



5 2002

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

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

3/27/02 RECEIVED
OFFICE OF DEFECTS INVESTIGATION

Od_or
dl_dl
od_rt
up_ltr

Reference No.

564845

OWNER INFORMATION (Type or Print)

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

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)
Make VOLVO Model 610 Year 2000
Purchased Date 01/00 Dealer's Name
Engine Size (CID/CC/L) Turbo Diesel Gas Fuel Injection
Transmission Type Manual Automatic
Restraint System Driverside Air Bag Motorbell Passenger Air Bag 2-Point Belt 3-Point Belt
Cruse Control Yes No
Drivetrain Front Rear 4 Wheel
Vehicle Type Car Van Sport Utility 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 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).
DURING PAST YEAR TRANSMISSION HAS FAILED 3 TIMES.
VOLVO DEALERS HAVE CONTINUALLY ADJUSTED RIDE HEIGHT VALVE. REPLACED 4 SETS OF STEER AXLE TIRES (24,000-25,000 MILES TO WEAR OUT). 3 ALIGNMENTS, VEHICLE ALWAYS FOUND OUT OF SPECS. SIGNIFICANT VIBRATION. DIFFERENT VOLVO SHOPS KEPT TRYING TO CHANGE DRIVING ANGLE. BROKE LEFT FRONT LOWER U-BOLT @ 256,000 MILES. BOLTS RETORQUED REGULARLY - FEELS THAT POOR DRIVE LINE ALIGNMENT HAS DAMAGED TRANSMISSIONS AND CAUSED EXCESS STRAIN ON AXLE PARTS, SUCH AS U-BOLTS. EATON-FULLER TRANSMISSION

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 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