

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

National Highway Traffic Safety Administration 1-800-424-9291 (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received 22-JAN-2023	Repository <input type="checkbox"/>
Name	Address	Daytime Telephone Number	Reference No. 11902223
City Middletown	State CT	ZIP Code	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 respective user described in the agency's privacy act notice, log 43 FH 53977 (Rev. 8, 2004).			
VEHICLE INFORMATION			
17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side YV4L12R06P1		MAKE VOLVO	Model Year 2023
Date Purchased 12-27-22	Dealer's Name and Telephone Number Original Volvo Cars East Hartford 8607484100	Engine: No. Cylinders 4	Fuel Type gas
Original Owner <input type="checkbox"/> New	Dealer's City East Hartford	STATE CT	ZIP Code 06108
Transmission Type <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	Powertrain	Multiple Failures	Incident Date(s) 21-DEC-2022
FAILED COMPONENTS/PARTS INFORMATION			
Vehicle Component Codes: R5000 ENGINE AND ENGINE COOLING, 11000 ELECTRICAL SYSTEM		Failure Mileage 300.0	Failure Speed
vehicle not detecting key fob - car will not start			
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 DOTM148BC035)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After 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), fatality, crashes, injuries.)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fatality <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
Reported to Police N			
Narrative Description of Incident(s), Crashes, Injuries: 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).			
<p>The contact owns a 2023 Volvo XC60. The contact stated that the vehicle failed to recognize the key fob. Due to the failure, the vehicle failed to start after multiple attempts with the key fob message displayed and a warning chime was heard. The contact also stated that the coolant warning light was illuminated. The contact had taken the vehicle to the dealer and the thermostat was replaced the vehicle and the warning light disappeared. The contact stated that despite a software update being performed, the key fob failure persisted. The manufacturer was not notified of the failure. The vehicle was not repaired. The failure mileage was approximately 300. Manufacturer was notified. Brought into service. Could not replicate the problem. Kept it for a week. When returned it happened again. They blame it on updates. Key is not detecting the car causing it not to start. Very concerning. It can be stranded somewhere. They don't know what to do. No fix. Volvo will not buy back the car. Offering me a months payment for the car. They does not fix the problem. Still a safety issue - I should not have to be driving the car when its not reliable. Never know when something will happen next.</p>			
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 Administration 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.			

2-27-23

MAR 07 2023

ATTENTION:
DATA Quality

Following are 7 pages including
services repairs/appts for car.



Sent to Dot
2/27/23

LOT LOCATION:

CUSTOMER #:



INVOICE

GENGRAS VOLVO CARS EAST HARTFORD
540 Connecticut Blvd. East Hartford, CT 06108
SERVICE PH: (860) 528-9306 FAX: (860) 290-4144
www.gengras.com

PAGE 1

MIDDLETOWN, CT

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 96 NICHOLAS DIGREGORIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	23	VOLVO XC60	YV4L12RA6P1 [REDACTED]		2547/2548	T1598L	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC22 IS			12:00 31JAN23		0.00	CASH	03FEB23
27DEC22 DE							
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:	2.0 Liter Turbo		
		TRN: AUTO					

08:15 30JAN23	13:11 03FEB23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A PROVIDED LOANER CAR FOR CUSTOMER							
LOANER DEFAULT							
	42111	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
2548 Noted Loaner vehicle.							

B CUSTOMER STATES AFTER DRIVING TO THE GYM AND LETTING THE CAR SIT FOR ABOUT 45 MINUTES THE VEHICLE WOULD NOT START OR RECOGNIZE THE KEY UNLESS THE KEY WAS PUT IN THE CUP HOLDER THEN THE VEHICLE STARTED AND ANOTHER TIME THE VEHICLE WOULDNT START WITH THE SECOND KEY AFTER ABOUT 45 MINUTES OF SITTING, KEY HAD TO BE PUT IN THE CUP HOLDER TO START THE VEHICLE THIS ONLY HAPPENED TWICE CHECK AND ADVISE

CAUSE: FF
96229-3 TROUBLESHOOTING MEDIA/COMMUNICATION XI
(2)
42111 N
1 31483292 4 *TOTAL UPGRADE (N/C)
36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (2) (N/C)
42111 W (N/C)

FC: PART#: 31483292 COUNT: *They could not replicate what happened.*
CLAIM TYPE: *A week after having the car was returned and 2 days later happened again. Could not start the car.*
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
2548 Software 1st step Unable to verify customer concern. Fault traced CSC "XI" and performed VIDA readout. Found no relevant DTC's posted. Both keys operating normally. Checked software, found update recently released by Volvo. Performed Total Upgrade as first step and retested keys for proper operation. System operating as designed at this time.

