

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)  
**Subject:** RE: Follow up to ODI Complaint --11503109  
**Date:** Tuesday, April 11, 2023 7:40:35 PM  
**Attachments:** [REDACTED]

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see the following attachments:  
 A completed NHTSA "Vehicle Owner's Questionnaire," a description of the accident, along with copies of communications with the manufacturer, Volvo, "Florida Traffic Accident Report," copies of related service invoices, photos of the accident scene and damage to the vehicle and a copy of the original vehicle window sticker listing the following additional safety features which should have prevented the collision, "Low Speed Collision Avoidance System" and a "Collision Warning with Full Auto Stop."  
 Thank you,  
 [REDACTED]

**From:** EVOQ (NHTSA) <EVOQ@dot.gov>  
**Sent:** Friday, February 17, 2023 10:26 AM  
**To:** [REDACTED]  
**Subject:** Follow up to ODI Complaint --11503109

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
 NHTSA/Office of Defects Investigation

**NHTSA Ref.No.11503109**

**Ref: Volvo 2015 V60 Seat Belt and Collision  
Avoidance [ID #: XXXXXXXXXX]**

**View looking north towards point of origin.**



NHTSA Ref.No.11503109

Point of impact →



Ref: Volvo 2015 V60 Seat Belt and  
Collision Avoidance [ID # XXXXXXXXXX]

# V60 T5 DRIVE-E

Volvo Car USA LLC  
www.volvocars.com/us

## PERFORMANCE

2.0L Turbo-Charged, Direct Injected Alloy Engine  
240 HP @ 5600 RPM and 258 lb-ft Torque @ 1500 RPM  
ULEV II (Ultra-Low Emissions Vehicle)  
8-Speed Geartronic Auto. Trans. w/ Adv Quick Shift  
Start / Stop Engine Technology  
Dynamic Stability Traction Control (DSTC)  
Front McPherson Strut & Rear Multi-Link Suspension  
Torsion Chassis w/ Advanced Stability Control  
Corner Traction Control through Torque Vectoring  
Electronic Power Assisted Rack & Pinion Steering  
Electronic Brake Distribution & Assistance  
17" Alloy Wheels with All-Season Tires

## AUDIO & TECHNOLOGY

Sensus with Integrated 7-inch Color, LCD Monitor  
160W High Performance Audio System w/ 8 Speakers  
In-Dash Single CD w/WMA & MP3 Capability  
HD Radio / USB & AUX Inputs  
Bluetooth Hands Free w/ Audio Streaming  
SIRIUS Radio w/6-Month Complimentary Subscription

## SAFETY & SECURITY

City Safety - Low Speed Collision Avoidance System  
Unibody High Strength Steel Safety Cage  
Five 3-Point Safety Belts w/ Pretensioners  
Front Safety Belts w/Height Adj. & Force Limiters  
Inflatable Curtain (IC) Head Impact Protection  
Side Impact Protection System (SIPS) w/ Driver &  
Front Passenger Dual Chamber Side-Impact Airbags  
Driver & Front Passenger Dual Stage Supplemental  
Restraint System (Airbag)  
Whiplash Protection System (WHIPS) in Driver &  
Front Passenger Seats / 5 Padded Head Restraints  
Security System w/ Back-Up Battery for Siren  
Rear Cargo Cover  
Child Safety Locks in Rear Doors  
Tire Pressure Monitoring System (TPMS)  
LED Daytime Running Lights

## LUXURY

8-Way Power Driver Seat w/3-Position Memory  
Power Passenger Seat  
Front Seat Adj. Lumbar Support & Seat Back Pockets  
Shimmer Graphite Aluminum Inlay  
Electronic Ignition with Push Button Start & Stop  
Leather & Silk Metal Steering Wheel  
Tilt & Telescopic Steering Wheel  
Electronic Parking Brake  
Dual Zone Electronic Climate Control  
Heated Power Outside Rearview Mirrors w/ Memory  
40/20/40 Flat Folding Seats w/ Center Arm Rest  
Power Foldable Rear Seat Headrests  
Rain-Sensing Windshield Wipers

## AUTHORIZED RETAILER

O'STEEN VOLVO 7203  
10863 PHILLIPS HWY.  
JACKSONVILLE, FL 32256

## WARRANTY

48 Month/50,000 Mile Limited Warranty Coverage  
144 Month Corrosion Protection "Unlimited Mileage"  
Refer to Warranty Info Book for Specific Limitations.

VOLVO On-Call Roadside Assistance

Volvo Increased Protection: Ask Your Volvo Retailer  
About an Extended Service Contract

## MAINTENANCE

Complimentary Factory Scheduled Maintenance for the  
First 3 Years or 36,000 Miles

## ACCESSORIES

Enhance the driving pleasure with Volvo accessories.  
Enrich the styling, integrate technology, boost  
performance, or simply carry more cargo - from  
function to fun, there's something for everyone.

