



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

04-AUG-2001

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Reference No.

749844

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) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
YV1VS2556YF559233	VOLVO	S40	2001	

Purchase Date 01-JUN-2000	Dealer's Name _____	Engine Size (CID/CC/L) <u>1.95 L</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03272000	Part Name(s) BRAKES:HYDRAULIC:DISC:PADS AND SHOES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) <u>12-JUN-2001</u> Mileage at Failure(s) <u>22402</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ 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 ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WE PURCHASED THIS VOLVO S 40 ON JUNE 22, 2000 AND HAVE ALREADY HAD TO REPLACE THE FRONT AND REAR BRAKE PADS ALTHOUGH THE VEHICLE HAS LESS THAN 30,000 MILES ON IT. THE REAR ROTORS HAD TO BE REPLACED AS WELL DUE TO THE REAR PADS WEARING OUT COMPLETELY IN APPROXIMATELY 22,000 MILES. OUR UNDERSTANDING IS THAT THE BRAKE PADS ON MOST VEHICLES LAST APPROXIMATELY 50,000 MILES OR MORE. WHEN WE COMPLAINED, WE WERE TOLD BY UNION PARK MAINTENANCE AND SALES THAT THE BRAKE PADS ON THE VOLVO S 40 ARE NOT EXPECTED TO LAST MORE THAN 15,000 TO 20,000 MILES. MY HUSBAND AND I CONSIDER THIS PREMATURE BRAKE PAD DEGREDDATION TO BE BUILT-IN OBSOLENCE AND EXPECT BETTER FROM VOLVO. WHEN WE ADDRESSED OUR COMPLAINT TO A SALES MANAGER AT UNION PARK WE WERE TOLD TO "GET IN LINE" WITH OTHER S

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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.