

107056834

Annandale, NJ

December 13, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 7th Street, SW
Washington, DC 20590

RECEIVED
2004 DEC 13 PM 12:13
OFFICE OF DEFECTS INVESTIGATION
NHTSA

Via Fax 202-366-7882

To whom it may concern,

Attached please find a NHTSA complaint form as well as some detailed letters sent to Volvo. Incidents with this cars transmission, acceleration, deceleration and drastic lurching have been occurring for the past 14 months. Volvo has identified this problem and attempted to rectify numerous times. All service records are on file at Bridgewater Volvo.

Your assistance is appreciated.

Sincerely,

AMoria
1/10/05

Annandale, NJ

Wednesday November 3, 2004

Mr. Jeff Long
General Manager
Bridgewater Volvo
1028 U.S. Route 22
Somerville, NJ 08876
via facsimile 908-526-7713

Dear Mr. Long:

This letter is in reference to my Volvo XC70 wagon which was inspected and tested Thursday December 9th, 2004 by a Corporate Volvo Representative and a member of your service staff.

I received a message and returned the call of Peter from your staff shortly before 5pm notifying me the car was inspected at length and the re-occurring steering squeak was identified and fixed however the "lurching" was not verified.

Although this is the first time the lurching has not been duplicated during inspection and attempts to fix this issue by Bridgewater Volvo, it is occurring at random as documented in the hand written journal from the past week.

At this time I request the following:

- Written documentation that this problem does not exist and Volvo certifies the safety of driving this vehicle and that this lurching will not re-occur.
- Should this or any related malfunction happen at anytime prior to the lease expiring Volvo will cover all repairs under warrantee; and provide a loaner car during those repairs.
- Volvo will assume all liabilities should this condition cause individuals or property harm due to Volvo's negligence in fixing this problem over the past 14 months.

Thank you for your attention to this important matter.

Very truly yours,

Annandale, NJ

Wednesday November 3, 2004

Mr. Victor Doolan
President
Volvo Cars of North America
7 Volvo Drive
Rockleigh, N.J. 07647-0915

Dear Mr. Doolan:

This letter is in reference to my Volvo XC70 wagon which I leased from Paul's Motors located in Ridgewood, NJ in July 2002. I have since moved, and have been having the car serviced at Bridgewater Volvo since late 2003.

Although Bridgewater Volvo has been courteous, responsive and professional in attempting to fix the cars defects, I am writing this letter to go on record with my concern over the cars performance, not only for the safety of my family, but for those people around the vehicle when it arbitrarily "lurches" forward typically in parking lots when your foot is removed from the brake and prior to touching the accelerator.

I have brought the car in for correction of this problem, and other deceleration or acceleration problems, as well as locking stick shift issues on at least 6 occasions over the past year. My wife and two children (a 4 year old and 18 month old) have been stranded in parking lots due to the gear shift locking; and come to a virtual halt while exiting highways due to the deceleration problem; and nearly run over pedestrians in parking lots due to the drastic "lurch" issues.

Although the gear shift locking and deceleration seem to have been corrected, the drastic "lurch" problem continues and re-occurred last week, nearly striking a pedestrian in the Wal-Mart Plaza parking lot in Clinton N.J. Bridgewater Volvo informed me yesterday that due to the prior inability to fix this problem the next alternative would be to replace the transmission casing.

I no longer wish to drive this car. My wife and I leased this vehicle based upon Volvo's reputation for outstanding safety. It is absolutely no longer prudent for us, or Volvo, to have this car on the road endangering not only its passengers, but also pedestrians. In addition there is also a potential liability issue.

Before I notify the Department of Transportation Auto Safety Board of this problem I would appreciate your having a representative contact me to discuss the turn in of this vehicle and leasing a new one.

Very truly yours,



Office of Defects Investigation

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(1-888-327-4236)

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- 1-800-424-9153 or
- 1-202-484-5238



VOQ Information

Completed

- ☒ Edit consumer
- ☒ Edit complaint
- ☒ Edit vehicle

Optional

- Add tires
- Add equipment
- Add childrestraint

NOTE: Please review your Complaint Information and click on "Submit Complaint" button located at bottom of this page to Submit your complaint to NHTSA.

Consumer Information

Name :

Org. Name :

Address :

City, State, Zip : Annandale, NJ
USA

Daytime Phone :

Ext :

Evening Phone :

Fax :

Email :

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Complaint Information

Description : *Car has a drastic lurch forward when driving slow, mostly in parking lots. Attached are detail letters sent to Volvo. Over past 15 months they have conducted multiple computer upgrades, sensor, and callnode services but issue still occurs at random.

Incident Date : 12/4/2004

Fire : No

Num. Failures : 30

Property Damage : No

Num. Deaths : 0

Crash : No

Num. Injured : 0

Police Report : No

Referral Source : OTHER

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Vehicle Information

VIN :	Purchase Date :			7/1/2002
Manufacturer :	VOLVO CARS OF N.A. LLC.			
Year, Make and Model :	2002/VOLVO/xc70	Original Owner :	Yes	
# of Cylinders :		Trans. Type :	AUTOMATIC	
Engine Size :		VehicleDetails Usage :		
Cruise Control :	Yes	AntiLock Brakes :	Yes	
Current Mileage :	41000	Speed :		
Feature Mileage :	28000	Powertrain :	ALL WHEEL DRIVE	
Body Style :	STATIONWAGON	Fuel System :		
Fuel Type :	GAS	Vehicle Type :		

Vehicle Component Information

Component 1:	POWER TRAIN/AUTOMATIC TRANSMISSION	OEM:	No
Component 2:	STEERING	OEM:	No

Vehicle Dealer Information

# Dealer :	1	Dealer Type :	SERVICE DEALER
Name :	Bridgewater Volvo		
Address :	1028 Rt 22		
	Somerville		
	NJ 08876		
Dealer Phone:	9085267700	Dealer Fax:	
Email:			

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