To view full accessory product line -  
Scan this Smartphone QR code  
or visit [www.volvocarsaccessories.com](http://www.volvocarsaccessories.com)



## ACCOLADES



IIHS recognizes  
the V60 as a best  
vehicle choice for  
safety within its  
size category

The price shown does not include Gasoline, License and Title Fees, State and  
Local Taxes and Dealer Installed Options and Accessories. The factory reserves  
the right to modify price, designs and equipment without previous notice.

## 2015.5 PRICING

IMPORTER'S SUGGESTED LIST PRICE P.O.E.: \$ 35,750.00

Platinum 5,550.00

Leather Seating Surfaces  
Sensus Navigation w/Mapcare  
Auto Dimming Rearview Mirror  
Adaptive Digital TFT Display  
Side Window Brightwork  
Silver Roof Rails  
17" Sadia Wheel  
Harman Kardon Premium Sound System  
Active Dual Xenon Headlights w/Washers  
Accent Lighting  
Convenience Package:  
Keyless Drive, Rear Park Assist Camera  
HomeLink® Integrated Garage Door Opener  
Digital Compass, Grocery Bag Holder  
Power Retractable Exterior Mirrors  
Technology Package:  
Adaptive Cruise Control with Queue Assist  
Collision Warning with Full Auto Brake  
Pedestrian/Cyclist Detection w/Auto Brake  
Distance Alert, Driver Alert Control  
Lane Keeping Aid  
Active High Beam, Road Sign Information

Park Assist Pilot with BLIS Package: 1,400.00

Blind Spot Information System  
Cross Traffic Alert, Lane Change Merge Aid  
Park Assist Pilot

### MY15.5 Additional Features

Sensus Connect w/6-mth. Comp. Subscription  
Volvo On-Call w/6-mth. Comp. Subscription  
Power Lumbar Support

Protection Package 250.00

Heated Front Seats 500.00

Urbane Wood Inlays 400.00

Destination Charge 925.00

Total Suggested Retail Price: \$ 44,775.00

# FLORIDA TRAFFIC CRASH REPORT

LONG FORM  SHORT FORM  UPDATE

HIGHWAY SAFETY & MOTOR VEHICLES,  
TRAFFIC CRASH RECORDS  
NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 323

(Electronic Version)

Date of Crash 17/Jul/2022 05:20 PM	Time of Crash 17/Jul/2022 05:20 PM	Date of Report 17/Jul/2022 05:58 PM	Invest. Agency Report Number [REDACTED]	HSMV Crash Report Number [REDACTED]
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## CRASH IDENTIFIERS

County Code 20	City Code 46	County of Crash ST. JOHNS	Place or City of Crash PONTE VEDRA	Within City Limits No	Time Reported 17/Jul/2022 05:23 PM	Time Dispatched 17/Jul/2022 05:29 PM
Time on Scene 17/Jul/2022 05:35 PM	Time Cleared Scene 17/Jul/2022 06:52 PM	Completed Yes	Reason (if Investigation NOT Completed)			Notified By Law Enforcement

## ROADWAY INFORMATION

Crash Occured On Street, Road, Highway RIVER RUN BLVD			At Street Address# 1	At Latitude 30.09657	and Longitude -81.39831999999998
At Feet 25	Or Miles	Direction South	From Intersection With Street, Road, Highway WANDERING WOODS WAY	Or From Milepost #	
Road System Identifier 8 Private Roadway		Type Of Shoulder 3 Curb		Type Of Intersection 1 Not at Intersection	

## CRASH INFORMATION (Check if Pictures Taken)

light Condition 1 Daylight	Weather Condition 1 Clear	Roadway Surface Condition 1 Dry	School Bus Related 1 No	Manner Of Collision 77 Other, Explain in Narrative
First Harmful Event Type	First Harmful Event 24	First Harmful Event Location 1 On Roadway	Within Interchange Yes	First Harmful Event Relation to Junction 1 Non-Junction
Contributing Circumstances: Road 4 Work Zone (construction/ maintenance/utility)		Contributing Circumstances: Road		Contributing Circumstances: Road
Contributing Circumstances: Environment 1 None		Contributing Circumstances: Environment		Contributing Circumstances: Environment
Work Zone Related 1 No	Crash In Work Zone	Type Of Work Zone	Workers In Work Zone	Law Enforcement In Work Zone

## VEHICLE (Check if Commercial)

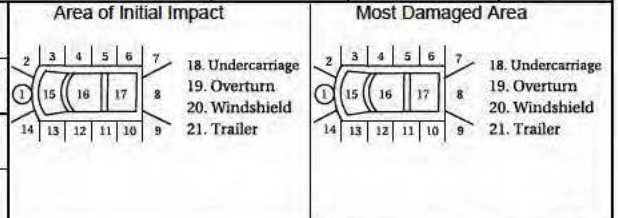
Vehicle 1	Motor Vehicle Type 1 Vehicle in Transport	Hit and Run 1 No	Veh License Number [REDACTED]	State FL	Reg. Expires 23/Jul/2023	Permanent Reg. No	VIN YV140MEM7F-[REDACTED]		
Year 2015	Make VOLV	Model V60 T5	Style SW	Color WHI	Extent of Damage Disabling	Est. Damage 7500	Towed Due To Damage Yes	Vehicle Removed By BEACH BODY	Rotation Rotation
Insurance Company UNITED SERVICES AUTOMOBILE ASSOCIATION					Insurance Policy Number [REDACTED]				

