



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

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

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

MAY 23 2003

Mr. William Shapiro, Director  
Regulatory and Environmental Affairs  
Volvo Cars of North America, LLC  
1 Volvo Drive, Building B  
Rockleigh, NJ 07647

NVS-214 sgs  
EA02-026

Dear Mr. Shapiro:

The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has reviewed the information provided in your May 2, 2002 response to ODI's Information Request issued as part of its Preliminary Evaluation, PE02-009, (PE-IR) and in your March 12, 2003 submission regarding an Engineering Analysis (EA02-026) related to ODI's investigation of allegations of loss of brake power-assist in model year 2000 and 2001 model year (MY) Volvo S40 and V40 vehicles manufactured by Volvo Cars of North America, LLC. This letter is to request certain additional information regarding these allegations.

This office has received eight additional reports of loss of brake power-assist, or symptoms consistent with a loss of brake power-assist in 2000 and 2001 MY Volvo S40 and V40 vehicles. Seven of these reports concern 2000 MY subject vehicles and one of them relates to a 2001 MY subject vehicle. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all 2000 and 2001 MY Volvo S40 and V40 vehicles manufactured for sale or lease in the United States.
- **Subject component:** the brake vacuum pump, and any lines, tubes, hoses, fittings, valves, and connectors that connect the brake vacuum pump to the vehicle's brake power-assist vacuum system.
- **Brake power-assist vacuum system:** all components related to supplying vacuum to the brake booster that provides power-assist to the vehicle's brake system, including, but not limited to, all lines, tubes, hoses, fittings, valves, and connectors between any source of vacuum and the brake booster, and any components related to any system that provides a source of vacuum other than that created by the vehicle's engine.



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888-327-4288

- **Auxiliary brake power-assist vacuum system:** all components related to a system that provides a source of vacuum within the vehicle's brake power-assist vacuum system, other than the vehicle's engine, including, but not limited to, the brake vacuum pump, its connections to the vehicle's electrical system, and any lines, tubes, hoses, fittings, valves, and connectors that connect the brake vacuum pump to the vehicle's brake power-assist vacuum system.
  
- **Volvo:** Volvo Cars of North America, LLC, Volvo Car Corporation, all of their past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Volvo (including all business units and persons previously referred to), who are or, in or after January 1, 1999, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
  
- **Alleged defect:** any loss of brake power-assist resulting from a failure of the vehicle's brake power-assist vacuum system, including, but not limited to, failure of the vehicle's brake vacuum pump to provide vacuum to the vehicle's brake power-assist vacuum system, and any failure of any component of the brake power-assist vacuum system, including, but not limited to those due to the intrusion of water into the system and those due to corrosion of system components.
  
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs,

microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Volvo, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Volvo has previously provided a document to ODI, Volvo may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Volvo's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Volvo manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Volvo, state the following:
  - a. Vehicle identification number (VIN);

- b. Make;
- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Date warranty coverage commenced; and
- g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

2. State the number of each of the following, received by Volvo, or of which Volvo is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where mfg's short name is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Volvo is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Volvo's assessment of the problem, with a summary of the significant underlying facts and evidence. For items f and g, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Volvo's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;

- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether property damage is alleged;
- k. Number of alleged injuries, if any; and
- l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER THREE DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Volvo used for organizing the documents. As indicated earlier, for any document provided to ODI in your May 2, 2002 and March 12, 2003 submissions, Volvo may either produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located
- 5. Other than the subject vehicles, are there any 1999 through 2003 MY vehicles manufactured by Volvo for sale or lease in the United States that are equipped with an auxiliary brake power-assist vacuum system? If so, state the make, model and model year of those vehicles.
- 6. Are any of the vehicles identified by the make(s), model(s) and model year(s) included in your response to Request No.5 equipped with an auxiliary brake power-assist vacuum system that is the same, or substantially the same, as that used on the subject vehicles? If so, state the make, model and model year of those vehicles. For the purposes of this Request, the major factors to be considered in determining the similarities between the auxiliary brake power-assist vacuum systems used on different make, model and model year vehicles are the basic design of the auxiliary brake power-assist vacuum system, the design, function, and location of the brake vacuum pump, and the location, routing, and materials of the various lines, tubes, hoses, fittings, valves, and connectors of the vehicle's brake power-assist vacuum system.
- 7. For each of the vehicles identified by the make(s), model(s) and model year(s) included in your response to Request No.5 that are not included in your response to Request No. 6, describe the differences between the brake power-assist vacuum system on such vehicles and the brake power-assist vacuum system used on the subject vehicles. For the purposes of this Request, the major factors to be considered in describing the differences between the auxiliary brake power-assist vacuum systems used on different make, model and model year vehicles are the basic design of the auxiliary brake power-assist vacuum system, the design, function, and location of the brake vacuum pump, the location of the brake vacuum pump, and the location, routing, and materials of the various lines, tubes, hoses, fittings, valves, and connectors of the vehicle's brake power-assist vacuum system.

8. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Volvo to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Volvo's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city, and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

9. Describe in detail the search criteria used by Volvo to identify the claims identified in response to Request No. 8, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Volvo on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Volvo offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
10. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Volvo has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that manufacturer's short name is planning to issue within the next 120 days.
11. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being

conducted, are planned, or are being planned by, or for, Volvo. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

12. Describe all modifications or changes made by, or on behalf of, Volvo in the design, material composition, manufacture, quality control, supply, or installation of the subject component, which relate to, or may relate to, the alleged defect in the subject vehicles from the start of production of the subject vehicles through the 2003 MY for Volvo S40 and V40 vehicles manufactured by Volvo for sale or lease in the United States . For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change of which Volvo is aware that may be incorporated into vehicle production within the next 120 days or into 2004 MY Volvo S40 and V40 vehicles.

13. Produce one of each of the following:
  - a. Exemplar sample of the original design version of the subject component; and
  - b. Any kits that have been released, or developed, by Volvo for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles.
14. State the number of each of the following that Volvo has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):

- a. Brake vacuum pump;
- b. "T-fitting" that connects the brake vacuum pump to the brake power-assist vacuum system (this fitting is mentioned in Volvo's Tech Net Note 52-01);
- c. any other lines, tubes, hoses, fittings, valves, and connectors of the vehicle's brake power-assist vacuum system that are susceptible to corrosion or any other deterioration/degradation, either directly or indirectly, that result from the intrusion of water into the vehicle's brake power-assist vacuum system; and
- d. Any kits that have been released, or developed, by Volvo for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Volvo is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

15. In its response to the PEIR, Volvo characterized the main issue of this investigation to be the failure of the brake vacuum pump to operate, due to water intrusion into the pump, resulting in a reduced level of available brake power-assist during cold start conditions, and implied that this issue was resolved for vehicles manufactured after January 2000 by a modification to the pump and for vehicles manufactured prior to this time by Tech Net Note 52-01. However, ODI has become aware of several other concerns related to the vehicle's brake power-assist vacuum system after reviewing the information gathered to date. These are:
  - a. The failure of brake vacuum pumps on vehicles manufactured after January 2000 and the failure of brake vacuum pumps after their being repaired per Tech Net Note 52-01;
  - b. The intrusion of sufficient water into the brake power-assist vacuum system to result in the build-up of water and rust in hoses and/or pipes in that system that in several cases necessitated the replacement of the brake booster, the metal pipe that leads to the brake booster and/or the check valve(s);
  - c. The leakage of battery acid onto the brake vacuum pump and associated lines, tubes, hoses, fittings, valves, and/or connectors resulting in leaks in the brake power-assist vacuum system.

Separately for each of these concerns, furnish Volvo's assessment of each as they relate to the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. The reports included with this inquiry.

This letter is being sent to Volvo pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Volvo's failure to respond promptly and fully to this letter could subject Volvo to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. §

30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Volvo cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Volvo does not submit one or more requested documents or items of information in response to this information request, Volvo must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Volvo's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **July 18, 2003**. Please refer to EA02-026 in Volvo's response to this letter. If Volvo finds that it is unable to provide all of the information requested within the time allotted, Volvo must request an extension from Richard Boyd at (202) 366-4933 no later than five business days before the response due date. If Volvo is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Volvo then has available, even if an extension has been granted.

