


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

Form Approved: O.M.B. No. 2127-0009

 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 09-OCT-2012		Repository <input type="checkbox"/> Reference No. 10479443	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
ALPHARETTA		GA					
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
YV1SW61T442				VOLVO		V70	2004
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
Jan 2004		North Point Volvo			No: Cylinders		
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>		Alpharetta		GA	30004		
Transmission Type		<input type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s)
		<input type="checkbox"/> Cruise Control					15-DEC-2011
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)						Failure Mileage	Failure Speed
Fuel Pressure Sensor						100000	0
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)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
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	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 VOLVO V70. WHILE PARKED, THE CONTACT NOTICED THAT THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE TECHNICIAN RECOMMENDED UPDATING THE SOFTWARE. THE SOFTWARE WAS UPDATED HOWEVER AFTERWARD, THE CHECK ENGINE WARNING LIGHT ILLUMINATED INTERMITTENTLY. ADDITIONALLY, THE VEHICLE STALLED. THE VEHICLE WAS TOWED TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE CONTROL ELECTRONICS MODULE WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT TO NO AVAIL. THE CONTACT INFORMED THE DEALER THAT THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER: 07V226000 (ENGINE AND ENGINE COOLING) THAT COULD HAVE BEEN RELATED TO THE FAILURE. THE DEALER ADVISED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE TECHNICIAN THEN REPLACED THE FUEL PRESSURE SENSOR. THE FAILURE WAS REMEDIED. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.							
See 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 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.							

[REDACTED]

During the latter part of 2011, the "check engine" light came on and would go on and off intermittently. I called North Point Volvo (local dealer) to see if I should bring the car in to be checked. The dealer told me that if an urgent repair was needed, the check engine light would stay on and would likely blink. He said to bring the car in when I could. In February 2012, I brought the car into North Point Volvo for maintenance service and told them to check to see why the check engine light continued to come on and go off. North Point Volvo checked for a problem and said they were unable to get any codes to read and were unable to diagnose a problem. They did a software upgrade and said the software upgrade should resolve it.

On June 30, 2012, the car would not start and the dashboard went dark. The car was not drivable. I had the car towed to North Point Volvo. I once again advised North Point Volvo that the check engine light continued to come on and off and for them to be sure they figured out why this was occurring. North Point Volvo determined that there was an internal fault in the CEM (computer module) and that the CEM needed to be reloaded/replaced. North Point Volvo advised that the CEM module was likely the reason the check engine light was coming on and going off. This repair cost \$1,157. Two weeks after the CEM was replaced, the check engine light came on again and a day or two later, the car stalled while stopped at a red light. I was able to put the gear in park and restarted the car. Clearly, the replacement of the CEM module was not the reason the check engine light had been coming on. I called North Point Volvo to see whether I should bring the car in to be checked and was told that unless there was a "code" in the message box on my dash, there wouldn't be anything they could do. The check engine light continued to come on and go off. Approximately 5 weeks later on August 21, 2012, while attempting to make a right turn onto a busy road from a complete stop, I pressed down on the gas pedal and the car completely lost power and stalled. Luckily, I was only ¼ of the way into the turning lane so the oncoming traffic was able to go around me. The engine light was on but was not blinking. There were no codes in the message box on my dash. I was able to roll to a safe location and after a few attempts was able to restart the engine. I drove the car directly to North Point Volvo and advised them of this latest incident hoping they would finally be able to determine why the check engine light was coming on/off and why the car was starting to stall. Later that day, North Point Volvo told me that they were unable to get any codes and did not know what the problem was. I then did a Google search and immediately found Recall 181 which related to the fuel sensor. I contacted North Point Volvo and told them to specifically check the fuel sensor. As the attached repair invoice indicates, "Please double-check the Fuel PSI sensor, per customer". Finally, North Point Volvo confirmed that when they checked the fuel sensor, it was reading high. They were unsure why they were unable to get a code earlier. North Point Volvo confirmed that they would complete the repair cited in Recall 181 but that since my VIN number was not covered under the Recall, I would need to pay for the \$375 repair. Once the fuel sensor was replaced, my check engine light stopped coming on/going off. Finally, due to my finding Recall 181 and instructing North Point Volvo to check the fuel sensor, my car was repaired.

Although I was not injured and there were no accidents relating to my bad fuel sensor, there very easily could have been. Volvo's Recall 181 identified the very same issue I was experiencing and applied to my make, my model year, my engine number, but not my particular VIN. Volvo was unable to diagnose the repair until I advised them of Recall 181 (after almost 1 year and possibly longer). For some reason, Volvo's computers/technicians were unable to detect the bad fuel sensor. For these reasons, Volvo should be required to expand coverage of Recall 181.

Please see attached for supporting repair invoices.

Please contact me with any questions.

