



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  
**SEP - 4 2013**  
  
31-DEC-2012

Repository ☐  
  
Reference No.  
10490593

**OWNER INFORMATION (Type or Print)**

Name **[REDACTED]**  
Address **[REDACTED]**  
City **STERLING HEIGHTS** State **MI** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** 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 **YV1CZ592551 [REDACTED]** Make **VOLVO** Model **XC90** Model Year **2005**

Date Purchased **11/2011** Dealer's City and Telephone Number  
Original Owner ☐ Dealer's City State Zip Code Engine: No. Cylinders **5** Fuel Type: **gas**

Transmission Type **Automatic** ☒ Antilock Brakes Powertrain **AWD** Multiple Failure: Incident Date(s) **06-OCT-2011**  
☒ Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage **131244** Failure Speed **66, 47** **31**

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make **Continental** Tire Model (Name or Number) **EX 20** 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 THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT STATED THAT HE TOOK THE VEHICLE TO A MECHANIC FOR INSPECTION WHERE THEY ADVISED THAT THE FUEL PUMP MODULE NEEDED TO BE REPLACED. THE CONTACT NOTIFIED THE DEALER THREE TIMES BUT THEY DID NOT COMPLETE THE REPAIR. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS UNKNOWN.

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)

The fuel pump and fuel lose power when you are driving. You lose control of the vehicle because the steering goes out also. please advise this situation before someone gets hurt

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

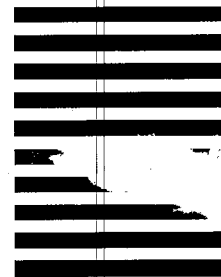
National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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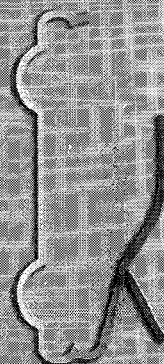
WASHINGTON, DC

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](http://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

[safercar.gov](http://safercar.gov)