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US Department of Transportation
National Highway Traffic Safety Administration

AUTO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE
NATIONWIDE 1-800-424-9303
DC METRO AREA 202-366-0123

FOR AGENCY USE ONLY

DATE RECEIVED
11 SEP -6 AM 9:48

od. r.
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REFERENCE NO.

556359

OFFICE DEFECTS INVESTIGATION

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS
[Redacted]

DAY TIME TELEPHONE NO. (AREA CODE)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

SIGNATURE OF OWNER

DATE

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO *
VEHICLE MAKE: VOLVO
VEHICLE MODEL: 420
MODEL YEAR: 1999

CURRENT ODOMETER READING: 275000
DATE PURCHASED: 6/98
DEALER'S NAME, CITY & STATE
ENGINE SIZE (CID/CC/L): 470-500
NO. CYLINDERS: 6
 TURBO
 DIESEL
 GAS
 FUEL INJECTN

TRANSMISSION TYPE: MANUAL, AUTOMATIC
ANT-LOCK BRAKES: YES, NO
RESTRAINT SYSTEM: DRIVERSIDE AIRBAG, MOTORBELT, PASSENGERSIDE AIRBAG, 3-POINT BELT, 2-POINT BELT
CRUISE CONTROL: YES, NO
DRIVETRAIN: FRONT, REAR, 4-WHEEL
BODY STYLE: STAWAG, 4 DR, 2 DR, HATCH BK, VAN, PK UP TRK, OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT	PART NAME(S)	LOCATION	FAILED PART(S)
		<input type="checkbox"/> LEFT FRONT, <input type="checkbox"/> RIGHT REAR	<input type="checkbox"/> ORIGINAL REPLACEMENT
NO OF FAILURES	DATE(S) OF FAILURE(S)	MANUFACTURER CONTACTED	NHTSA PREVIOUSLY CONTACTED
	MILEAGE AT FAILURE(S)	<input type="checkbox"/> YES, <input type="checkbox"/> NO	<input type="checkbox"/> YES, <input type="checkbox"/> NO
	VEHICLE SPEED AT FAILURE(S)		

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: YES, NO
FIRE: YES, NO
NUMBER PERSONS INJURED: _____
NUMBER OF FATALITIES: _____
PROPERTY DAMAGE ESTS: _____
POLICE REPORTED: YES, NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

STEER TIRES WEAR PREMATURELY. STARTED SHOWING WEAR AT 18,000
1ST SET REPLACED AT 35,215
2ND TIME (RIGHT FRONT ONLY) AT 59326
3RD SET REPLACED AT 117,368
4TH SET AT 193994

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974
Public Law 95-579
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.



I own a 1999 Volvo, model 420. Purchased in June of 98. Specs are 470-500 Detroit Diesel, Eaton 10 speed Trans. Eaton rear ends, 3.70 ratio. Tires 24.5 Michelin, all aluminum rims. Front tires started showing wear at around 18000 miles. Had computerized alignment done at 21160 miles, Volvo stated that alignment not a warranty item, cost \$301.83. Tires kept wearing and had to replace both front steer tires at 35815 miles, cost \$680.38, this was done on 9-23-98. New tires started showing signs of irregular wear. Took back to alignment shop 10-30-98 for realignment. This was done at no charge. I was told problem might be a soft front axle. Volvo dealer response was no, probably bad alignment. Right front tire wore very fast. Replaced at 59326 miles. Cost \$443.15. This was done on 11-13-98. Tires still continued to wear. Replaced both Steer tires on 3-26-99 at 117368 miles, cost \$883.57. Realigned front end at same time Cost \$93.00. This alignment was at a different shop than the first two. Rear alignment at same shop 3-29-98. Cost \$95.00. 5-28-99 truck was in Volvo dealer for routine service and they noticed U-BOLTS on front axle loose, dealer replaced at cost of \$133.40. Then sent truck to 3rd alignment shop at a cost of \$251.10, mileage was 147039. Tires seemed to wear a little better after this, but irregular wear had already started and could not be stopped. Both front tires replaced 9-17-99, mileage 193994. Cost \$678.50. These tires currently have 82000miles on them and seem to be wearing evenly. All work done in Indianapolis Indiana. This truck is used for petroleum bulk hauling, gas, diesel etc. After 18 years of driving trucks, I bought one of my own and except for tires it seems like a nice truck, but I don't want to go through this again, as a first time O.O. it is very frustrating. There has been no compensation or offer from Volvo for any front end repairs. All service work and repairs are done at the same dealership, since purchase of truck. But they have no alignment facilities. I am also a new member to OOIDA, and plan to stay with you for a long time. If there is any other info, you would like, feel free to contact [redacted]. I will send picture of my ride soon.

Subject: Volvo front end problems

Date: Monday, April 03, 2000 4:34 AM

To: OOIDA@aol.com <OOIDA@aol.com>

From: [redacted]