Name of Vehicle Owner (Check Box If Business)	Current Address (Number and Street)	City and State PONTE VEDRA FL	Zip Code [REDACTED]
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Trailer One:	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles
Trailer Two:	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axles

Vehicle Traveling: Direction South	On Street, Road, Highway RIVER RUN BLVD	At Est. Speed 25	Posted Speed 25	Total Lanes 2
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CMV Configuration	Cargo Body Type	Area of Initial Impact	Most Damaged Area
Comm GVWR/GCWR	Trailer Type (trailer one)	Trailer Type (trailer two)	
Haz. Mat. Release	Haz Mat. Placard	Number	Class
Motor Carrier Name	US DOT Number		
Motor Carrier Address	City and State	Zip Code	Phone Number



Comm/Non-Commercial	Vehicle Body Type 1 Passenger Car	Vehicle Defects (one) 1 None	Vehicle Defects (two)	Emergency Vehicle Use 1 No	Special Function of MV 1 No Special Function
Vehicle Maneuver Action 1 Straight Ahead	Trafficway 1 Two-Way, Not Divided	Roadway Grade 1 Level	Roadway Alignment 1 Straight	Most Harmful Event 3 Collision with Fixed Object	Most Harmful Event Detail 24 Curb
Traffic Control Device For This Vehicle 1 No Controls	First (1) Sequence of Events 3 Collision with Fixed Object 24 Curb	Second (2) Sequence of Events 32 Tree (standing)	Third (3) Sequence of Events	Fourth (4) Sequence of Events	

## PERSON RECORD

Person# 1	Description 1 Driver	Vehicle # 1	Name [REDACTED]	Date of Birth [REDACTED]	Sex [REDACTED]	Phone Number [REDACTED]	Re-Exam Yes
Address [REDACTED]		City PONTE VEDRA	State FL	Zip Code [REDACTED]			
Driver License Number [REDACTED]	State FL	Expires 23/Jul/2029	DL Type 5 E/Operator	Req. End.	Injury Severity 3 Non-incapacitating	Ejection 1 Not Ejected	

Date of Crash 17/Jul/2022 05:20 PM	Date of Report 17/Jul/2022 05:20 PM	Invest. Agency Report Number [REDACTED]	HSMV Crash Report Number [REDACTED]
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Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 6 Deployed-Combination	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 1 Left	Seating Location Row 1 Front	Seating Location Other 1 Not Applicable		
Drivers Actions at Time of Crash (first) 1 No Contributing Action		Drivers Actions at Time of Crash (second)		Driver Distracted By 1 Not Distracted	Vision Obstruction 1 Vision Not Obscured			
Drivers Actions at Time of Crash (third)		Drivers Actions at Time of Crash (fourth)		Drivers Condition at Time of Crash 6 Seizure, Epilepsy, Blackout				
Suspected Alcohol Use 1 No	Alcohol Tested 1 Test Not Given	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use 1 No	Drug Tested 1 Test Not Given	Drug Test Type	Drug Test Result
Source of Transport to Medical Facility 2 EMS		EMS Agency Name or ID SJFR		EMS Run Number [REDACTED]	Medical Facility Transported To BAPTIST SOUTH MEDICAL CENTER			

**PERSON RECORD**

Person# 2	Description 3 Passenger	Vehicle # 1	Name [REDACTED]	Date of Birth [REDACTED]	Sex [REDACTED]	Injury Severity 3 Non-incapacitating	Ejection 1 Not Ejected
Address [REDACTED]			City PONTE VEDRA			State FL	Zip Code [REDACTED]
Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 6 Deployed-Combination	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 3	Seating Location Row 1	Seating Location Other 1	
Source of Transport to Medical Facility 2 EMS		EMS Agency Name or ID SJFR		EMS Run Number [REDACTED]	Medical Facility Transported To BAPTIST SOUTH MEDICAL CENTER		

