

 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 09-NOV-2010		Repository ☐ Reference No. 10365081	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
COLLEGE PARK		GA			
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		Make		Model	
YV1MS382252		VOLVO		S40	
Model Year		Engine:		Fuel Type:	
2005		No: Cylinders		93	
Date Purchased		Dealer's Name and Telephone Number		State	
11-02-08		Atlanta Altra Cars		GA	
Original Owner		Dealer's City		Zip Code	
☐		Roswell		30076	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				20-OCT-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage	
				68000	
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: DOTM9ABC036)		☐ 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:		Fire:		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
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).				Reported to Police	
				N	
TL*THE CONTACT OWNS A 2005 VOLVO S40. THE CONTACT STATED THAT THE CHECK ENGINE LIGHT ILLUMINATED AND THE VEHICLE STALLED WHILE SHE WAS DRIVING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE IT WAS REPAIRED ACCORDING TO RECALL 08V033000 (FUEL SYSTEM, GASOLINE: DELIVERY:FUEL PUMP) BUT THE CONTACT STILL EXPERIENCED THE SAME FAILURE AFTER THE REPAIR. THE DEALER ALSO INFORMED HER THAT SHE NEEDED TO HAVE A FUEL PUMP SENSOR NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED AGAIN: THE MANUFACTURER HAD NOT BEEN NOTIFIED. THE CURRENT MILEAGE WAS APPROXIMATELY 69,000. THE FAILURE MILEAGE WAS APPROXIMATELY 68,000.					
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.					

November 16, 2010

Volvo Cars of North America
Volvo Customer Care Center
P. O. Box 914 Rockleigh
New Jersey 07647-0914

To Whom It May Concern:

I am writing in regards to my 2005 Volvo S40, 2.4 liter.

My information is as follows:

VIN Nmbler - YVIMS2252 [REDACTED]

[REDACTED]
College Park, Georgia [REDACTED]
[REDACTED]

There are two repairs that are of concern. One in January 2009 and the other November 2010.

January 2009:

Just after the Christmas Holiday my car shut down after returning to my car. Once diagnosed, I was told that there were 2 problems with my car: (1) Internal fault in ignition and (2) code lock needs downloading. In the owner's manual there is mention of the steering being locked. I went through that procedure several times and still had to have my car towed and a repair bill of \$949.33 (nine hundred forty-nine dollars and thirty-three cents).

November 2010:

Recently my check engine light came on and was told by a certified repair mechanic that the problem was with my fuel pump. He further advised that I have Volvo to do the necessary repairs because he was certain that it was listed as a recall or may have been under warranty.

About November 2, 2010 I took my car to Nalley Volvo at 2020 Cobb Pkwy, in Marietta Georgia for a diagnostic, and was told that it will cost \$108.00 if the problem wasn't due to the recall or warranty. Initially the diagnostic could not be done because the check engine light was not on when the car was brought to Nalley Volvo, but later the check engine light returned and I was told to bring my car in again, due to the service department being closed that evening. On November 5, 2010 I took my car back to Nalley Volvo with the check engine light on and was told that I would have a 4 hour wait to replace the PEM(Fuel Pump Electronic Module) and the PVC Breather Box. Being that I had an appointment that morning, I was puzzled as to why a 20-30 minute repair would take all morning. That afternoon I picked up my car assuming that all replacements were done and was not given a hard copy of the diagnostic afterwards, but

was told that the PEM and the PVC Breather Box was replaced. Further it was explained that the light may come back on which would indicate that the two replacements may not be the cause for the check engine light being on. I drove from Nalley Volvo at the start of rush hour and my car stopped on Interstate I-75 and the check engine light came back on. The only reason that a serious accident did not occur was that traffic was not moving at a fast pace. I immediately called Nalley Volvo and was told to bring the car back. Upon returning, I was told that I needed a Fuel Pump Regulator which would cost \$239.00 + tax for the part and \$108.00 for labor.

My concern is that after the PVC and PEM were replaced, I was still not shown or given a printout of the diagnostic that was done, which would have shown what new codes were present.

Being a woman, I am always leery about whether work is being done and was upset about having to take the word of the service advisor, without proof that the replacement did not correct the problem.

Investigating the recall, I did find out that the defect information gave the same exact symptom that I experienced. (See attached). Root cause (Insufficient sealing of the PEM) and Symptom/driver experience, (The driver may experience reduced engine torque while driving and/or CEL (Check Engine Light) being lit. In addition, the customer may experience a no start situation or stalling of the engine without prior warning.

I am finding it difficult to absorb the cost of repairs without ample proof that the replacement was done. Since the parts had to be returned to the Volvo manufacturer there is no way that I can prove that the work was done. I don't want to believe that Volvo's only concern is money, because each time that I visit Nalley Volvo there was always the mention of possibly having to pay something to remove the check engine light. I question why I didn't get a second printout to show the remaining codes. I have a problem with this because I am not able to determine whether the work on the recall was done. All I know is that I was continuously reminded that there may be a cost if the check engine light did not go out.

I do have a claim with the US Department of Transportation National Highway Traffic Safety Administration, Office of Defects Investigation, NVS-210.

Aside from the above complaint I initially decided to purchase a Volvo because of its claim to be dependable, without the need for continuing repairs.

I am hoping that to maintain a good and trusting relation that you will find the need to absorb some of the cost or extend some help in resolving this issue.

Sincerely,

