



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-486-4869 (1-888-327-4235)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

08-SEP-2004

Repository

Reference No.
10091614

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CHARLOTTE State: NC Zip Code: [REDACTED]

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 a signature, NHTSA will provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 9/20/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: YV1LS56D1Y2 [REDACTED]
Make: VOLVO Model: S70 GLE Model Year: 2000
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: HUNTER CROCKETT/VOLVO 800-918-8160
Engine: No. Cylinders: 5 Fuel Type: Gas
Original Owner: Dealer's City: HENDERSONVILLE State: NC Zip Code: 28791
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1 MULTIPLE FAILURES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-SEP-2004 Failure Mileage: 60000 Failure Speed: 0 - 70 MPH
ELECTRONIC THROTTLE MODULE FAILURE IS A KNOWN PROBLEM WITH THE S70 MODEL, CAUSING ENGINE(S) TO LOSE RELIABILITY RATHERS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTN158BC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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).

THROTTLE BODY WAS DEFECTIVE. VEHICLE WILL NOT ACCELERATE. DEALER STATED THROTTLE NEEDED TO BE CLEANED. *AK
INCONSISTENT THROTTLE CONTROL. SOME INSTANCES CAUSE ENGINE TO STALL FROM STANDING STOP
ADDITIONAL STALLING AT LOW SPEED WHEN BRAKES APPLIED. MODERATE TO HIGH SPEED
VARIATIONS IN THROTTLE CONTROL MAKE IT IMPOSSIBLE TO MAINTAIN CONSTANT SPEED.
GREATEST DANGER IS WHEN ENTERING TRAFFIC FROM STOP. ENGINE WILL STALL AND MUST
BE RESTARTED IMMEDIATELY TO AVOID BEING STRUCK FROM APPROACHING TRAFFIC. SAME SITUATION
CAN OCCUR ENTERING A BUSINESS/RESIDENCE ACROSS TRAFFIC LANE. SUBSEQUENT CONVERSATIONS WITH
MECHANICS HAVE TOLD ME "CLEANING" THE MODULE IS INEFFECTIVE. REBURNING ONLY OPTION, ONLY SOME
PART AVAILABLE

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.

REPAIR COST
\$200-\$1000+ REPAIR