



INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

DOT Auto Safety Hotline

U.S. Department of Transportation

National Highway Traffic Safety Administration

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
JUN 01 2010
 19-MAR-2010

Repository
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 10321053

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City CARY State NC Zip Code [REDACTED]

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

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
 YV1SW59V942 [REDACTED] Make VOLVO Model V70 Model Year 2004
 Date Purchased 4/04 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 5 Fuel Type: Regular
 Original Owner Dealer's City Hickory, NC State NC Zip Code [REDACTED]
 Transmission Type Auto Antilock Brakes Cruise Control Powertrain FWD Multiple Failure: Incident Date(s) 08-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 200000 WHEELS, 021500 SUSPENSION: FRONT: CONTROL ARM Failure Mileage 60000 Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2004 VOLVO V70. WHILE DRIVING 5 MPH OUT OF DRIVEWAY THE CONTACT HEARD A CLUNK AND THE VEHICLE STOPPED. A BOLT CAME APART FROM THE CONTROL ARM. THE VEHICLE WAS TAKEN TO A REPAIR SHOP AND IT WAS REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 60000. THE CURRENT MILEAGE WAS 66000.

Control arm was ~~part~~ partially disconnected from vehicle at the point where bolt came out. front tires were facing opposite directions, preventing vehicle from being able to move

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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



* 2004 VOLVO V70
 * License: [REDACTED] NC
 * Mileage: 60000
 Lug Torque 103
 Tire Infl F/R 38 38

* FINAL BILL - INVOICE**

MVR# Invoice# 34084383 - RI
 Order Num 96751966 - WI
 NC NATL TIRE & BAT # 652 Page - 1
 NC STORE, CARY Opening Salesperson 12928519
 2041 WALNUT STREET Date/Time In..... 11/08/09 10:56:19
 919 852-1300 Date/Time Out..... 11/11/09 18:47:27
 Customer: 9565852 Ship To:

CARY NC [REDACTED]
 Home# [REDACTED] Work# [REDACTED]
 Addl Repairs may be authorized by [REDACTED]
 VIN# YV1SW59V942 [REDACTED] PO#:

Item Number	Item Description	Qty	Price Each	Extended
VCA	VEHICLE INSPECTION 7 POINT	1		

=====
 Control Passenger front, closer to rear, bolt came out
 Check to see if needs to replace and what needs to be done
 to prevent it coming back out.
 Check brake rotors sheild, bend out if possible
 =====

WAP	PROGRAM WHEEL ALIGNMENT 12945743 SNOW, THEODORE A.	1		
FELAB	/10TH HOUR LABOR STEERING/SUSPENSION LABOR	13	8.50	110.50
XPFE	R/F LOWER CONTROL ARM OUTSIDE PURCHASE FRONT END New 12945743 SNOW, THEODORE A.	1	249.99	249.99
MASTERCARD	MasterCard CARD NUMBER 9453 APPR 04707Z			409.86-

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS
 BELOW AND SIGN:
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A
 WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.
 ___ I REQUEST A WRITTEN ESTIMATE.
 ___ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE
 REPAIR COSTS DO NOT EXCEED \$_____
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY
 WRITTEN OR ORAL APPROVAL.
 ___ I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED _____ DATE / /

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS
 AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. WE
 USE BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.
 I DO ___ DO NOT ___ WANT MY PARTS RETURNED
 PROPOSED METHOD OF PAYMENT, CASH ___ CHECK ___ CREDIT CARD ___
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

CUSTOMER COPY

[REDACTED]
Cary, NC [REDACTED]

March 19, 2010

Customer Service Manager
Volvo Cars of North America
1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Dear Customer Service Manager:

I am writing to express my disappointment in Volvo's handling of two issues concerning my 2004 V70 station wagon (VIN#YV1SW59V942[REDACTED]). I have experienced two mechanical problems recently, which I describe below, that appear to be identical to two different recalls associated with this year/model vehicle. I contacted Volvo this morning (1-800-458-1552), and I was informed that these defects do not apply to my particular VIN#, even though the malfunctions that I have experienced **exactly match** the defects described in the recalls. Volvo offered no solutions to the problems I had encountered.

In November 2009, while pulling out of my driveway at low speed, the front right control arm became disconnected from its spindle. The car would not move because the front wheels were pointed in different directions. When I walked into my garage after the malfunction to call a tow truck, I noticed the nut that is used to secure the control arm to the spindle was on the floor of my garage where my car had been parked. After examining the control arm, I noticed that the stud was still in the assembly. I had the car repaired at a local repair shop at a cost to me of \$409.86 (receipt enclosed). Only after researching the malfunction that I describe next did I become aware that Volvo issued a recall for the 2004 V70 for this control arm problem (NHTSA #04V029000, Volvo # R133).

The second malfunction that I encountered involves the fuel pressure sensor. Last week, I had a local repair shop perform a major service interval on my vehicle. Prior to the service, I had been experiencing an intermittent "service engine soon" light notification. I mentioned the issue to the shop when I dropped the car off, and the shop performed a diagnostic on the problem. The shop informed me that the light was coming on because of a signal that was being received from the fuel pressure sensor (documentation enclosed), and that the fuel pressure sensor had failed. At the time, I elected not to have the fuel pressure sensor repaired until I could do some research on the problem. In researching the problem, I discovered that Volvo issued a recall (NHTSA #07V226000, Volvo #R181) on a fuel pressure sensor malfunction that is identical to the problem that I am experiencing.

Upon uncovering these two recalls I was fully expecting Volvo to fix the fuel pressure sensor problem, reimburse me for the repair work on the control arm, and inspect the left front control arm for a similar defect. Needless to say, I was surprised and disappointed when Volvo would not stand behind its product. I chose to buy a Volvo product because of its reputation for both quality and safety. I am particularly focused on safety because I transport my three children to school at highway speeds on a daily basis. I am an engineer in the nuclear power industry, and there is no way that I could take such an approach with my customers as Volvo has taken with me in this instance. Given the undisputable match between the problem that I encountered with the control arm and the control arm defect explained in the recall, I find it utterly unbelievable that a rational customer service representative would not offer, at the very least, to have me bring the vehicle into a dealer for a safety inspection of the control arm assemblies.

I sincerely hope that Volvo will reconsider its position on these two safety issues. At this point, I have lost confidence that my V70 is a road-worthy vehicle and in Volvo Cars of North America as a reputable automaker. In fact, I do not feel comfortable driving the car on a regular basis. I feel very lucky that I was not driving at highway speeds with my children in the car on my normal morning commute.

Finally, I want to inform you of what I have done as a result of Volvo's handling of the situation. Clearly, if this is Volvo's position, you have lost a customer. I have filed complaints with the National Highway Transportation Safety Administration (case #10321053) and the Federal Trade Commission (case #25798332). I am also sending a copy of this letter to the dealership from which I purchased the vehicle. While I only have good things to say about the dealership, I want them to be aware of this issue and Volvo's customer service approach. Should Volvo wish to reconsider its position with these safety issues, I can be contacted at [REDACTED]

Regards,

[REDACTED]



RESEARCH TRIANGLE REGION

NC 276 4 L

24 MAY 2010 PM



USDOT-NHTSA
Office of Defect Investigation
NVS-210
1200 New Jersey Ave. S.E.
Washington, DC 20590

