

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FORM USE ONLY 100148

Date Received 28-JUL-2015	Repository <input type="checkbox"/>
	Reference No. 10744425

OWNER INFORMATION (Type or Print)			
Name	State	Zip Code	E-mail Address
Address	CA		
City			Daytime Telephone Number
NORTH HOLLYWOOD			
			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 YV1612FS0D2	Make VOLVO	Model S60	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number Galpin Volvo		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Van Nuys	State CA	Zip Code 91406
Transmission Type Auto	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Fuel Type: Gasoline
		Multiple Failure:	Incident Date(s) 18-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 200000 WHEELS	Failure Mileage 25000	Failure Speed 35

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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 ROCK SLIDE LEFT SEVERAL ROCKS ON THE HIGHWAY. I HIT ONE OF THEM AND CRACKED A RIM. SINCE THE VOLVO S60 DOES NOT COME WITH A SPARE TIRE, I WAS LEFT STRANDED IN A CANYON ROAD IN THE RAIN WITH A DISABLED VEHICLE. MINIMAL CELL PHONE RECEPTION MADE CALLING FOR HELP VERY DIFFICULT. VOLVO ASSUMES THAT CALLING THEIR ROADSIDE ASSISTANCE (IF YOU CAN) AND WAITING FOR A TOW TRUCK IS EQUIVALENT TO CARRYING A SPARE TIRE. IT CLEARLY IS NOT AND CAN LEAVE DRIVER'S HELPLESS WHEN A SIMPLE SPARE TIRE WOULD HAVE SOLVED THE PROBLEM. ALTHOUGH PURCHASING A SPARE TIRE IS AN OPTION, IT WOULD CONSUME TRUCK SPACE THAT IS NECESSARY FOR MY SON'S STROLLER. I CAN ONLY CARRY THE STROLLER OR THE SPARE BUT NOT BOTH.. THE CAR SHOULD BE DESIGNED TO CARRY A SPARE TIRE IF NECESSARY.

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.

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10744425-----
Date: Friday, September 18, 2015 10:48:25 AM
Attachments: [image002.gif](#)
[10744425.pdf](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
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Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]] On Behalf Of [REDACTED]
Sent: Thursday, September 17, 2015 11:47 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ---10744425-----

Added dealer information to the form.

Thank you,
[REDACTED]

On Thu, Aug 27, 2015 at 5:59 AM, <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

