

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 255 Date Received 05-SEP-2000		Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____ Reference No. 869529	
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) _____ (lasted attempt at windshield or drivers side)		Vehicle Make VOLVO	Vehicle Model 740	Vehicle Year 1988	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult. Truck ☐ Motorcycle
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 06310000	Part Name(s) ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD		Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	
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	
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 Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
VEHICLE WAS PARKED FOR OVER TWO HOURS SMOKE WAS NOTICED COMING FROM HOOD AREA. FIRE DEPARTMENT CAME, OPENED THE HOOD, AND IT BURSTED INTO FLAMES. IT MAY HAVE BEEN CAUSED BY A SHORT CIRCUIT OF THE WIRE HARNES. VOLVO HAS NOT BEEN CONTACTED.*AK					
CONTINUED ON BACK (SEE)					
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-DDT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 255

Date Received

SEP 28 PM 1:50

05-SEP-2000

OFFICE DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.

889529

OWNER INFORMATION (Type or Print)

634158

Work No.

Home No.

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 9/21/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
YV1FX8846J2208024	VOLVO	740 GLE	1988	133,950
Purchase Date 9/12/99	PRIVATE OWNER: <u>STEPHEN ALEXANDER</u> Dealership Name		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	City <u>CHARLOTTE</u> State <u>NC</u> Zip Code <u>28221</u>	No Cylinders <u>4</u>		
Transmission Type ☒ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☒ No	Drive Train ☒ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08310000	Part Name(s) ELECTRICAL SYSTEM: WIRING: HARNESS: FRONT: UNDERHOOD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 9/3/00	Mileage at Failure(s) 133,950*	Vehicle Speed at Failure(s) PARKED IN LOT 2 HOURS
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 0	Number of Fatalities 0	Estimated Property Damage \$5000	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WAS PARKED FOR OVER TWO HOURS SMOKE WAS NOTICED COMING FROM HOOD AREA. FIRE DEPARTMENT CAME, OPENED THE HOOD, AND IT BURSTED INTO FLAMES. IT MAY HAVE BEEN CAUSED BY A SHORT CIRCUIT OF THE WIRE HARNESS. VOLVO HAS NOT BEEN CONTACTED.*AK

* ORIGINAL ODOMETER HAD 97,034 MILES ON IT. REPLACED ^{FACTORY} INSTRUMENT CLUSTER ON 9/24/99, REPLACEMENT HAD 120,936 MILES. (SEE ATTACHED WORK ORDER)

CONTINUE ON BACK IF NEEDED

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.

*OSTAGE WILL BE PAID BY NAT'L HWY TRAFFIC SAFETY ADMIN.

Official Business
Penalty for Private Use \$300

400 Seventh St., S.W.
Washington, D.C. 20560

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Abstract

新加坡-2011年12月25日

DETERMINE THAT FAILURE WAS THEIR FAULT, BUT COULD NOT
TELL ME, ^{WHAT CAUSED} ~~HOW~~ THE FIRE BECAUSE MOTOR COMPARTMENT WAS
SO BADLY BURNED (HOW CAN THEY TELL THEN THAT IT WAS
NOT THEIR FAULT)

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.									
DOT		MANUFACTURER/TIRE NAME		SIZE					
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
TIME IDENTIFICATION NO.									
NARRATIVE DESCRIPTION (CONTINUED)									

September 21, 2000

Mark Lenave
Volvo Corporation
1 Volvo Drive
Rockleigh, NJ 07647

Dear Mr. Lenave:

On September 12, 1999, I chose to purchase a 1988 VOLVO 740GLE Sedan (VIN# YV1FX8846J2208024) for my teenage daughter's first car. I specifically chose VOLVO for her first car because of the car's reputation for reliability and safety. What a mistake that was!

Since I purchased this vehicle, I have put approximately \$2000 into it for repairs. I understand that cars of that age require maintenance, however, I would never expect a car of such reputation ("VOLVO for Life") to catch on fire!

On September 3, 2000, my daughter had parked her car in the parking lot at her place of employment. After being parked and shut off for two hours, a customer came into the restaurant where she worked, and informed her that someone's car in the parking lot was smoking. Several employees went to check the car, and found a tremendous amount of smoke coming from under the front hood. The fire department was called, they opened the hood, and the car burst into flames.

