



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

Repository ☐

2005 OCT 13 PM 12:57
08-SEP-2005

Reference No.
10135895

OWNER INFORMATION (Type or Print)

Name
Address
City EAST ORANGE State NJ Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield or driver's side door)		Make	Model	Model Year
YV1LE5		VOLVO	S70	2000
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner ☒	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE		Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-AUG-2005	Failure Mileage 32500	Failure Speed 65
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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: DOTM18AB0039)	☐ 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	Number of Deaths	Reported to Police N
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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: THE CONSUMER STATED THAT 2000 VOLVO S70 HAD TO HAVE THE ELECTRONIC THROTTLE CONTROL MODULE (ETCM) REPLACED ON AUGUST 1, 2005 WHILE DRIVING AT 65 MPH. THE ETCM LIGHT CAME ON, AND THE VEHICLE STALLED. THE CONSUMER HAD TO TURN THE CAR OFF AND RESTART IT. BEFORE THE CONSUMER COULD GET HELP THE CAR STALLED ABOUT 6 OR 7 TIMES. THEY HAD THE VEHICLE TOWED TO A VOLVO DEALER. THE DEALER SAID IT WAS THE ETCM AND IT WAS DESTROYED. THE VOLVO DEALER REPLACED THE ETCM, AND UPDATED THE SOFTWARE FOR THE CONSUMER. THE CAR WAS RUNNING BETTER AFTER THE REPLACEMENT MODULE. THIS WAS THE ONLY TIME THAT THE CAR HAD THIS PROBLEM. THE CONSUMER CONTACTED THE MANUFACTURER AND WAS ADVISED TO CALL NHTSA AND FILE A COMPLAINT. *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)

On 1/29/05, while traveling from Fla. to Tenn. During a storm, driving at 65 mph in the rain, the car shut off on me. I coasted to the side of the highway in Florence, S.C. I read the Owner's booklet, which stated if E.T.S. shut off before the shut off it stated to cut the car back on and it would start up again. I did so on the highway but it had to repeat the procedure 4 times before I arrived at Charlotte, N.C. I found a towing service, but Saturday all Volvo dealers were closed. I leased a car and sought the location of Volvo dealers. On Monday morning I had the car towed to the Volvo dealer where the E.T.S. was repaired. I missed a day of work.

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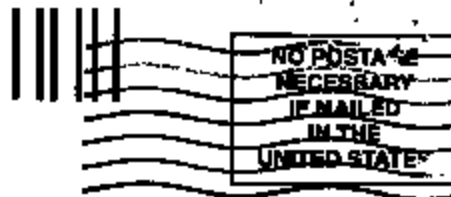
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U.S. Department of
Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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-218
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

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COMPLETE THIS FORM**

OR

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and dial toll free at

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(DASH) 2 DOT



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ON 7/29/05, while traveling from Florida to New Jersey. During a storm driving at 65 miles per hr. The ETS LIGHT came on. I drove to the side of the highway and put on my caution lights. I read the Volvo manual which stated if the ETS light came on to cut the car off and start it up again. I apply this procedure and was able to drive for approx. Few miles before I encountered this problem again. Once again I did this procedure. And continue on my way. After applying this method for seven more times. I arrive at a gas station. I check the oil and other, fuel. I inquiry where a hotel or motel was at. During the time that I was attempting to locate lodging the car shut off on me two more times. The next morning I attempted to drive the car and it started up. But once the car became warm it would shut off again. this was on Saturday morning. I call for a cab and leased a car. All Volvo dealers was closed and would not open until Monday Morning. I telephone my Sears dealer to arrange to have the car towed on Monday Morning for repair. The Volvo dealer was approx. 25 Miles away from where I was staying. I paid the difference in what the tow company charge for towing the car. I spoke with the mechanic and advised that the ETS LIGHT HAD CAME ON SEVERAL TIMES. He stated they would check the car and call with their findings. Telephone call to me to report that it was the ETS. AND THE COST AS THEY DID HAVE THE PART IN. I asked that they put it in as I HAD MISSED A DAY FROM WORK. Invoice attached.

Thanks.

**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).**