If Volvo claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Volvo must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Volvo is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Scott Shadle of my staff at (202) 366-2583.

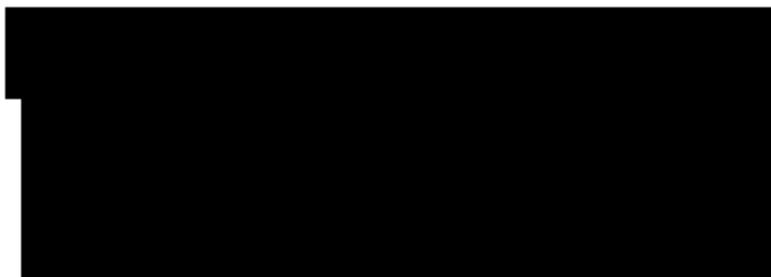
Sincerely,

Kathleen C. DeMeter, Director  
Office of Defects Investigation  
Enforcement

**Enclosures**

CD ROM titled Data Collection Disc

8 VOQ's (8003080, 760570, 765384, 766253, 8017372, 767618, 769522, 10000114)



 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 16-DEC-2002	Repository <input type="checkbox"/> Reference No. 10000114
<b>OWNER INFORMATION (Type or Print)</b>			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		Evening Telephone Number
City	[REDACTED]		E-mail Address
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date <u>1/1</u>			
<b>VEHICLE INFORMATION</b>			
17 Do you have a tire identification number located in bottom of windshield on driver's side?		Make VOLVO	Model Year 2000
Date Purchased 29-MAR-01	Dealer's Name and Telephone Number		Model V40
Original Owner <input type="checkbox"/>	Dealer's City	State	Fuel Type: Gas
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Engine: No. Cylinders <u>4</u>
		Vehicle Component Code 033000 SERVICE BRAKES, HYDRAULIC; POWER ASSIST	Multiple Failure: 5
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s) 06-MAY-2001	Failure Mileage 15000	Failure Speed 30	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).			
UNPREDICTABLE EXTENDED BRAKING DISTANCE ON VOLVO MODELS V40 AND V70. VOLVO HAS A TSB THAT REMEDIES THIS DANGEROUS PROBLEM (SHOULD BE A RECALL!!!)			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>			
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**  
**To Report Vehicle Safety Defects**  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 258

Date Received

10-NOV-2002

Repository Reference No.  
769512

## OWNER INFORMATION (Type or Print)

Name

Address

City

Daytime Telephone Number

E-mail Address

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

Signature of Owner \_\_\_\_\_ Date 1 / 1 /

## VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

YV1WJ95X1F743675

Make

VOLVO

Model

V40

Model Year

2001

Date Purchased  
01-AUG-01

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

033000 SERVICE BRAKES, HYDRAULIC-POWER ASSIST

Multiple Failure: 20

## FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
01-NOV-2002

Failure Mileage

Failure Speed

2

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE BACKING VEHICLE OUT OF GARAGE IN MORNING THE BRAKES SOMETIMES BECOME VERY DIFFICULT TO PUSH (HENCE, DIFFICULT TO STOP THE VEHICLE). PRIOR TO VERY RECENTLY, THE PROBLEM ONLY OCCURRED WHILE BACKING OUT OF OUR GARAGE DOWN THE DRIVEWAY (1-2% GRADE, ONLY). RECENTLY, THE PROBLEM IS BEGINNING TO OCCUR WHILE TRAVELING FORWARD, AGAIN IT IS ONLY WHEN THE VEHICLE HAS BEEN SITTING FOR HOURS AND JUST STARTED. I HAVE YET TO CALL VOLVO. THE PROBLEM HAS BEEN SO INTERMITTENT UP TO THIS POINT I KNOW WHAT WILL HAPPEN: WE WILL BE WITHOUT A CAR FOR A WEEK WHILE VOLVO DRIVES IT AND FINALLY REPORTS TO US THAT THERE IS NO PROBLEM. HAVE YOU FOLKS HEARD ANYTHING ON THIS PECULIAR PROBLEM???? DT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

