



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 ☐

Reference No.
10227140

2008 JUN -2 PM 12:35
09-MAY-2008

OWNER INFORMATION (Type or Print)

Name

Address

City

PORT ORANGE

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer. ☐ YES ☒ NO
Signature of Owner _____ Date 05-28-08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

YV1NC56D61

Make

VOLVO

Model

C70 CONVERTIBLE

Model Year

2001

Date Purchased

3/07

Dealer's Name and Telephone Number

Wholesale Cars

Original Owner ☐

Dealer's City

Sarasota

State

FL

Zip Code

Engine:

No: Cylinders

5

Fuel Type:

GAS

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-NOV-2007

Failure Mileage
60000

Failure Speed

ALL SPEEDS

PROBLEM NOT IDENTIFIED

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 C70 CONVERTIBLE. WHILE DRIVING AT ANY SPEED, THE VEHICLE STALLS, BUT THEN DRIVES NORMALLY. THE FAILURE OCCURS INTERMITTENTLY AND THE CONTACT DID NOT NOTICE ANY DIFFERENCE IN THE VEHICLE BEFOREHAND. THE VEHICLE HAS NOT BEEN IN A CRASH AND HAS NOT BEEN DIAGNOSED BY THE DEALER. NHTSA CAMPAIGN ID NUMBER 06V441000 (VEHICLE SPEED CONTROL) WAS REFERENCED. THE CURRENT MILEAGE WAS 66,521 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 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)

VOLVO DEALER IN DAYTONA CLEANED THROTTLE BODY -
PROBLEM PERSISTS

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

DAYTONA BEACH
FL 321
27 MAY 2000 PM 2 L

NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

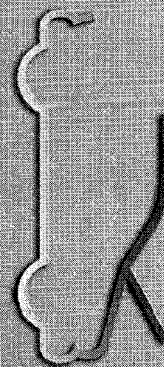
WASHINGTON, DC

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



SALE

BRITISH-AMERICAN AUTO
152 ORANGE AVE
DAYTONA BEACH, FL 321140000
ATID: 00000415538

TIME: 11:59 AM

DATE: 01/28/08

MERCHANT #: 4095632125

AX XXXXXXXX

INVOICE:

APPROVAL CODE: 511296

SEQ: 008

TOTAL AMOUNT

\$318.03

CUSTOMER COPY

BRITISH AMERICAN AUTO REPAIR
 154 Orange Ave
 DAYTONA BEACH, FLORIDA 32114
 Phone (386) 253-7343 • Fax (386) 253-1301
 MV-14457

028014

Customer's Order No. _____ DATE January 28, 2008

SOLD TO _____

ADDRESS _____

SALESMAN Kenny TERMS Volvo

CASH	CHARGE	O. O. D.	PAID OUT	RETD. MDSE.	RECD. ON ACCT.
QUAN.	DESCRIPTION			PRICE	AMOUNT
5	new N-6-K spark plugs				13.75
1	new gas cap				8.90
1	Fuel Injection Flush				95.00
	-Oil Filter & Scan test				
	and Install Caps plugs				80.00
	Kamrol Transmover				
	fluid & Replace w/ Volvo				
	fluid				101.00
					298.62
					79.41
					318.03

They kept the car at one point for 5 days
 The car has been back 5 times
 since, but I was not charged.
 They are at a loss -

ALL Claims and Returned Goods MUST Be Accompanied By This Bill

SIGNATURE _____

DEBIT SALE

BRITISH AMERICAN AUTO
154 ORANGE AVE
DAYTONA BEACH, FL 321140000
ID: 00008015538

TIME: 09:41 AM

DATE: 10/15/07

MERCHANT #: 44440001

INVOICE: [REDACTED]
APPROVAL CODE: 880733
SEQ: 006

TOTAL AMOUNT \$69.23

[REDACTED]

CUSTOMER COPY

021622

DATE _____

ADDRESS.

SALESMAN

TERMS

ALL Claims and Returned Goods MUST Be Accompanied By This Bill

SIGNATURE

CUSTOMER NO.		TEAM ROBERT HOUGHAM 103		CARD NO.	INVOICE DATE 05/10/04	INVOICE NO.
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 66521	COLOR MOUNTAIN	STOCK NO.
		YEAR / MAKE / MODEL 01 / VOLVO / L70			DELIVERY DATE	DELIVERY MILES
		VEHICLE ID NO. Y01NC56D51			SELLING DEALER NO.	PRODUCTION DATE
PORT ORANGE, FL [REDACTED]		FTE NO.	P.O. NO.	R.O. DATE 05/03/04		
BUSINESS PHONE						MILEAGE OUT

JOB# 1 CHARGES

LABOR

J# 1 10V0Z01 DRIVEABILITY CONCERN HOURS: 0.50 TECH(S):100
CAR SURGES WITH CRUISE CONTROL ON, IDLES UP AND DOWN
CLEAN THROTTLE BODY TO CORRECT

WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL

0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* () CHARGE *

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

THANK YOU FOR YOUR BUSINESS!!!

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

*The car is still doing
the same -
It goes in a
limp position*



VOLVO OF DAYTONA BEACH, Inc.

601 Mason Avenue

DAYTONA BEACH, FLORIDA 32117

Telephone (386) 252-7676

STATE OF FLORIDA REGISTRATION # MV-05075