



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 1367

Date Received

19-APR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8008123

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) (Locate at bottom of windshield or door frame)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4V4ND1JJ4YN240355		VOLVO TRUCK	VN610	2000	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13730000	Part Name(s) STRUCTURE:HOOD ASSEMBLY:LATCHES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 1	Dates of Failure(s) _____ Mileage at Failure(s) 263563 Vehicle Speed at Failure(s) _____	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)

CONSUMER STATES WHILE DRIVING, WHEN VEHICLE HITS A BUMP THE HOOD OF THE VEHICLE OPENS AND BLOCK THE WINDSHIELD AFTER BEING LOCKED. NLM

COPIES OF THIS FORM ARE:

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1367 Date Received PM 3:05 19-APR-2002 Office DEFECTS INVESTIGATION		Od or rt dt od rt up ltr Reference No. 8008123	
OWNER INFORMATION (Type or Print) [Redacted] 749422 BELMONT OH				Work Number [Redacted] Home Number [Redacted]			
Do you authorize NHTSA to report to the manufacturer of your vehicle? ☒ YES ☐ NO Signature of Owner [Redacted] WILL NOT provide your name and address to the vehicle manufacturer. Date 3/17/02							
VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) 4V4ND1JJ4YN240355		Vehicle Make VOLVO TRUCK		Vehicle Model VNL610		Vehicle Year 2000	
Purchase Date 2-1-00		Dealer's Name		Engine Size (CID/CC) No Cylinders 6		☐ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injector	
☐ New ☒ Used		City _____ State _____ Zip Code _____		Transmission Type ☒ Manual ☐ Automatic		Antilock Brakes ☒ Yes ☐ No	
Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ 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							
FAILED COMPONENT(S)/PART(S) INFORMATION							
Component 13730000		Part Name(s) STRUCTURE:HOOD ASSEMBLY:LATCHES		Location ☐ Left ☐ Right ☐ Front ☐ Rear		Failed Part(s) ☒ Original ☐ Replacement	
No. of Failures 1		Date(s) of Failure(s) Mileage at Failure(s) 265503 Vehicle Speed at Failure(s)		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 nine		Number of Fatalities none	
Estimated Property Damage none		Reported to Police ☐ Yes ☒ No					
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) CONSUMER STATES WHILE DRIVING, WHEN VEHICLE HITS A BUMP THE HOOD OF THE VEHICLE OPENS AND BLOCK THE WINDSHIELD AFTER BEING LOCKED. NLM							
CONTINUE ON BACK IF NEEDED							
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The hood unlatches unexpectedly while driving. ~~It~~ IS ALMOST IMPOSSIBLE TO STOP TRUCK WITHOUT HOOD FLYING OPEN BLOCKING DRIVERS VIEW. I WAS TOLD BY VOLVO TRUCK WAS A HOOD LATCH ADJUSTMENT PROBLEM. I TOOK THE TRUCK TO YOUNG VOLVO IN CANTON, OHIO FOR ADJUSTMENT. THE HOOD STILL UNLATCHES FREQUENTLY.

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 79173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

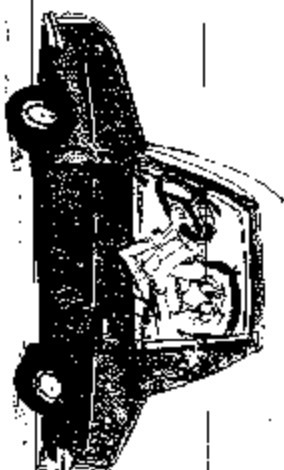
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
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