



Office of Defects Investigation

10113803

2005 FEB 10 11:19:29

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10107621

Your Complaint Information

Consumer Information

Name : [REDACTED]
 Org. Name : [REDACTED]
 Address : [REDACTED]
 City, State, Zip : Bethesda, MD [REDACTED]
 USA
 Daytime Phone : [REDACTED] Ext :
 Evening Phone : [REDACTED] Fax :
 Email : [REDACTED]

top

Complaint Information

Description : 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 small children in the back seats at the time of the occurrence), but the company did not seem too concerned and declined to cover the cost of the repair \$1,000. I called the dealer, Martens Cars of Washington D.C., but was told that the Electronic Throttle System can fail if the car is misused!! Since then I have learned there is a design flaw in certain models including the one that I have. An immediate recall is definitely in order to protect other drivers.

Incident Date : 1/15/2005 Fire : No
 Num. Failures : 1 Property Damage : No
 Num. Deaths : 0 Crash : No
 Num. Injured : 0 Police Report : No
 Referral Source : INTERNET

top

Vehicle Information

VIN : YV1LZ560 [REDACTED] Purchase Date : 2/15/2000
 Manufacturer : VOLVO CARS OF N.A. LLC.



2000 Volvo S70

Kelley Blue Book Price \$11,700 - \$17,600
Expert Rating Not Reviewed
Consumer Rating 8.8 out of 10
Reliability

[View this car](#)

Used Car Classifieds

There are 556 listings nationally for the S70 starting at \$4,988.

ZIP C

- [Overview](#)
 - [Pricing](#)
 - [Features & Specs](#)
 - [Photos & Video](#)
 - [Ratings & Reviews](#)
- [At a Glance](#) | [Consumer Reviews](#) | [Reliability](#) | [Crash 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](#).

Ratings Key

- Minimal Problems
- Moderate Problems
- Significant Problems

advertisement

GET YOUR FREE AUTO INSURE

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 & Drivetrain		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		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 Classifieds](#)
- [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 signed-in to [This is My Car](#). [Go to My Car Page](#)

Year, Make and Model :	2000/VOLVO/V70XC	Original Owner :	Yes
# of Cylinders :	5	Trans. Type :	
Engine Size :		VehicleDetails Usage :	
Cruise Control :	Yes	Antilock Brakes :	- Yes
Current Mileage :	42,000	Speed :	40
Failure Mileage :	42,000	Powertrain :	ALL WHEEL DRIVE
Body Style :	STATIONWAGON	Fuel System :	
Fuel Type :		Vehicle Type :	PASSENGER CAR

Vehicle Component Information

Component 1: ENGINE AND ENGINE COOLING **OEM:** No

Vehicle Dealer Information

Dealer : 1

Name :

Dealer Type : SALES DEALER

Address :

Dealer Phone:

Dealer Fax:

Email:

[top](#)

[REDACTED]
Bethesda MD [REDACTED]
[REDACTED]

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street S.W.
Washington D.C. 20590

January 25, 2005

Re: Petition for defect investigation of Electronic Throttle System (ETS) in Volvo V70 manufactured in 2000

Dear Sir/Madam:

I am writing to petition a defect investigation of the electronic throttle modules with a design flaw that causes the car to suddenly lose power and come to a stop. I own a 2000 V70 XC Volvo that throughout the last 5 years suffered a large number of defects related primarily to its electrical system, but nothing was ever as serious as the incident that occurred on January 15, 2005 at 42,000 miles.

I was traveling with my family at about 40 miles per hour when the car suddenly began to lose 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 the mechanic said he had been seeing an increased number of the throttle problem Volvo vehicles. The cost of the repair was \$1,000. Since the car was no longer covered by the warranty the full amount was paid by me. I called the dealer, Martens Cars of Washington to let them know of this incident. I was told that the ETS was indeed an issue but there has not been a recall. The company representative 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 called Volvo Cars of N.A. to report the problem, but the company failed to offer any assistance in repairing the car. My e-mail to Volvo regarding the safety issue was left unanswered. 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 I "only" found myself stranded in an unfamiliar, relatively scarcely populated part of the city 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. I have always taken good care of the car despite its numerous defects and hoped to have all of the problems resolved before the Volvo warranty expired. That has clearly not happened and I am now very concerned about the safety of this car. 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 also planning to write to my House Representative to make him aware of the problem as well as to the Subcommittee on Commerce, Trade and Consumer Protection.

If you have any questions, please do not hesitate to contact me during the day at 202-687 64 62.

Thank you for your kind attention in this matter.

Sincerely,

A solid black rectangular box redacting the signature of the sender.