



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
 2006 DEC -5 AM 8:40
 13-NOV-2006

Repository
 Reference No.
 10173373

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City RACINE State WI 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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 YV1CZ59 [REDACTED] Make VOLVO Model XC90 Model Year 2004
 Date Purchased 01-AUG-03 Dealer's Name and Telephone Number FIELDS VOLVO 847-362-9200 Engine: No: Cylinders Fuel Type: Gas
 Original Owner Dealer's City LIBERTYVILLE State IL Zip Code [REDACTED]
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 222000 SEATS:MID/REAR ASSEMBLY
 Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-NOV-2006 Failure Mileage 82000 Failure Speed 20

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 WHILE ATTEMPTING TO ACCESS THE REAR THIRD ROW SEAT, THE LOWER SEAT CUSHION RELEASED AND STRUCK THE OCCUPANT. NO INJURIES WERE SUSTAINED. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THREE METAL CLIPS ON THE SEAT WERE FRACTURED AND NEEDED TO BE REPLACED. ADDITIONALLY, WHILE DRIVING 20 MPH, THERE WAS A THUMPING NOISE COMING FROM UNDERNEATH THE VEHICLE. IT WAS TOWED TO AN INDEPENDENT REPAIR SHOP WHO DETERMINED THE RIGHT REAR WHEEL WAS FRACTURED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS ALERTED.

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)

The front description is pretty accurate, however, when I pulled the rear seat cushion to flip the seat back up, ~~as~~ it did not strike me. The seat pulled right out.

When taken to the dealer I was told it needed a new seat frame + slides, and 2 stops. The ⁽³⁾slides were cracked in half. They are metal, there is no way I could do that + the other halves were not found. This can only mean that they were defective when installed initially. They ~~can~~ claim they have never seen a rear seat out, obviously, it is defective. It scares me that this is the seat my son sits on.

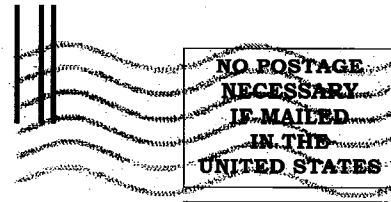
ATTACH ADDITIONAL SHEETS IF NECESSARY

Please call if you need any additional information. I cannot find the invoice on hand for the cracked wheel. I didn't want to cause delay. Please let me know if you need this.

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

MILWAUKEE WI 532

20 NOV 2006 PM 1 L



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



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



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