



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 JUN -29-MAR 2008 33

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
Reference No. 10228335	

NAME (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	NOVATO	State	CA
Zip Code	[REDACTED]		

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
 Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side VV1CZ91H44-[REDACTED]	Make VOLVO	Model XC90	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 012000 STEERING: COLUMN	
		Multiple Failure:	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 15-MAR-2006 April 2005	Failure Mileage 10000 23,000	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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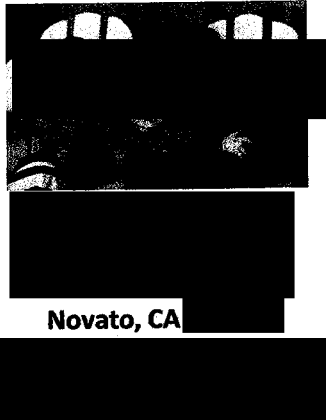
**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2004 VOLVO XC90. WHILE DRIVING AT ANY SPEED, THE STEERING COLUMN MAKES A KNOCKING NOISE WHEN IT IS TURNED. THE CONTACT DID NOT NOTICE ANY DIFFERENCES IN THE VEHICLE PRIOR TO THE FAILURE. THE VEHICLE HAS BEEN DIAGNOSED BY THE DEALER SEVERAL TIMES, BUT THE FAILURE STILL PERSISTS. THE CURRENT MILEAGE WAS 77,000 AND FAILURE MILEAGE WAS ~~40,000~~ 23,000

See attached letter

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.



May 21, 2008

Doug Speck  
President  
Volvo Cars of North America, LLC  
1 Volvo Drive  
Rockleigh, NJ 07647

Dear Mr. Speck,

I think you may be interested in hearing about the persistent problems we have had with our 2004 XC90, beginning prior to April 2005 when the car was a little over a year old and had 23,000 miles on it. When we originally brought the car in (April 1, 2005) for the noise we were hearing, I called it a "knocking" noise; it was determined it was a problem with the steering column. As a result, on May 23, 2005, the steering column was replaced under warranty; however, the noise was still there. I have brought it in repeatedly since then and was treated very nicely by Ken in the service department but on numerous occasions I was told nobody heard the noise. (On a side note our car was experiencing a power steering leak for some time and was repaired by Volvo at no charge because it was determined it was caused when the steering column was installed). So, the noise continued and was happening more frequently, however, it wasn't until several months ago that I brought my car to a local mechanic to do an oil change that someone validated there was a noise, besides my husband. In the mechanic's words, he described it as a "creaking". I then called Ken again at the Corte Madera Volvo dealership and let him know and once again I brought it down for a check. One of the Volvo mechanics drove the car around with my husband and definitely agreed there was a noise. It has become more prominent as time has gone by. He seemed to think it was something with the bushings and quoted us around \$900 to fix it. They did not seem confident in knowing if that would fix it and warned us of that.

After letting Customer Care at Volvo.com look into it, the best they could do was offer us a 20% discount and still no guarantee that the noise would go away. The dealership said they have only seen one or two other cars with this but assured us it is not a safety issue. So, if they aren't sure what exactly is wrong and they've only seen a few cars with this, then how do they know it's not a safety issue? I have also been told by Volvo.com that this is a "normal wear" problem. How can it be normal wear when the

noise started at 23,000 miles, not to mention they've only seen one or two other cars with this problem. I drive this car every day and it is our only family vehicle. I feel uncomfortable driving my four children around with this constant unexplained noise. Our family cannot afford to be paying these kinds of mechanic bills on the income we have. I am a stay at home mom and manage our single income household on a tight budget. Although we would rather get the car fixed than sell it, I think we would have a very difficult time trying to sell our car because of this obvious noise. We have been happy with our car in all other ways and besides this issue, it has been a great car for our family. We have always maintained the car in a timely manner and I would be happy to forward you all my maintenance records documenting this. Once our warranty was up, we did take our car to a local mechanic because it was closer and less expensive and with four kids it logistically was a lot easier. I don't think it's fair to blame us for that, which is something Volvo customer care has done. That is not what caused the problem and the problem originated when we were under warranty.

If customer care doesn't care then I'm not sure where to go. **Volvo is a car that prides itself on safety** and I find it ironic that they are not concerned with a possible safety issue, so I have reported my problem to the National Highway and Traffic Safety Administration. Please help us resolve this issue so that we can remain loyal customers, otherwise, we will not consider buying a Volvo in the future.

I appreciate your time in reading my letter and I hope you will consider taking care of our vehicle at Volvo's expense.

Sincerely,

A solid black rectangular box used to redact the sender's name and signature.