



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  
**MAR 21 2011**  
16-FEB-2011

Repository   
Reference No.  
10382885

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City **BRIDGEWATER** State **NJ** 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)  
**YV1CZ59H141 [Redacted]** Make **VOLVO** Model **XC90** Model Year **2004**  
Date Purchased **4/24/04** Dealer's Name and Telephone Number **Volvo of Bridgewater - 908-526-7700** Engine: No. Cylinders [Redacted] Fuel Type: **Regular**  
Original Owner  Dealer's City **Bridgewater** State **NJ** Zip Code **08807**  
Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) **22-AUG-2010**

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

Vehicle Component Code: **110000 ELECTRICAL SYSTEM** Failure Mileage **98003** Failure Speed **60**

**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 [Redacted] Number of Deaths [Redacted] 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 2004 VOLVO XC90. WHILE DRIVING APPROXIMATELY 60 MPH, THE VEHICLE JERKED VIOLENTLY AND THE INSTRUMENT PANEL GAUGES FAILED. THE ENGINE WAS SHUT OFF AND THEN RESTARTED AFTER SEVERAL MINUTES. THE VEHICLE RESUMED NORMALLY FOR A SHORT PERIOD BEFORE THE FAILURE RECURRED. THE CONTACT STATED THE MALFUNCTION OCCURRED AFTER DRIVING FOR APPROXIMATELY FIVE HOURS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE FAULTY ECM UNIT WAS REPLACED. THE FAILURE MILEAGE WAS 98,003.

*I also placed a call to Volvo shortly after this happened. Never received a call back. Felt like we hit a speed bump at 60 MPH several times. Someone will lose control.*

*CEM unit  
See repair bill attached*

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 or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The car felt like it hit a speed bump at 60MPH. This happened approximately 3 times over 15 minutes. Gauges were giving out different & wrong information. 5 minutes later, all gauges failed. That's when we turned it off & restarted. Everything was fine. On the way back from our trip 5 hrs again is when all electrical shut down, power was weak on the car as well. We just made it back & took it to Volvo next day.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

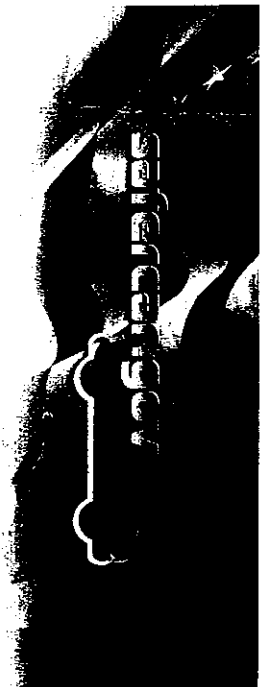


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



volvocountry.com

# BRIDGEWATER VOLVO, INC.

1028 ROUTE 22  
SOMERVILLE, N.J. 08876  
(908) 526-7700

# VOLVO

CELL: [REDACTED]

CUSTOMER NO. 25473	ADVISOR CARL	192	TAG NO. 386	INVOICE DATE 08/26/10	INVOICE NO. VOCSI73262
[REDACTED]	LABOR RATE 125.00	LICENSE NO.	MILEAGE 98,003	COLOR NAUTIC BLUE	STOCK NO.
BRIDGEWATER, NJ	YEAR/MAKE/MODEL 04/VOLVO/XC90/	VEHICLE ID NO. YVICZ59H141		DELIVERY DATE 04/24/04	DELIVERY MILES 42
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/26/10	SELLING DEALER NO. 3449	PRODUCTION DATE
RE [REDACTED]	COMMENTS				MO: 98019

TOTALS

VOLVO FOR LIFE  
volvocountry.com

WE AT BRIDGEWATER VOLVO THANK YOU FOR YOUR BUSINESS. YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING YOUR REPAIRS. IF THERE IS ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE CALL MARC PARE, BRIDGEWATER VOLVO SERVICE MANAGER AT 908-526-7774.

TOTAL LABOR....	464.90
TOTAL PARTS....	762.79
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-160.92
TOTAL TAX.....	77.93
<b>TOTAL INVOICE \$</b>	<b>1144.70</b>

# VOLVO

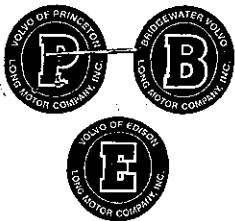
## EXCELLENCE

*nothing less...*

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

SEE REVERSE SIDE  
FOR WARRANTY



# BRIDGEWATER VOLVO, INC.

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(908) 526-7700

# VOLVO

volvocountry.com

CELL: [REDACTED]

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[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 08/26/10	
[REDACTED]	COMMENTS				MO: 98019

JOB# 1 CHARGES

LABOR  
J# 1 01VOZ LDF WITH SAFETY TECH(S):198 49.95  
CUSTOMER REQUESTS OIL CHANGE WITH SAFETY CHECK AND FLUIDS TO BE TOPPED  
TIRES MEASURE 9/3 2IN FRT AND 10/32 IN REAR  
BRAKES MEASURE 7MM IN FRT AND 6MM IN REAR  
TIRE MEASUREMENTS  
TIRE MINIMUM SAFETY SPECIFICATION IS 3/32  
BRAKE MINIMUM SAFETY SPECIFICATION IS 3MM  
TECH DRAINED OIL, REPLACED FILTER WITH GENUINE VOLVO FILTER  
ROTAED AND BALANCED TIRES  
FLUID), CHECKED TIRES, BRAKES, BELTS AND HOSES  
REPLENISHED OIL

# VOLVO

## EXCELLENCE

*nothing less...*

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	PK06	OIL CHANGE	****	****	****
	6	8889956-2	OIL	3.00	3.00	18.00
	1	1275810-8	FILTER INSERT	10.61	10.40	10.40
	1	977751-7	GASKET	0.87	0.41	0.41
TOTAL - PARTS						28.81

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	102	15% PARTS DISCOUNT		-4.32
	104B	NJ TIRE TAX (2)		-5.00
TOTAL - MISC				-9.32

JOB# 1 TOTALS

LABOR 49.95  
PARTS 28.81  
MISC -9.32

JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 69.44

LABOR  
J# 2 23VOZ10 CHECK ENGINE LIGHT TECH(S):198 375.00  
CUSTOMER STATES ALL GAUGES INOP SIGNAL LIGHT INOP  
CAR HAS NO POWER  
HAD 2 MESSAGES IN DIM ABOUT ABS AND SRS  
ALSO CHECK ENG LIGHT ON  
MULTIPLE CEM CODES CEM 1D07,1D08,1D09,1D0C. LOW SPEED AND  
HIGH SPEED CONTROL MODULES OUT OF NETWORK. UNABLE TO READ  
CEM THROUGH VIDA. HOOKED UP BREAKOUT BOX AND CHECKED POWER A  
ND GROUND AND CAN COMMUNITION TO CEM. CEM SHORTED INTERNALLY  
REPLACE CEM AND RELOAD SOFTWARE/TRANSFER OVER RELAYS AND  
SHUNTS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	4	1268176-3	CLIP	1.17	1.17	4.68
	1	30657629-9	ELECTRONICS BOX	684.83	666.07	666.07
	1	9438273-6	CEM RELOAD	63.23	63.23	63.23
TOTAL - PARTS						733.98

SEE REVERSE SIDE  
FOR WARRANTY