**VIOLATIONS**

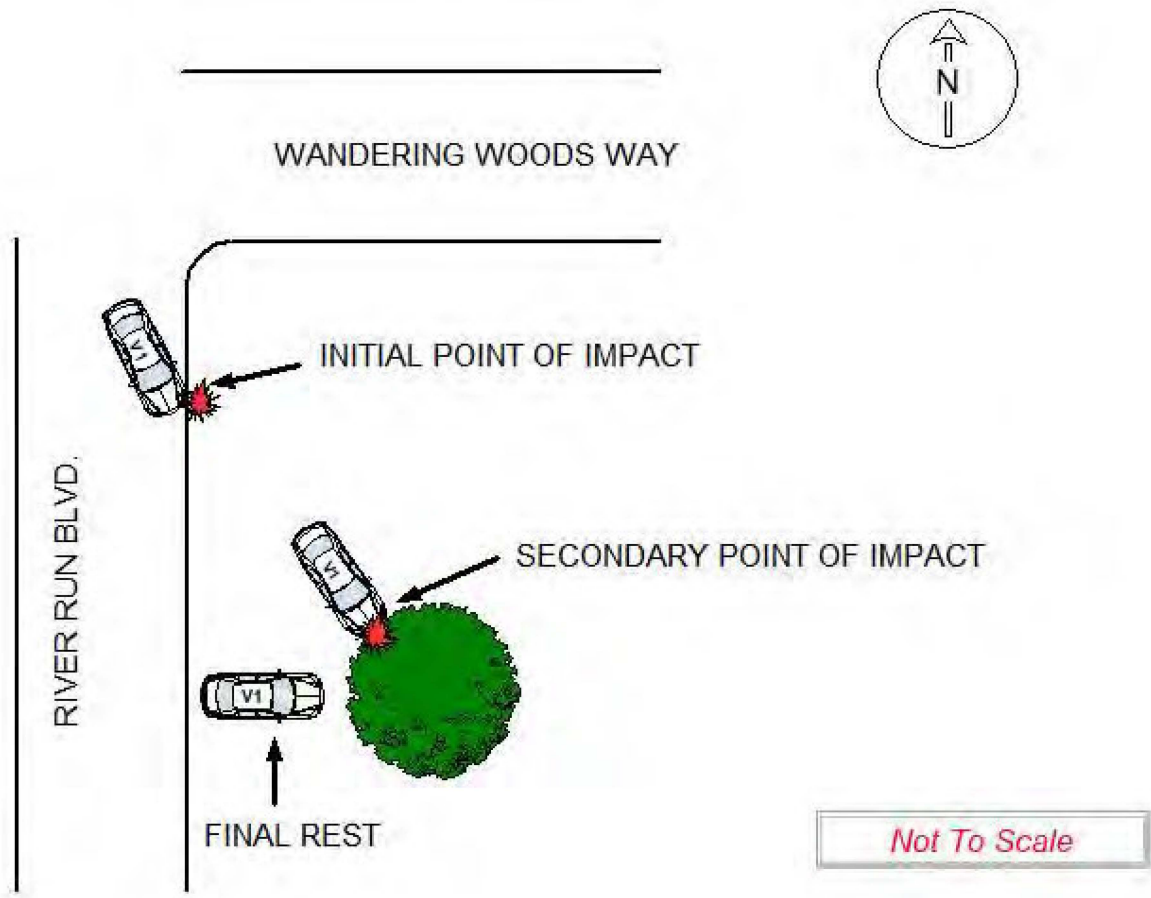
Person# 1	Name [REDACTED]	Florida Statute Number	Charge (WarningOtherViolations)	Citation [REDACTED]
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**NARRATIVE**

D Number 10934	Rank LE DEPUTY NIEVES, VICTOR JR	Name SJSO\LENFIPATRST	Troop / Post Officer Agency JOHNS COUNTY SHERIFFS OF(904)824-8304	Phone Number Jul 17, 2022	Date Created
<p>Vehicle 1 was traveling southbound on River Run Blvd. when vehicle 1 struck the curb on the opposite side of the road, jumping the curb. Vehicle 1 proceeded until it struck a tree and came to its final resting place.</p> <p>During my investigation I spoke with the driver of vehicle 1 who stated he was traveling southbound on River Run Blvd. when he blacked out. Driver 1 stated the next thing he knew he was involved in an accident. Driver 1 had no recollection of the incident.</p> <p>Passenger 1 was unable to provide a statement as she was already loaded in the ambulance to be transported on my arrival.</p> <p>observed a mark on the curb where vehicle 1 struck it with its left front tire and the proceeded to continue until it struck the tree. I observed the mark on the tree and determined the force of the impact projected the vehicle to rest almost perpendicular to where it struck the tree.</p> <p>Based on my investigation I found driver 1 at fault for failure to maintain lane resulting in a traffic crash. Driver 1 was issued a warning citation. St. Johns County Fire Rescue transported both occupants to Baptist South Medical Center for further evaluation, (FR run [REDACTED]).</p>					

**REPORTING OFFICER**

ID/Badge # 10934	Rank and Name LE DEPUTY NIEVES, VICTOR JR	Department ST JOHNS COUNTY SHERIFFS OFFICE	Type of Department SO
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NHTSA Ref.No.11503109



Ref: Volvo 2015 V60 Seat Belt  
and Collision Avoidance [ID #:

Ref: Volvo 2015 V60 Seat Belt  
and Collision Avoidance [ID #: XXXXXXXXXX]

NHTSA Ref.No.11503109



The image shows the front-left quarter of a white Volvo 2015 V60. The car has sustained significant damage to the front end, with the hood and front bumper crumpled and partially detached. The left headlight is visible but appears to be partially obscured by the damaged body panels. The car is parked on a gravel or dirt surface. In the background, a green car is partially visible. There are two black rectangular redaction boxes: one on the upper right side of the hood and another on the right side of the front bumper area.

