 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>			FOR AGENCY USE ONLY 100148 Date Received: 28-AUG-2014 Repository: <input type="checkbox"/> Reference No.: 10629106 JUL 07 2014		
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received: 28-AUG-2014 Repository: <input type="checkbox"/> Reference No.: 10629106 JUL 07 2014		
<b>OWNER INFORMATION (Type or Print)</b>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		NOEMAIL@UNK.GOV
City	State	Zip Code			
GERRARDSTOWN	WV				
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
YV1CZ59H441			VOLVO	XC90	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
July 2014	PRIVATE OWNER SALE		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
<input type="checkbox"/>					
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	<input checked="" type="checkbox"/> Cruise Control	AWD	Yes	30-JUL-2014	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN				Failure Mileage	Failure Speed
				104000	55
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (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 XC90. WHILE DRIVING 55 MPH, THE VEHICLE STALLED INTERMITTENTLY. THE CONTACT STATED THAT THE INSTRUMENT PANEL AND RADIO WOULD SHUT OFF AND THE WINDSHIELD WIPERS ACTIVATED. ALSO, THE ABS AND ANTI SKID TRACTION CONTROL WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING, BUT WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 104,000. Contacted Volvo of America in August 2014. Last told was 10yr old vehicle - what did I expect. Not concerned over safety implications. Local dealer offer to take another hr diag. @ no charge but haven't driven again. Central Electronic Module appears					
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.					

overly

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

to fail intermittently. Same symptoms found on website. Repair is ~ 2 or 3 thousand which is 1/2 of vehicle value. Volvo needs to step up on own failure of "CEM" modules from 2004 XC-90 and cover repairs before accident or deaths. Spoke w/Volvo of America on 9-22 again and they state no recalls and "unaware" of any similar problems. They don't track ind. prob. and rely on your agency if recall is necessary. Volvo could care less about safety of their vehicles. I've instructed my family to sue Volvo if I die in vehicle crash - maybe then they'll realize - All be it too late for me

ATTACH ADDITIONAL SHEETS IF NECESSARY

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

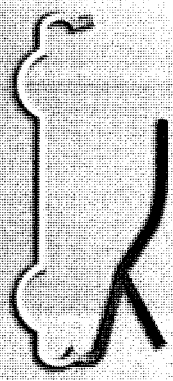
US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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 Defect Complaint Form (VDC) U.S. Department of Transportation National Highway Traffic Safety Administration



4015 Valley Pike  
Winchester, VA 22602  
beyerwinchester.com

# VTOMOTIVE GROUP

4015 Valley Pike  
VINCHESTER, VA 22602  
(540) 868-3000



540.868.3000 tel  
540.868.3002 fax  
tdesocio@beyerauto.com

Tom deSocio  
General Manager

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR TIMOTHY FITZGERALD 160237	TAG NO. 4634	INVOICE DATE 08/27/14
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 105,817	COLOR BLACK/
GERRARDSTOWN, WV [REDACTED]	VEHICLE MAKE / MODEL U4/VOLVO/XC90/4DR SUV AWD A1 SR /S	DELIVERY DATE	STOCK NO.
[REDACTED]	VEHICLE ID. NO. 9V1CZ59H441	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	WARRANTY START DATE	P. O. NO.	R. O. DATE 08/26/14
[REDACTED]	BUSINESS PHONE	E-MAIL ADDRESS	MO: 105817

LABOR & PARTS

**1 28007 ELECTRICAL UNITS 1.00 TECH(S) 10047 89.95**  
 CUSTOMER STATES THE RADIO CUT OFF AND THE WIPERS COME ON AT THE SAME TIME. INST CLUSTER CUTS OUT ALSO UNABLE TO REPRODUCE COMPLAINT AT THIS TIME TECH FOUND MANY DTC RELATED ISSUES. FURTHER DIAGNOSTICS ARE REQUIRED  
 JOB # 1 TOTAL LABOR & PARTS 89.95

**LIMITED WARRANTY**  
 ONLY APPLICABLE PARTS WARRANTY IS THAT OFFERED BY THE VEHICLE MANUFACTURER.  
 THANK YOU!  
 WE APPRECIATE YOUR BUSINESS.

