

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 19-SEP-2017 NOV 03 2017	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City CAMBRIDGE State MA Zip Code [REDACTED]				Repository ☐	
				Reference No. 11024233	
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).				Daytime Telephone Number [REDACTED]	
				Evening Telephone Number [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV4S2592371 [REDACTED]		Make VOLVO		Model XC70	Model Year 2007
Date Purchased	Dealer's Name and Telephone Number WESTPORT VILLAGES GARAGE			Engine: No: Cylinders 5 FIVE	Fuel Type:
Original Owner ☐	Dealer's City WESTPORT		State MASS.	Zip Code	
Transmission Type Auto	☒ Antilock Brakes	Powertrain AND: DOESN'T WORK PROPERLY	Multiple Failure:		Incident Date(s) 15-JUL-2014
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN		AND, ENGINE, DRIVESHAF		Failure Mileage 70000 21,000	Failure Speed
YV4S2592371 [REDACTED]					
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 PUT IN BRACKETS TO HOLD IT DOWN VOLVO DOESN'T KNOW WHY IT HAPPENS. USED ENGINE @ 21,000 DUE TO VALVE HEAD FAILURE IN ORIGINAL ENGINE * BACK UP CAMERA FAILS 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 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.					

Don't know if services were reported to CARFAX (X)
THIS NOTICE TO BE ENFORCED FOR VIO CAR SAFETY

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

VEHICLE WAS BOUGHT BACK BY VOLVO FROM ORIGINAL OWNER
LEMON LAW; WEIGHT SENSOR IN SEAT TURNS ON AIR BAG LIGHT
THAT GLANDS OUT OF ELECTRONIC REAR VIEW MIRROR THAT
DIDN'T WORK EITHER. VOLVO REBUILT CAR 61,000 MILES
LOOKED BRAND NEW SOLD THROUGH WHOLESALE, DIDN'T FIX
BUY BACK PROBLEM: DOUBLE LEMON -
FAULTY AWD, EXHAUST-DRIVE SHAFT WARPING-HORRIBLE SOUND
ENGINE FAILURE \$21,000; VEHICLE WAS CONSTANTLY
SERVICED \$46,000. - IN 2 YEARS INVOICES \$16,800 PREPAID
DID NOT SALVAGE \$300. ATTACH ADDITIONAL SHEETS IF NECESSARY
CUST. CAREER WORSTENED, NO. BATTERY WOULD NOT TAKE TRUCK IN.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

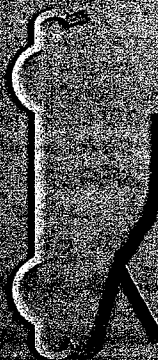
WASHINGTON, DC

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

10/25/17

CAMBRIDGE, MASS.

U.S. DEPT. OF TRANSPORTATION
NHTSA
OFFICE OF DEFECTS INVESTIGATION NEF-100
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20077-9382

ATT. DENISE TELEPHONE INTAKE SEPT. 19, 2017 REF# 11024233

ADDITIONAL VOWO FAULTS:

CAR OVERHEATS WHEN CARRYING WEIGHT, NO OTHER THERMOSTAT AVAILABLE \$140.- FOR SAME PART.

KEPT HOOD PROPPED OPEN AND SOMETIMES IT WOULD FLY-UP AND HIT CARRYING CASE (INSTEAD OF FLIPPING OVER CAR AND HITTING SOMEONE BEHIND),

NO CENTER BEARING AVAILABLE FOR DRIVESHAFT (\$1100.- + LABOR) BEARING WOULD BE A \$25.- TO \$40.- PART FOR DRIVESHAFT REBUILDING SHOP,

NO RECOMMENDATIONS IN ANY OF THESE CAR'S MANUALS ON TRANSMISSIONS FLUID CHANGES,

NO CAMBER ADJUSTMENT FOR REAR WHEN CARRYING WEIGHT, WEARS OUT INSIDE OF TIRES \$1500.+ LABOR NIVAMAT ADJUSTING SHOCKS.

BRAKES INADEQUATE FOR CAR, BOUGHT CROSS DRILLED AND SLOTTED ROTORS WITH CERAMIC PADS. I HAVE SAID IF I TRIED TO TOW A CAR BEHIND ~~VOWO~~ VOWO THE VOWO WOULDN'T STOP.

NEED A FORM FOR A 2017 RAV4 TOYOTA: RADAR CAUSES BRAKING AT HIGHWAY SPEED WHEN VEHICLE IN FRONT IS MAKING AN EXIT OFF HIGHWAY.

SCREEN WARNINGS ON CENTRAL PANELS ADDING A DISTRACTING.

DENISE: WHAT DID YOU MEAN WHEN YOU ASKED ME IF I WOULD WORK WITH YOUR TEAM?

SINCERELY