**NHTSA Ref.No.11503109**

**Ref: Volvo 2015 V60 Seat Belt  
and Collision Avoidance [ID #: [REDACTED]]**



10898 Philips Hwy Jacksonville, FL 32256  
Phone: (904) 396-5486 • www.osteenvolvo.com

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
01/03/22	
R/O Close Date	Status
01/03/22	Pre-Invoice
Mileage In	Mileage Out
68252	68253
Service Advisor / Tag #	
Sabrina Moreira/898*W*	
Vehicle Identification Number	
YV140MEM7F1	
Delivery Date	In-Service Date
01/27/15	01/27/15
Color	License Number
ICE WHITE	

Repair Shop Registration Number: MW-31619

Work Phone			
Home Phone			
Year	Make	Model	Body
2015	VOLVO	V60	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - BG10KB: PERFORM DELUXE OIL CHANGE SERVICE W/TIRE ROTATION 70000 MILES FACTORY MAINTENANCE SERVICES Tech: KYLE FENLON (908) Installed 32140029-3 :OIL FILTER INSERT 1@23.51 Kit: PRO: EDGE PRO V OW20 SYNTHETIC Installed 8889953 :EDGE PRO V OW20 Installed 977751-7 :GASKET performed 10kb service. performed oil service, inspections, topped off fluids, set tire pressures, tire rotation, reset service light and tire monitoring. Sub Total: 129.06	45.55 23.51 60.00 Included Included
#3 - 38: AS PART OF OUR SERVICE TO OUR CUSTOMERS, WE WILL CHECK FOR ANY OPEN RECALLS ON YOUR VEHICLE ON TODAYS VISIT! CUSTOMER STATES R10029 -RECALL R10029: FRONT SEAT BELT FASTENER Tech: KYLE FENLON (908) Installed 32328849-8 :BLOCK Qty: 1 Installed 32341045-6 :END FITTING Qty: 2 #014@908 notj performed recall R10029 and replaced front seat	Warranty Warranty Warranty

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOT AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.  
\*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$39.00 to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).  
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_  
Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier returned receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.  
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10863 Philpic Hwy Jacksonville, FL 32256  
Phone: (904) 396-5486 • www.osteenvolvo.com

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
01/03/22	
R/O Close Date	Status
01/03/22	Pre-Invoice
Mileage In	Mileage Out
68252	68253
Service Advisor / Tag #	
Sabrina Moreira/898*W*	
Vehicle Identification Number	
YV140MEM7F	
Delivery Date	In-Service Date
01/27/15	01/27/15
Color	License Number
ICE WHITE	

Repair Shop Registration Number: MV - 31619

[Redacted]			Work Phone	[Redacted]
PONTE VEDRA, FL			Home Phone	[Redacted]
Year	Make	Model	Body	
2015	VOLVO	V60		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
belt fasteners. complete	
#4 - 36G: CUSTOMER STATES THE FOLLOWING VERIFY IF NECESSARY FOR TIMING AND AUXILLARY DRIVE BELT AT THIS TIME. PLEASE ADVISE. 10 years or 150k miles Sub Total: .00	
15% DISCOUNT	-19.36

**PAID**

JAN 3 2022

BY: [Redacted]

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOT AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

LABOR	45.55
PARTS	83.51
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	10.32
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	9.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-19.36
<b>TOTAL DUE</b>	<b>129.02</b>

\*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$39.00 to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s. 403.7185).  
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DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

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# INTERACTIVE MULTI-POINT INSPECTION REPORT

Thank you for servicing your Volvo at our dealership.



