INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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: OCT - 4 2011
12-JUL-2011

Repository ☐

Reference No.: 10412048

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]		
City MONROE	**State** WA	**Zip Code** [redacted]	Evening Telephone Number Same

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	Model Year
YV1VW2559YF[redacted]	VOLVO	V40	2000

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 12-JUL-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
		25 MPH+

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)	☐ 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	Number of Deaths	Reported to Police
[X] Yes ☐ No	☐ Yes [X] No			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 2000 VOLVO V40. THE CONTACT SHIFTED INTO REVERSE WITH THE BRAKE PEDAL ENGAGED WHEN THE VEHICLE UNINTENTIONALLY ACCELERATED AND DROVE OVER A PLASTIC TRASH RECEPTACLE, CERAMIC POT AND THEN CRASHED INTO THE SIDE OF A NEARBY HOUSE. THERE WAS NO PERSONAL INJURY AND THE EXTERIOR SIDE OF THE HOUSE SUSTAINED MINOR DAMAGE. A POLICE REPORT WAS NOT FILED. THE REAR BUMPER COMPLETELY DETACHED AND THE VEHICLE WAS IN THE PROCESS OF BEING TOWED TO A COLLISION CENTER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNAVAILABLE.

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.

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

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

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

EVERETT WA 982

22 SEP 2011 PM 3 T

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Description is accurate and complete. I am disappointed that the Volvo technician found no problem. I started the car + did everything the same as I've done daily for years and there was something that caused the car to speed out of control in reverse until I crashed. I am impressed by the lack of severe damage to the vehicle. Am eternally grateful no people or animals were injured – they very well could have been.

PRECISION COLLISION - MONROE

Federal ID: 911602294

www.precisioncollisionautobody.com
17368 West Main St, Monroe, WA 98272
Phone: (360) 794-3377
FAX: (360) 794-8899

Preliminary Supplement 1 with Summary

RO Number: 802360

Written By: Sue Maudlin

Insured: [redacted]
Type of Loss: Collision
Point of Impact: 06 Rear

Policy #: [redacted]
Date of Loss: 7/12/2011 12:00:00 AM

Claim #: [redacted]
Days to Repair: 4

Owner:
[redacted]
MONROE, WA [redacted]
[redacted] Evening
[redacted] Business

Inspection Location:
PRECISION COLLISION - MONROE
17368 West Main St
Monroe, WA 98272
Other
(360) 794-3377 Business

Insurance Company:
FARMERS
Help Point Claims Services by Farmers
PO BOX 268994
OKLAHOMA CITY, OK 73126
(425) 531-1526 Business

VEHICLE

Year:	2000	Body Style:	4D WGN	VIN:	YV1VW2559YF[redacted]	Mileage In:	155527
Make:	VOLV	Engine:	4-1.9L-T	License:	[redacted]	Mileage Out:	
Model:	V40	Production Date:	9/1999	State:	WA	Vehicle Out:	7/21/2011
Color:	silver Int: grey	Condition:		Job #:	DAN-NONE		

4 Wheel Disc Brakes	Cassette	Fog Lamps	Power Steering
Air Conditioning	Clear Coat Paint	Front Side Impact Air Bags	Power Windows
Alarm	Climate Control	Heated Mirrors	Rear Defogger
Aluminum/Alloy Wheels	Cloth Seats	Intermittent Wipers	Rear Window Wiper
AM Radio	Console/Storage	Keyless Entry	Recline/Lounge Seats
Anti-Lock Brakes (4)	Cruise Control	Passenger Air Bag	Search/Seek
Automatic Transmission	Driver Air Bag	Power Antenna	Stereo
Body Side Moldings	Dual Mirrors	Power Locks	Tilt Wheel
Bucket Seats	FM Radio	Power Mirrors	

