



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

AUTO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-365-0123

OWNER INFORMATION (TYPE OR PRINT)

NAME

DATE RECEIVED

FEB - 2 11:03

OFFICE
DEFECTS INVESTIGATION

559547

od. or
rt. di
of
part

REFERENCE NO.

DAY

MODEL

EX

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.*

4V2GK2HEXN254734

VEHICLE MAKE

VOLVO

VEHICLE MODEL

WXR

MODEL YEAR

2000

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

DATE

PURCHASED

DEALER'S NAME, CITY & STATE

ENGINE SIZE

(CID/CC/L)

VE-07K

NO. CYLINDERS 6

☒ TURBO
☒ DIESEL
☐ GAS
☐ FUEL INJECTN

TRANSMISSION TYPE

☐ MANUAL

☐ AUTOMATIC

ANTILOCK 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

WIPER

PART NAME(S)

BRACKET LINKAGE

LOCATION

☐ LEFT
☐ FRONT

☐ RIGHT
☐ REAR

FAILED PART(S)

☐ ORIGINAL
☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER
CONTACTED

☐ YES ☐ NO

NHTSA PREVIOUSLY
CONTACTED

☐ YES ☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☐ NO

FIRE

☐ YES ☐ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY
DAMAGE
EST\$

POLICE REPORTED

☐ YES ☐ NO

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

WINDSHIELD WIPER ASSEMBLY WILL NOT FUNCTION DUE TO
POOR DESIGN OF PIVOT/BRACKET ASSEMBLY: WILL BEND EASILY
UNDER ANY RESISTANCE: MATERIAL USED IS WEAK & FLIMSY. HAPPENS
TO RIGHT SIDE OF WIPER ASSEMBLY. ALL TRUCKS ARE RIGHT
SIDE DRIVE.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974
Public Law 93-579

The 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 manu-
facturer, your response, or a statistical summary thereof, may be used in
support of the agency's action.