



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
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Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WINSTON SALEM State NC 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 a signature or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/21/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
YV1RS58D2 [REDACTED] Make VOLVO Model S60 2.4T Model Year 2001
Date Purchased 27-MAR-01 Dealer's Name and Telephone Number Volvo of the Triad (336)723-4111 Engine: No: Cylinders 20 Fuel Type: Gas
Original Owner Dealer's City Winston-Salem State NC Zip Code 27103 5 cyl. Turbo
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP
Multiple Failure: 30

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-SEP-2007 Failure Mileage 71500 Failure Speed 0 Failing fuel pump

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: DOTM19ABC036) 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 2001 VOLVO S60. THE CONTACT SMELLED A GASEOUS ODOR NEAR THE FUEL FILLER DOOR. A MECHANIC STATED THAT THE FUEL PUMP FAILED, BUT NO REPLACEMENT WAS MADE. THE CURRENT MILEAGE WAS 72,800 AND FAILURE MILEAGE WAS 71,500.
As a clarification, the pump has not yet failed, but will eventually require replacement at a cost at or above [REDACTED]. Please see attached information.

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 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.

[REDACTED]
Winston-Salem, NC [REDACTED]
October 21, 2007

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

To Whom It May Concern,

Enclosed is a copy of the recall letter for Volvo owners in Arizona and Nevada. It is ludicrous that other owners in the United States are not included in this recall. We have had record heat in the Southeast and Mid-Atlantic states this summer, and summer gets hot in most of the United States such that any Volvo with this plastic fuel pump design failure is subject to its malfunction with the risk of fire and explosion.

I cannot control the sulfur content of the gasoline I purchase, only to say that I purchase brand name gasoline (Shell) for the vehicle. I will arrange for repair at a later date in that I can drive an alternate vehicle as the Volvo's replacement. I would prefer to have the replacement done under recall rather than try to seek reimbursement later for a repair done now at an expense of at least [REDACTED]

Sincerely,

[REDACTED]

IMPORTANT RECALL NOTICE

[CAMPAIGN 176: 2001-2002 S60 FUEL PUMP
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

June 2007

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 fuel pump of certain model year 2001-2002 S60 vehicles that were sold, or are registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

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 1 hour and 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 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 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 1200 New Jersey Ave SE, 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,

Rich Buchheit
Manager, Customer Support