

101334

[REDACTED]
[REDACTED] - Santa Monica, California [REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

August 5, 2005

10131606

2005 AUG 12 PM 3:49

RE: Volvo Complaint (OID #10131606) - Additional Documentation

To Whom It May Concern:

I would like to add my name to the number of people complaining about their Volvo's engines stalling repeatedly without warning. I believe this might be from the unit that regulates the amount of air into the vehicle's engine. I purchased my 2000 Volvo V70XC from Santa Monica Volvo in October 2001 and it is still under warranty. During the last year and a half my engine has lost power over 20 times while driving without any warning. Several times this occurred while I was driving 65 miles an hour on a freeway that almost resulted in serious car accidents. Sometimes I can restart the car immediately, other times the car has to sit for a while before it will restart, but four times I had to have the car towed.

The first time the engine died on the freeway was July 5, 2004 and I had the car towed to a Volvo repair shop in Valencia, California. The next morning the repair shop called and told me the car started for them without any problem. On July 7, 2004 I drove to Santa Monica Volvo and their service department replaced the battery. The new battery did not seem to help because over the next two months the car lost power numerous times and on September 1, 2004 when the engine lost power while I was driving, the car was towed to Santa Monica Volvo where the service department told me that nothing was wrong with my car. I told the service department that the car had lost power many times, I did not feel safe driving it anymore, and I did not want the car back until they found what was wrong with it. The service representative then spoke to a manager and called me back to say that my alternator was putting out low voltage and they would replace it under the warranty. This did not seem to help either because over the next nine months the car repeatedly lost power without any of the warning lights coming on. Each time I was able to restart the car after drifting off the road which was very scary and dangerous with the power steering not working. Then on June 30, 2005 my Volvo lost all power again while I was driving and it would not restart. The car was towed back to Santa Monica Volvo where I was told the car needed a throttle body cleaning and a new mass air flow meter for a total of \$708 which I paid out of pocket for.

Attached are the service records that state the dates my Volvo lost all power and had to be towed. Also attached is my warranty that expires at 74,000 miles. I currently have 68,000 miles on my car. Also I am inclosing the Associated Press article dated August 1, 2005 regarding the Government's investigation of Volvo's engines stalling without warning due to the unit that regulates the amount of air into the vehicle's engine. I bought my Volvo because I wanted a safe vehicle and yet I have never felt more unsafe driving a car. I am afraid to drive on long trips. I am afraid to drive on freeways which in Los Angeles is nearly impossible to avoid. I sincerely hope that your investigation leads to a consideration to recall all Volvos with this problem. I have never owned a "lemon" before but my Volvo has proven that I am driving a dangerous one.

Sincerely,
[REDACTED]

CC: Santa Monica Volvo, Ram Tehrani, General Manager
Volvo Certified Administrative Offices
Volvo VIP Administrative Offices
Volvo Cars of North America
The Council of Better Business Bureaus

Ram Tehrani
8/15/05

Aug 5, 2005

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AP Business

Gov't Probing Volvos for Potential Problems

By KEN THOMAS
Associated Press Writer

August 1, 2005, 2:30 PM EDT

WASHINGTON — Several models of Volvo sedans and station wagons are under investigation because of complaints that the vehicles can lose speed or the engine can stall without warning, the government said Monday.

The National Highway Traffic Safety Administration said it had received 136 complaints about the unit that regulates the amount of air into the vehicle's engine.

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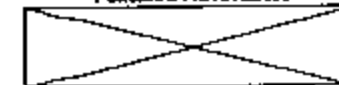
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The agency has heard of several concerns, including a sudden loss of speed and power steering while driving in highway traffic and the stalling of the engine without warning.

NHTSA said an estimated 266,000 Volvos from the 1999 through 2001 model years are covered in the probe. It includes the C70 and C70 convertible, the S60 sports sedan, the S60 luxury sedan, the V70 station wagon and the V70XC crossover vehicle.

The inquiry, which is in its early stage, also involves the S70 sedan from the 1999-2000 model years. There have been two injuries connected to the alleged defect, NHTSA said.

Den Johnston, a Volvo Cars of North America

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On the Net:

Volvo: <http://www.volvocars.us>

National Highway Traffic Safety Administration: <http://www.nhtsa.dot.gov>

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spokesman, said the company was cooperating with the government's investigation, which will try to determine the scope, frequency and safety consequences of the alleged defect.

Volvo is part of Ford Motor Co.'s Premier Automotive Group.

Vehicle owners who reported the problems told the government that in some cases, their vehicles would restart and in other instances it required the vehicles to be towed.

Some owners said they replaced the engine component but it later failed in a similar manner. The inquiry involves the electronic throttle control module, which the company said regulates air into the engine.

NHTSA investigations sometimes lead to vehicle recalls.

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02/06/02

SANTA MONICA, CA

RE: SERVICE CONTRACT APPLICATION NO: 000000VC112571

APPLICANT: BRET NIGHMAN

DATE OF APPLICATION: 10/06/01

Dear Volvo Customer:

Please make note of the indicated coverage changes and/or clarifications noted below:

Your Service Contract coverages are for 72 mos./ 74,000 mi.
(Expressed in time and/or mileage, whichever shall occur first.)

The Manufacturer's Warranty on your vehicle began on 01/06/00
and that is the effective date of the Service Contract
you have purchased.

If you have any questions, please don't hesitate to call your Issuing
Retail Facility or our office at (800) 325-8783.

Very truly yours,

VOLVO INCREASED PROTECTION PLAN

DAMARIS QUINTANILLA

UNDERWRITER EXT. 237

VIP ADMINISTRATIVE OFFICES

5230 LAS VIRGENES ROAD, SUITE 100, CALABASAS, CA 91302-3447

(800) 325-8783 FAX (818) 880-1382

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