Approximately 9/5/00, I called VOLVO customer service. I had researched the internet for safety defects on 1988 VOLVOs, and found approximately six other related fire incidents on the same model, most of which were caused by defective battery cables (see attached). I spoke with Pat Sacus, in customer service to report this incident. She sent a factory service technician (Stan Wiczorek) to the nearby VOLVO dealership (University Volvo of Charlotte, NC). They "thoroughly" inspected the vehicle and stated that the failure was determined not to be the fault of the manufacturer. When I asked what caused the fire, I was told that the engine area was so badly burned and melted that they could not determine the root cause. If the vehicle was so badly damaged, how could they have determined that it was not the fault of the manufacturer? I also asked if she could provide me with the approximate extent of the damage. She told me that I would have to have a service technician at University VOLVO "re-inspect" the damage for an assessment. At this point, I have already paid for towing twice (the first time to my home immediately after the fire (Sunday night) - \$65, and the second time to the dealership as requested by VOLVO - \$45)). Why would I pay an additional \$65/hour charge for a service technician to re-evaluate the vehicle?

Quite frankly, I am quite disgusted with VOLVO corporation. A vehicle catching on fire is not a normal occurrence, especially for a company that is "dedicated to quality", "committed to safety" and states "VOLVO FOR LIFE". The response of the customer service representative was "we can't compensate you for the damages to your vehicle, but how can we help you get into a new VOLVO". What kind of customer service is that? At this point, I have about \$5000 into this vehicle (original purchase price was \$2950), no fire insurance on it (why would I expect it to just burst into flames?), no money to purchase another vehicle, and your company wants to sell me a new vehicle!

I'm asking that you stand behind your promises of dedication to quality, and commitment to safety, and look into this matter.

Your prompt response would be greatly appreciated.

Regards,



cc: National Highway Traffic Safety Administration
Leif Johansson, CEO VOLVO

A & B AUTOMOTIVE & TIRE INC.
18816 STATESVILLE RD.
CORNELIUS N.C. 28031
(704) 895-9990

===== CUSTOMER =====

===== VEHICLE =====

BAR#00000000 EPA#CAL000100000

SYMPTOM:
 SERVICE: P&S-PURCHASE CK
 YR/MAKE: 86 VOLVO 740GLE
 LICENSE: MVI1869
 VIN :
 MEG : 97,034

Date: 09/24/99

Due Date: 09/24/99

INVOICE NUMBER: 12280

LE00002

PAGE: 1

COMMENTS AND DESCRIPTION OF CHARGES	PRICE	PARTS & LUBRICANTS USED	QTY.	PRICE	TOTAL
ON CAR OVER WELD--HAS SLIGHT OIL LEAK/NO LIGHTS ON		(21)SEAL, REAR MAIN	1	34.78	34.78
DASH/SUN ROOF WORKS INTERMITTENTLY WHEN RAISING		(21)USEB INSTRUMENT CLUSTER	1	150.00	150.00
BACK PART OF ROOF DOESN'T ALWAYS CLOSE					
(21)R/M TRANSMISSION TO REPLACE REAR ENGINE SEAL	297.50				
(21)DIAG. AND REMOVE AND INSTALL INSTRUMENT CLUSTER	119.00				
ORIGINAL ODOMETER HAD 97034 MILES ON IT.					
REPLACEMENT READS 120936					

LABOR	476.50	Information Access:	0.00	PARTS	184.78
SUBLET	0.00	ENVIRONMENTAL	16.04	HAZ. DISPOSAL	0.00
This vehicle will be reassembled within 3 days of the date shown above if I do not authorize the recommended services					
CHARGE					
THANK YOU FOR YOUR BUSINESS..					
				SUB-TOTAL	619.32
				SALES TAX	12.17
				TOTAL	631.49
				BALANCE	631.49

ACCEPTANCE SIGNATURE :

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. An express Mechanics Lien is acknowledged on above vehicle to secure the amount of repairs thereto. Labor is guaranteed for 90 days or 1000 miles whichever occurs first. All other guarantees are those made exclusively by the manufacturer. Warranty work that is based on this repair order must be performed at this shop. ALL REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE