



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

01-FEB-2007

Repository ☐

AM 7:41
Reference No.
10181317

OWNER INFORMATION (Type or Print)

Name

Address

City RICHLANDS

State NC

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? ☐ 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

WV1CY592851

Make

VOLVO

Model

XC90

Model Year

2005

Date Purchased

01-JAN-05

Dealer's Name and Telephone Number

LARRY MENKE VOLVO 831-394-3374

Engine:

No: Cylinders 5

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SEASIDE

State

CA

Zip Code

93955

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

192000 TIRES:SIDEWALL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-JAN-2007

Failure Mileage

12000

Failure Speed

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).

TL* - THE CONTACT OWNS A 2005 XC90 VOLVO. THE CONTACT STATED THAT THERE WAS A SAFETY RECALL ON THE VEHICLE WHICH WAS ISSUED MAY 3 2006. SHE WAS NOT NOTIFIED OF THE SAFETY RECALL UNTIL SHE TOOK THE VEHICLE TO DEALER FOR SCHEDULED MAINTENANCE IN JANUARY 2007. THE CONTACT BELIEVED THAT THE PROBLEMS SHE CURRENTLY HAD WITH THE TIRES HAVING UNEVEN WEAR AND WEARING DOWN TO THE INDICATORS, AND CRACKED TREAD WERE CAUSED BY THE DEFECT STATED IN SAFETY RECALL 06V155000. THE RECALL STATED THAT THE OUTER TIE ROD BALL JOINT COULD DEFORM AT HIGH LOADS CAUSING A LOSS OF THE CLAMPING FORCE, AND THE NUT MAY LOOSEN, WHICH MAY EVENTUALLY LEAD TO A FATIGUE FRACTURE OF THE OUTER TIE ROD BALL JOINT. THE CONTACT STATED THAT THE TIRES CURRENTLY HAVE 17,000 MILES, THE FAILURE MILEAGE WAS 12000. THE CONTACT WOULD LIKE TO HAVE THE TIRES REPLACED BY THE MANUFACTURER. *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.

27 February 2007

We took our Volvo XC90 to Larry Menke, Inc. of Seaside, California on December 8, 2006. At that time we informed them that we were going to be driving the vehicle from California to North Carolina and we wanted an Inspection. The report from the inspection (attached) showed that there were no problems with the vehicle and made no mention of any problems, concerns, or recalls. We proceeded on our trip to Jacksonville, NC. Upon arrival, we noticed that something was not quite right with the tires. We were due for routine maintenance anyway so we took the vehicle in to Joe Alcoke Auto and Truck Center in New Bern, NC on January 20, 2007. To our surprise they informed us that there were two recalls issued 6-7 months ago (May/June 2006). We were also informed that all four tires needed to be replaced after only 17,000 miles of use! The two recalls (attached) were for a Windshield Wiper Arm and Outer Tie Rod ends. It is our firm belief that the premature wear of our tires are directly related to the Outer Tie Rod Recall.

We have attached copies of all of the above statements as well as our portion of the bill for four new tires. Please note that we are the original owners of this Volvo XC90.

[REDACTED]

IMPORTANT RECALL NOTICE

[RECALL 157: OUTER TIE ROD END MAY FRACTURE, XC90 (MY 2003-MY 2006
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES)]

June 2006

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this campaign:

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the outer tie rods of certain model year 2003, 2004, 2005 and 2006 XC90 vehicles.

In a certain vehicles, the outer tie rod may deform due to heavy loads, causing the tie rod nut to loosen. Over time, the deformation may lead to a fatigue fracture of the outer tie rod. If this occurs, the driver may notice that the vehicle is difficult to maneuver, which could result in a crash.

The corrective action will be to replace the outer tie rods with parts of a modified design.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment to have this campaign performed. This procedure will be completed at no cost and will take approximately 90 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you have previously had this repair performed on your vehicle, whether you paid for it or not, you must schedule an appointment with your authorized Volvo retailer for the replacement of the tie rods with parts of a modified design. If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department for details.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 7 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. You may also e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may call the toll-free Vehicle Safety Hotline 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or contact the NHTSA Administrator at 400 Seventh Street SW, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

Eunice Stern
Manager, Customer Care

IMPORTANT RECALL NOTICE

[RECALL 156: WINDSHIELD WIPER ARMS 2003-2006 XC90
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

August 2006

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this campaign:

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the windshield wiper arm of certain model year 2003, 2004, 2005 and 2006 Volvo XC90 vehicles.

If the windshield wiper arm is activated in extreme winter weather conditions, without lifting the wiper arms and cleaning the windshield prior to operation, the wiper arm might slip on its driveshaft, resulting in an inability to move the wipers from parking position. Failure of the wiper arms may cause limited visibility.

The corrective action will be to install reinforced wiper arms and retaining nuts in addition to a torque angle assembly.

Important Note: To ensure proper operation of the windshield wipers under any conditions, particularly ice and snow, please make sure the area around the wipers is free of any debris.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department for details.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 7 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. You may also e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-327-4236. The address is 400 Seventh Street SW, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

Eunice Stern
Manager, Customer Care

Please note: According to Insurance Institute for Highway Safety President Adrian Lund, "It is very important that owners of vehicles in which safety-related problems have been identified take those vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such notices should not be ignored or taken lightly..."

20 POINT MAINTENANCE / SERVICE INSPECTION

For your continued driving pleasure, one of our Expert Technicians has performed the following 20 point inspection on your car or truck.

Name: [REDACTED] Year & Model 2005 Volvo XC90

Telephone # _____ Mileage 11,826 Date 12-08-06

	Cked OK	Need Att.	Comments
1. Inspect Tire Wear & Condition (front)	X		5/32"
2. Inspect Tire Wear & Condition (Rear)	X		5/32"
3. Inspect For Alignment Requirements	X		
4. Inspect Front Brake Pads/Shoes - mm / % Remaining	X		9.0mm
5. Inspect Rear Brake Pads/Shoes - mm / % Remaining	X		9.0mm
6. Inspect Brake Hydraulic System Lines/Hoses for Wear/Leaks	X		
7. Test Parking Brake Adjustment	X		
8. Inspect Condition of Universal & C/V Joints & Boots	X		
9. Inspect Condition of Front Struts / Shocks	X		
10. Inspect Condition of Rear Struts / Shocks	X		
11. Inspect Exhaust, Muffler, Pipes, Gaskets, Shields	X		
12. Inspect Engine & Transmission For Leaks	X		
13. Inspect Condition of Serpentine & Drive Belts	X		
14. Inspect Condition of Radiator & All Hoses	X		
15. Inspect For Collant Leaks, Radiator, Water Pump, Hoses	X		
16. Inspect Engine Tune Condition, Air filter, Plugs, Wires	X		
17. Inspect Battery, Cables & Terminals, Alt. Belt Tension	X		
18. Inspect Air Conditioning & Heating System	X		
19. Inspect Condition Of Wiper Blades & Washer Jets	X		
20. Test Function of Head & Tail Lights, Backup, Turn & Brake	X		

Other needs: _____

Repair order # 135372 Service Advisor 6055 Tech. 4694

For further information & Price Quotes or Questions Please call us at (831) 394-3374 *Larry Menke Inc.*

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).