



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 100148

Date Received

04 AUG 2005

Repository

04

04-AUG-2005

Reference No.

10131543

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SHEFFIELD State: MA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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: 1/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WV1RS68D3 [REDACTED]
Make: VOLVO Model: S60 Model Year: 2001
Date Purchased: 31-JAN-01 Dealer's Name and Telephone Number: MITCHELL AUTO GROUP 860-496-6093 Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner: Dealer's City: TORRINGTON State: CT Zip Code: 06790
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 100000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-MAY-2005 Failure Mileage: 82228 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: 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).

DT: 2001 VOLVO S60 2.4T. VEHICLE STALLED/DIES/LOST POWER WHILE DRIVING AT 40 MPH DUE TO THROTTLE BODY FAILURE. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 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)

~~See attached~~ → same as informant

was dated 8/19/05 to

Stephen Mackinnon C. NHTSA

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

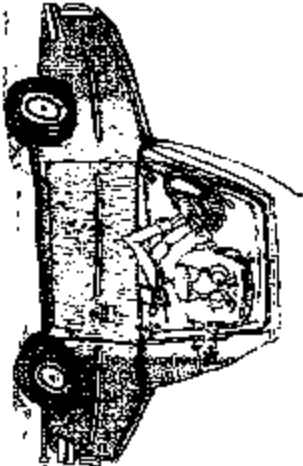
DASH2DOT

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

[REDACTED]
Sheffield, MA [REDACTED]

May 26, 2005

Volvo Cars of North America, Inc.
Customer Service Department
P.O. Box 914
Rockleigh, NJ 07647-0914

Dear Volvo Cars of North America:

My wife and I both own 2001 S 60's, 2.4T. We have been proud owners of Volvos since 1985. While we love our Volvos, we have been a bit disappointed with the reliability of our S 60's. Our latest episode is a repeat performance of the same problem.

On my wife's car, the Throttle Control Module was replaced soon after we purchased the car. Fortunately, it was covered under warranty. Now my car, with 82,000 miles, has the same problem.

Our Volvo service manager immediately knew what the problem was. The mechanic remarked he changes these quite often. It took very little research on the Internet to confirm this is a known problem.

While my car is out of warranty and Volvo is under no legal obligation to replace this defective part at their cost, my wife and I both feel they should. It is a known fact that this part has a high failure rate.

In the near future we will again be purchasing new cars. Our choice of cars will certainly be influenced by Volvo's commitment to the reliability of their products and credibility as a company to take responsibility for these unforeseen circumstances.

We look forward to hearing from you.

Sincerely,
[REDACTED]

VOLVO

Volvo Cars of North America, LLC

June 10, 2005

[REDACTED]
[REDACTED]
Sheffield, MA [REDACTED]
[REDACTED]

Thank you for contacting Volvo Cars of North America regarding your Volvo S60. We are very sorry to hear about the electronic throttle body repair needed to your vehicle.

It is not possible for us to offer an explanation as to why you have experienced this difficulty. As with all Volvos, yours was designed and produced using the most advanced technology available at the time of production. Volvo cannot guarantee that every part or component of the vehicle will be completely free from repairs during ownership, especially as the vehicle begins to age and is subject to normal wear and tear. Our New Car Limited Warranty provides for coverage of defects in material or workmanship for a substantial period of time. Your car is now out of warranty. While we are sorry to learn of your repair needs, we must advise you that we cannot make an exception to cover the cost of the repairs.

Again, thank you for taking the time to write to us, allowing us the opportunity to respond. I understand your experience was not to your expectations and apologize for your inconvenience.

Sincerely,



Lisa Cramer

Customer Care Consultant

**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).**