Thanks,
[REDACTED]

[REDACTED]

During the latter part of 2011; the "check engine" light came on and would go on and off intermittently. I called North Point Volvo (local dealer) to see if I should bring the car in to be checked. The dealer told me that if an urgent repair was needed, the check engine light would stay on and would likely blink. He said to bring the car in when I could. In February 2012, I brought the car into North Point Volvo for maintenance service and told them to check to see why the check engine light continued to come on and go off. North Point Volvo checked for a problem and said they were unable to get any codes to read and were unable to diagnose a problem. They did a software upgrade and said the software upgrade should resolve it.

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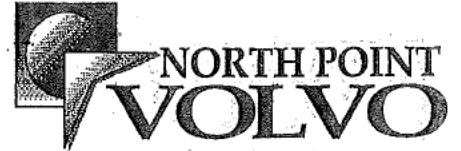
Please see attached for supporting repair invoices.

Please contact me with any questions.

Thanks,
[REDACTED]

CUSTOMER #: 16237

154401



1570 Mansell Road
Alpharetta, GA 30009
(678) 365-0644
www.northpointvolvo.com

INVOICE



PAGE 1

ALPHARETTA, GA

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 615 MARCUS WISE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
417-NAUT-B	04	VOLVO V70	YV1SW61T442 [REDACTED]		105521/105521	T538	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JAN04 DD			17:00 08FEB12			CASH	08FEB12
R.O. OPENED	READY	OPTIONS: STK:72971 DLR:7143 ENG:5_CYL/2.4L TRN:AUTOMATIC/MANUAL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM 105,000 MILE MAINTENANCE SERVICE							
CAUSE: 105 REQUESTED							
105K PERFORM 105,000 MILE MAINTENANCE SERVICE							
			600	CM		522.00	522.00
1	977751	GASKET			0.91	0.35	0.35
1	1006	10W30 KENDALL			22.00	14.11	14.11
1	30630752	POLLEN FILTER			35.91	22.67	22.67
1	110	ADVANCED MOA			11.95	8.68	8.68
1	PSF	PWR STER. FLUID			1.92	1.92	1.92
1	1275810	FILTER INSERT			10.93	6.99	6.99
1	1189943A	WW SOLVENT			0.81	0.81	0.81
1	30731727	TOOTH BELT KIT			199.63	115.79	115.79
1	30731808	BELT			73.15	46.80	46.80
1	203	CARBON FIGHTER			13.20	10.01	10.01
PARTS:	228.13	LABOR:	522.00	OTHER:	0.00	TOTAL LINE A:	750.13

Timing Belt replaced

105521 105 REQUESTED PERFORMED 105 SERVICE							

B CUSTOMER STATES CHECK ENGINE LIGHT ON DASH --- C/S THE VEHICLE HAS NO DRIVABILITY CONCERNS AT THIS TIME; CEL HAS BEEN ON/OFF SINCE LAST DECEMBER.							
CAUSE: INTERMITANT BCM CODES							
CEL CUSTOMER STATES CHECK ENGINE LIGHT ON DASH							
			600	CC		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

105521 INTERMITANT BCM CODES BCM SOFTWARE UPGRADED AT LINE B UPGRADE							

C PERFORM NORTH POINT VOLVO FREE 29 POINT INSPECTION							
CAUSE: PERFORMED FREE 29 POINT INSPECTION NORTH POINT VOLVO NOT LIABLE FOR UNFORSEEN REPAIRS .							
29PT PERFORM NORTH POINT VOLVO FREE 29 POINT INSPECTION							

I hereby authorize the repair work herein set forth 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 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 and/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. This dealership is not responsible for damages from freezing due to lack of antifreeze.

X
CUSTOMER SIGNATURE



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NORTH POINT VOLVO
1570 MANSELL RD
ALPHARETTA, GA 30009

159442



1570 Mansell Road
Alpharetta, GA 30009
(678) 365-0644
www.northpointvolvo.com



TERMINAL ID:
MERCHANT #:

800514281
4180863457

INVOICE

DUPLICATE 1
PAGE 1

AMEX
#XXXXXXXXXXXX
SALE
BATCH: 000880
DATE: JUL 02, 12
SQ: 016

INVOICE: 159442
TIME: 16:43
AUTH NO: 506999

SERVICE ADVISOR: 615 MARCUS WISE

MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	YV1SW61T442		110182/110182	T014	
EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	18:00	01JUL12		CASH	02JUL12

