



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

2008 MAR 25 PM 2:09
21-FEB-2008

FOR AGENCY USE ONLY 100148

Date Received
Repository
Reference No.
10218759

OWNER INFORMATION (Type or Print)

Name
Address
City WOODBRIDGE State CA Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an alternate name or address to the vehicle manufacturer. YES NO
Signature of Owner _____ Date 2/29/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
YV1RS58D71
Make VOLVO Model S60 Model Year 2001
Date Purchased 08-DEC-01 Dealer's Name and Telephone Number TURNER VOLVO Engine: No: Cylinders 5 Fuel Type: Gas
Original Owner Dealer's City SACRAMENTO State CA Zip Code
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP Multiple Failure: 36

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-JAN-2008 Failure Mileage 60000 Failure Speed 0
FUEL PUMP AND 'O' ring assembly

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 2001 VOLVO S60. WHENEVER THE CONTACT ATTEMPTS TO DRIVE HIS VEHICLE, HE SMELLS GASOLINE OUTSIDE OF THE VEHICLE. THE SMELL IS ALSO IN THE PASSENGER COMPARTMENT, BUT IS NOT AS STRONG. THE VIN IS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 07V152000 (FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP). THE CURRENT MILEAGE WAS 63,000 AND FAILURE MILEAGE WAS 60,000.

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 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)

A STANDING FUEL DRAIN WAS NOTED FOR 6 WEEKS. FUEL NOTED TO BE STAINING GAS TANK - ACTIVE, PROGRESSIVE GAS LEAK FROM FUEL PUMP. VALVE USA NOTIFIED AND CORRECTED FAILED PUMP. MULTIPLE FUEL PUMP FAILURES WITH RECALL IN ARIZONA AND NEVADA, POSSIBLE "HIGH" RISK FAILURE WITH POSSIBLE FIRE WITH OR WITHOUT COLLISION

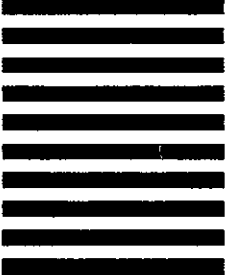
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

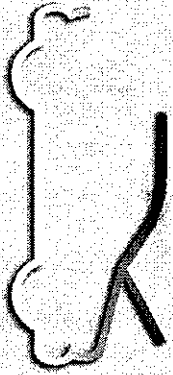
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES
03 MAR 2008 1PM J.T.

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



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**



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



SERVICE DEPARTMENT HOURS
 Mon. - Friday 7:00 A.M. to 6:30 P.M.
 Closed Sat. & Sun.
 We regret that we cannot guarantee
 Release of your vehicle after 6:00 P.M.

Berberian

EUROPEAN MOTORS

3755 WEST LANE
 P.O. BOX 8790, STOCKTON, CA. 95208-0790
 Phone (209) 944-5511/ Fax (209) 944-0157

B.A.R. #
 AK 149920
 EPA #
 CAL000096992

CELL: [REDACTED]

CUSTOMER No.	ADVISOR FRED ROSETE	TAG No.	INVOICE DATE 02/29/08	INVOICE No. VOCS167357
[REDACTED]	LABOR RATE	35093	COLOR MOONDUST/	STOCK No.
[REDACTED]	LICENSE No.	[REDACTED]	DELIVERY DATE 12/03/00	DELIVERY MILES
WOODBRIDGE, CA	YEAR / MAKE / MODEL 01/VOLVO/S60/S60	MILEAGE 63,661	SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. No. Y V 1 R S 5 8 D 7 1 2	F. T. E. No.	R.O. DATE 02/28/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 63662	

JOB# 1 CHARGES-----

LABOR-----
J# 1 47VOZ FUEL SYSTEM TECH(S):43237 WARRANTY

CUSTOMER STATES THERE IS A FUEL LEAK. CONTACTED VOLVO BECAUSE HE FOUND THE FUEL PUMP HAD BEEN RECALLED IN OTHER STATES. JOHN @ VOLVO ASKED THAT THE VEHICLE BE INSPECTED AND THEN VOLVO CONTACTED. SEE ATTACHED INFO. CHECK AND ADVISE.

NOTE: WARRANTY INQUIRY SHOWS NO OPEN CAMPAIGNS FOR THIS VIN #.
 VERIFIED CONCERN FOUND FUEL TANK HAS FUEL STAINS RUNNING DOWN FROM THE TOP PART. REMOVE PUMP HATCH, FOUND PUMP LEAKING MAJOR FUEL LEAK.
 PUMP HOUSING MATERIAL FAILED. SOP
 R&R FUEL PUMP AND 2 ORINGS OK NOW. CHECK FUEL LEVEL
 ALL GOES TO THE RIGHT HAND SIDE. OPERATION CORRECT.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	31261128-8	PUMP UNIT		WARRANTY
	2	9141498-7	O-RING		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----

IMPORTANT

You may receive a Customer Satisfaction Survey from the Manufacturer in the next few weeks. If for any reason you cannot grade us "EXCELLENT"

Please call MARK SRACK at (209) 944-5511
 Thank You, Your
BERBERIAN EUROPEAN MOTORS SERVICE TEAM

COMMENTS-----
 A SAFETY ISSUE AND SHE WAS GOING TO BRING VEHICLE ON 0225, NEEDS SHUTTLE TO WOODBRIDGE-CRS