11-APR-2002

Repository Reference No.  
760570**OWNER INFORMATION (Type or Print)**

Name

Address

City

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date / /

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number Located at Bottom of Windshield or Driver's Side

YV1WZ559YF429462

Make

VOLVO

Model

V40

Model Year

2000

Date Purchased

01-NOV-99

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

 Cruise Control

Multiple Failure: 4

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

17-JUL-2000

Failure Mileage

Failure Speed

5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC035)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

HERE IS HOW THE PROBLEM FIRST STARTS TO OCCUR. IT STARTS OUT AS AN INTERMITTENT THING AND GRADUALLY PROGRESSES TO EVERY TIME. CAR HAS BEEN OFF FOR A PERIOD OF TIME. THE CAR IS STARTED, PLACED IN REVERSE TO BACK OUT OF THE DRIVEWAY, THE BRAKE PEDAL IS DEPRESSED TO STOP THE CAR AND PLACE INTO DRIVE. DURING THE FIRST BRAKING ATTEMPT THE BRAKE PEDAL IS DEPRESSED TO THE FLOOR TO GET THE CAR TO STOP (THE POWER BRAKING SEEMS TO FAIL). THE BRAKES OPERATE NORMALLY AT THE SECOND BRAKING ATTEMPT. THIS PROBLEM PROGRESSES OVER TIME WHERE BRAKING BECOMES SLUGGISH AT ALL BRAKING ATTEMPTS. WHAT HAS PROMPTED ME TO ISSUE THIS COMPLAINT IS MY WIFE ALMOST REAR ENDED THE CAR IN FRONT OF HER IN A QUICK STOP SITUATION. VOLVO HAS REPLACED COMPONENTS CENTERED AROUND THE BRAKE VACUUM SYSTEM. THESE ITEMS HAVE INCLUDED THE VACUUM PUMP (TWICE), HOSES, AND A FUSE. THE CAR HAS BEEN SERVICED FOR THIS ISSUE 5 TIMES IN A LITTLE OVER TWO YEARS SINCE I MADE MY PURCHASE. DURING THE LAST ATTEMPT TO FIX THE CAR IT WAS IN FOR SERVICE FOR 9 DAYS STRAIGHT (11/11/01-11/20/01). AT THE TIME OF THIS WRITING (4/11/02) IT IS BACK IN THE SHOP FOR THIS ISSUE.\*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

27-AUG-2002

Repository Reference No.  
8017372

## OWNER INFORMATION (Type or Print)

Name

Address

City

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO

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

Signature of Owner \_\_\_\_\_

Date 8/27/02

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield or driver's side

YV1VS25577522126

Make

VOLVO

Model

S40

Model Year

2000

Date Purchased  
10-JUL-00

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner  

Dealer's City

State

Zip Code

Transmission Type  
AUTOMATIC Antilock Brakes  
 Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

