



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 1386

Date Received

Repository ☐

Reference No.
10001894

OWNER INFORMATION (Type or Print)

Name

Address

City RICHMOND

State VA

Zip Code

Daytime Telephone Number

Evening Telephone Number

Same

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 contact the manufacturer or address to the vehicle manufacturer.)

Signature of Owner

Date 9/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
YY1VS2853

Make
VOLVO

Model
S40

Model Year
2001

Date Purchased
Jan. 23, 2001

Dealer's Name and Telephone Number
Immoers Volvo 804-755-6666

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Richmond

State
VA

Zip Code
23233

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

44594 FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-000-2004

4/16/04

Failure Mileage

-00000

44,594

Failure Speed

When accelerating Transmission Jerked
And downshifted - made a loud Revving sound.

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: DOTM1BABC036)

☐ 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).

WHEN ACCELERATING VEHICLE WOULD DOWN SHIFT GEARS. DEALERSHIP WILL BE NOTIFIED. *AK Dealer has not been able to detect or fix problem as it occurs randomly. When it happens, the check engine light comes on. Since day one when I purchased the vehicle, the engine light came on and is still continuing to come on. The dealer has performed a ~~long~~ long list of repairs and is continuing to have problems. The car is not dependable.

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 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.

I was almost rendered when the car downshifted. I do not trust this car and I feel it is defective. I have expressed my concerns to the dealer and the value of North America.



Volvo Cars of North America, LLC

Serial Number: YV1VS29531F

IMPORTANT CAMPAIGN NOTICE

37723

RICHMOND VA

April 2002

Dear Volvo Customer:

Your experience with your Volvo and the Volvo organization is very important to us. We are committed to ongoing product improvements.

The reason for this campaign:

It has come to our attention that certain model year 2000 and 2001 S40 and V40 cars have experienced an unusual number of dashboard "Check Engine" light illuminations (in Canada: ). The Check Engine light will illuminate if your vehicle's diagnostic system senses an engine, transmission, electrical or emissions system condition that potentially needs correcting. Volvo has determined that a software upgrade will alleviate unnecessary Check Engine lights without affecting the system's diagnostic capabilities. In some cases, a new diagnostic vacuum pump check valve will also be installed.

What you need to do:

Please call your authorized Volvo Retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this service completed at your earliest convenience.

Please contact:

If you have questions, please contact your Volvo Retailer. If your Retailer is unable to answer your questions, please contact Volvo Customer Relations at 7 Volvo Drive, Rockleigh, New Jersey 07647 or phone 1-800-458-1552, Monday - Friday, 8:30 A.M. to 7:00 P.M. Eastern Time.

We have taken this action in the interest of your continued satisfaction with your Volvo.

Sincerely,



Eunice Stern
Manager, Customer Relations



Volvo Cars of North America, Inc.

Serial Number: YV1V828531F

IMPORTANT RECALL NOTICE

4973

RICHMOND VA

June 2001

Dear Volvo Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this campaign:

Volvo Cars of North America, Inc. has determined that a defect related to motor vehicle safety exists in the climate control unit of a limited number of model year 2001 Volvo S40 and V40 vehicles.

Volvo has found that a diode in the electronic control module of the climate control system may have a reduced service life. If the diode fails, the heater fan stops operating and the defroster function is affected.

The corrective action consists of attaching an additional diode to the fan motor.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately ½ hour. Due to service scheduling, your Volvo retailer may require your vehicle for a full business day.

If you previously paid to have this corrective action performed, Volvo will honor your receipt with a refund. Please contact your Volvo retailer for details.

**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).**