

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 10/31/2018

Incident Details

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Report Number: 20181031-EA9DA-2147384721

Report Submitted Date: 10/31/2018

Who You Are: Consumer

Incident Description: On September 8, 2018 around 4:30pm on a Saturday, I was running errands and suddenly my curtain airbags on my 2012 VOLVO deployed. There was a high pitch, loud screeching noise, a loud pop and all this debris sprayed all over me and the inside of my car and these white plastic airbags (curtains) busted through the roof of my car. Once this happened, my dash lit up with all these lights flashing and a message inside of a book on my dash saying "safe mode". My car then completely shut off and I had to coast into a parking space at a Dollar General Store. Once I calmed down, I contacted my husband, he came, once he got there we called AAA to get a tow. My car was then towed to our house where it sat in our garage for almost a week. On September the 14, we had it towed to Volvo of Greenville. Where my car sat for another 5 weeks while corporate sent someone to retrieve the data to make sure that it was product malfunction, and then I was given a rental car, 5 weeks and 6 days later. I picked up my car, and returned the rental on 10/30/2018, after I had gotten off work. When I and my husband asked the service supervisor what had caused that, he had no answer other than corporate just told me to fix it. Needless to say, I am glad to have my car back, but I do not feel safe and I have not been given an explanation of why this happened, and frankly the corporate office nor the local dealership where my car was repaired seem to be the least bit concerned.

Incident Date: 9/8/2018

Incident Location: Street or Highway - [REDACTED], Laurens, SC, [REDACTED] United States

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Injury, No First Aid or Medical Attention Received

Victim is of Hispanic/Latino origin? No

Race: Black/African American

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Female

Age when incident occurred: 49 Years

Address: [REDACTED], Laurens, South Carolina, [REDACTED] United States

E-mail:

Phone Number: [REDACTED]

Product Details

Product I didn't see a category for an airbag so I chose computers. But the product that malfunctioned

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Description: were the curtain airbags (SIPS).

Product Electronics

Category:

Product Type: Computers, Monitors, Projectors

Brand Name: 2012 VOLVO S60

Manufacturer / VOLVO

Importer /

Private Labeler

Name:

Model Name or 2012 VOLVO S60

Number:

Serial Number: VIN#YV1622FS1C2

Date

Manufactured:

Manufacturer

Date Code:

Manufacturer VOLVO Executive Offices

Address:

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: CARMAX

Retailer State: 2800 Laurens Rd., Greenville, SC 29607

Additional Details

Purchase Date: 6/11/2018 This date is an estimate

I still have the Yes
product in my
possession.

The product No
was damaged
before the
incident.

The product No
was modified
before the
incident.

Have you Yes
contacted the
manufacturer?

If not, do you N/A
plan to contact
them?

Explanation: There have been emails between them and myself, but nothing since they admitted that it was a product malfunction.

Your Contact Information

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First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Laurens, South Carolina, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

OMB Control Number 3041-0146

CUSTOMER #: [REDACTED]

INVOICE



JAGUAR

(864) 288-7575

www.jaguarofgreenville.com



PORSCH

(864) 288-7575

www.porscheofgreenville.com

(864) 288-5555
www.volvoofgreenville.com

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(877) 906-2116

SERVICE ADVISOR: 410010 DAVID ELROD

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	12	VOLVO S60		YV1622FS1C2			116225/116229		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
14SEP18 DD			19:30 14SEP18			0.00	CASH	27OCT18	
R.O. OPENED		READY		OPTIONS: ENG:2.5 Liter Turbo					

16:10 14SEP18 11:09 27OCT18

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

B CUSTOMRE STATES THAT WHILE DRIVING BOTH LEFT AND RIGHT SIDE AIR

CURTAINS DEPLOYED CASE [REDACTED]

CAUSE: 01

0 88424-2

410012 WV 0.80

1 31658440 CONTROL UNIT

1 31275266 SRS RELOAD

1 39816717 HEADLINING

1 31354106 PANEL

1 31354107 PANEL

4 30624366 FLANGE SCREW

1 30780646 AIRBAG MODULE

1 30780647 AIRBAG MODULE

2 6841989 CLIP

4 30640607 CLIP

88451-2 INFLATABLE CURTAIN (IC) REPLACE (2)

410012 WV 1.40

0 96158-3

410012 WV 0.50

0 88458-2

410012 WV 0.10

85505-2 HEADLINING WITH SUN ROOF REPLACE (2)

410012 WV 4.60

36001-2 DIAGNOSTIC TROUBLE CODES READ / RESET /
KNOWN DIAGNOSTIC TROUBLE CODES WITH VIDA (2)

410012 WV 0.20

36002-3 SOFTWARE CONTROL MODULE DOWNLOADING (2)

410012 WV 0.10

FC: 01KT

PART#: 31658440

COUNT:

CLAIM TYPE: 05

AUTH CODE:

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

CUSTOMER #: [REDACTED]

JAGUAR GREENVILLE LAND ROVER GREENVILLE
PORSCHE OF GREENVILLE VOLVO OF GREENVILLE

2668 LAURENS ROAD · GREENVILLE, SC 29607
MAILING ADDRESS: P.O. BOX 5459 · ZIP CODE 29606

INVOICE



JAGUAR
(864) 288-7575
www.jaguarofgreenville.com



PORSCHE
(864) 288-7575
www.porscheofgreenville.com



(864) 288-5555
www.volvooofgreenville.com

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(877) 906-2116

SERVICE ADVISOR: 410010 DAVID ELROD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	VOLVO S60	YV1622FS1C2 [REDACTED]		116225/116229	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14SEP18 DD			19:30 14SEP18		0.00	CASH	27OCT18
R.O. OPENED		READY		OPTIONS: ENG:2.5_Liter_Turbo			
16:10 14SEP18		11:09 27OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
REPLACED LEFT AND RIGHT SIDE SIDE CURTAIN AIRBAG AND SRS CONTROL MODULE , PERFORMED SRS RELOAD . ALSO REPLACED HEADLINER TRANSFERRED WIRING HARNESS AND MICROPHONE ALSO REPLACED BOTH A-PILLARS PANELS								

C SERVICE CAMAIGN S29650

CAUSE: 02

98600-2 GENERAL REIMBURSEMENT ACC. TO TJ/QB (1)

410012 WV 0.20

1 31416624 DECAL

FC: 02XW

PART#: 31416624

COUNT:

CLAIM TYPE: S29650

AUTH CODE:

(N/C)

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
COMPLETED							

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
,,SUMMARY OCM C/S: AIRBAGS WENT OFF, CAR IS BEING TOWED IN. CASE [REDACTED]

BDC APPT CREATED 2018-09-14
02:20:00PM TAKEN BY ASHLEIGH M
PERRY THE CAR WILL BETWEEN
4-430

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.		*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	PARTS AMOUNT	0.00
			ADJUSTMENT	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349