033000 SERVICE BRAKES, HYDRAULIC:POWER ASSIST

Multiple Failure: 3

## FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
23-NOV-2002

Failure Mileage

Failure Speed

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1SABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DEFECT EXISTS WITH VACUUM SEAL ON BRAKE PUMP. WHEN VEHICLE IS "COLD" THERE IS NO PRESSURE ON BRAKES, AND PEDAL GOES TO THE FLOOR, BUT VEHICLE WILL NOT STOP. VEHICLE HAS BEEN CHECKED BY DEALER 3 TIMES. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 U.S. Department of Transportation  National Highway Traffic Safety Administration	<b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY 258</b>	
	Data Received  08-AUG-2002		Repository <input type="checkbox"/>  Reference No. 765384	
<b>OWNER INFORMATION (Type or Print)</b>				
Name _____		Daytime Telephone Number _____		E-mail Address _____
Address _____				
City _____				
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date: 8 / 8				
<b>VEHICLE INFORMATION</b>				
(Print Vehicle Identification Number located at bottom of windshield on driver's side) YV1WV235077483539		Make VOLVO	Model VOLVO	Model Year 2000
Date Purchased 01-JUN-00	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 035000 SERVICE BRAKES, HYDRAULIC:ANTILOCK  Multiple Failure: 1	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
Incident Date(s) 07-AUG-2002	Failure Mileage	Failure Speed 0		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOT4ALSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:		Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b>				
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).				
WE WERE LUCKY, IT HAPPENS WITH THE CAR PARKED. IF WE WERE IN THE FREEWAY IT COULD HAVE COST OUR LIVES. THE CAR IS NOW AT THE VOLVO DEALER RUSNAK PASADENA (CA) AND THEY CLAIM TO BE A COMMON PROBLEM AND THEY CAN NOT GUARANTEE THAT IT WILL NOT HAPPEN AGAIN (DESIGN PROBLEM?). *AK				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			<b>ATTACH ADDITIONAL SHEETS IF NECESSARY.</b>	
<small>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.</small>				

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>		<b>FOR AGENCY USE ONLY 258</b>	
	<b>Date Received</b>  26-AUG-2002		<b>Repository</b> <input type="checkbox"/>  <b>Reference No.</b> 766253	
<b>OWNER INFORMATION (Type or Print)</b>				
<b>Name</b>		<b>Daytime Telephone Number</b>		<b>E-mail Address</b>
<b>Address</b>				
<b>City</b>				
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.				
<b>Signature of Owner</b> _____ <b>Date</b> / / _____				
<b>VEHICLE INFORMATION</b>				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side <b>YV1YS2554YP354726</b>		<b>Make</b> VOLVO	<b>Model</b> S40	<b>Model Year</b> 2000
<b>Date Purchased</b> 01-JUN-00	<b>Dealer's Name and Telephone Number</b>		<b>Engine:</b> No: Cylinders	<b>Fuel Type:</b> Gas
<b>Original Owner</b> <input checked="" type="checkbox"/>	<b>Dealer's City</b>	<b>State</b>	<b>Zip Code</b>	
<b>Transmission Type</b>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	<b>Powertrain</b> FRONT WHEEL DRIVE	<b>Vehicle Component Code</b> 034200 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS	
<b>Multiple Failure:</b> 3				
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>				
<b>Incident Date(s)</b> 22-JUL-2002	<b>Failure Mileage</b>	<b>Failure Speed</b> 50		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>				
<b>Tire Make</b>	<b>Tire Model (Name or Number)</b>		<b>Tire Size (Example P215/65R15)</b>	
<b>DOT No. (Example: DOTM19ABC036)</b>	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	<b>Failure Location:</b>		
<b>Tire Component Code</b>			<b>Tire Failure Type</b>	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>				
<b>Make:</b>	<b>Date Manufactured:</b>	<b>Model No./Name:</b>		
<b>Seat Type:</b>	<b>Installation System:</b>			
<b>Child Seat Component Code:</b>		<b>Failed Part:</b>		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe to detail the incident(s), failure(s), crash(es), and injury/ies.)</i>				
<b>Crash</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Fire</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Number of Persons Injured</b> 0	<b>Number of Deaths</b> 0	<b>Reported to Police</b> N
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> <b>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</b>				
IN THE LAST 6 MONTHS I HAVE LOST TOTAL BRAKING ABILITY 3 TIMES WHILE DRIVING. THE DEALER IS SIGHTING A BROKEN T-CONNECTOR ON A LOW PRESSURE HOSE AS THE PROBLEM. CONTACTED THE REGIONAL CUSTOMER SERVICE. AFTER 3RD TIME, WITHOUT ROOT CAUSE ANALYSIS THEY SAID THAT THEY WOULD REPLACE WITH A BRASS T-CONNECTOR, WHICH TO DATE THEY CAN NOT FIND. THEY CONSIDER THE CAR SAFE TO DRIVE SINCE BRAKES WORK CURRENTLY, HOWEVER THEY FAILED WITHOUT WARNING THE LAST 2 TIMES. I WAS LUCKY ENOUGH TO BE IN PLACES WHERE NO ACCIDENT OCCURED. I DID ROLL THROUGH A TOLL BOOTH, STOP SIGN ON THE FIRST TWO OCCURANCES. DEALER WILL NOT REVEAL IF THIS IS A DESIGN DEFECT, PARTS DEFECTS OR SOMETHING SPECIFIC IN THIS AUTOMOBILE. THIS CAR IS NOT SAFE TO DRIVE ON THE ROAD BUT VOLVO SEEMS TO NOT TAKE IT SERIOUSLY.*AK				
<b>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</b>			<b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>	
<b>The Privacy Act of 1974-Public Law 93-502 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.</b>				



