

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 23-APR-2014	Repository ☐ Reference No. 10584502
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name _____ Address _____ City PORTLAND State OR Zip Code _____				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 YV167 _____		Make VOLVO		Model C30	
Model Year 2012		Engine: No: Cylinders 5		Fuel Type: Gas	
Date Purchased 9-23-11	Dealer's Name and Telephone Number Herzog-Meier		Original Owner ☒		Dealer's City Beaverton
State OR	Zip Code 97005		Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control
Powertrain		Multiple Failure:		Incident Date(s) 19-MAR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage 23328	
				Failure Speed 25	
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).					
A MESSAGE THAT READ "ABS BRAKE SYSTEM NEEDS SERVICE" CAME ON IN MY 2012 VOLVO C30 TUESDAY, MARCH 18. I CALLED THE SERVICE DEPT OF THE DEALERSHIP - HE SAID HE KNEW WHAT IT WAS AND TO BRING IT IN EITHER THURS OR FRI. I CHOSE FRIDAY MORNING. WEDNESDAY ABOUT 3PM AS I WAS DOWNSHIFTING TO SLOW THEN APPLIED MY BRAKES THERE WAS NO BRAKING ACTION. I WAS ABLE TO PULL INTO THE LEFT TURN LANE TO AVOID RUNNING INTO THE CAR AHEAD OF ME AND THEN THE BRAKES ENGAGED. I PULLED OVER AND CALLED THE DEALERSHIP. THEY SAID BRING IT IN RIGHT THEN. I WAS A BIT FLUSTERED AND SO STUPIDLY DROVE THE CAR INTO DEALERSHIP ABOUT 4 OR 5 MILES AWAY FROM WHERE I WAS. WHEN I PICKED THE CAR THE NEXT MORNING, I ASKED WHAT THE ISSUE WAS. THE SERVICE PERSON SAID THAT SOME COMPONENT OF THE BRAKE CAME APART (I DON'T RECALL IF HE SAID THE NAME OF THE PART) AND THEY PUT A CLAMP ON IT. I ASKED HOW LONG THIS ISSUE HAD BEEN OCCURRING - HE SAID FOR "MORE THAN A YEAR". I'VE SUBSEQUENTLY CALLED THE OWNER OF THE DEALERSHIP AND HE WAS AWARE OF THE ISSUE BUT SAID THERE WAS NO RECALL FROM VOLVO AND HE COULDN'T AFFORD TO REPAIR THE PROBLEM ON ALL THE C30S UNTIL THE ISSUE AROSE AND VOLVO WOULD THEN REIMBURSE HIS DEALERSHIP FOR THE REPAIR. I THEN CALLED VOLVO CUSTOMER CARE APRIL 16TH AND COULD NOT GET A STRAIGHT ANSWER FROM THE PERSON I SPOKE WITH ABOUT WHETHER OR NOT THEY WERE AWARE OF THIS ISSUE. CLEARLY I WILL BE SELLING THIS CAR BUT WANT TO ENSURE THE PUBLIC IS MADE AWA					
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.					

attached: Rpr. Invoice, Emails with Volvo

CUSTOMER #: 633795

226096

Herzog-Meier4275 S.W. 139th Way
Beaverton, Oregon 97005

INVOICE

Schedule Online Appt. at herzogmeier.com
Or Call 503-644-9121

PAGE 2

PORTLAND, OR

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 805 DOUGLAS SMITH

BUS:		CELL:		VIN		LICENSE		MILEAGE IN/OUT		TAG		
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		MILEAGE IN/OUT		TAG	
498/Blue	12	VOLVO C30T5			YV1672MK3G2				23328/23328		T028	
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO		RATE	PAYMENT		INV DATE		
23SEP11 DE			16.30 20MAR14				0.00	CASH		20MAR14		
R.O OPENED		READY		OPTIONS		SOLD-STK:12V		DLR:HERZOG				

15:40 19MAR14	10:53 20MAR14						
LINE	OPCODE	TECH	TYPE	HOURS	ELST	NET	TOTAL

KNOWN DIAGNOSTIC TROUBLE CODES WITH VIDA (2)

5966 WRV

(N/C)

96063-2 TROUBLESHOOTING INSTRUMENTATION: CP (2)

5966 WRV

(N/C)

FC: 20CP PART#: COUNT

CLAIM TYPE: 01

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

23328 RESET DTC BCM 0012 REPLACED HUB 36001 96063 77320

Thank you for your business with
Herzog-Meier Auto Center and
H-M Motorsports. Our website offers
up-to-date information and ease in
scheduling service appointments.
Visit us online at: www.herzogmeier.com or
www.hm-motorsports.com. Thank you!

Your Complete Satisfaction Is Top Priority

If for any reason you can't answer
"Outstanding" on the survey
regarding this visit, please contact me
before submitting the survey and I will
resolve any issues you may have.



Herzog-Meier

Kelly Brown
General Volvo / VW Service Manager

*Know for
over a yr.*

SERVICE DEPARTMENT HOURS

Herzog-Meier

Douglas E. Smith
Volvo Service Manager
Direct: 503-619-3353

douglas.smith@herzogmeier.com

(503) 619-3350
4180 SW 141st Avenue
Beaverton OR 97005

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

CUSTOMER #: 633795

226096

Herzog-Meier

4275 S.W. 139th Way
Beaverton, Oregon 97005

INVOICE

Schedule OnLine Appt. at herzogmeier.com
Or Call 503-644-9121

PAGE 1

PORTLAND OR

HOME

CONTINENTAL

BUS

CELL

SERVICE ADVISOR: 805 DOUGLAS SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
498/Blue	12	VOLVO C30T5	YV1672MK3G2		23328/23328	T028	
DEL DATE	PROD DATE	WARR EXP	PRGMISED	PO NO	RATE	PAYMENT	INV DATE
23SEP11 DD			16 30 20MAR14		0.00	CASH	20MAR14
R.O OPENED		READY	OPTIONS		SOLD-STK: 12V		DLR: HERZOG

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST ADV	ABS ANTI SKID WARNING LIGHT ON WHEN DRIVING			1SD 09/23/11		
		CLEAR					

CAUSE: F

36001-2 DIAGNOSTIC TROUBLE CODES READ / RESET /
KNOWN DIAGNOSTIC TROUBLE CODES WITH VIDA (2)

5966 WRV	(N/C)
2 31387127 9 LOCK BRACE	(N/C)
2 986478 6 WASHER	(N/C)
2 987891 9 FLANGE LOCK NU	(N/C)
2 999251 2 FLANGE SCREW	(N/C)
2 30723313 0 FLANGE LOCK NU	(N/C)
98415-2 WHEEL BEARING SECURING INSTALL 2 SIDES	
ACC TO TJI0438 (3)	
5966 WRV	(N/C)

PC: PART#: 31387127 COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

23328 REPRESSED AND INSTALLED RETAINERS 36001 98415 ABS LIGHT AND
NOISE FROM L. FRONT RETURNED

B SHUTTLE HOME

VMI SHUTTLE SERVICE

99 ISV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** TECH 5966 NOTES GROWLING NOISE FROM LEFT FRONT OF VEHICLE DURING
TEST DRIVE OF VEHICLE

CAUSE: 20

77320-2 FRONT WHEEL HUB 1 SIDE REPLACE (3)

5966 WRV

1 31340604 3 FRONT WHEEL HU

36001-2 DIAGNOSTIC TROUBLE CODES READ / RESET /

SERVICE DEPARTMENT HOURS

Monday - Friday

7:00 AM - 6:00 PM

Saturday 8:00 AM - 5:00 PM

PARTS DEPARTMENT HOURS

Monday - Friday

7:00 AM - 6:00 PM

Saturday 8:00 AM - 5:00 PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of a merchantability or fitness for a particular purpose. Seller, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item(s).

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS OIL LUBE

SUBLET AMOUNT

MSC CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

Subject: Re: ABS light - dealer complaint [ID #: 140416-000156]

From: [REDACTED]

To: volvo1@mailmw.custhelp.com;

Date: Wednesday, April 23, 2014 2:53 PM

Lisa,

Thank you for this follow up email.

As you know, the ABS light was not the issue that I called you about. It was the fact that my brakes failed and I was told by the service person at Herzog-Meier, Douglas Smith, that these ABS warning lights have been coming on for "more than a year". In the 17 minute conversation you and I had, I was not able to find out from you if Volvo is or is not aware of this ABS issue. Additionally, I was unable to speak to anyone else in your office to try to find out about Volvo's knowledge of the brake problem. I'm wondering why you were so guarded in your responses and unwilling to have me speak to someone else to get the answers you were unwilling or unable to give me. If you recall, I asked if you could take my number and have someone call me with more clarification. You said no - that this was what was available to the public.

I am very unhappy with Volvo and the dealership I've been dealing with. I am taking steps to make this issue public - very public. I think that the auto industry is out of control and the Federal agency, NHTSA, that is supposed to protect consumers have failed in their job to rein in the auto industry.

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>

To: [REDACTED]

Sent: Wednesday, April 23, 2014 1:30 PM

Subject: ABS light - dealer complaint [ID #: 140416-000156]



ABS light - dealer complaint

Response By Email (Lisa) (04/23/2014 04:30 PM)

Hi [REDACTED]

Hope all is well.

I received an update that the dealer has repaired your C30. I want to apologize again for the experience you had and hope everything was resolved satisfactorily.

Please feel free to call me if you have any other questions or concerns.

Kind regards,

Lisa
Volvo Customer Care
800-458-1552 ext 1953
customercare@volvoforlife.com

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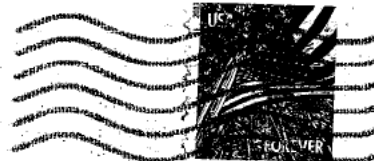
Twitter: http://twitter.com/#!/VolvoCars_US

You Tube: <http://www.youtube.com/volvocarsus>

Portland, OR

PORTLAND OR 970

15 MAY 2014 PM 6 L



Nat. Hwy. Traffic Safety Admin.
Office of Defects + Investigation
NVS-W46
1200 New Jersey Ave., SE
Washington DC 20590

20590

