



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

FDR AGENCY USE ONLY 100285

Date Received  
06 FEB -7 AM 11:03  
16-NOV-2005

Repository

Reference No.  
10143211

## OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City MORTON GROVE State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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 provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 12/16/05

## VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) YV1T394 [REDACTED] Make VOLVO Model S80 Model Year 2000

Date Purchased 11-22-99 Dealer's Name and Telephone Number HIGHLAND PARK SERVICE AT GROSSINGER VOLVO Engine: No. Cylinders 6 Fuel Type:  
Original Owner  Dealer's City LINCOLNWOOD IL. State IL Zip Code 60712

Transmission Type  Antilock Brakes Powertrain Vehicle Component Code 180000 VEHICLE SPEED CONTROL  
 Cruise Control Multiple Failure: 2

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

Incident Date(s) 19-NOV-2001 Failure Mileage 22815 Failure Speed

## 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: DOTMALSABC036)  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), condition, 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).

IN OCTOBER 2001 WHILE DRIVING AT NIGHT HEADLIGHTS WENT OFF. THE FOLLOWING DAY WHILE CROSSING THE STREET THE CAR STALLED. APPROXIMATELY TEN MINUTES LATER WAS ABLE TO START THE CAR, AND AT THE SAME TIME HEADLIGHTS CAME ON. CAR WAS UNDER WARRANTY, AND REPAIRED THE THROTTLE BODY & GASKET. IN JUNE 2004 CAR STALLED AGAIN. REPLACED SWAY LINKS AND PROGRAM DOWN LOAD \$338.18. IN DECEMBER 2004, CAR STALLED ON THE ROAD AGAIN. IT WAS TOWED TO THE REPAIR SHOP, THEY REPLACED THE THROTTLE BODY, MASS AIR FLOW, MFI MODULE- AT COST OF 2099.86. THE CONTACT DID NOT TAKE THIS CAR ON ANY LONGER TRIP. DUE TO STALLING ON THE ROAD, FREQUENT LOSS OF HEADLIGHTS AND NUMEROUS OTHER MECHANICAL PROBLEMS THE CONTACT BELIEVED THIS CAR WAS UNSAFE TO BE ON THE ROAD. 11-16 E-MAIL; FIRST TIME THE CAR WOULD NOT RESPOND TO THE ACCELERATOR PEDAL. STOPPED TURN THE CAR OFF AND TRIED TO RESTART IT AGAIN. AFTER FEW ATTEMPTS THE CONTACT WAS ABLE TO RESTART THE CAR. \*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)

TOTAL COST: REPAIRS & MAINTANCE, EXCLUDING WARRANTY WORK WAS 7082.22\$, FIRST 61,000 MILES.

IN ADDITION:

MULTI BRAKE REPAIRS

ATTACH ADDITIONAL SHEETS IF NECESSARY

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  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



DOT Auto Safety Hotline  
(DASH) 2 DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

and dial toll free at

**DASH2DOT**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**VEHICLE  
OWNER'S  
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**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).**