



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 100248

Date Received

Repository ☐

2005 FEB 16 AM 4:48
21-JAN-2006

Reference No.
10108623

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City BETHESDA State MD Zip Code _____

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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WV1LZ56D6Y2
Make VOLVO Model V70 XC Model Year 2000

Date Purchased Feb 2000 Dealer's Name and Telephone Number HARTENS CARS OF WASHINGTON D.C.
Original Owner ☒ Dealer's City WASHINGTON D.C. State D.C. Zip Code _____
Engine: No. Cylinders 5 Fuel Type: Gas

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control
Powertrain ALL WHEEL DRIVE
Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-JAN-2005 Failure Mileage 42,000 Failure Speed 40

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: DOTM18A8C036) ☐ 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).

THE VEHICLE WAS TRAVELING AT 40 MILES PER HOUR WHEN ALL OF A SUDDEN THE ELECTRONIC THROTTLE SYSTEM BROKE CAUSING THE VEHICLE TO SLOW DOWN AND STOP ON ITS OWN. MANUFACTURER WAS CONTACTED BY OWNER. *NM

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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

The car was traveling at 40 miles per hour when all of a sudden the ETS light came on, the car started losing power and came to a stop. The vehicle has only 42,000 miles, but it is out of warranty. I called Volvo to notify them of this safety related failure (I had two children in the back seats at the time of the occurrence), but the company did not seem too concerned and declined to pay for the repair. Since then I have learned there is a design flaw in certain models including the one that I have.

I also received a letter (enclosed) from the company saying that my inquiry does not count because I did not take have the car repaired at a Volvo authorized facility.

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

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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

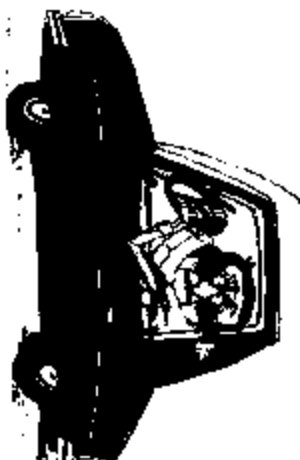
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Bethesda MD

Via fax: 1-800 9923970

January 25, 2005

Vic Doolan
CEO
Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ 07647

Mr. Doolan:

I am writing to you because I received no response to my e-mail inquiry that I submitted to your company last week.

I own a 2000 V70 XC (VIN - YV1LZ56DY2), that currently has 542,000 miles. On January 15, 2005 I was traveling with my family at about 40 miles per hour when the car suddenly began to loose power and came to a stop. A few seconds prior to the incident the ETS light came on indicating a problem. The car was towed to a repair facility where I paid almost \$1,000 for the repair. I contacted the dealer, Martens Cars of Washington D.C. as well as your company, but both declined to cover the cost of the repair. I followed up with both companies because in the past I was told by Volvo that the company would consider assisting customers up to a year after the expiration of the warranty in cases where cars are problematic. My car would definitely fit this category. The representative at Martens also indicated that if the electronic throttle system breaks down after only 40,000 miles there must have been some misuse of the car!!!

I consider myself very lucky that I was driving on a Saturday morning when the traffic was relatively light. I could have been on the Beltway driving on the left lane at night. There is no way I could have moved the car to safety all the way to the right. I had two small children with me sitting in the back seats and in this case I "only" found myself stranded in an unfamiliar, relatively scarcely populated part of the city north of Washington D.C. in freezing temperatures outside.

Over the last week I have done a lot of research on the ETS in Volvos and learned that certain year models (1999 and 2000) have a design flaw that causes the vehicles to break down suddenly while driving. It happens in cars that have between 40,000 and 70,000 miles. In fact you can view the complaints submitted to the Center for Auto Safety or the

National Highway Traffic Safety Administration. The reliability ratings on MSN Autos are also a useful reference. According to the website the engine in the 2000 model has the lowest rating due to "significant problems" with the Throttle Body Control Module.

The vehicles manufactured in 2000 are now reaching the level of mileage when the ETS failure is likely to arise more frequently. I sincerely hope drivers can be protected in time before serious accidents occur. I am therefore urging you to consider a recall. The company should also consider extending the warranty for the throttle problem knowing that a serious issue exists.

I look forward to hearing from you.

Sincerely,



Volvo Cars of North America, LLC

January 31, 2005

Bethesda, MD

Dear

I have been asked to personally respond to your letter directed to Mr. Vic Doolan.

We are very sorry to learn about the necessity to replace the Electronic Throttle Module on your 2000 Volvo V70 XC. Understandably, you are disappointed as well as frustrated to experience this concern with approximately 42, 000 miles on your vehicle. Sometimes individual vehicles experience isolated situations and our warranty was protection for such occurrences.

Your letter states, your vehicle was towed to a repair facility and unfortunately, we are unable to speak to the integrity of any diagnosis or repair recommendation by a non-authorized Volvo facility or reimburse them.

We agree your vehicle has experienced the need for this repair outside of the warranty period and do not disagree that this repair was costly.

We are sorry your experience with this Volvo has not been what you anticipated and apologize for any inconveniences. Ms. Wilson, although we do value you as a member of the Volvo family, regrettably, we are not in a position to accommodate your request as outlined in your letter.

Thank you for offering the opportunity to reply.

Sincerely,



Jaye Linn
Executive Management Specialist



2000 Volvo S70

Kelley Blue Book Price \$11,700 - \$17,600
Expert Rating Not Reviewed
Consumer Rating 6.8 out of 10
Reliability 3/5

Save this Car

Used Car Classified

There are 828 listings nationally for the S70 starting at \$4,988.

ZIP C

Go

Overview Pricing Features & Specs Photos & Video Ratings & Reviews
At a Glance Consumer Reviews Reliability Creek Tests

Reliability Ratings

See how it will hold up using these options. If you have any questions you can consult the Reliability FAQ or read About Reliability Ratings.

Reliability Key

- Minimal Problems
- Moderate Problems
- Significant Problems



2000 Volvo S70 Reliability Rating

Category	Rating	Comments
Engine		An occasional problem on this vehicle is failure of the Throttle Body Control Module. The cost to repair the Throttle Body Control Module is estimated at \$540.00 for parts and \$78.00 for labor. All prices are estimates based on \$65 per flat rate hour and do not include diagnostic time or any applicable sales tax.
Transmission & Driveline		Infrequent problems reported, all with low repair costs.
Steering & Suspension		Infrequent problems reported, all with low repair costs.
Brakes		Infrequent problems reported, all with low repair costs.
Heating & Air Conditioning		Infrequent problems reported, all with low repair costs.
Starting & Charging		Infrequent problems reported, all with low repair costs.
Accessories		Infrequent problems reported, all with low repair costs.
Overall	3/5	5 out of 5

*Repair costs are based on a flat rate of \$65.00 per hour and do not include diagnostic time or any applicable sales tax.

Reliability History

In the chart below, click a symbol beneath the model year headings to go directly to reliability information on the particular automotive system for that year.

Or, click a model year heading at the top of the chart to view a complete reliability report for that particular model year.

KEY: Minimal Problems Moderate Problems Significant Problems

Click year for details:

1998

1999

2000

S70 Links

- Top Competitors to the S70
- All Model Years
- S70 Trim Overview
- All Passenger Cars
- Used S70 Classified
- Visit Volvo's Virtual Showroom
- Visit Volvo's Digital Garage

Compare

- All Trims for this Model
- Compare Across Years
- Top Competitors
- Another Car

Recently Viewed

- 2002 Volvo S60
- My Saved Car List

Cars I Own

You are not logged in.
This is My Car
Go to My Car Page

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**