



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

Repository ☐

14-AUG-2007

Reference No.

10199493

OWNER INFORMATION (Type or Print)

Name

Address

City

OLEY

State

PA

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

4VG7DARJ5WN

Make

VOLVO

Model

VN610

Model Year

1998

Date Purchased
03-AUG-01

Dealer's Name and Telephone Number

Cumberland Truck - 1-800-732-0019

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☐

Dealer's City

Ephrata, Pa.

State

PA

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

017100 STEERING: LINKAGES: LINK: DRAG: CONNECTION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUN-2007

Failure Mileage
428000

Failure Speed
55

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

0

Number of Deaths

0

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 1998 VOLVO VN610. WHILE DRIVING 55 MPH, THE VEHICLE LOST STEERING POWER. THE CONTACT LOST CONTROL AND CRASHED INTO A GUARD RAIL. THE VEHICLE WAS TOWED FROM THE SCENE. THE DEALER WAS NOTIFIED, BUT THE VEHICLE WAS NOT BROUGHT IN FOR INSPECTION. THE CONTACT STATED THAT THE BALL JOINT THAT WAS ATTACHED TO THE DRAG LINK FELL APART. THERE WERE NO INJURIES. THE ENGINE SIZE WAS UNKNOWN. THE CURRENT MILEAGE WAS 430,000 AND FAILURE MILEAGE WAS 428,000.

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.

The truck was built by
Volvo-North America

Here are some phone
numbers to start with

Anita Stewart 336-393-2220
Debbie Smith 336-393-4103
Melissa

They should be able to direct
you to the right person.
We talked to these people and
they all passed the buck.