



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

Repository

13-DEC-2018

Reference No.

11161194

MAY 23 2019

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City PARKVILLE Pasadena State MD Zip Cod [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]
 Evening Telephone Number [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: YV1940AS6D [REDACTED]
 Make VOLVO Model S80 Model Year 2013
 Date Purchased 10-13-13 Dealer's Name and Telephone Number Annapolis Volvo Engine: No: Cylinders Fuel Type:
 Original Owner [REDACTED] Dealer's City Annapolis State MD Zip Code 21401
 Transmission Type [REDACTED] Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 13-OCT-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 57000 Failure Speed

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 Failure Location:
 Prior Repair
 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 2013 VOLVO S80. THE CONTACT STATED THAT THE RADIATOR ANTI-TAMPERING DEVICE WAS FAULTY, THE CHECK ENGINE INDICATOR ILLUMINATED, AND THE VEHICLE OVERHEATED. THE DEALER (VOLVO CARS ANNAPOLIS, 333 BUSCHS FRONTAGE RD, ANNAPOLIS, MD 21409, (410) 349-8800) STATED THAT THE VEHICLE WAS NOT INCLUDED IN A RECALL; THEREFORE, THE CONTACT WOULD HAVE TO PAY FOR THE REPAIRS. THE MANUFACTURER STATED THE SAME THING AS THE DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 57,000.

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.

UNCLASSIFIED

Since I have been unable to resolve this issue with Annapolis Volvo, or the Customer Service Representative at the Volvo Corporate Headquarters, I am hoping you can assist.

I purchased my 2013 Volvo S80 at Annapolis Volvo in Annapolis, Maryland in October 2013. While there have been minor issues with the car from time to time, they have been resolved. This latest issue involves a recall that Volvo will not honor. I have been trying to get this resolved with Volvo since October 2018.

In early October 2018, while driving, the check engine light went on in the car. I drove to an automobile repair shop and they scanned the car. The reading indicated that there was an issue with the "anti-tamper switch for radiator." The mechanic indicated that I may want to contact Volvo to see if there was a recall as this may be a software issue.

There was a recall for the 2013 Volvo S80 as there was a Software issue that was related to the "anti-tamper switch for the radiator." I immediately contacted the Volvo dealer in Annapolis, MD about the recall. When they ran the VIN for the car, they stated that my car wasn't covered under the recall, even though it was a 2013 Volvo S80 with the same issue. They suggested that I bring the car in, have it scanned again and if it needed the software updated, that could be done, but at my cost. They would not cover it under the recall even though it was the same year, model and issue under the recall. When I suggested that it was quite possible that they missed my car on the recall, I was told that Volvo did not make such mistakes.

I then contacted the Volvo Corporation, and talked with a Customer Services Representative. The reply was the same, since my car was not identified in the recall, they would not honor the recall and any repair would be at my expense. The cost to scan the car would be between \$200 to \$300.

It has been very frustrating to deal with Volvo. I firmly believe that my car, again, same year, make and model should be covered under the recall as are other 2013 Volvo S80's.

Any assistance you can provide would be greatly appreciated. I have no idea what to do next and am open to any suggestions.

Please feel free to contact me should you need any additional information. My home number is [REDACTED] and my work number is [REDACTED]. My email address is [REDACTED].

Thank you,

[REDACTED]
[REDACTED]
Pasadena, MD [REDACTED]

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