C CUSTOMER STATES TWICE ONCE LAST WEEK AND ONCE YESTERDAY BOTH THE RADIO SCREEN AND THE SCREEN IN FRONT OF THE STEERING WHEEL WENT

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	CK NO. []	DESCRIPTION	TOTALS
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTER CARD	[] DISCOVER	LABOR AMOUNT	
<input type="checkbox"/> AMER XPRESS	<input type="checkbox"/> OTHER	[] CHARGE	PARTS AMOUNT	
			ADJUSTMENT	
			SUBLET AMOUNT	
			SUPPLIES/WASTE DISP.	
			TOTAL CHARGES	
			DISCOUNTS	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Thank You for Your Business!

CUSTOMER SIGNATURE



CUSTOMER #:

INVOICE

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www.gengras.com

MIDDLETOWN, CT

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 96 NICHOLAS DIGREGORIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	23	VOLVO XC60	YV4L12RA6P1		2547/2548	T1598L	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC22 IS			12:00 31JAN23		0.00	CASH	03FEB23
27DEC22 DL							
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:			
08:15 30JAN23	13:11 03FEB23	TRN:AUTO		2.0 Liter Turbo			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BLACK AND UNSAFE TO DRIVE MESSAGE POPPED UP ABOUT 2 MINUTES AFTER STARTING TO DRIVE CUSTOMER STATES NO BUTTONS WERE BEING PRESSED AND THE MESSAGE POPPED UP ON ITS OWN CHECK AND ADVISE							

CAUSE: FF
00 QUICK SERVICE
42111 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
2548 Could not duplicate Unable to verify customer concern. Checked codes in VIDA, no relevant codes posted. Software update performed this visit, may help with customer concern. Opened case with Volvo Retailer Technical Support. RTS in contact with FTS and AMM. Will be contacted for any further steps.

D** CUSTOMER STATES REMOTE START FROM VOLVO APP DID NOT WORK FROM WEDNESDAY 1/25 TO 1/28. CHECK AND ADVISE

CAUSE: FF
00 QUICK SERVICE
42111 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
2548 Could not verify Remote start working normally at this time. Software update performed this visit, may help with customer concern.

CUSTOMER REQUESTED A LOANER YOUR COMPLETE SATISFACTION IS OUR GOAL. IF CREATED 2023-01-24 08:23:00AM FOR ANY REASON YOUR VISIT WAS NOT TRULY TAKEN BY NICOLE MAYO EXCEPTIONAL PLEASE CALL CHRIS JAMES AT (860) 727-6245. WE APPRECIATE YOUR BUSINESS!

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	CK NO. <input type="checkbox"/>
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTER CARD	<input type="checkbox"/> DISCOVER
<input type="checkbox"/> AMER XPRESS	<input type="checkbox"/> OTHER	<input type="checkbox"/> CHARGE

Thank You for Your Business!

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
SUPPLIES/WASTE DISP.	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LOT LOCATION:

CUSTOMER #:



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MIDDLETOWN, CT

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 12505 PETER BUSHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	23	VOLVO XC60	YV4L12RA6P1 [REDACTED]		971/975	T1637	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO.	RATE	PAYMENT	INV DATE
27DEC22 IS							
27DEC22 DE			WAIT 06JAN23		0.00	CASH	06JAN23
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:			
		TRN:AUTO		2.0_Liter_Turbo			

09:43 06JAN23 15:40 06JAN23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A ON CALL DOES NOT WORK CHECK AND ADVISE

51 PERFORMED RESET

3 CP

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

975 ECM fault found ECM fault found causing on call and customer phone usage to be unresponsive. After Vehicle Reset on call still not functioning. When customer is present another test will be performed.

B COOLING SYSTEM SERVICE MESSAGE CHECK AND ADVISE

CAUSE: F

95072-3 TROUBLESHOOTING INSTRUMENTATION: DL (2)

3 W

(N/C)

1 32263962 6 THERMOSTAT HOUSING

(N/C)

4 32202295 5 GASKET

(N/C)

1 32339856 0 COOLANT

(N/C)

26214-2 THERMOSTAT REPLACE (2)

3 W

(N/C)

26010-2 COOLANT DRAIN-REFILL/REPLACE (2)

3 W

(N/C)

31160-2 BATTERY

3 W

(N/C)

FC: PART#: 32263962 COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

975 Thermostat sensor Fault Confirmed customer concern, Fault traced DL. Scanned for codes, found ECM-P011622 for Engine coolant Temperature sensor Failure. Removed air box, and intake to inspect wiring to sensor and circuits for ECM - A130 and A129. No wiring damage or faults found. Installed new thermostat housing containing new sensor. Assembled vehicle, test drive performed new read out. Vehicle is operating normally.

[] CASH [] CHECK CK NO. []
 [] VISA [] MASTER CARD [] DISCOVER
 [] AMER XPRESS [] OTHER [] CHARGE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You for Your Business!

