



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 **06 FEB 24 AM 9:42** Repository
31-JAN-2006 Reference No. 10149150

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City HOUSTON State TX Zip Code [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 authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer. **DATE 2/10/06**

Signature of Owner [REDACTED]

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: YV1RS [REDACTED] Make VOLVO Model S60 Model Year 2004
Date Purchased 31-MAY-04 Dealer's Name and Telephone Number MOMENTUM VOLVO Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City HOUSTON State TX Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 021500 SUSPENSION:FRONT:CONTROL ARM
Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-JAN-2006 Failure Mileage 30 Failure Speed 55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15) [REDACTED]
DOT No. (Example: DOTM19ABC038) 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), crash(es), 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).

DT: THE CONTACT STATED WHILE DRIVING AT VARIOUS SPEEDS AND TURNING LEFT OR RIGHT THE TIRES MADE CONTACT WITH THE FRAME OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION ON FOUR OCCASIONS. THE FIRST TIME THE DEALER PLACED STEERING BLOCKS ON THE VEHICLE, THE SECOND, THIRD AND FOURTH TIMES THE DEALER ADJUSTED THE CONTROL ARMS. HOWEVER THIS DID NOT REMEDY THE PROBLEM. THE PROBLEM CONTINUES AND THE VEHICLE HAS NOT BEEN RETURNED TO THE DEALER FOR FURTHER DIAGNOSTIC TESTING.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-502 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)

Please see enclosed letter to the manufacturer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20690

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

NOTIFICATION TO MANUFACTURER

[REDACTED]
[REDACTED]
Houston, Texas, [REDACTED]

HM: [REDACTED] CELL: [REDACTED]

December 23, 2005

**Volvo Cars of North America, LLC
Attn: Volvo Customer Care Center
7 Volvo Drive
Rocklelgh, New Jersey 07647**

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my 2004, VOLVO, S 60/ 4dr SDN 2.4 AT SR & VIN NUMBER # YV 1RS6 [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my new vehicle from MOMENTUM VOLVO, located at: 10150 Southwest Frwy, Houston, TX 77074 on May 31st 2004. The vehicle was represented to me as a brand new vehicle (7miles on the car) free of defects and I purchased the vehicle based on the reliability, safety, and comfort that is represented by the brand value of the name VOLVO.

The salesman Ivan Alvarez stated that he had a new vehicle in a back parking lot of your dealership fitting my specific request. After the sale of the aforementioned vehicle I discovered that the vehicle was marked to be sold to a rental car agency. Also I have discovered by engaging in conversations by Volvo mechanics that this model of Volvo (S-60s) was prone to bulb failures in rear tail lights and front headlights, brake failures, bad tire compatibility in tire selections, grinding noises on hard left turns and a recall for badly manufactured control arms in the front end suspension in which I felt that the Seller took advantage of my lack of knowledge, ability, experience, or capacity to a grossly unfair degree by withholding this information from me in the beginning of his representation of the sale of this vehicle.

Approximately **TWO MONTHS AFTER PURCHASE** I began to notice trouble with the **WHEEL RUBBING AGAINST THE FRAME** (metal to metal with a hard left turn), engine manifold (intake) sensor went out along with associated engine problems, and power steering problems seeming to relate to front end problems.

I took my vehicle back to the dealer for repairs on July 10, 2004, November 15, 2005, November 21, 2005 and November 25th, 2005, and December 13th, 2005 but, to date, the dealer has been unable to correct the problem but instead put steering stops in and decrease the air pressure in the tires (22psi) to disguise the problem further placing myself at risk. The vehicle was not purchased with steering stops or decreased air pressure in the tires. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

Jerry Bailey, the maintenance representative, informed me that all **VOLVO S 60** vehicles made this metal to metal grind on hard turns in which the salesman never made mention to any such driving situations; however, the merchantable condition of the vehicle is to perform in the same way or better than vehicles of lesser price and value. Also stated by other Volvo mechanics, the S-60's light bulbs tend to go out on a regular basis and without any warning as such constitutes a serious safety hazard.

The fitness of the vehicle failed to do what the sales person said it could do by not delivering a quiet ride free from road noise and engine noise. Also the vehicle was not represented to have need of steering stops or bulb replacements every few months or so (replace 4 bulbs rear tail lights and both low beam headlights in front of the vehicle). The warranty did not cover damages from the defect in the front end to cover the loss of tires to the vehicle. Each time than the vehicle comes back from the service center at your dealership it was in worse condition than it was before.

This problem **WHEEL RUBBING AGAINST THE FRAME OF THE VEHICLE AND FRONT END DEFECTS** (substantially impairs the use or value of my vehicle by creating other damage including destruction of my tires, power steering, alignment problems, front end problems and other associated problems which will eventually lead to the wheel coming off the car which creates a serious safety hazard.)

I made several trips to your dealership trying to resolve this situation in a fair and equitable solution but still to no avail as the sales manager and his staff only wanted to play sales antics trying to trade in my vehicle to upgrade the car to a newer model without even considering the main issue of the dysfunctional nature of my vehicle purchased from your dealership in a represented as new condition.

Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to 'BUY' the vehicle pursuant to §6.07(c) of the Texas Motor Vehicle Commission Code and refund to me the monies used in repair of this vehicle.

I have also contacted the Attorney General's Office in my State of domicile in accordance with the consumer protection remedies available under law.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle.

Sincerely,

A large black rectangular redaction box covering the signature area.A smaller black rectangular redaction box covering the name of the sender.

Enclosures
CC Texas Attorney General's Office

**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).**