

**OCT 22 2009**U.S. Department
of TransportationNational 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

28-AUG-2009

Repository ☐Reference No.
10282085**OWNER INFORMATION (Type or Print)**

Name

Address

City

RENO,

State CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

4V4NC9TG45N

Make

VOLVO

Model

VNL

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

10-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

350000

Failure Speed

0

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: DOTM49ABC036)

☐ 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

Number of Deaths

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 2005 VOLVO VNL. THE CONTACT STATED THAT IN WARMER WEATHER CONDITIONS THE ENGINE WOULD STALL WITHOUT ANY PRIOR WARNINGS. AS A CONSEQUENCE HIS RISK FOR VEHICLE CRASH IS INCREASED. IT WOULD TAKE APPROXIMATELY THIRTY MINUTES TO RESTART. THE VEHICLE WAS TAKEN TO A DEALER IN WHICH THE TECHNICIAN DID NOT IDENTIFY THE CAUSE OF THE FAILURE. HE SPECULATES THAT THE TECHNICIAN ALTERED THE VEHICLE WITHOUT PERMISSION, WHICH PREVENTED ANY WARNING LIGHTS FROM ILLUMINATING ON THE INSTRUMENT CONTROL PANEL. THE FAILURE MILEAGE WAS 350,000. THE CURRENT MILEAGE WAS 450,000.

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.

To: US Dept of Transportation

National Highway Traffic Safety Admin

→ Prof Defects Investigation nus 200

1200 NJ. Ave SE

Washington DC 20077

From:

Pens WU

I bought a 2005 Volvo Cress 8 truck from the Volvo Dealer in Portland Or. in Mid February 2009.

Through the rest of the winter I had terrible mechanical problems with it and it was in the shop almost as much as it was on the road. Little did I know that the worst was yet to come.

So may the weather warmed up and I started having problems that I have never had in any other truck. With all the dash board gauges showing normal and no warning lights on my engine would shut down. Three or four seconds after

that I loose steering because the power steering doesn't work when the engine is off. One cannot steer a heavy truck without power steering. I took it to the Volvo Dealer in Reno NV, and asked him to find out why my engine was shutting off. They fired a few shots and I thought OK its electrical, its fixed.

Driving south on US 395 50 miles north of Reno NV. It happened engine, all gauges reading normal, no warning lights, the engine stops & loose power steering. I had just enough momentum to get the truck off the roadway but just by inches. It was on a blind corner and could have easily caused someone to swerve and cause a terrible crash.

Get my own expert, a lot of it, & took this truck out of service. Now I know that there is something seriously wrong with this truck and what follows is what I think it is.

An experienced technician has tampered with the dash board gauges so that they show everything is running normal. Also the warning lights were disconnected and never come on. All on board computers would probably have to be tampered with to cause this.

Swift Trucking turned this truck back to Volvo at 400,000 miles instead of their usual 750,000 that is normal. Designed for a Volvo engine, this truck has a Cummins engine in it and it has filled the engine compartment so full that the airflow through the radiator is restricted and it is not fixable. Instead of recalling it, gauges and computers were tampered with and I was sent out with a truck that was 5 seconds from a possible truck wreck and I had no way of knowing it.

Would you inspect this truck?
Sincerely

[REDACTED]