

 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 18-APR-2019 JUN 12 2019		Repository ☐ Reference No. 11197161	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		
Address		E-mail Address		
City	State	Zip Code	Evening Telephone Number	
CAMP HILL	PA			
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		Make	Model	
YV4BZ98228		VOLVO	CROSS COUNTRY	
Model Year		Engine:	Fuel Type:	
2008		No: Cylinders		
Date Purchased	Dealer's Name and Telephone Number			
Original Owner	Dealer's City	State	Zip Code	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	
AUTO	☒ Cruise Control	6 CYL 3.2 L	Incident Date(s)	
18-APR-2019				
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY		Failure Mileage	Failure Speed	
		165000	70	
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: DOTM9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	
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 2008 VOLVO CROSS COUNTRY WAGON. WHILE DRIVING 70 MPH, THE SUN ROOF EXPLODED. THE GLASS PARTICLES PROJECTED UPWARD BECAUSE THE HEADLINER WAS CLOSED AND STRUCK THE WINDSHIELD OF THE VEHICLE TRAVELING BEHIND THE CONTACT. THERE WERE NO INJURIES. THE CONTACT PULLED THE VEHICLE OVER AND NOTICED A FOOTBALL-SIZED HOLE IN THE MIDDLE OF THE SUN ROOF AND TOOK PICTURES. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT CALLED HIS INSURANCE COMPANY AND WAS INFORMED THAT THEY WOULD COVER THE DAMAGES. THE FAILURE MILEAGE WAS 165,000 . THE VIN WAS UNKNOWN. 162,000				
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.				

