

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: traffic safety form
Date: Friday, April 14, 2023 1:32:33 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, April 14, 2023 10:38 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: traffic safety form

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 attached returned Vehicle Owner's Questionnaire Form. This Fan Issue is an important safety concern because this current car type has an issue with it fogging up a lot.

Thanks

[REDACTED]

 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: 24-FEB-2023 Repository: ☐ Reference No. 11508871	
OWNER INFORMATION (Type or Print)					
Name		Address		Telephone Number	
City		State		ZIP Code	
Charles Town		WV		Evening Telephone Number	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV140NTL1J		MAKE VOLVO		Model S60	
Date Purchased OCT / 2018		Dealer's Name and Telephone Number		Model Year 2018	
Original Owner ☒		Dealer's City Windchester		Engine: No. Cylinders 4	
STATE VA		ZIP Code		Fuel Type: Gas	
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 01-FEB-2023			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 138000 VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM				Failure Mileage 77000.0	
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: 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 0	
				Number of Deaths 0	
				Reported to Police N	
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 2018 Volvo S60. The contact stated that the HVAC system fan was inoperable, and the front windshield could not be defrosted. The vehicle was taken to the local dealer who replaced the fan, and the failure was remedied. The manufacturer was notified of the failure, but no assistance was offered. The failure mileage was 77,000.					
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.					



4015 Valley Pike
WINCHESTER, VA 22602
Phone: (540) 868-3000

www.beyerwinchester.com - www.volkswagen.com

SERVICE DEPARTMENT HOURS

7:00 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
02/01/23	
R/O Close Date	Status
02/02/23	Pre-Invoice
Mileage In	Mileage Out
77893	77893
Service Advisor / Tag #	
Nick Walker/2953	

[REDACTED]			Work Phone	[REDACTED]	
CHARLES TOWN, WV			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2018	VOLVO	S60	SEDAN	GRAY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - A6: ELECTRICAL CUSTOMER STATES FAN IS NOT WORKING - NO AIR FLOW FROM VENTS Caused by TECHNICIAN FOUND FAULTY BLOWER MOTOR. LIKELY WHAT CAUSED ORIGINAL RESISTOR TO FAIL. CUSTOMER REPLACED RESISTOR BUT WAS UNABLE TO COMPLETE THE JOB. Tech: Charles Vincent (607) Installed 31291516-8 :FAN MOTOR 1@533.81 Installed 31295479-5 :SERVICE 2.0 UPGRAD 1@.02 TECHNICIAN REMOVED CUSTOMER INSTALLED RESISTOR TO VERIFY PART WAS NOT DAMAGED ON INSTALL, THEN PROPERLY INSTALLED RESISTOR. TECHNICIAN REPLACED FAULTY BLOWER MOTOR. Sub Total: 2196.38	1662.55 533.81 .02
#2 - A04: CAMPAIGN CUSTOMER STATES PLEASE PERFORM CAMPAIGN a10163 TEM SOFTWARE UPGRADE Tech: Charles Vincent (607) Installed 31438137-7 :TEM VOC UPGRADE Qty: 1 TECHNICIAN PERFORMED CAMPAIGN 97813 .3	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employee permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X