



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

**AUTO SAFETY HOTLINE  
VEHICLE OWNER'S QUESTIONNAIRE**

NATIONWIDE 1-800-424-8393  
DC METRO AREA 202-366-0123

**FOR AGENCY USE ONLY**

DATE RECEIVED

od. or \_\_\_\_\_  
rt. dt \_\_\_\_\_  
od. rt \_\_\_\_\_  
up. \_\_\_\_\_  
REFERENCE NO. \_\_\_\_\_

01 FEB - 9 AM 11:00  
OFFICE  
DEFECTS INVESTIGATION

**559548**

**OWNER INFORMATION (TYPE OR PRINT)**

N [REDACTED]

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.:

4V2G2HE1YN254935

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)

VE-DTC

NO. CYLINDERS

☒ 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

STAWAD

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 ESTS

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

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.