

U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received 27-JAN-2020 NOV 24 2020		Repository ☐ Reference No. 11302280	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City SEBASTOPOL	State CA	Zip Code [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 YV4BC0PK9G [REDACTED]		Make VOLVO	Model XC90	Model Year 2016	
Date Purchased 3/12/19	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City Aliso Viejo	State CA	Zip Code 92656		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 12-OCT-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM				Failure Mileage 45000	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 ☐ 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 2016 VOLVO XC90. THE CONTACT STATED THAT WHILE ATTEMPTING TO PARK THE VEHICLE IN PARK ASSIST MODE, THE VEHICLE ACCELERATED IN REVERSE INDEPENDENTLY AND BACKED INTO A TREE WITHOUT WARNING. THE CONTACT DID NOT SUSTAIN INJURIES AND A POLICE REPORT WAS NOT FILED. THE CONTACT'S HUSBAND DROVE THE VEHICLE TO SMOTHERS EUROPEAN VOLVO CARS 2881 CORBY AVE, SANTA ROSA, CA 95407 TO BE INSPECTED. THE DEALER WAS UNABLE TO DIAGNOSE THE VEHICLE. A CORPORATE REPRESENTATIVE WAS THEN SENT TO THE DEALER AND DETERMINED THAT NO SAFETY ERROR HAD OCCURRED ON THE VEHICLE. THEY DETERMINED THE CAUSE OF THE ACCIDENT TO BE HUMAN ERROR. THE MANUFACTURER HAD BEEN NOTIFIED AND OFFERED NO ASSISTANCE WITH THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 45,000.					
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 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.					

To Whom It May Concern,

Please see the attached *Vehicle Owner's Questionnaire To Report Vehicle Safety Defects*. Reference # 11302280. As of today there has been no resolution as it relates to the safety concerns.

I agree that the facts on the *Vehicle Owner's Questionnaire To Report Vehicle Safety Defects* are true. Please contact me with any further questions or concerns.

I can be reached by phone at [REDACTED] or via email at [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]
Sebastopol, CA [REDACTED]