



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

4-21-06

24-JUL-2006

Repository

Reference No.
10163352

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CAYUGA

State NY

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 _____ Date 7/24/06

VEHICLE INFORMATION

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

YV1TS9703X1 [REDACTED]

Make ~~VOLKSWAGEN~~ VOLVO

Model ~~VOLKSWAGEN~~ X550

Model Year 1999

Date Purchased 01-JAN-04

Dealer's Name and Telephone Number ALAN BUYER ALAN BUYER

Engine: No: Cylinders 6

Fuel Type: Gas

Original Owner

Dealer's City SYRACUSE

State NJ

Zip Code [REDACTED]

Transmission Type AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code 060000 ENGINE AND ENGINE COOLING

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JAN-2004

Failure Mileage 60000

Failure Speed 0-80 mph

Failed at all speeds
UNABLE TO LOCATE PROBLEMS

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:

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).

DT: THE CONTACT STATED THE VEHICLE DIES ON THEM IN THE MIDDLE OF TRAFFIC. THIS HAS HAPPENED 6 OR 7 TIMES IN THE LAST 2 YEARS AND THE DEALER CANNOT REMEDY THE SITUATION. THE CONTACT STATES THERE ARE OTHER COMPLAINTS ABOUT THIS ON OUR WEBSITE.

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)

CAR dies ON Hwy's And in city nearly killed me and my family on RT 95. Car dies at stop lights and when passing other cars. Volvo dealer tried to replace many parts even ones not needed (no codes) found. Volvo and ALAN Byer told us O2 sensors were shot but when tested for N.Y. inspection at another dealer O2 sensors found to be fine. Volvo Corp. unresponsive.

ALAN Byer acted like it had never seen problem before yet other Volvo mechanics have

ATTACH ADDITIONAL SHEETS IF NECESSARY

Said 1999 S-80 are prone.

SYRACUSE NY 132

13 SEP 2006 PM 1 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

US Department of Transportation

National Highway Traffic Safety Administration

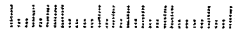
400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

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

We could no longer safely drive our 1999 Volvo S-80 and no one could fix it. We traded it in as-is at another dealer taking a huge loss.

Both Volvo motors and Alan Byer were terrible to work with wanting to send us home with an unfixable car and a large bill for parts we found out later we didn't need.

Our car was at the dealer's for 5 weeks. We were told their best tech was driving our car 45 miles a day to and from work (ok with us) to find problem. Yet car only 2 miles on it between del. to dealer and p/u by us.

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).