



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

U.S. 6 552(B)(6) 100148

Date Received
AUG 10 2016
27-MAY-2016

Repository ☐

Reference No.
10871227

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WILMINGTON State DE Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

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
YV1RH592852 [REDACTED]
Make VOLVO Model S60 Model Year 2005
Date Purchased 7/12/2015 Dealer's Name and Telephone Number [REDACTED] 307 654 4420 Engine: 6 Fuel Type: GAS
Original Owner [REDACTED] Dealer's City [REDACTED] State DE Zip Code 19801 No. Cylinders
Transmission Type AWD 2.5T Antilock Brakes ☒ Powertrain Multiple Failure: Incident Date(s) 23-JUL-2015
Cruise Control ☒

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS
Failure Mileage 215077 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65P15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment ☒ Prior Repair ☐ Failure Location: 2505 W. Tatum St
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 S60. THE CONTACT STATED THAT THE SRS AIR BAG LIGHT REMAINED ILLUMINATED EVER SINCE THE VEHICLE WAS PURCHASED TEN MONTHS AGO. THE DEALER WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE FAILURE RECURRED AND WAS NOT REMEDIED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 215,077.

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.

RE: New TIS request from Vehicle Owners section of safecar.gov
(Office of Defects Investigation). TLG# [REDACTED]

TIS, NHTSA (NHTSA)

Fri 5/27/2016 12:41 PM

To: US DOT NHTSA <[REDACTED]>

05-27-2016

Dear Requester,

The documents relating to the recall/defect report you requested can be retrieved at no charge at the National Highway Traffic Safety Administration (NHTSA) Web site: www.safercar.gov.

- *In the third box across the top, click "Vehicle Owners." On the left side column of the next screen, click "Search for all Recalls, etc." in the middle of the next screen select "ID Number" field, then select the type in the recall/investigation/complaint/service bulletin field and type the number (e.g. 01V166002, PE01001), (e.g. eight digit #10836338) and click "GO."*

The next screen provides a summary of the recall/defect campaign. For a copy of the complete recall/defect report, click on the "Associated Documents" then scroll to the bottom of the summary, and under "Name" you will have access to retrieve all links to the documents comprising the Recall/Defect Report (such as, if available, "Remedy Instructions and TSB [technical service bulletin]," "Owner Notification Letter, "Opening and Closing Resume", etc.).

Thank you for your request and we hope that this information is useful to you.

Sincerely,

Theresa L. Gordon
Technical Information Analyst
Technical Information Services

From: US DOT NHTSA [mailto:[REDACTED]]

Sent: Monday, May 23, 2016 5:24 PM

To: TIS, NHTSA (NHTSA)

Subject: New TIS request from Vehicle Owners section of safecar.gov (Office of Defects Investigation).

[REDACTED]
7/29/2016

TIS ID: 106128

Request Date: 05/23/2016 17:23:52

Consumer Information:

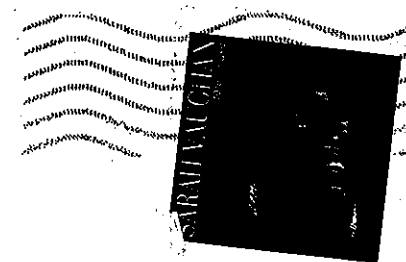
First Name:	[REDACTED]
Last Name:	[REDACTED]
Type of Requester:	Consumer/Individual
Company:	
Address Line 1:	[REDACTED]
Address Line 2:	
City:	Wilmington
State:	DE
Zip Code:	[REDACTED]
Phone:	[REDACTED]
Phone Extension:	
Email:	[REDACTED]

Requested Documents:

Category	NHTSA ID Number(s)
Recall(s):	07E023000,06V375000

WILMINGTON DE 197

29 JUL 2016 PM 2 1



Wilmington, DE

US Department of Transportation
National Highway Traffic Safety Bldg
1200 New Jersey Avenue SE
Washington, DC 20590

