



by NHTSA

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

COPIED

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

Form Approved: O.M.B. No. 2127-0006

AGENCY USE ONLY

Date Recd

QC'd
RECEIVED

01 JUN 31 PM 2:15

Od_or _____
rt_d1 _____
od_rt _____
up_itr _____

Reference No.

562281

OFFICE
DEFECTS INVEST

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name _____
Street _____
City _____Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
in the absence of _____ or address to the vehicle manufacturer.

Signature of Owner

Date 07/28/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)		Make	Model	Year
YV1V5255XYF571160		VOLVO	540	2000
Purchased Date	Dealer's Name	Engine Size (CID/CC/L)		☒ Turbo
05/22/00	15 BROADWAY VOLVO	2.160		☐ Diesel
☐ New ☐ Used	Dealer's City	State	Zip Code	No. Cylinders
	TUCSON	AZ	85719	4
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Vehicle Type
UNKNOWN	☐ Manual ☒ Automatic	☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☒ 5-Point Belt	☒ Yes ☐ No	☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
				Body Style
				☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
BRAKE SYSTEM	☒ Left ☒ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement	☐ Yes ☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?
	Mileage at Failure(s)	☐ Yes ☐ No
	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
		☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☒ Yes ☐ No	☐ Yes ☒ No	NONE	NONE	☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

DRIVING ON GERMAN AUTOBAHN JUST WEST OF MUNICH TOWARD STUTTGART CAME OVER HILL OR AROUND CURVE AND FOUND BOTH LANES OF TRAFFIC STOPPED. APPLIED BRAKES AND GEARED TRANSMISSION DOWN TO LOW. BRAKE PEDAL WAS HARD INDICATING A LOSS OF VACUUM. THERE WAS NO SHOULDER SO COULD NOT AVOID HITTING LAST CAR STOPPED IN MY LANE. LUCKILY NO ONE WAS INJURED VOLVO DEALER WHO EXAMINED CAR REPORTED NOTHING WRONG

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WITH BRAKE SYSTEM. INFORMED VOLVO IN GOTHENBURG, SWEDEN BUT THEY REFUSED TO TALK TO ME. THE VOLVO DEALER IN MUNICH INFORMED ME THE CAR REPAIR WAS COMPLETE IN EARLY SEPT. BUT VOLVO SWEDEN HELD THE CAR UNTIL EARLY JANUARY 2001. OBVIOUSLY VOLVO TOOK ALL THE COMPUTERS BACK TO SWEDEN AND STUDIED THEM FOR OVER 4 MONTHS TRYING TO FIGURE OUT WHAT HAPPENED. I'M QUITE SURE AN EXAMINATION OF THE TRIP RECORDS FOR THE CAR WOULD SHOW THAT WHEN DELIVERED TO ME IN TEXAS THE COMPUTERS WERE ALL NEW.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00)

DOT AUTO SAFETY HOTLINE

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COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

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