04

VEHICLE INFORMATION

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

4VANC96H94

Make
VOLVO

Model
VNL64T 430

Model Year
2004

Date Purchased
5-20-03

Dealer's Name and Telephone Number

INDIANA TRUCK SALES + SERVICE 800-783-6867 317-717-0200

Engine:

No. Cylinders 6

Fuel Type:

DIESEL

Original Owner
☒

Dealer's City

INDIANA POLIS

State

IN

Zip Code

46217

Transmission Type

13 SPEED (1)

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN VOLVO VEDIA

Vehicle Component Code

053000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM

Multiple Failure: EXHAUST - 5 EGR VALVES

FAILED COMPONENT(S)/PART(S) INFORMATION

Failure Date

14 MAY 2004

Failure Mileage

72,484

Failure Speed

N/A

EXHAUST MAINFOLD GASKETS + CLAMPS

EGR VALVES + EGR COOLER

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: DOTM18ABC036)

☐ 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

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).

EXHAUST FUMES WERE LEAKING INTO THE DRIVER'S COMPARTMENT, WHICH COULD CAUSE SERIOUS SAFETY ISSUES. TWO DIFFERENT DEALERSHIPS INSPECTED VEHICLE SEVERAL TIMES AND COULD NOT FIND ANYTHING WRONG WITH IT.

SEE STORY OTHER SIDE

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.

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

7/6/03 13,988 miles REPAIR ORDER 012947 REPLACE EGR VALVE #2 - CLEV, OHIO
 7/21/03 17,302 " " " 73431 " " " - CINT, OHIO
 7/28/03 18,761 " " " 83697 " " " INDPL IN
 2/18/04 68,402 " " " 3240490058 REPLACED EGR COOLER - CLEV, OH

HEALTH RELATED FAILURES !!

2/16/04 72,484 miles RO# 93082 Replaced 4 exhaust manifold gaskets A Band gasket
 2/23/04 72,296 " RO# 49229 - " EGR ORING 2 exhaust manifold bolts
 had locked nut
 3/16/04 83,337 RO# 49587 Leaking clamps, exhaust brake moving
 around, 3 mounting nuts loose and one had threads messed up
 found bolts loose in exhaust manifold holes.
 4/13 Removed Cab Fresh Air Filter, @ 86,615 miles, on truck. Replaced
 a new filter - 2nd filter removed 5/19/04 with the ATTACH ADDITIONAL SHEETS IF NECESSARY
 97,990 miles on truck only 11,375 miles on filter - carbon & soot etc.
 5/29/04 INV 50226 See story

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial 108 (toll free)

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.safercar.gov/questionnaire

CONDITION		WORK PERFORMANCE	
1	Failure What you found wrong?		
2	What caused the failure?		
3	What you did to repair.	A - brought truck into shop removed (2) fairing/step for access to exh - found minimal leakage at band clamp on flexpipe, but found the exhaust manifold leaking at mount to engine, informed foreman, told to work rest of R/O so customer could be advised of needed repair to exh system A - brought to center bay, pulled Rt. SIDE DOWN, found Turbo & gasket cracked in 2 places, pulled manifold and replaced gasket, no leakage, started going back together. C - replaced mirror actuators R & L D - done on cond C.	539 44

RO# 93082

ION

WORK PERFORMANCE

TECH#

GOT TURN OVER. PREVIOUS MOCH. HAD AIR HORN REMOVED
 FROM TURBO, PUT BACK ON, INSTALLED TURBO INSTALL EXHAUST.
 INSTALL EGR'S WITH NEW CLAMPS AND GASKETS. INSTALL
 AIR TUBES TO EGR'S. INSTALL OIL DRAIN AND SUPPLY
 TO TURBO. INSTALL AIR FILTER ASSM. AND HOSE.
 FILL COOLANT. STARTED TRK. IT'S MAKING A SCRAPED
 NOISE, STARTED CHECKING OVER FOR NOISE.
 CHECKED INTO, HAD TO RESET EGR. GASKETS, THAT
 DIDN'T SEAL RIGHT. ALSO A BAMP. GASKET ON EXHAUST
 MANIFOLD. PUT ALL BACK TOGETHER. LET TRK RUN.

B- PRESSURE REG. C.A.C., SPRAYED DOWN ALL SIDES. 5/6S
 AND AREA WHERE GRILL HAD BEEN SMASHED AND
 GRILL COND. PUSHED BACK. NO LEAKS. TRK. HAS
 A SKID PLATE UNDER THE FR. END. MADE IT HARD
 TO CHECK. NO LEAKS. PUT ALL BACK TOGETHER. DID
 NOT HEAR SEWAGEALING NOISE. MAY HAVE BEEN
 REPAIRED UNDER COND. A. TEST DROVE TRK.
 DOWN 4/6S TO MANN. RD. AND BACK. NO UNUSAL NOISES.

Carbon + soot on filters NO^2 and
lots of Carbon moped coming into truck.
3RD filter installed 5/19/04 97,990 miles on truck (ENV. 50226)
86,615 miles on 1st filter. 11,375 miles on 2nd filter.
I am now on my 3rd filter.

1 PAGE



CAB FRESH AIR FILTER
4-11-04 86,615 miles

VOLVO-MACK Cincinnati, OHIO

DATE: 7-21-03

MECHANICS

WORKSHEET 17,302 miles

R.O. NO. 73431

OPERATION # EMP. # DESCRIPTION OF WORK PERFORMED

2 279 Has, Volvo power engine a.c.u. Has sid 216
 Looked in books Did not find code Break down
 got off seg. 4 + 1/2 hrs.

2 Oil leak is oil spray from another tube
 also has Tie Rod wet.

7/24/03

S-1

10

Begin check for scu loop - front CO2 mid 128 - 30240
 Front 5 43 times: Got into problem. Throttle down
 for 1/2 in 1/2 CO2 - 1000. Then Support. Stop. Air
 for Valve; Got up into 1/2 in 1/2. Remove Air filter
 Duct & wiring. Remove CO2. Got Air by back
 to get it for 1/2 in 1/2. Then 1/2 in 1/2. 1/2 in 1/2.
 Took H.M. 3/4 in 1/2. 1/2 in 1/2. 1/2 in 1/2.
 For Valve was 1/2 in 1/2. Operation also.

S-1

Problem Service Program SP284011 & 1/2 in 1/2. 1/2 in 1/2.

RO# 83-697

CONDITION	WORK PERFORMANCE	TECH#
Failure What you found wrong?	FAULTY #2 EGR VALVE	
What caused the failure?	3	
What you did to repair.	RTR EGR VALVE IT WAS PLUGGED IN TO #2 PORT BUT #1 EGR FAILED. SWITCH WIRING. YTHAWRANTY SAVE ALL PARTS NEEDS HARNESS ROUTED COOLANT AIR CHECKER INNER FENDER AND AHT POTION.	
#A	INSTALLED ALTERNATOR, ALT BELT TENSIONER, ALT., WIRING HARNESS, AIR CLEANER, AIR PIPING, INNER FENDER, COOLANT. CLEARED CODES. OK	200

**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).**