



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

14-MAR-2019

MAY 15 2019

Repository ☐

Reference No.
11186885

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City REXFORD

State NY

Zip Code

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
YV15Z59H141

Make
VOLVO

Model
XC70

Model Year
2004

Date Purchased

12/2003

Dealer's Name and Telephone Number

Nemith Motors - out of Business

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Latham

State

NY

Zip Code

Transmission Type

auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

13-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage
120000

Failure Speed
30

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 2004 VOLVO XC70. WHILE DRIVING 30 MPH, THERE WAS AN ABNORMAL ODOR DETECTED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE FUEL PUMP WAS LEAKING AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT TAKEN TO A DEALER FOR DIAGNOSTIC TESTING OR REPAIRS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 120,000.

Volvo had a recall on fuel pumps in southern States only.

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.

Rexford NY 12148
Phone: 518-383-2689

Fax:

Repair Shop 7028923

Bill To:

REXFORD NY

INVOICE

MAR 18, 2019

Key #:
Date In: 3/12/19
Time In: 11:11AM

Completed: 3/13/19
Cust.#:

Lic# [REDACTED] Veh ID:
2004 VOLVO XC70 Base
VIN: YV1SZ59H14 [REDACTED]
Odometer In: 128,313 Out: 128,341
Inspection Due: 12/29/2019 Hrs:
Home: [REDACTED] Cell: [REDACTED]

PO Nbr:
Ident/Ser#:

Item	Qty/Time	Description	Normal Price/Rate	Your Price/Rate	Amount	
ML	0.80	Labor Power Steering		95.00	76.00	11
O SPO	1.00	#lube. Oil & Filter		39.95	39.95	11
N 27021	1.00	Oil Filter	13.83			11
O 5W30	6.00	Oil 5w30 motor oil (incl ny lube tax)	39.95			11
N 30761742	1.00	Fuel Pump New	926.45	529.93	529.93	11
N 9183708	2.00	Oring	51.00	29.17	58.34	11
ML	5.00	LABOR		95.00	475.00	11
N 8649739	2.00	Pump Retainer Ring	23.68	13.54	27.08	11
GAS	1.00	GAS				11

Total Parts: 655.30
Total Labor: 551.00
Total Sublet:

Paid By

Sub Total 1206.30
Sales Tax 84.44

Writer: 11

Ref/Ser:

Contact Ph:

Invoice Amount: 1290.74

Less Deposits:

Balance Due: 1290.74

Smelly Fuel Odor===== Diagnosed Fuel Leak Coming Fuel Pump, White Upper Plastic Housing (stress Crack)

Oil Change Ck Fluids Ck Tire Pressures

Ck Powersteering Customer States Steers Hard

Removed Front Engine Splash Guard Lubed Steering Yoke Checked Complete Front End

Steering Yoke Is In Fine Condition

Removed Rear Seat And Related Components To Access And Removed Fuel Pump And Sender Assemblies
String Old Pump Harness To New To New Pump Harness To Enable An Easer Instalation

Test Drove

2004 VOLVO XC70 Base

Home:

Page 1 Of 2