

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

 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 - 9 2012 18-SEP-2012		Repository ☐ Reference No. 10475872	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
GAINES		VA			
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	
YV1672MK7C		VOLVO		C30	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				04-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	
				361	
FAILURE SPEED					
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				0	
				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 2012 VOLVO C30. THE CONTACT STATED THAT WHILE THE BRAKES WERE BEING DEPRESSED, THE VEHICLE ACCELERATED INDEPENDENTLY. THE VEHICLE WAS TAKEN TO THE DEALER TWICE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE HOWEVER, THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 361 AND THE CURRENT MILEAGE WAS 1200.					
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.					

October 1, 2012

Re: [REDACTED]
10475872
September 18, 2012

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation

Dear Mr. Reid:

I am unable to correct or add on to the form you sent for me to confirm or edit. I am not an expert by any means but I don't think my computer is compatible with Adobe and I can't seem to translate it into another form.

I must correct the report summary which does not describe the problem I am having with a new Volvo car I purchased August 25, 2012 from Fairfax Volvo..

This car spontaneously and randomly fails to respond for three or four seconds upon pressing the accelerator and then it surges, shooting out forcefully with no further acceleration. After about three seconds it falls back to normal speed. This has happened to me about 4 – 5 times a week, twice with terrifying circumstances when I was attempting to merge into fast moving, heavy traffic from a side street into a main street . There was no traffic light control in these situations. What appeared to be a safe gap in traffic allowing me to merge had closed in the interim and was dangerously close. There was no stopping the car when it went into surge mode. It has happened many times in less dangerous situation. But it is no less dangerous and frightening to never know whether the car will respond safely and appropriately all the time. I had the same thing happen when trying to make a left hand turn at an uncontrolled intersection. What appeared to be a safe opening closed as the car did not move upon acceleration but when the traffic was approaching head-on, the car suddenly lurched forward as if impelled by the turbo. This car is a definite threat to my and others safety.

I took the car to the dealer and they tested the computer and did a vacuum test. They reported that the computer found nothing wrong, therefore they could do nothing as they couldn't identify any problem. I was dismissed with finality. I came home and reported my experience to Volvo Co. and made your report. I took the car back a second time planning to leave it at the dealer until it worked properly. They talked me into trying different techniques with braking and acceleration and I agreed to this. Their implication was that my driving is the cause of the problem. Nothing has changed.

I am 81 years old. I have been driving for over 60 years without a single accident. I have never experienced anything like this with any car I have owned.

I called them last Monday a weel agp and told them I was bringing the car in to leave with them. They said the Regional Volvo mechanic would not be in until yesterday (9-30). The Service Manager of Fairfax Volvo said she would contact him and call me with their recommendation. Today is Tuesday and I have heard nothing. In the meantime I had two incidents with the hesitation/surge today while shopping.

This car is going to cause an accident. The only question is when. Volvo is not responsive to my complaint and has stonewalled that all tests have shown nothing wrong, therefore they can't fix what they can't identify. Despite my pleas, they have so far not attempted to make use of any resources outside their own garage such as Volvo Corp research or referral.

Thank you for any assistance or recommendation you may furnish in this worrisome situation with a dealership which seems unconcerned with a bad situation. I want my complaint to reflect the true and dangerous malfunction of this car.

Sincerely,

Gainesville, VA

[REDACTED]
Gainesville, VA [REDACTED]

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U.S. Department of Transportation
National Highway Traffic Safety Admin.
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