

From: Wells, Cynthia CTR (NHTSA)
Sent: Tuesday, January 05, 2010 9:35 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10296673

Attachments: 10296673.pdf

From: DataQuality, DataQuality (NHTSA)
Sent: Tuesday, January 05, 2010 9:05 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10296673

From: [REDACTED]
Sent: Monday, January 04, 2010 6:48 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10296673

To whom it may concern:

I am returning the information regarding my recent complaint.

Thank you,

[REDACTED]

[REDACTED]

To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10296673

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation





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

22-DEC-2009

Repository Reference No.
10296673

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City VIRGINIA BEACH State VA Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

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 YV1CM59H641 [REDACTED]		Make VOLVO	Model XC90	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-DEC-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 70000	Failure Speed 65
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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: DOTMAL9ABC036)	<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	Number of Deaths	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 ON THE HIGHWAY IN RAINY CONDITIONS, THE ELECTRICAL SYSTEM SHUT DOWN FOR A FEW SECONDS. THE LIGHTS, RADIO, WINDSHIELD WIPERS, AND STEERING ALSO SHUT OFF. THE FAILURE CONTINUED TO OCCUR INTERMITTENTLY WITHIN MINUTES UNTIL THE VEHICLE WAS COMPLETELY TURNED OFF AND RESTARTED. HE ONLY NOTICED THE FAILURE WHILE HE WAS DRIVING ON THE HIGHWAY. THE DEALER MADE SEVERAL ATTEMPTS TO DIAGNOSE THE FAILURE AND WAS UNABLE TO FIND THE CAUSE. IT WAS SUGGESTED THAT HE REPLACE THE COMPUTER AND SOFTWARE SYSTEM. HE REPLACED THE SOFTWARE (UPGRADE) BUT THE FAILURE CONTINUED TO OCCUR. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE CURRENT MILEAGE WAS APPROXIMATELY 106,000. THE FAILURE MILEAGE WAS APPROXIMATELY 70,000.

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.