**2 28007 ELECTRICAL UNITS 1.00 TECH(S) 10047 0.00**  
 CUSTOMER STATES SERVICE ANTI-SKID AND SRS LIGHTS ARE ON SEE LINE 1  
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 COMMENTS:  
 DROP ON 8/26

TOTALS  
 \*\*\*\*\*  
 \* TOTAL LABOR.... 89.95  
 \* TOTAL PARTS.... 0.00  
 \* TOTAL MISC CHG. 0.00  
 \* TOTAL MISC DISC 0.00  
 \* TOTAL TAX..... 0.00  
 \* TOTAL INVOICE \$ 89.95  
 \*\*\*\*\*

THANK YOU FOR CHOOSING DON BEYER VOLVO AND BEYER VOLKSWAGEN TO SERVICE YOUR VEHICLE. OUR GOAL IS TO PROVIDE YOU TRULY EXCEPTIONAL CUSTOMER SERVICE. IF YOU FEEL THAT YOUR EXPERIENCE WAS LESS THAN EXCEPTIONAL PLEASE CONTACT OUR SERVICE MANAGER, CHRISTOPHER PRICE AT 540-868-3000 WITH ANY SUGGESTIONS TO IMPROVE FUTURE VISITS. THANK YOU !!

CUSTOMER SIGNATURE \_\_\_\_\_

The Reynolds and Reynolds Company EBAIN7WVE DCI: 0308 Q (05/11)

Initial State 8/27/2014 10:01:39 AM

Control Module - Diagnostic Trouble Code	Status
ATM	No fault found
AUD	No fault found
339 1 BCM-0082 Yaw rate sensor Offset fault	DTC is found active.
2 BCM-0094 Communication between control units Communication problems with DEM	DTC is found active.
2 BCM-0100 Communication between control units Communicational problems with ECM	DTC is found active.
291 9 1 BCM-0121 Yaw rate sensor Signal outside its permitted range	DTC is found active.
1 BCM-0145 Stability function Too long stability control	DTC is found active.
1 BCM-A032 Stability function Too long stability control	DTC is found active.
CCM-0021 Air quality sensor Internal fault	DTC is found not active.
CEM-8F52 Relay, headlamp cleaning Signal too low/Signal missing	DTC is found active.
CEM-6A01 Door unlocked, left rear Signal too high	DTC is found not active.
CEM-6A02 Door unlocked, right rear Signal too high	DTC is found not active.
CEM-8F21 Windshield wipers Signal too low	DTC is found not active.
CEM-3A03 Fuel pump (FP) Signal missing	DTC is found not active.
CEM-6F71 Fuel hatch switch Signal too low	DTC is found not active.
CEM-8F28 Relay, windshield wiper high speed Signal missing	DTC is found not active.
CEM-8F43 Relay, rear washer motor Signal too low	DTC is found not active.
DDM-0024 Mirror motor MX+ Signal too low	DTC is found active.
DDM-002B Mirror motor MC Signal too low	DTC is found active.
DEM	No fault found
DIM	No fault found
ECM-4050 Fuel level sensor - Signal missing	DTC is found not active.
ECM-928C ECU, communication error - Faulty signal	DTC is found not active.
ECM-530B Malfunction indicator lamp (MIL) communication -	DTC is found not active.
ICM	No fault found
MMM	No fault found
MP2	No fault found
PDM-0030 Rear view mirror potentiometer Faulty signal	DTC is found active.
PDM-0032 Rear view mirror potentiometer Faulty signal	DTC is found active.
PDM-0005 Power window motor M+ or-M- Signal missing	DTC is found not active.
PSM-002B Operating button Too long time	DTC is found not active.
REM-9F21 Luggage compartment lighting Faulty signal	DTC is found active.
SAS	No fault found
SRS-00D5 SRS lamp Communication fault	DTC is found not active.
SWM	No fault found
TCM	No fault found
UEM-0004 Siren Communication fault	DTC is found active.
UEM-0005 Sun roof Communication fault	DTC is found active.
UEM-0080 Rain sensor Signal missing	DTC is found not active.
UEM-0083 Rain sensor Internal fault	DTC is found not active.

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