



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 2007 SEP 25 04 SEP 2007 AM 8:54	Repository <input type="checkbox"/>
Reference No. 10201847	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			Evening Telephone Number	[REDACTED]
City	KERNERSVILLE	State	NC	Zip Code	[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 the name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 9/11/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV1RS61R21 [REDACTED]	Make VOLVO	Model S60	Model Year 2001
Date Purchased 30-APR-05	Dealer's Name and Telephone Number VOLVO OF THE TRIAD 3367234111		Engine: No: Cylinders 5
Original Owner <input type="checkbox"/>	Dealer's City WINSTON SALEM	State NC	Zip Code 27103
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 091000 FUEL SYSTEM, OTHER:STORAGE
Multiple Failure: 2			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-AUG-2007	Failure Mileage 66000	Failure Speed 0
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).
GARAGE

TL*THE CONTACT OWNS A 2001 VOLVO S60. WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY THE ODOR OF FUEL WAS PRESENT IN HER 2 STORY HOME. THE ODOR WAS STRONGER WHEN THE FUEL TANK WAS FILLED TO THE CAPACITY. THE MECHANIC DIAGNOSED THAT THE FUEL PUMP AND ELBOW ASSEMBLY WERE CRACKED. THE MECHANIC REMOVED THE SEATS, DRAINED THE FUEL PUMP, REPLACED THE SEATS AND TESTED THE VEHICLE AND FOUND IT TO BE OPERATING NORMALLY. THE FAILURE CONTINUED AFTER THE REPAIR WAS MADE. THE MECHANIC REPLACED THE O RING AND SENSOR. THE ODOR WAS NOT SMELLED AFTER THE REPAIR. THE FAILURE MILEAGE WAS 66,000. THE CURRENT MILEAGE WAS 66,800.

and replaced it,

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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
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ODI RESUME

Investigation: PE 06-053
Date Opened: 11/15/2006
Principal Investigator: Peter C. Ong
Subject: Fuel Pump Leakage

Manufacturer: Volvo Cars of N.A. LLC.
Products: ~~2001 Volvo S60~~
Population: 34,000 (estimated)

Problem Description: Fuel odor and/or fuel leakage

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	4		
Crashes/Fires:	0		
Injury Incidents:	0		
# Injuries:	0		
Fatality Incidents:	0		
# Fatalities:	0		
Other*:	0		

*Description of Other:

Action: Open this Preliminary Evaluation

Engineer: Peter C. Ong *plc*

Date: 11/15/2006

Div. Chief: Thomas Z. Cooper

Date: 11/15/2006

Office Dir.: Kathleen C. DeMeter

Date: 11/15/2006

Summary: The agency has received four reports alleging fuel leak or odor concerning the subject vehicles. Three of four reports allege fuel leakage from the fuel pump assembly mounted on top of the gas-tank assembly. The remaining report alleges fuel odor from the fuel tank. Most indicate that the fuel leak/odor was noticed during the summer months of 2006.

Complaints #176

11/16/06

2/14 Unnamed Customer Sales



U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh Street, SW
Washington, DC 20590

202-366-9161
-490

April 11, 2007

[Redacted]

NVS-215dgt
07V-152

MANAGER, AUTOMOTIVE SAFETY & COMPLIANCE
VOLVO CARS OF N.A. LLC.
1 VOLVO DRIVE
ROCKLEIGH NJ 07006

Subject: FUEL PUMP

Dear [Redacted]

This letter is to acknowledge your recent defect information report. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
VOLVO/S60/2001-2002

NHTSA Campaign Number: 07V-152

Mfg's Report Date: April 5, 2007

Components: FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Potential Number of Units Affected: 1,681

Summary:

ON CERTAIN VEHICLES ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE STATES OF ARIZONA AND NEVADA, ~~DUE TO THE COMBINATION OF FUEL QUALITY AND CLIMATE CONDITIONS, THE FUEL PUMP MAY, IN CERTAIN CASES, EXPERIENCE A REDUCED FUNCTIONALITY. THE MOST COMMON SYMPTOMS WOULD BE FUEL ODOR.~~

Consequence:

~~FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.~~

Remedy:

DEALERS WILL REPLACE THE FUEL PUMP FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING APRIL 2007. OWNERS MAY CONTACT VOLVO AT 1-800-458-1552.

