



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 100148

Date Received

Repository ☐

06-MAY-2005

Reference No.
10120098

OWNER INFORMATION (Type or Print)

Name

Address

City

HOLLAND

State

MI

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?
In the absence of an authorized signature, please print the name or address of the vehicle manufacturer.
Signature of Owner [Signature] Date 5/23/05 ☒ YES ☐ NO yes

VEHICLE INFORMATION

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

4VG7DAUF3YN

Make

VOLVO

Model

VNL

Model Year

1999

Date Purchased
07-FEB-05

Dealer's Name and Telephone Number
M&K - 1-800-968-8880

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Byron Center

State

MI

Zip Code

49315

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

017000 STEERING:LINKAGES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-APR-2005

Failure Mileage
487900

Failure Speed
60

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: DOTM19ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location: Steering Linkage - Drag Link.

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name: VOLVO

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(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

yes, But No Ticket

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).

DT: INVOLVING A SEMI TRACTOR TRAILER. A DRAG LINK BROKE OFF @60 MPH; IT JUST DROPPED OFF. BOUGHT IT 2 MONTHS AGO. BRUCE LEE SIMONS IS THE INSPECTOR'S NAME WHO INSPECTED THE SEMI. HE STATED HE HAD THE ACTUAL PART, AND HE DIDN'T BELIEVE IT WAS EVER REALLY INSPECTED BECAUSE THE PART DID NOT HAVE ANY GREASE ON IT. *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.

[REDACTED]
[REDACTED] Holland, Mi [REDACTED]
[REDACTED]

May/6/2005

M&K "Quality ?" Truck Sales
8800 Byron Commerce Drive
Byron Center, Mi 49315
Ph 616-583-2100

To Whom this may concern, Dear Friend :

1. I purchased my first truck from M&K on Friday , January 7th 2005 but had to return it the next business day Monday the 10th due to an error that I discovered in the odometer while in route home. The Display read (560,000 *approximately) but when compared to the transmission data of 630,000, the 70,000 mile error could only be explained by an odometer cable short which would randomly fail resulting in unregistered miles. The truck make, Red 1999 Volvo 660, Vin # 4VG7DBRH9XN [REDACTED]

I am 100% convinced that the sales man was totally aware of this error but failed to make me aware of it. Evidenced in telephone conversations with someone, about the odometer.

2. This second matter concerns the validity of the "Record of Annual Inspection." The second truck was purchased on February 7th 2005, A Gray 1999 Volvo Model VNL 420, Vin # 4VG7DAUF3YN [REDACTED]. M & K 's certified mechanic Bruce Lee Simons, was the last mechanic to sign the Annual Inspection Record # D3385031 date 6429. Bruce Simons signed off on all the mechanicals as passing, including the steering, Odometer reading at time of purchase 468,956.

On April 27th 2005, 19,010 miles later (487,946 odometer reading) my "drag link" dropped out of socket causing total lose of steering. My truck speed was 60 miles per hour on the down side of a bridge over water and (*My prayers ... instant light speed.*)

I thank God for lite traffic, straight section of road, quick thinking, and flate grassie shoulder. If any of the fore menched were different- The conclution might not be the same.

The opinion of many certified mechanics who inspected this ball joint agree, the excessive ware indicates that this should have been caught at the last Annual Inspection . Which requires the lifting of the tractor- relieving the stress-and checking for movement in any of the steering linkages. Replacement is required of any part having play.

"Stop smearing the good name of quality!...If you cant afford to earn it...Do not advertise it! "

Recommended remedy : 1. Complete Annual Inspection, at no cost. 2. Reimbursement of toeing, parts and labor \$ 411.73 .

***For verification of my claims please feel free to contact Indiana State Patrol, Fremont Indiana. (9:15p.m. Hwy I-69 North bound.) No ticket issued, just a couple high fives.

In light of the severity in this matter I'm compelled to report the same to 1. National Highway Transportation Safety Administration and D.O.T.. As well as the 2. Consumer Protection Administration.

Sincerely,

*001 10120098 1-888-327-4236

DATE

RECORD OF ANNUAL INSPECTION

(49 CFR, 396.17-23)

Prepare Separate Report for Each Vehicle Inspected

D3385031

Brake Down
27 487,970 about
www.NHTSA DOT.gov

COMPANY NAME [REDACTED]			VEHICLE TYPE ☒ TRUCK ☐ TRACTOR ☐ TRAILER ☐ CONVERTER ☐ DOLLY		
STREET ADDRESS [REDACTED]			VEHICLE MAKE Volvo		
CITY [REDACTED]			MODEL VN		
STATE [REDACTED]			YEAR 1999		
ZIP [REDACTED]			VEHICLE IDENTIFICATION (Company No., State Tag No. or VIN) 4UG7DAUF3XN [REDACTED]		
INSPECTOR'S NAME (Please Print) Bruce Lee Simons			EMPLOYEE NO. 72		

REPORT OF CONDITION (For Detailed Information on Inspection Procedures see FMCSR Section 396, Appendix G)

	OK	REPAIR		OK	REPAIR		OK	REPAIR		OK	REPAIR
BRAKES	BCS		EXHAUST	BCS		STEERING	BCS		FRAME	BCS	
Adjustment	X		Leaks	X		Adjustment	X		Members	X	
Mechan. Compon.	X		Placement	X		Column/Gear	X		Clearance	X	
Drum/Rotor	X		LIGHTING	BCS		Axle	X				
Hose/Tubing	X		Headlights	X		Linkage	X		TIRES	BCS	
Lining	X		Tail/Stop	X		Power Steering	X		Tread	X	
Low Air Warning	X		Clearance/Marker	X		Other	X		Inflation	X	
Trailer Air Supply	X		Identification	X		FUEL SYSTEM	BCS		Damage	X	
Compressor	X		Reflectors	X		Tank(s)	X		Other		
Parking Brakes	X		Other	X		Lines	X				
Other									WHEELS/RIM	BCS	
			CAB/BODY	BCS		SUSPENSION	BCS		Fasteners	X	
COUPLERS	BCS		Access	X		Springs	X		Disc/Spoke	X	
Fifth-Wheel & Mount	X		Eqpt./Load Secure	X		Attachments	X				
Pin/Upper Plate	X		Tie-Downs	X		Sliders	X		WINDSHIELD	BCS	
Pintle-Hook/Eye	X		Headerboard	X							
Safety Chain(s)	X		Other			MIRRORS	BCS		WINDSHLD. WIP.	BCS	

REMARKS

This vehicle has been inspected and repaired as needed to comply with 49 CFR Part 396, Appendix G.

QUALIFIED INSPECTOR'S SIGNATURE

DATE

APPLY LABEL TO A CLEAN, DRY SURFACE.
LABEL MATERIAL IS GUARANTEED TO LAST
A 12-MONTH PERIOD UNDER NORMAL
WEATHER CONDITIONS.

AN INDELIBLE INK MARKER IS RECOMMENDED
FOR USE WHEN FILLING OUT THE LABEL.
INDELIBLE INK IS PERMANENT AND WILL NOT
WASH OFF, BUT MAY FADE DUE TO EXPOSURE
TO ULTRAVIOLET LIGHT OVER TIME. CAREFUL
DISCRETION IS ADVISED REGARDING
APPLICATION OF LABEL TO AN AREA NOT
EXPOSED TO EXCESSIVE ULTRAVIOLET LIGHT
AND/OR ELEMENTS AND IT IS RECOMMENDED
THAT THE READABILITY OF THE LABEL BE
CHECKED PERIODICALLY.

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).