TOTAL \$1157.37

CUSTOMER COPY

R.O. OPENED

OPTIONS: STK:72971 DLR:7143 ENG:5_CYL/2.4L
TRN:AUTOMATIC/MANUAL

09:33 30JUN12 15:57 02JUL12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES CHECK ENGINE LIGHT ON DASH --- C/S ALL GAUGES ARE INOP, THE DIM IS BLACK, BUT NO DRIVABILITY CONCERNS AT THIS TIME. CK PREVIOUS VISIT. (TOW-IN)							
CAUSE: INTERNAL FAULT IN CEM SEVERAL CONFIGURATION CODES							
CEL CUSTOMER STATES CHECK ENGINE LIGHT ON DASH							
	605	CC				250.00	250.00
	1	30657629	ELECTRONICS BO		753.52	753.52	753.52
	1	9438273	CEM RELOAD		64.49	64.49	64.49
PARTS:	818.01	LABOR:	250.00	OTHER:	0.00	TOTAL LINE A:	1068.01

110182 INTERNAL FAULT IN CEM SEVERAL CONFIGURATION CODES REPLACED
CEM TEST DROVE

B							
PERFORM NORTH POINT VOLVO FREE 29 POINT INSPECTION							
CAUSE: PERFORMED FREE 29 POINT INSPECTION NORTH POINT VOLVO NOT LIABLE FOR UNFORSEEN REPAIRS.							
29PT PERFORM NORTH POINT VOLVO FREE 29 POINT INSPECTION							
	605	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C**							
C/S MODERATE WHISTLE SOUND WAS HEARD UNDERNEATH THE VEHICLE; SHOULD BE HEARD IMMEDIATLY ONCE START THE VEHICLE.							
CAUSE: NO NOISE HEARD AT THIS TIME							
CND UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME							
	605	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

110182 NO NOISE HEARD AT THIS TIME

I hereby authorize the repair work herein set forth 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 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 and/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. This dealership is not responsible for damages from freezing due to lack of antifreeze.



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

CUSTOMER SIGNATURE

NORTH POINT VOLVO
1570 MANSSELL RD
ALPHARETTA, GA 30009

161211



1570 Mansell Road
Alpharetta, GA 30009
(678) 365-0644
www.northpointvolvo.com

TERMINAL ID: 000514281
MERCHANT #: 4100065457

INVOICE



AMEX
XXXXXXXXXXXX [REDACTED]
SALE
BATCH: 000923 INVOICE: 161211
DATE: AUG 23, 12 TIME: 17:51
SQ: 020 AUTH NO: 564511

PAGE 1

TOTAL \$375.00

T: [REDACTED]		L: [REDACTED]		SERVICE ADVISOR: 615 MARCUS WISE	
MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
V70	YV1SW61T442 [REDACTED]		111713/111713	T792	
ARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:00 22AUG12			COUPS	23AUG12

CUSTOMER COPY

R.O. OPENED	READY	OPTIONS: STK:72971 DLR:7143 ENG:5_CYL/2.4L TRN:AUTOMATIC/MANUAL
12:15 21AUG12	12:15 23AUG12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CHECK ENGINE LIGHT ON DASH --- C/S THE VEHICLE STALLED WHEN COMING TO A STOP BUT DID START UP IMMEDIATELY (AROUND SIX WEEKS AGO). TODAY WHEN COMING TO A STOP & ACCELERATING THE VEHICLE WOULD NOT GO. THE CEL CAME ON A LAST WEEK. SEE HISTORY. (THE VEHICLE STALLED ON 7.12.12). PLEASE DOUBLE CHECK THE FUEL PSI SENSOR -- PER CUSTOMER.							
CAUSE: ECM-2600 FUEL PRESSURE SENSOR SIGNAL TO HIGH CEL CUSTOMER STATES CHECK ENGINE LIGHT ON DASH							
	605	CC				100.00	100.00
1	30756098	PRESSURE SENSO			245.87	245.87	245.87
PARTS:	245.87	LABOR:	100.00	OTHER:	0.00	TOTAL LINE A:	345.87

111713 ECM-2600 FUEL PRESSURE SENSOR SIGNAL TO HIGH REPLACED FUEL PRESSURE SENSOR							

B NORTH POINT VOLVO LOANER VEHICLE							
CAUSE: NORTH POINT VOLVO LOANER VEHICLE							
NPVLOAN NORTH POINT VOLVO LOANER VEHICLE							
	605	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C QUALITY CONTROL SHOP FOREMAN OR SERVICE MANAGER							
signature							
CAUSE: PERFORMED QUALITY CONTROL FOR DELIVERY SHOP FOREMAN OR SERVICE MANAGER							
QC QUALITY CONTROL SHOP FOREMAN OR SERVICE MANAGER signature							
	605	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D** C/S AT 1ST START-UP A CLUNKING FAINT SOUND IS HEARD; SOUNDS LIKE A HORSE TROTTING DOWN A BLACK-TOP ROAD. NOISE HEARD UNDER THE

I hereby authorize the repair work herein set forth 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 vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/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. This dealership is not responsible for damages from freezing due to lack of antifreeze.



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X
CUSTOMER SIGNATURE