



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 100182

Date Received

2005 JAN 14 AM 3:58
21-DEC-2004

Repository

Reference No.
10105147

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City JONESBORO State AR 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 agent or address to the vehicle manufacturer.
Signature of Owner _____ Date 01/12/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
YV1TS90D2Y Make VOLVO Model S80 Model Year 2000
Date Purchased _____ Dealer's Name and Telephone Number JOT PATTERSON 901-373-3000 Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City Memphis State TN Zip Code 38128
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 21-DEC-2004 Failure Mileage 44594 Failure Speed 80

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/85R15) _____
DOT No. (Example: DOTM19ABC036) 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).

CONSUMER WAS DRIVING AT APPROXIMATELY 80 MPH AND VEHICLE SLOWED DOWN. THE DASHBOARD INDICATED TO STOP SAFELY AND RESTART. ANOTHER MESSAGE CAME ON STATING ENGINE SERVICE REQUIRED. CONSUMER DROVE THE VEHICLE TO THE DEALERSHIP TO HAVE IT SERVICED. DEALER REPLACED THE THROTTLE UNIT, AND DOWN LOADED SOFTWARE. *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.

Ron Shelton

From:
To: <customercare@volvocars.com>
Sent: 12/21/2004 3:13 PM
Subject: Safety

Dear Sir or Madam

I almost died this morning,
thanks to driving my 2000 S80 T6 with
44,600 miles.

While driving with the flow of traffic at about 60 MPH on interstate rush-hour traffic in Memphis, TN the car suddenly lost power and a message saying "stop safely and restart" came on in the message screen on the dash. I wasn't able to completely pull off the roadway due to construction and no shoulder but did so as best as I could. Fortunately I was in the right hand lane when this started. I can tell you I don't expect to again feel safe while driving this car.

So much for Volvo's boasted safety!

It wouldn't start immediately. Seeing large trucks trying to move over enough to keep from hitting me is not something I ever want to experience again. After 4 to 5 minutes it restarted and drove okay. Another message came on saying "engine requires service" and the engine warning light came on.

I drove it the approximately 5 miles to Pat Patterson Volvo where they "Replaced throttle module and downloaded software" at a cost of \$783.85 -- the 4 year warranty expired last month. The dealer got to me promptly and, so far as I can tell so far, did a fine repair job.

I reported this incident to NHTS.

Why, since the car drove okay after being shut off a few minutes, did it die in the first place?

Not only was my life threatened by a faulty part but, adding insult to injury, I had to fork out nearly \$800.00 for what surely was a design flaw.

Does this seem right to you? There is no way to make up for the fright I suffered while sitting half on the roadway while cars and (especially) large trucks barely passed me, but to make me pay for it seems a bit much to me.

Sincerely

Jonesboro, AR

VIN: YV1TS90D2Y

**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).**