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 258

Date Received

23-SEP-2002

Repository Reference No.  
767618**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Business Telephone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

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

Signature of Owner \_\_\_\_\_ Date: / / \_\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV1WZ556YF515429		Make VOLVO	Model V40	Model Year 2000
Date Purchased 01-FEB-00	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 034000 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS Multiple Failure: 2	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-AUG-2002	Failure Mileage	Failure Speed 45	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example: P215/65R15)
DOT No. (Example: DOTMALSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e., parts repaired or replaced (and if old part is available).

THIS IS AN ONGOING PROBLEM WITH THE BRAKE SYSTEM IN THIS VEHICLE, WHICH BEGAN IN THE FIRST WEEKS OF OWNERSHIP AND HAS CONTINUED TO THE PRESENT, AND WHICH INCLUDES BOTH THE BRAKE POWER ASSIST SYSTEM WHICH IS REFLECTED IN A NON-RESPONSE TO DEPRESSION OF THE BRAKE PEDAL AND AN EXCESSIVE AND UNEVEN BRAKE PAD PROBLEM. EXTENSIVE BUT FRUITLESS COMMUNICATIONS HAVE BEEN CONDUCTED WITH VOLVO CUSTOMER SERVICE AND LEGAL REPRESENTATIVES RESULTING IN THE PREPARATION OF A LEGAL COMPLAINT FOR WHICH RELIEF WILL BE SOUGHT UNDER COLORADO'S LEMON LAW AND UNDER THEORIES OF FRAUD AND BREACH OF WARRANTY. NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 241	
		Date Received 29-JAN-2002	Repository <input type="checkbox"/> Reference No. 8003080
<b>OWNER INFORMATION (Type or Print)</b>			
Name _____		Date of Birth _____	
Address _____		E-mail Address _____	
City _____		Evening Telephone Number _____	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date ____/____/____			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side PLEASE FILL IN _____		Make VOLVO	Model Year 2000
Date Purchased _____	Dealer's Name and Telephone Number _____		Model V40
Original Owner <input checked="" type="checkbox"/>	Dealer's City _____	Engine: No. Cylinders _____	Fuel Type: _____
State _____	Zip Code _____		
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain _____	Vehicle Component Code 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK	
Multiple Failure: _____			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s) 10-DEC-2000	Failure Mileage _____	Failure Speed _____	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make _____	Tire Model (Name or Number) _____	Tire Size (Example P215/65R15) _____	
DOT No. (Example: D57MAL9ABC036)	<input type="checkbox"/> Original Equipment <input checked="" type="checkbox"/> Prior Repair	Failure Location: _____	
Tire Component Code _____		Tire Failure Type _____	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make: _____	Date Manufactured: _____	Model No./Name: _____	
Seat Type: _____	Installation System: _____		
Child Seat Component Code: _____	Failed Part: _____		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury/ies.)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured _____	Number of Deaths _____
		Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury/ies. Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).			
ON SEVERAL OCCASIONS WHEN BRAKES WERE APPLIED PEDAL BECAME SOFT, CAUSING EXTENDED STOPPING DISTANCE. VEHICLE HAS BEEN AT THE DEALER ON FOUR OCCASIONS, AND PROBLEM STILL OCCURS. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION. *AK			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.			
The Privacy Act of 1974 (Public Law 93-502) 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.			