



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 DEC 12 AM 9:00
24-OCT-2007

Repository
Reference No.
10206813

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PEORIA State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [REDACTED] address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/6/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: YV4CZ85287 [REDACTED]
Make VOLVO Model XC90 Model Year 2007
Date Purchased 01-JUL-07 Dealer's Name and Telephone Number POWELL VOLVO Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City SCOTTSDALE State AZ Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE
Vehicle Component Code 103500 POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LIN
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-OCT-2007 Failure Mileage 7600 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: 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 2007 VOLVO XC90. ON OCTOBER 7, 2007, THE CONTACT'S DAUGHTER ACCIDENTALLY PULLED THE GEAR SHIFT WHILE CLIMBING INTO THE BACK SEAT OF THE VEHICLE. AS A RESULT, THE VEHICLE ROLLED OUT OF THE DRIVEWAY. THE ENGINE WAS NOT RUNNING AND THE KEYS WERE NOT IN THE IGNITION. THE CONTACT'S HUSBAND WAS ABLE TO GET IN THE VEHICLE AND PLACE IT IN PARK WITHOUT A CRASH. THE CONTACT STATED THAT WHEN THE ENGINE IS NOT RUNNING, SHE COULD STILL SHIFT THROUGH ALL THE GEARS WITHOUT DEPRESSING THE BRAKE PEDAL. ALSO, WHILE THE VEHICLE IS PLACED IN DRIVE, THE CONTACT CAN TURN THE VEHICLE OFF AND REMOVE THE KEY FROM THE IGNITION. BILL CASEY, A REPRESENTATIVE FROM THE VOLVO MANUFACTURER, WARNED HER THAT IF SHE FILED A COMPLAINT WITH NHTSA, SHE BETTER HIRE AN ATTORNEY BECAUSE VOLVO WOULD NOT PROVIDE ASSISTANCE. HE ALSO STATED THAT HER VEHICLE WAS POSSIBLY A LEMON AND, IF SHE DID NOT REPORT THE FAILURE TO NHTSA, VOLVO WOULD DO WHATEVER IT TAKES TO RECTIFY THE SITUATION. THIS EVEN INCLUDES PROVIDING HER WITH A NEW VEHICLE. THE CONTACT HAS A VIDEO TAPE OF THE GEAR FAILURE. THE CURRENT MILEAGE WAS 8,000 AND FAILURE MILEAGE WAS 7,600.

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.

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).