



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

29-AUG-2007
 PM 12:14

Reference No.
 10201166

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City PHOENIX State AZ 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 authorized signature, please print your name or address to the vehicle manufacturer.
 Signature of Owner [REDACTED] Date 9/10/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: YV1LS61J8[REDACTED]
 Make VOLVO Model S70 Model Year 2000
 Date Purchased 22-NOV-99 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 5 Fuel Type: Gas
 Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
 Transmission Type MANUAL Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
 Vehicle Component Code 170000 LATCHES/LOCKS/LINKAGES
 Multiple Failure: 50-80

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-AUG-2007 Failure Mileage 74000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTMAL9ABC036) 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 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 2000 VOLVO S70. THE CONTACT STATED THAT IN CONDITIONS OVER 100 DEGREES, THE KEY FOB WILL NOT UNLOCK THE DOORS TO THE VEHICLE. HE WOULD HAVE TO MANUALLY OPEN THE DOORS. WHEN THE FAILURE OCCURS WHILE THE CONTACT IS SITTING IN THE FRONT SEAT, HE CANNOT OPEN THE REAR DOORS BECAUSE THE REAR POWER DOOR LOCKS ALSO FAIL. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER AND THEY STATED THAT IT WAS AN ENGINEERING FAILURE THAT COULD NOT BE SOLVED. THE CURRENT AND FAILURE MILEAGES WERE 74,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE DOOR UNLOCKING PROBLEM IS WORSE WHEN THE SUN IS SHINING DIRECTLY ON THE DOORS. THE AUTOMATIC UNLOCKING FEATURE WITHIN THE CAR, LOCATED ON THE FRONT DOORS OR FROM THE KEYS, WILL NOT OPEN THE DOORS. THEY CAN BE ONLY OPENED BY PULLING UP ON THE INDIVIDUAL DOOR LOCKING BUTTON. A PERSON WITH SHORT ARMS CANNOT REACH THE REAR BUTTONS. IT IS NOT SAFE TO HAVE SMALL CHILDREN IN THE BACK SEATS. YOU CAN NOT GET THEM OUT OF THE CAR. THREE DOORS HAVE THIS PROBLEM.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

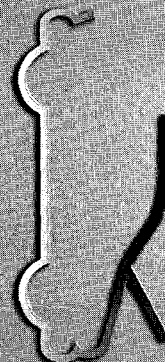
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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**



www.dhs.gov
people saving people

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

