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Dryden, NY
August 6, 2005

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

10134500

To Whom It may Concern:

Through my mechanic, I recently learned that I am among a number of Volvo owners who have experienced problems with the Electronic Throttle System.

I own a 1999 Volvo V70 XC wagon. I experienced car failure on Tuesday, July 19, 2005 while driving on NY State Route 13 headed toward Ithaca, NY. All of a sudden, the engine had a severe loss of power and then I noticed the red ETS light was on in the dash instrumentation area. Pushing down on the gas pedal did not provide any increase in power. I pulled off to the shoulder of the road to look in the owners' manual to see the meaning of ETS. Next, I used my cell phone to call home to ask my husband drop off another car as I was taking a friend to a doctor's appointment. I stopped by Ithaca Foreign Car Service at 501 West State Street, Ithaca, NY and told them I had left my car at the side of Rt. 13. Immediately, as I described the problem, the mechanics told me about the electronic throttle system problems that are a frequent Volvo problem; IFCS was now stocking the part.

While at IFCS, I made several phone calls to determine the status of my Volvo VIP Extended Warranty Service. I was told the contract was good for 125,000 miles but that it had expired on June 23, 2005. I needed this information to determine whether the car needed to be towed to Bill Cooke Volvo and serviced under warranty, or whether Ithaca Foreign Car Service could make the repair. As of July 19th, my odometer recorded 102,646 miles.

I am enclosing a copy of the repair bill:

Labor	\$90.00
Parts	\$550.00
Software Download	\$50.00
Towing	\$70.00
Sales Tax	\$60.96
Total	\$822.96

In my opinion, this ETS malfunction occurring in Volvos is a SERIOUS, dangerous, life threatening problem. Had I been in heavy traffic and or driving on an Interstate Highway at 65+mph and then to experience such a loss of power could, in such a situation, cause a serious multi car collision.

Also, I believe Volvo should accept responsibility for the repair of this defect. I am forwarding a copy of this letter to Volvo North America.

Please keep me informed as to the ongoing status of this ETS investigation.

Very truly yours,

Phone [REDACTED]

Ann Marie
8/22/05

**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).**