



Complaints

Navigate: ODI Home

Complaints

» Search

File a Complaint

Defect Investigations

» Search

Safety Recalls

» Search

Service Bulletins

» Search

Downloads

Foreign Campaigns

» Search

EWR Information

» Account Management

» Equipment Manufacturer

» Low Volume Manufacturer

Sitemap

Contact

1-888-DASH-2-DOT
(1-888-327-4236)

Office of Defects Investigation

2

Defect Investigations

Recalls

Service Bulletins

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 101324111

Click on the "Print Complaint" button to see a print version of the confirmation page to print for your records.

Print Complaint

Consumer Information

Name :

Org. Name :

Address :

City, State, Zip : Tallahassee, FL 32301
USA

Daytime Phone :

Evening Phone :

Email :

Ext :

Fax :

top

TTY

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

Complaint Information

Description : Over a weekend my check engine came on in my V40 Wagon. When idle it acted as if it was going to stall. A few times it did, when idle at a stop. It did restart most of the time right away, but a few times it took a couple of tries and waiting. I made an appt to bring it in for service on 6/28. On 6/27 I was taking my 7 month old baby to daycare when it stalled in the middle of driving. Luckily there was no one behind me and I was able to pull to the side of the road. The car went completely dead while driving approximately 45 mph. I had a bit of trouble restarting it - but it eventually restarted. I was very nervous the rest of the way to the daycare, but I made it without it stalling. I was able to leave the daycare and decided to get to work and have it towed to the dealership. It stalled again. After many tries and 30 minutes later it started and I made it to work. I had it towed to Volvo. They found a power supply interruption code -ECM30 and replaced the mass airflow sensor. Picked up the car later that day and on my way home from work the check engine came on again. As I pulled into my driveway it started stalling again. Took it back to Volvo on 6/28. They worked on it for 5 hours while I waited. They replaced the front oxygen sensor, still had problems, replaced the rear oxygen sensor, the light still came back on. Replaced both sensors again and loaded software. That seemed to do the trick. I haven't had that same problem again so far. But I am noticing that my V40 sometimes slows (rpms rev up to around 4,000) when accelerating. This was very dangerous because when I needed to accelerate into traffic, vehicle slowed down. When I read in the paper about other Volvo models have similar occurrences, I wanted to make sure someone new of the same type of problem happening in the 2001 V40 wagon. Every repair was under warranty and did not cost me anything thank goodness. My warranty is up this week -sure hope this doesn't happen again.

Incident Date :	6/27/2005	Fire :	No
Num. Failures :	2	Property Damage :	No
Num. Deaths :	0	Crash :	No
Num. Injured :	0	Police Report :	No
Referral Source :	NEWSPAPER		

[top](#)

Vehicle Information

VIN :	YV1VW29561F6	Purchase Date :	5/21/2002
Manufacturer :	VOLVO CARS OF N.A. LLC.		

Year, Make and Model :	2001/VOLVO/V40	Original Owner :	No
# of Cylinders :	4	Trans. Type :	AUTOMATIC
Engine Size :	1.9T	Vehicle Details Usage :	
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	43006	Speed :	45
Failure Mileage :	41901	Powertrain :	FRONT WHEEL DRIVE
Body Style :	STATIONWAGON	Fuel System :	FUEL INJECTION
Fuel Type :	GAS	Vehicle Type :	PASSENGER CAR

Vehicle Component Information

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

Vehicle Dealer Information

Dealer : 1

Name : Capital Volvo

Dealer Type : SERVICE DEALER

Address : 5011 W. Tennessee Street

Tallahassee
FL 32304

Dealer Phone: 850-574-3777

Dealer Fax: 850-575-7898

Email:

[top](#)

[Back](#)

[Process](#)

[Exit](#)

[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins](#) | [Privacy Policy](#)

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ACT (FOIA), 5 U.S.C. 552(b)(6).