CUSTOMER SIGNATURE

LET LOCATION:

CUSTOMER #:



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MIDDLETOWN, CT

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12505 PETER BUSHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
CRYSTAL WH	23	VOLVO XC60	YV4L12RA6P1		971/975	T1637

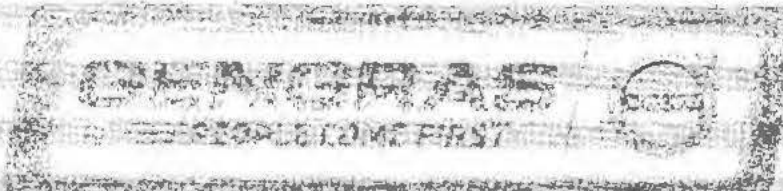
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC22 IS							
27DEC22 DI			WAIT 06JAN23		0.00	CASH	06JAN23

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:
09:43 06JAN23	15:40 06JAN23	TRN:AUTO		2.0 Liter Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

WAIT CREATED 2023-01-03
04:29:00PM TAKEN BY NIC OLE
MAYO

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF
FOR ANY REASON YOUR VISIT WAS NOT TRULY
EXCEPTIONAL PLEASE CALL CHRIS JAMES AT
(860) 727-6245. WE APPRECIATE YOUR BUSINESS!



<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	CK NO. []
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTER CARD	[] DISCOVER
<input type="checkbox"/> AMER XPRESS	<input type="checkbox"/> OTHER	[] CHARGE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
SUPPLIES/WASTE DISP.	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You for Your Business!

CUSTOMER SIGNATURE

CUSTOMER COPY

LOT LOCATION:

CUSTOMER #:



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PAGE 1

MIDDLETOWN, CT

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 94 LEE PAGE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for a Volvo XC60 and service dates.

08:00 20JAN23 09:07 20JAN23
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES WHEN PUSHING THE VOLVO ON CALL BUTTON THE CALL WENT THROUGH BUT THE ON CALL LIGHT GOES OFF - WHILE DRIVING WITH OUT USING IT AT TIMES THE BUTTONS WILL BE LIT AND AT TIMES THE BUTTONS WILL BE OFF

CAUSE: FF
DIAG INSPECTION
42111 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
1964 Software bug Verified customer concern. On Call button not lighting up is a known bug with latest V2.5 software vehicle has. Button illuminates intermittently, but does not affect operation of button. Will be rectified with a future software update/OTA but no ETA is available yet.

B CUSTOMER STATES CUSTOMER STATES KEY WAS NOT RECOGNIZED BY VEHICLE, VEHICLE KEY NOT DETECTED IN DAHS - PUT KEY IN CUPHOLDER AND CAR STARTED - BLACK KEY

CAUSE: FF
01234 COULD NOT VERIFY FOLLOWING DIAGNOSIS
42111 W (N/C)
1 9481519 8 BATTERY (N/C)
PC: PART#: 9481519 COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
1964 Key battery 1st step Unable to verify customer concern. Tested main black remote key customer had. Able to lock and unlock vehicle with remote key. Tested starting operation, able to start vehicle with key in pocket, did not need to put in back-up reader location in cupholder. Fault traced CSC "XI" and performed VIDA readout. No relevant codes posted and no TJ's found relating to concern. Checked key fob battery, did have slightly low voltage. Replaced key remote battery as first step and retested operation several times to verify

Payment method selection table with columns: CASH, CHECK, VISA, MASTER CARD, AMER XPRESS, OTHER, DISCOVER, CHARGE. Includes a 'TOTALS' column for labor, parts, and taxes.

Thank You for Your Business!

CUSTOMER SIGNATURE

LOT LOCATION:

CUSTOMER #:



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MIDDLETOWN, CT

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 94 LEE PAGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
CRYSTAL WH	23	VOLVO XC60	YV4L12RA6P1 [REDACTED]		1963/1964	T1386

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
27DEC22 IS							
27DEC22 DD			WAIT 20JAN23		0.00	CASH	20JAN23

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:
08:00 20JAN23	09:07 20JAN23	TRN:AUTO	[REDACTED]	2.0 Liter Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

proper functionality. Remote keys functioning as designed at this time.

C CUSTOMER STATES IS THERE A SETTING TO TURN OFF THE REMONDER OF SPEED LIMITATION WHEN IN USE

CAUSE: FF

10 DRIVEABILITY

PARTS:	LABOR:	OTHER:	TOTAL LINE C:	(N/C)
0.00	0.00	0.00	0.00	0.00

1964 Setting Verified customer concern. Speed limitation is turned off in settings for when customer uses Orange/Care Key. *Does NOT appear in the setting comes and goes!*

WAIT CREATED 2023-01-18

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF

11:03:00AM TAKEN BY PET ER BUSHER

FOR ANY REASON YOUR VISIT WAS NOT TRULY EXCEPTIONAL PLEASE CALL CHRIS JAMES AT (860) 729-6245. WE APPRECIATE YOUR BUSINESS!

- CASH CHECK CK NO.
- VISA MASTER CARD DISCOVER
- AMER XPRESS OTHER CHARGE

Thank You for Your Business!

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
SUPPLIES/WASTE DISP.	0.00
TOTAL CHARGES	0.00
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER COPY