



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 - 3 2012

21-AUG-2012

Repository ☐

Reference No.

10471742

OWNER INFORMATION (Type or Print)

Name

Address

City

GLENVIEW

State

IL

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

4V1C2852351

Make

VOLVO

Model

XC90

Model Year

2005

Date Purchased

8/29/2010

Dealer's Name and Telephone Number

M&I Imports

Engine:

No: Cylinders

8

Fuel Type:

Gasoline

Original Owner

Dealer's City

Highland Park

State

IL

Zip Code

60035

Transmission Type

automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

YES

Incident Date(s)

25-DEC-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), LIGHTING (PWS)

See bullet #1

Failure Mileage

88000

Failure Speed

35

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: DOTM19ABC036)

☐ 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

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 A 2005 VOLVO XC90. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE ENGINE STALLED WITHOUT ANY WARNING. THE VEHICLE FAILED TO RESTART AND WAS TOWED TO AN INDEPENDENT AUTO SHOP FOR DIAGNOSIS. THE TECHNICIAN STATED THE COUNTER BALANCE SHAFT BEARING WAS FROZEN AND THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. IN ADDITION, THE HEADLIGHTS WOULD INTERMITTENTLY OPERATE AND HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 88,000. THE VIN WAS NOT AVAILABLE.

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.

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

1) The engine replacement cost us \$9953.96 to get the car back on the road. In addition, there are complaints all over the internet about engine failures of this model year. Over 400 cars are affected with this poor at best, engine design. The engine was made by an outside vendor and sold to Volvo. We are asking for complete reimbursement from Volvo for this engine replacement cost.

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

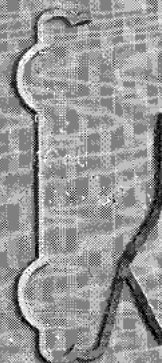
WASHINGTON, DC

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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

INVOICE FROM HISTORY

Work Completed Date : 02/21/2012

Invoice Date : 02/21/2012
 Print Date : 09/17/2012

[Redacted]
 Evanston, IL [Redacted]
 Work1 [Redacted] Ext SUZ ---- Other [Redacted] Ext BILL
 Cust ID : 8810 Ref # :

2006 Volvo - XC90
 4.4L, V8, VIN (85)
 Lic # : [Redacted] Odometer In : 93414
 Unit # : SILVER AT
 Vin # :
 Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
used 4.4l engine				TOW TO SHOP	140.00
2006	1.00	6,100.00	6,100.00		
RECYCLED ANTI-FREEZE COOLANT				DIED WHILE DRIVING. CRANKS WON'T	215.98
AF	10.00	2.37	23.70	START	
Acc. Belt Idler Pulley				RUN ENGINE DIAGNOSTIC TESTS	
31216198	1.00	75.49	75.49	REMOVE INTAKE MANIFOLD PARTS &	
Oil Filter Kit (w/ o-ring)				VALVE COVER	
1275810	1.00	9.26	9.26	INSPECT FOR TIMING CHAIN/VALVE	
FULL SYNTHETIC ENGINE OIL				DAMAGE	
EURO/DIESEL				ENGINE ASSEMBLY (COMPLETE) - Remove &	2,375.78
5W40F	7.00	7.96	55.72	Replace - [Includes: Transfer fuel and electrical	
Drvsft. CV Joint Kit				assemblies, replace engine mounts, adjust fuel	
31216176	1.00	294.06	294.06	mixture, idle speed and timing.] - V8	
Shop Supplies		39.87	39.87		
				Hazardous Materials	13.78

[Technicians : Woyner, Bob]

Org. Estimate \$210.95	Revisions \$9,533.50	Current Estimate \$ 9,744.45	Additional Cost	Revised Estimate
Lockett, Suzanne In Person 02/03/2012 - 12:02 Edwards, Charles			\$9,533.50	\$9,744.45
Parts: \$6535.71 Labor: \$2321.80 Sublet: \$0.00 Taxes & Fees: \$675.99				

Labor:	2,605.54
Parts:	6,598.10
Sublet:	140.00

Sub:	9,343.64
Tax:	610.32
Total:	9,953.96
Bal Due:	\$0.00

[Payments - Check (#742, #744, #743, #736, #735) - \$9953.96]

E-Mail autodr@ameritech.net

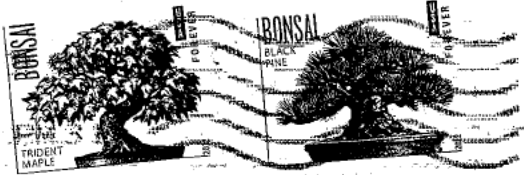
Warranty on parts and labor is 24 MONTHS or 24,000 MILES whichever comes first. Warranty work has to be performed in our shop unless prior arrangements have been made. If you are out of town please call and we will help find an approved shop to repair your car.

SIGNATURE..... Date..... Time.....

660424 IL

CAUTION: CITIZENSHIP

20 SEP 2012



US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210
1200 New Jersey Avenue, SE
Washington, DC

20077-9302

200779302

