

U.S. Department of Transportation

National Highway Traffic Safety Administration

CORIED

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

Date Received

2/21/02

Od. or
rt. dt
od. rt
up. ltr

Reference No.

564518

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)

(Located at bottom of windshield on driver's side)

Make

VOLVO

Model

DAY

Year

2000

4 1 4 2 2 2 3 4 5 6 7 8 9 0 1 2 3 4 5

TRUCK

Purchased Date

7/99

Dealer's Name

Dealer's City

State

Zip Code

Engine Size
(CID/CC/L)☐ Turbo☒ Diesel☐ Gas☐ Fuel Injection

No. Cylinders

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual☐ Automatic

Restraint System

☐ Drivers Side Air Bag☐ Motorbelt☐ Passenger Side Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☐ Yes☐ No

Drivetrain

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle☐ Other

Body Style

☐ 2-Door ☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes☐ No

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☒ Yes ☐ No

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

9 MONTHS AFTER PURCHASE (NEW) VIBRATION BEGINS AND HAS BEEN CONTINUOUS
SINCE. VIBRATION IS FELT THROUGH STEERING WHEEL AND SOURCE IS UNKNOWN. NEW TIRES,
BALANCING & WHEEL ALIGNMENTS HAVE NOT SOLVED PROBLEM. NO OTHER PARTS HAVE FAILED
ALTHOUGH TIRE TREAD ON STEER AXLE ONLY LASTING ABOUT 60,000 MILES VOLVO
SERVICE REP HAS BEEN UNABLE TO DIAGNOSE PROBLEM.

Continues 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