



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 §20

Date Received

13-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

894181

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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
YV1NC5301YJ011789	VOLVO	C70	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
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05110000	Part Name(s) ENGINE:MOUNTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-AUG-2001 16000 Mileage 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 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN DEALERSHIP EXAMINED VEHICLE THEY DISCOVERED THAT MOTOR MOUNT BUSHING HAD CRACKED, AND THE MOTOR MOUNTS BROKE. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS.*AK

COPIES OF REPORTS - FREE -

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
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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

920

Date Received

Defect
Office
Investigation

Reference No.

894181

Work Num

Home Num

OWNER INFORMATION (Type or Print)

707276

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

☒ YES ☐ NO

Date 08/26/01

VEHICLE INFORMATION

Vehicle Identification No. (VIN) YV1NC5341YJ011789 Vehicle Make VOLVO Vehicle Model C70 Vehicle Year 2000 Current Odometer Reading 15,691

Purchase Date

Feb. 24, 2000

Dealer's Name

Engine Size
(CID) 2319

☒ New ☐ Used

City

State

Zip Code

No Cylinders 5

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

☒ Manual

☒ Yes

☒ 3-Point Belt

☐ Motorbelt

☒ Yes

☒ Front

☒ Car

☐ Sport Util

☐ Automatic

☐ No

☒ Driverside Airbag

☐ 2-Point Belt

☐ No

☐ Rear

☐ Minivan

☐ Truck

☐ Passengerside Airbag

☐ No

☐ 4-Wheel

☐ Other

☐ Motorcycle

☐ Truck

☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05110000 Part Name(s) ENGINE MOUNTS Location ☐ Left ☐ Right ☒ Front ☐ Rear Failed Part(s) ☒ Original ☐ Replacement

No of Failures

2

Date(s) of Failure(s) 01-AUG-2001

Mileage at Failure(s) 16000

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 0 Number of Fatalities 0 Estimated Property Damage Reported to Police ☐ Yes ☒ No

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

WHEN DEALERSHIP EXAMINED VEHICLE THEY DISCOVERED THAT MOTOR MOUNT BUSHING HAD CRACKED, AND THE MOTOR MOUNTS BROKE. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS.*AK

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* 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.

NARRATIVE DESCRIPTION (CONTINUED)

1st Time - Engine came loose and banged around in engine bay - Volvo replaced motor mount (broken) bushings and modified CV axles (damaged) caused by engine moving around (unknown) - 2nd Time - Engine came loose banged around in engine bay - Volvo replaced motor mounts (broken) and replaced radiator hose cut by fan belts caused by engine moving around (probably).

Safety Hazard - Every time the motor mounts fail it not only can do damage to the engine but also to other parts in the engine bay. These damages during driving and acceleration can cause an accident. (This is what worries me).

☆ U.S.G.P.O. 1992 - 825-987 / 80088

U.S. Department
of Transportation
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Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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Penalty for Private Use \$300

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POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590

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EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

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