<input checked="" type="radio"/> CHECKED & OKAY AT THIS TIME	<input type="radio"/> MAY REQUIRE FUTURE ATTENTION	<input type="radio"/> REQUIRES IMMEDIATE ATTENTION
<b>CUSTOMER / VEHICLE INFO</b>		
Name: <span style="background-color: black; color: black;">XXXXXXXXXX</span>		Date: 1/3/2022
Year/Model: 2015 V60	Mileage: 68252	RO/Tag: <span style="background-color: black; color: black;">XXXXXXXXXX</span>
VIN: YV140MEM7F <span style="background-color: black; color: black;">XXXXXXXXXX</span>		
<b>BODY DAMAGE</b>		
X = Glass Chip/Crack O = Dent # = Scratch < = Collision Damage + = Undercoating Damage		
<b>WHEEL INSPECTION</b>		
LF	RF	LR
RR		
<b>CHECK TIRES</b>		
<input checked="" type="radio"/> More than 7/32"	<input type="radio"/> 4/32" - 6/32"	<input type="radio"/> Less than 3/32"
<input checked="" type="radio"/> LF 6 /32"	<input checked="" type="radio"/> RF 6 /32"	
<input checked="" type="radio"/> LR 9 /32"	<input checked="" type="radio"/> RR 8 /32"	
<b>STATE INSPECTION</b>		
Date Due if applicable:		
<b>CHECK FLUID LEVELS &amp; FILL</b>		
<b>OK FILL</b>		<b>OK FILL</b>
<input type="checkbox"/>	Engine Oil	<input type="checkbox"/>
<input type="checkbox"/>	Transmission (if w/dipstick)	<input type="checkbox"/>
<input type="checkbox"/>	Brake Reservoir	<input type="checkbox"/>
<input type="checkbox"/>	Power Steering	<input type="checkbox"/>
<input type="checkbox"/>	Coolant Recovery Reservoir	<input type="checkbox"/>
<input type="checkbox"/>	Washer	
<b>CHECK SYSTEMS/COMPONENTS</b>		
<input checked="" type="radio"/>	<input type="radio"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard & brake lamps	
<input checked="" type="radio"/>	<input type="radio"/> Wiper blades, check condition (replace every year)	
<input checked="" type="radio"/>	<input type="radio"/> Windshield wiper spray & wiper operation	
<input checked="" type="radio"/>	<input type="radio"/> Radiator, heater, air-conditioning hoses for leaks & damage	
<input checked="" type="radio"/>	<input type="radio"/> Engine air filter	
<input checked="" type="radio"/>	<input type="radio"/> Engine cooling system, hoses & clamps	
<input checked="" type="radio"/>	<input type="radio"/> Accessory drive belts	
<input checked="" type="radio"/>	<input type="radio"/> Cabin air filter	
<input checked="" type="radio"/>	<input type="radio"/> Climate control operation	
<input checked="" type="radio"/>	<input type="radio"/> Oil and/or fluid leaks	
<input checked="" type="radio"/>	<input type="radio"/> Constant velocity (CV) drive axle boots	
<input checked="" type="radio"/>	<input type="radio"/> Exhaust system (leaks, damage, loose parts)	
<input checked="" type="radio"/>	<input type="radio"/> Drive shaft, transmission, u-joint & shift linkage (if equipped) & lubricate (as needed)	
<input checked="" type="radio"/>	<input type="radio"/> Steering & steering linkages	
<input checked="" type="radio"/>	<input type="radio"/> Shocks/struts & other suspension components for leaks and/or damage	
<input checked="" type="radio"/>	<input type="radio"/> Brake system (including lines, hoses, parking brake) & wheel end for end-play & bearing noise	
<b>CHECK BATTERY</b>		
<input checked="" type="radio"/> Pass	<input type="radio"/> Recharge	<input type="radio"/> Fail
Battery Terminals (clean if necessary)		<input checked="" type="radio"/> Good
		<input type="radio"/> Bad
<b>CHECK BRAKES</b>		
<b>MEASURE FRONT/REAR BRAKES PADS:</b>		
<input checked="" type="radio"/> More than 50% (> 5mm)	<input type="radio"/> 30-50% (3-5mm)	<input type="radio"/> Less than 30% (< 3mm)
<input checked="" type="radio"/> LF 9 mm remaining	<input checked="" type="radio"/> RF 9 mm remaining	
<input checked="" type="radio"/> LR 7 mm remaining	<input checked="" type="radio"/> RR 7 mm remaining	
<input type="radio"/> Brake pad measurements not taken during this service visit.		
<b>MEASURE ROTORS:</b>		
<input checked="" type="radio"/> Rotors above spec	<input type="radio"/> Below spec	
<input type="radio"/> Rotor measurements not taken during this service visit.		
Comments:		
<b>TIRE WEAR</b>		
<input type="radio"/> Alignment check needed		<input type="radio"/> Wheel balance needed
Comments:		
<b>TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI:</b>		
<input type="radio"/> Front (PSI) 36		<input type="radio"/> Rear (PSI) 36
<b>ADDITIONAL COMMENTS</b>		
<b>SIGNATURES</b>		
Service Advisor:		
Technician:		
Customer:		
<b>THE VOLVO SERVICE EXPERIENCE</b>		
 Lifetime Parts & Labor Warranty	 Free Software Updates	 Complimentary Diagnostics
 Car Wash	 Alternative Transportation	



10863 Philips Hwy Jacksonville, FL 32256  
Phone: (904) 396-5486 • www.osteenvolvo.com

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
06/27/22	
R/O Close Date	Status
06/27/22	Pre-Invoice
Mileage In	Mileage Out
70377	70378
Service Advisor / Tag #	
Sabrina Moreira/522*W*	
Vehicle Identifier Number	
YV140MEM7F1	
Delivery Date	In-Service Date
01/27/15	01/27/15
Color	License Number
ICE WHITE	

Repair Shop Registration Number: MV - 31619

[Redacted]			Work Phone	[Redacted]	
[Redacted]			Home Phone	[Redacted]	
Year	Make	Model	Body		
2015	VOLVO	V60			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - BG10KB: PERFORM DELUXE OIL CHANGE SERVICE W/TIRE ROTATION 70000 MILES FACTORY MAINTENANCE SERVICES Tech: GRAHAM PARMENTER (630) Installed 32140029-3 :OIL FILTER INSERT 1@24.09 Kit: PRO: EDGE PRO V 0W20 SYNTHETIC Installed 8889953 :EDGE PRO V OW20 Installed 977751-7 :GASKET Performed BG10k. 017 Sub Total: 129.64	45.55 24.09 60.00 Included Included
#2 - 27INS: PERFORM A MULTI-POINT SAFETY INSPECTION WITH A WRITTEN REPORT Sub Total: .00	
15% DISCOUNT	-19.45

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES EXPRESS AND IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOT AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.	LABOR	45.55
*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$39.00 to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.391.7185).	PARTS	84.09
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	10.37
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	9.04
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	-19.45
	TOTAL DUE	129.60

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

Section 501.38, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer, the name and address of the dealer, a description of the facts that serve as the basis for the claim, the amount of damages, and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized certified mail/receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, in an address at which the dealer regularly conducts business.



# INTERACTIVE MULTI-POINT INSPECTION REPORT



Thank you for servicing your Volvo at our dealership.

<input type="checkbox"/> CHECKED & OKAY AT THIS TIME	<input type="checkbox"/> MAY REQUIRE FUTURE ATTENTION	<input type="checkbox"/> REQUIRES IMMEDIATE ATTENTION	
<b>CUSTOMER / VEHICLE INFO</b>			
Name: [REDACTED]	Date: 6/27/2022		
Year/Model: 2015 V60	Mileage: 70377	RO/Tag: [REDACTED]	
VIN: YV140MEM7F1 [REDACTED]			
<b>BODY DAMAGE</b>			
X - Glass Chipped/Cracked    O - Dent    * - Scratch    < - Collision Damage    + - Undercoating Damage			
<b>WHEEL INSPECTION</b>			
LF	RF	LR	RR
<b>CHECK TIRES</b>			
<input type="checkbox"/> More than 7/32"		<input type="checkbox"/> 4/32" - 6/32"	
<input checked="" type="checkbox"/> <input type="checkbox"/> LF <u>7</u> /32"		<input checked="" type="checkbox"/> <input type="checkbox"/> RF <u>7</u> /32"	
<input checked="" type="checkbox"/> <input type="checkbox"/> LR <u>6</u> /32"		<input checked="" type="checkbox"/> <input type="checkbox"/> RR <u>6</u> /32"	
<b>STATE INSPECTION</b>			
Date Due if applicable:			
<b>CHECK FLUID LEVELS &amp; FILL</b>			
<b>OK FILL</b>		<b>OK FILL</b>	
<input type="checkbox"/>	Engine Oil	<input type="checkbox"/>	Power Steering
<input type="checkbox"/>	Transmission (if w/dipstick)	<input type="checkbox"/>	Coolant Recovery Reservoir
<input type="checkbox"/>	Brake Reservoir	<input type="checkbox"/>	Washer
<b>CHECK SYSTEMS/COMPONENTS</b>			
<input checked="" type="checkbox"/>	<input type="checkbox"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard & brake lamps		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Wiper blades, check condition (replace every year)		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Windshield wiper spray & wiper operation		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Radiator, heater, air-conditioning hoses for leaks & damage		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine air filter		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine cooling system, hoses & clamps		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Accessory drive belts		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Cabin air filter		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Climate control operation		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Oil and/or fluid leaks		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Constant velocity (CV) drive axle boots		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Exhaust system (leaks, damage, loose parts)		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Drive shaft, transmission, u-joint & shift linkage (if equipped) & lubricate (as needed)		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Steering & steering linkages		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Shocks/struts & other suspension components for leaks and/or damage		
<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake system (including lines, hoses, parking brake) & wheel end for end-play & bearing noise		
<b>CHECK BATTERY</b>			
<input checked="" type="checkbox"/> Pass	Recharge	<input type="checkbox"/> Fail	
Battery Terminals (clean if necessary)	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Bad	
<b>CHECK BRAKES</b>			
<b>MEASURE FRONT/REAR BRAKES PADS:</b>			
<input type="checkbox"/> More than 50% (> 5mm)	<input type="checkbox"/> 30-50% (3-5mm)	<input type="checkbox"/> Less than 30% (< 3mm)	
<input checked="" type="checkbox"/> <input type="checkbox"/> LF <u>9</u> mm remaining	<input checked="" type="checkbox"/> <input type="checkbox"/> RF <u>9</u> mm remaining		
<input checked="" type="checkbox"/> <input type="checkbox"/> LR <u>6</u> mm remaining	<input checked="" type="checkbox"/> <input type="checkbox"/> RR <u>6</u> mm remaining		
<input type="checkbox"/> Brake pad measurements not taken during this service visit.			
<b>MEASURE ROTORS:</b>			
<input checked="" type="checkbox"/> Rotors above spec	<input type="checkbox"/> Below spec		
<input type="checkbox"/> Rotor measurements not taken during this service visit.			
Comments:			
<b>TIRE WEAR</b>			
<input type="checkbox"/> Alignment check needed		<input type="checkbox"/> Wheel balance needed	
Comments:			
<b>TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI:</b>			
<input type="checkbox"/> Front (PSI) 38		<input type="checkbox"/> Rear (PSI) 38	
<b>ADDITIONAL COMMENTS</b>			
<b>SIGNATURES</b>			
Service Advisor:			
Technician:			
Customer:			
<b>THE VOLVO SERVICE EXPERIENCE</b>			

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

23-JAN-2023

Repository Reference No.  
11503109**OWNER INFORMATION (Type or Print)**

Name

Address

City  Ponte Vedra State  FL ZIP Code

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 YV140MEM7F1 <input type="text"/>		MAKE VOLVO	Model <b>V60 T5 DRIVE-E Platinum</b>	Model Year 2015
Date Purchased <b>01/27/2015</b>	Dealer's Name and Telephone Number <b>O'Steen Volvo, 10863 Philips Hwy., Jacksonville, FL 32256 (904) 396-5486</b>		Engine: No: Cylinders <b>4-Cylinders</b>	Fuel Type: <b>Gasoline</b>
Original Owner <input type="checkbox"/>	Dealer's City Jacksonville	STATE FL	ZIP Code 32256	
Transmission Type <b>Automatic</b>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain <b>8-Speed Auto Trans</b>	Multiple Failure: <b>YES-SEE BELOW</b>	Incident Date(s) 17-JUL-2022

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: <b>1. 150000 Seat Belts 2. Low Speed Collision Avoidance System 3. Collision Warning with Full Auto Brake</b>	Failure Mileage 70,500	Failure Speed 25
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths	Reported to Police Y
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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).

Information updated by owner-4/7/2023 The contact owned a 2015 Volvo V60.

The contact initially received notification of NHTSA Campaign Number: 20V378000 (Seat Belts). One-and one-half years after receiving the notice, the repair parts finally arrived and installation was performed at the O'Steen Volvo dealership, Jacksonville, FL.

While driving 25 MPH, the contact suffered a syncope and struck a tree. The seat belts failed to restrain him and his passenger.

The Low-Speed Collision Avoidance and the Collision Warning with Full Auto Brake Systems failed to operate.

The passenger struck her head on the windshield. The contact and the passenger were transported to the hospital. The passenger had

surgery for severe neck and spinal injuries and treated for a laceration to her head, a paralyzed vocal cord, fractured ribs, and sternum, a hematoma in her chest, and a partially paralyzed right index finger.

The contact sustained fractured ribs, a fractured sternum, a fractured right pinky finger, a hematoma in his chest and injury to his lower back.

A police report was filed.

The vehicle was towed to an independent mechanic and later to an impound yard. It was deemed a total loss. It is still available

for examination at the following impoundment facility: Copart of Jacksonville, 10200 Alton Box Rd., Jacksonville, FL 32218

Phone no. (904) 800-4631 Lot No. 52943502

The manufacturer, Volvo, has now been notified of the failures. The failure mileage was approximately 70,500.

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.

Wed 3/29/2023 2:16 PM

Volvo Customer Care <volvo1@mailac.custhelp.com>

Volvo 2015 V60 Seat Belt and Collision Avoidance [ID #: [REDACTED]]

To [REDACTED]  
Follow up.



**Theodore**

03/29/2023 02:15 PM

Hello [REDACTED]

Thank you for your patience. We were able to inspect your vehicle and found the vehicle to be working as designed. We have noted the SRS module was fault free before the accident. We were also able to see that both front seat belt buckles were locked at the time of impact. Both the driver and the passenger seat belt pretensioners were deployed during the impact. According to our data the vehicle has performed as designed. Once again, thank you for contacting Volvo Cars USA and I hope for your speedy recovery.

Med vänliga hälsningar!

Yours Sincerely,

**Theodore**

Volvo Customer Care

Announcing 'Tow for Life' [Learn More](#)

03/24/2023 10:32 PM

March 24, 2023

Hello **Theodore**,

I haven't received a follow-up after Peter Laietta's inspection of my Volvo. Please provide me with an update at your earliest possible convenience.

Yours sincerely,

[REDACTED]



Ref: Volvo 2015 V60 Seat Belt and Collision Avoidance [ID #: [REDACTED]]

\* Please see to note below.

CUSTOMER AGREEMENT.

Please attach this document, translated to English, to the Vehicle Report

I hereby authorize the Volvo Car Corporation to use, in my car, stored information.

Date of agreement: 2/5/2023

Customer name: [REDACTED]

Contact person (Volvo Sales company):

O'Steen Volvo, 10863 Philips Highway, Jacksonville, FL 32256

Purchase Date: 1/27/2015 Deal # 226874

Phone.no: Dealer-(904) 396-5486, email adress: www.osteenvolvo.com

Concerned car (model): 2015 Volvo V60 T5 DRIVE-E PLATINUM

Concerned VIN-number: YV140MEM7F1 [REDACTED]

Impound facility information: COPART OF JACKSONVILLE  
10200 ALTON BOX ROAD, JACKSONVILLE, FL 32218  
Phone no.: (904) 800-4631, LOT NO.: 52943502

Insurance Co.: USAA, Claim # [REDACTED]

USAA Contact: Renae Darity, USAA Claims Adjuster

Phone no. (210) 531-8722 ext. 44646 (If Renae isn't available, select option #2 to speak with another USAA rep.)

\* I contacted my insurance company, USAA, and asked that it grant permission for Volvo representatives to access the vehicle for examination.

Customer signature: [REDACTED]

Printed: [REDACTED]