Notes:

VOLVO RECALL NO. R176. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-800-424-9153 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of a Preliminary Evaluation, PE06-053, conducted by the Office of Defects Investigation.

Please provide the following additional information and be reminded of the following requirements:

Please provide an estimated dealer notification date as well as an owner notification date (month/day/year).

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at patricia.wallace@dot.gov or delia.lopez@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,



for George H. Person, Chief
Recall Management Division
Office of Defects Investigation
Enforcement



RECEIVED

2007 APR -5

DEFECTS INVESTIGATION
RECALL MGMT DIV.

Volvo Cars of North America, LLC

Volvo Drive
Rockleigh, NJ 07647
201 768 7300
www.volvocars.us

April 5, 2007

[Redacted] Administrator
National Highway Traffic Safety Administration (NSA-01)
Room 5321, Mail Code NVS-010
400 7th Street, SW., Washington, DC 20590

07V-152
(2 pages)

Re: DEFECT INFORMATION REPORT

Dear **[Redacted]**

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Volvo Cars of North America, LLC (Volvo) submits the following information concerning a safety recall program that it is voluntarily initiating.

- 1. Vehicle Manufacturer: Volvo Car Corporation
Gothenburg, Sweden
- Designated Agent
Volvo Cars of North America
Rockleigh, N.J. 07647

- 2. Identification of Vehicles involved
The vehicles involved in this recall are certain MY2001 and MY2002 S60 Volvo vehicles within the States of Arizona and Nevada. The assembly plants and inclusive dates of manufacture are:

Model	Model Year(s)	Number of cars involved	Assy Plant(s)	Production dates; Start / End	Chassis Numbers; Start / End
S60	2001-2002	1681	22	2000-06-14 / 2002-08-26	0000148 / 0234999

- 3. Number of Vehicles Potentially Affected.
The number of vehicles potentially affected by this recall in the U.S. is approximately 1,681.
- 4. Estimated percentage of Vehicles with the Defect.
This recall remedy will be implemented on 100% of the recalled vehicles within effected States.
- 5. Description of the Defect.
In certain model year 2001 and 2002 Volvo S60 vehicles within the States of Arizona and Nevada, due to the combination of fuel quality and climate conditions, the fuel pump may in certain cases experience a reduced functionality, the most common symptoms would be fuel smell.

The remedy is replacement of the Fuel pump assembly.

Supplier: Bosch (Fuel pump)
Robert Bosch Aktiebolag
André Gerlitz

Not only is the part not accessible unless you remove the rear seats, it isn't an item that

From: [redacted]
Sent: Monday, August 27, 2007 2:45 PM
To: [redacted]
Subject: 2001 S60
Importance: High
Attachments: INOA-PE06053-65202.pdf

Should be subject to wear and tear. Record-keeping heat may be mimicking the AZ & NV problems reported

Hi [redacted]

I just wanted to give you a heads up. I never got a reply to my email to Customer Care a couple weeks ago. I called and spoke with [redacted] and forwarded him the email. I told him regardless of how many years or miles are on the car, the fuel pump assembly isn't even accessible and shouldn't crack. I believe this is a safety item and the recall ("campaign 176") should be extended to NC as well as AZ & NV and I should be reimbursed.

[redacted] indicated the situation would be referred to a local rep and I should hear back from him or you within 3 business days. I'm hoping I don't have to go to NHTSA. I would hate to think what would've happened if we, or someone else with this problem, would have an accident and the tank ignited and hope Volvo Cars/Ford will do the right thing, particularly with the reputation they have/had for safety.

Let me know if you have any questions.

Thanks,

From: [redacted]
Sent: Monday, August 27, 2007 2:08 PM
To: [redacted]
Subject: FW: 2001 S60
Importance: High

Regards,

From: [redacted]
Sent: Thursday, August 16, 2007 5:04 PM
To: [redacted]
Cc: [redacted]
Subject: RE: 2001 S60
Importance: High

Hello,

Could someone please acknowledge receipt of this request?

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Sign in

Google

record breaking heat piedmont nc

Search

Advanced Search
Preferences

New! View and manage your web history

Web

Results 1 - 10 of about 144,000 for record breaking heat piedmont nc (0.28 seconds)

Weather in NC...really THAT hot? (Charlotte, Raleigh: visit, work ...

