



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1387

Date Received

2005 JAN -7  
08-DEC-2004

Repository

Reference No.  
10103388

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City **NEW ALBANY** State **OH** 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 owner with NHT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date **12/21/04**

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
**VV1LZ58D1X**

Make **VOLVO** Model **V70XC** Model Year **1999**

Date Purchased **7/02/02** Dealer's Name and Telephone Number **BYERS VOLVO 614-864-0780** Engine: No. Cylinders **5** Fuel Type: \_\_\_\_\_

Original Owner  Dealer's City **COLUMBUS** State **OH** Zip Code **43213**

Transmission Type **AUTOMATIC**  Antilock Brakes  Cruise Control Powertrain **ALL WHEEL DRIVE** Vehicle Component Code **08Z200 ENGINE AND ENGINE COOLING; COOLING SYSTEM; FAN**  
Multiple Failure: 1

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

Incident Date(s) **16-OCT-2004** Failure Mileage **108000** Failure Speed **45** **RADIATOR COOLING SYSTEM**

**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: DOTM1SABC038)  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).

WHILE PULLING ONTO AN EXIT RAMP AT 45 MPH THERE WAS AN OVERHEATING SMELL IN THE CABIN OF THE VEHICLE, FOLLOWED BY THE VEHICLE STALLING. VEHICLE WAS TOWED TO AN AUTO REPAIR SHOP FROM THE EXIT-RAMP THE FOLLOWING DAY. THE ENGINE SEVERELY OVERHEATED, THE EXPANSION TANK AND ENGINE COVER MELTED, AND THE RADIATOR WAS LEAKING AT THE SIDE TANK. RADIATOR LOOKED LIKE IT WAS DEFECTIVE. THE ENTIRE ENGINE WAS REPLACED. CONSUMER INDICATED THAT THIS FAILURE WAS RELATED TO COOLING FAN RECALL 04V451000, BUT THE VIN IS NOT INCLUDED. \*AK

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.

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

As I was returning home, I exited the freeway and noticed a "burning rubber type" smell. The car acted strangely, no lights illuminated the panel - It stalled completely. My husband checked the oil, which was still present.

We had the car towed to a repair shop the next morning who asked me if we had a warranty with Volvo because it looked as though the radiator was defective (which caused it to crack). The engine "severely overheated" and needed a new motor. It melted completely.

Within days of having a new motor installed, I hear that Volvo is recalling over 400,000 cars due to a wiring problem involving the radiator in some of the '99 Cross Country. According to Volvo Corp. my VIN # is not included in the recall, but I believe it should be.

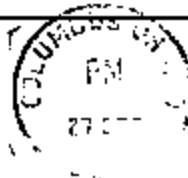
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U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
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UNITED STATES

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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**

**OR**

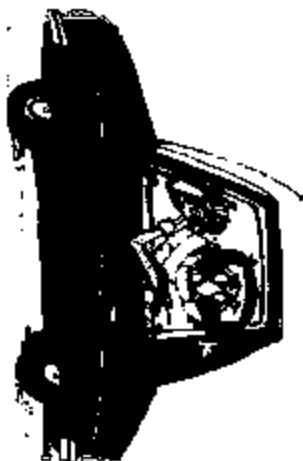
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and dial toll free at

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**1-888-327-4236**

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(DASH) 2 DOT



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