



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

19-SEP-2017

NOV - 1 2017

Repository ☐

Reference No.

11024233

OWNER INFORMATION (Type or Print)

Name

Address

City CAMBRIDGE

State MA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

YV4S259237

Make

VOLVO

Model

XC70

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

WESTPORT VILLAGE GARAGE

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

WESTPORT

State

MASS

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AND: DOESN'T
WORK PROPERLY

Multiple Failure:

Incident Date(s)

15-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

AND, ENGINE, DRIVESHAF

Failure Mileage

Failure Speed

70000

21,000

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

Number of Deaths

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 2007 VOLVO XC70. THE CONTACT STATED THAT THE ALL WHEEL DRIVE FAILED TO FUNCTION. THE CONTACT WAS CONCERNED THAT THE FAILURE COULD CAUSE A CRASH DURING INCLEMENT WEATHER. IN ADDITION, WHILE IN A DITCH, THE VEHICLE WAS DIFFICULT TO EXIT AND WAS DAMAGED WHILE ATTEMPTING TO GET THE VEHICLE OUT. THE VEHICLE WAS TAKEN TO AN UNKNOWN LOCAL DEALER LOCATED IN SANTA FE, NEW MEXICO WHERE THE CAUSE OF THE FAILURE WAS UNABLE TO BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 70,000. THE VIN WAS NOT AVAILABLE.
EXHAUST WARPS IN SNOW & RAIN HITTING DRIVESHAF CAUSING
HORRIBLE NOISE: MUFFLER SHOP AT IN BRACKETS TO HAD IT DOWN
VOLVO DOESN'T KNOW WHAT IT HAPPENS.
USED ENGINE @ 21,000 DUE TO VALVE HEAD FAILURE IN
ORIGINAL ENGINE & BACK UP CAMERA FANS CAUSING DAMAGE

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.

Don't know if services were reported to CAR FAX (BX)
THIS NEEDS TO BE ENFORCED FOR USED CAR SALES - SAFETY

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

VEHICLE WAS BOUGHT BACK BY VOLVO FROM ORIGINAL OWNER
LEMON LAW; WORKS SENSOR IN SEAT TURNS ON AIR BAG LIGHT
THAT GLANDS OUT OF ELECTRONIC REAR VIEW MIRROR THAT
DIDN'T WORK EITHER. VOLVO RECOMMENDED CAR \$61,000 UNITS
COOKED BRAND NEW SOLD THROUGH WHOLESALE. DIDN'T FIX
BUY BACK PROBLEM: DOUBLE LEMON -
FAULTY AND, EXHAUST-DRIVESHAFT WARPING-HORRIBLE SOUND
ENGINE FAILURE \$21,000; VEHICLE WAS CONSTANTLY
SERVICED \$46,000. - IN 2 YEARS INCREASES \$16,800 PURCHASE
DID NOT SALVAGE \$300. ATTACH ADDITIONAL SHEETS IF NECESSARY
CUTST. CARS WOULD NOT TAKE TRADE IN.

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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners Questionnaire (VOQ)
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