It took me 10 years to get used to the **heat** in **Piedmont North Carolina**. ... the upcoming week's forecast...you guys are in for some **record breaking heat** and ...

www.city-data.com/forum/north-carolina/84795-weather-nc-really-hot-9.html - 95k -

[Cached](#) - [Similar pages](#)

Green Sand: Conservation Insider Bulletin, August 10

It arrived during **record-breaking heat**, in the midst of a string of unhealthy ... Point Marine Air Station, **Piedmont Biofuels**, and the **N.C. Solar Center**. ...

sifting-the-sandhills.blogspot.com/2007/08/conservation-insider-bulletin-august-10.html -

66k - [Cached](#) - [Similar pages](#)

"Heat records busted" : News-Record.com : Greensboro, North Carolina

News-Record.com. The **North Carolina Piedmont Triad's** top go-to source for News ...

The **heat** isn't only taking a toll on farmers and those who work outside. ...

[www.news-record.com/apps/pbcs.dll/article?AID=/20070831/NRSTAFF/70830023/](http://www.news-record.com/apps/pbcs.dll/article?AID=/20070831/NRSTAFF/70830023/1/breaking)

[1/breaking](#) - 73k - [Cached](#) - [Similar pages](#)

"Heat cancels downtown event" : News-Record.com : Greensboro ...

News-Record.com. The **North Carolina Piedmont Triad's** top go-to source for News ...

GREENSBORO -- Due to the extreme **heat**, this week's lunchtime Friday by ...

[www.news-record.com/apps/pbcs.dll/article?AID=/20070810/NRSTAFF/308100040/](http://www.news-record.com/apps/pbcs.dll/article?AID=/20070810/NRSTAFF/308100040/1/breaking)

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[[More results from www.news-record.com](http://www.news-record.com)]

Full weather report story from WeatherBug.com

For several cities listed, Tuesday was the second or third day of **record-breaking heat**.

Additional records are likely to be set Wednesday as the summer **heat** ...

weather.weatherbug.com/weather-news/weather-reports.html?story=6765 - 37k -

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National Weather Service Text Product Display

A STRONG UPPER LEVEL RIDGE HOLDS ON FOR ANOTHER DAY ACROSS CENTRAL

NORTH CAROLINA...PRODUCING NEAR RECORD HEAT ONCE AGAIN. THE RIDGE

BEGINS TO SHIFT BACK TO ...

[www.crh.noaa.gov/product.php?](http://www.crh.noaa.gov/product.php?site=NWS&issuedby=RAH&product=AFD&format=ci&version=6&gl...)

[site=NWS&issuedby=RAH&product=AFD&format=ci&version=6&gl...](#) - 20k -

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National Weather Service Text Product Display

SYNOPSIS... A STRONG UPPER LEVEL RIDGE HOLDS ON FOR ANOTHER DAY

ACROSS CENTRAL **NORTH CAROLINA...PRODUCING NEAR RECORD HEAT ONCE**

AGAIN. ...

[www.crh.noaa.gov/product.php?](http://www.crh.noaa.gov/product.php?site=NWS&issuedby=RAH&product=AFD&format=ci&version=28&g...)

[site=NWS&issuedby=RAH&product=AFD&format=ci&version=28&g...](#) - 28k -

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Latest News Updates / Breaking News : News-Record.com : Greensboro ...

The **North Carolina Piedmont Triad's** top go-to source for News. a service of the News & **Record**, Greensboro, North Carolina ...

www.newsandrecord.com/apps/pbcs.dll/section?category=breaking&template=idx - 172k -
Cached - Similar pages

Meadow, North Carolina (27052) Conditions & Forecast : Weather ...

Observed at:, **Piedmont Triad, NC**, Rural Hall, **North Carolina**. Elevation:, 825 ft / 251
m today... **breaking the old record of 87 set in 1998.** ...

www.wunderground.com/US/NC/Meadow.html - 169k - [Cached](#) - [Similar pages](#)

April 2007 Cold Wave

April 8, 2007, **Piedmont Triad Intl. Airport, NC**, 25, 28, 1990 Conversely, sensible heat
flux is much higher, which results in more of the sun's energy ...

lwf.ncdc.noaa.gov/oa/climate/research/2007/apr/apr-cold-event.php - 46k -

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