



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) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

14-JUL-2001

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

748448

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
YV1VS2555YF472827	VOLVO	S40	2000	

Purchase Date 01-OCT-1999	Dealer's Name _____	Engine Size (CID/CC/L) 1.9	<input checked="" type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
--	---	---	--	---	---	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03260000 03250000	Part Name(s) BRAKES:HYDRAULIC:SHOE AND DRUM SYSTEM BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 21-JUN-2001 15400 Mileage at Failure(s) 30	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	--------------------------	---

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

REAR BRAKES GO ON AVERAGE AT 8,000-16,000 MILES, WHICH IS UNACCEPTABLE. I ALSO HAVE CONTINUOUS PROBLEMS STOPPING MY CAR, WHICH THE DEALER SAYS THE CANNOT DUPLICATE. THE PROBLEMS ARE NOT RELATED TO THE REAR BRAKES NEEDING REPLACEMENT. I BELIEVE IT IS MORE A HYDRAULICS PROBLEM. THERE IS A BULLETIN OUT THERE FOR THE PROBLEM, BUT DEALER STATES DOES NOT APPLY TO MY CAR. I HAVE FOUND AVER 50 OTHER PEOPLE WITH THE SAME PROBLEM THAT I WILL REFER TO THIS SITE. AS FOR GAS CONSUMPTION, IT MAY OR MAY NOT BE A SAFETLY ISSUE. MILEAGE WAS 21 MPG, DROPPED TO 16.5. DEALER MESSSED WITH TRIP COMPUTER TO MAKE ME THINK MY MILEAGE IMPROVED, HOWEVER UPON MY DIVISION SKILLS IT IS STILL THE SAME AS WHEN I TOOK IT IN. THIS DECEPTIVE PRACTICE DOESN'T MAKE ME VERY HAPPY THAT THEY JUST REPAIRED MY REAR BR

CONTINUED ON REVERSE

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.