

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

MAY - 5 2011

24-MAR-2011

Repository ☐Reference No.
10392720**OWNER INFORMATION (Type or Print)**

Name

Address

City ARLINGTON

State VA

Zip Code

Daytime Telephone Number

E-mail Address

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

YV1CZ592851

Make

VOLVO

Model

XC90

Model Year

2005

Date Purchased

FEB 2005

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

SAN ANTONIO

State

TX

Zip Code

5

GAS

Transmission Type

AUTO

☒ Antilock Brakes☒ Cruise Control

Powertrain

AUTO

Multiple Failure:

Incident Date(s)

16-MAR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 136000 VISIBILITY: WINDSHIELD WIPER/WASHER

Failure Mileage

~49,700

55000

Failure Speed

40

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

☐ 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 XC90. WHILE DRIVING APPROXIMATELY 40 MPH IN RAINY WEATHER, THE DRIVER ATTEMPTED TO TURN ON THE WINDSHIELD WIPERS BUT THEY WOULD NOT ENGAGE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS TOLD THAT THE CENTRAL ELECTRONIC MODULE WOULD NEED TO BE REPLACED BECAUSE RAIN WAS SEEPING INTO THE ENGINE COMPARTMENTS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 55,000. 49,837.

Central Electronic Module by allowing a wiring harness penetration through the firewall and into the module.

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.

**BEYER
KIA**7416 Richmond Highway - Alexandria, VA 22306
703-768-5800 - Fax: 703-768-9151**SERVICE DEPARTMENT HOURS**
7:00 a.m. to 7:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
3/22/11	36016319/1
R/O Close Date	Status
3/31/11	Pre-Invoice
Mileage In	Mileage Out
49836	49837
Service Advisor / Tag #	
Craig Izes/150	

[REDACTED]			Work Phone	Vehicle Identification Number	
ARLINGTON, VA [REDACTED]			Home Phone	YV1CZ592851 [REDACTED]	
				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2005	VOLVO	XC90 2.5T AWD	4DR 2.5L TURBO AW	SILVER	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 08A: BLADES + BELTS + WASHER CUSTOMER STATES WIPERS ARE INOP Caused by CONNECTED TO VIDA AND CHECKED FOR CODES. DIAGNOSED CODE CEM-8F2C. TECHNICIAN FOUND CORROSION ON CONNECTOR AT CEM. Work performed by Kevin Pullen (KP3) Installed 1268176-3 :CLIP Qty: 4 Installed 30739825-5 :WIRING HARNESS 307 Qty: 1 Installed 31282455-0 :ELECTRONICS BOX Qty: 1 Installed 30728860-5 :SEALING Qty: 1 Installed 30775689-0 :PASS-THROUGH Qty: 1 Installed 979878-6 :BLIND RIVET Qty: 5 Installed 30741424-3 :POWER STEERING OIL Qty: 1 REPLACED CEM AND WIRE HARNESS PER RTJ16409 REPAIR COMPLETED UNDER GOODWILL 36001(.2), 37268(1.0), 37349(12.1) Warranty Warranty Warranty Warranty Warranty Warranty Warranty	
#2 - 04A: RECALL/CAMPAIGN 179 Work performed by Kevin Pullen (KP3) Installed 31202293-2 :DECAL Qty: 1 INSTALLED NEW DECAL Warranty Warranty	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Your limited warranty is 12 months with no mileage restrictions. Don Beyer hereby limits implied warranties to the same period.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X