Preliminary Supplement 1 with Summary

RO Number: 802360

Vehicle: 2000 VOLV V40 4D WGN 4-1.9L-T silver

	Line			Operation	Description	Qty	Extended Price $	Labor	Paint
	1				LIFT GATE				
N	2	*		Rpr	Lift gate			7.0	2.0
	3				Add for Clear Coat				0.8
	4	#		Rpr	edd for edge				0.5
	5	*		R&I	Lock			0.4	
	6			Repl	Nameplate "VOLVO"	1	37.60	0.2	
	7			Repl	Nameplate "V40"	1	35.15	0.2	
	8			R&I	Weatherstrip			0.4	
	9	#	501	Repl	1.9 ltr emblem	1	35.15	0.2	
	10			R&I	Upper trim panel platina			0.3	
N	11			R&I	Trim panel assy platina			0.3	
	12	#		R&I	Rear plate			0.2	
	13	**		Repl	A/M black license platre frame	1	6.75		
	14				REAR LAMPS				
	15				O/H rear bumper			2.0	
	16			R&I	RT Side marker lamp			Incl.	
	17			R&I	LT Side marker lamp			Incl.	
	18			R&I	RT Rear lamp assy			0.5	
	19			R&I	LT Rear lamp assy			0.5	
N	20	*	501	Rpr	LT & RT Rear lamp assy			0.5	1.0
	21				REAR BUMPER				
N	22	*		Repl	Bumper cover silver	1	525.17	Incl.	
	23			Repl	Impact pad	1	73.50	Incl.	
	24			Repl	LT Bumper cover support	1	22.71	Incl.	
N	25			Repl	Molding	1	52.94	Incl.	
N	26			Repl	RT Spoiler wagon	1	30.24	Incl.	
N	27			Repl	LT Spoiler wagon	1	30.24	Incl.	
	28	#			Color Tint	1			
	29	#			Corrosion Protection - ***	1	8.00	0.2	
	30	#			Cover Car	1	5.00	0.2	
	31				REAR BODY & FLOOR				
	32	*		Rpr	Rear body panel spot in refinish			2.0	0.6
	33				Overlap Major Non-Adj. Panel				-0.2
	34				Add for Clear Coat				0.1
	35				OTHER CHARGES				
	36	#			Towing	1	165.00		
					SUBTOTALS		**1,027.45**	**15.1**	**4.8**

NOTES

Line 2: 5.0 outer 1.0 inner shell

1.0 to weld tab. pre repaired panel to see if upper body line would push out from inside gate. will need to weld tab and pull

RO Number: 802360

Vehicle: 2000 VOLV V40 4D WGN 4-1.9L-T silver

body line out.
Line 11: to remove lamp assy's and handle
Line 20: TIME INCLUDED MASKING LAMPS FOR BLACK OUT
Line 22: recond avail from keystone $420.00 list plus $258.40 in paint labor and materials. overage of $153.23.

more cost effective for pre painted oem

recond would not come with brackets or moldings
Line 25: textured molding damaged through out
Line 26: scraped
Line 27: broken and half missing

Estimate Notes:
Owner states she started vehicle. She had her foot on the brake. Vehicle would not go out of park. She then pushed the button on the gearshifter to release shifter out of park.
As she was putting in reverse the engine reved up vehicle took off backwards and hit neigbors house. Owner states her foot was on the brake pedal. She states the home is what had stopped vehilce and engine was stiull running.

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				862.45
Body Labor	15.1 hrs	@	$ 50.00 /hr	755.00
Paint Labor	4.8 hrs	@	$ 50.00 /hr	240.00
Paint Supplies	4.8 hrs	@	$ 26.00 /hr	124.80
Other Charges				165.00
Subtotal				2,147.25
Sales Tax	$ 2,147.25	@	8.6000 %	184.66
Grand Total				**2,331.91**
Deductible				240.00
CUSTOMER PAY				**240.00**
INSURANCE PAY				**2,091.91**

My car
reverse
to
crash
25+
mph