

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Updated complaint
Date: Tuesday, March 15, 2022 2:35:53 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, March 15, 2022 12:13 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Updated complaint

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U.S. Department
of TransportationNational 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

27-DEC-2021

Repository ☐Reference No.
11445097**OWNER INFORMATION (Type or Print)**

Name [REDACTED]		
Address [REDACTED]		
City Spokane	State WA	ZIP Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 yv1sz58d32 [REDACTED]		MAKE VOLVO	Model V70	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number Volvo Cars Bellevue 4254555522		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Bellevue	STATE WA	ZIP Code 98004	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-DEC-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 140000 AIR BAGS	Failure Mileage	Failure Speed
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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: DOTM1 9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2002 Volvo XC70. The contact received a notification for NHTSA Campaign Number: 21V800000 (Air Bags) however, there were no dealers nearby to her for service. The nearest dealer that was 275 miles away from her location had been notified about the issue and informed her that they could not provide transportation or towing services to and from the dealership. The manufacturer had been notified of the issue and offered to tow the vehicle one way to the dealership, but will not provide a return tow or do the service closer to the vehicle location. The contact stated that the responsibility of the repair should be on the manufacturer and that arrangements should be made to service the vehicle. The contact had not experienced a failure. Parts distribution disconnect.

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.