

JAN 06 2015

 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 01-DEC-2014	Repository ☐ Reference No. 10661463
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City	State	Zip Code			
EVERETT	WA				
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 4V4NC9GH35N			Make VOLVO	Model VNL	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 21-OCT-2014
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 721000	Failure Speed 40
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 1	Number of Deaths 0	Reported to Police Y	
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 OWNED A 2005 VOLVO VNL. WHILE DRIVING APPROXIMATELY 40 MPH, THE STEERING WHEEL BECAME DIFFICULT TO TURN WITHOUT WARNING. AS A RESULT, THE CONTACT CRASHED THE VEHICLE INTO A DITCH. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE SHAFT STRIPPED INSIDE THE INTERNAL STEERING COLUMN. THE VEHICLE WAS DEEMED DESTROYED. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED UNKNOWN INJURIES THAT REQUIRED MEDICAL ATTENTION. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 721,000.					
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.					

A+ Storage Container & Modification, Inc

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11/6/14

To whom it may concern:

REF: Red 2005 Volvo tractor vin #4V4NC9GH35N [REDACTED]

Lot # 32034594

On 11/4/14 I was hired to travel to Copart's salvage yard on East Meridian Street in Graham, WA. Upon arrival we were informed that it was their policy that without permission of the insurance company I could not take any tools into the lot with me to inspect for possible cause of the suspected steering problem with the vehicle. I and the owner left to return 11/5/14.

Upon arriving 11/5/14 we were allowed to proceed with the inspection.

Upon dismantling the housings around the steering column it was viewed as being complete and operational. The rubber boot around the steering shaft under the hood was then removed to find the inner shaft intact at the firewall. The steering shaft was then unsecured from the steering gear box to be slide out for inspection. The shaft would not slide out completely due to area and other part positioning restraints so I then removed the shaft at the knuckle/U joint in the cab column removing it completely.

Upon inspection of the shaft it appears to be stripped on the splines on the interior of the 2 piece shaft assembly. The shaft is designed not to come apart so inspection of the shaft stopped. I believe that the stripping of the interior splined shaft was the cause for the driver to lose all steering control and as a result allowing the truck to veer off the highway.

Upon inspecting all other components of the steering system it was found that the gear box, pitman arm, drag link and tie rod with ends all to be all connected and in good operational condition.


Marc Eisberner

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