



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

2005 OCT -6 AM 6:00
21-SEP-2005

Repository ☐

Reference No.
10137189

OWNER INFORMATION (Type or Print)

Name

Address

City

HAMDEN

State

CT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize the manufacturer of your vehicle?
In the absence of your name or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☒ NO
Date 9/27/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

VV1N856D2VJ

Make

VOLVO

Model

C70

Model Year

2000

Date Purchased
27-JUL-00

Dealer's Name and Telephone Number
CONNECTICUT'S OWN VOLVO 203-877-0316

Engine:
No: Cylinders 5

Fuel Type:
Gas

Original Owner
☒

Dealer's City
MILFORD

State
CT

Zip Code
06460

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
180000 VEHICLE SPEED CONTROL
Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-SEP-2005

Failure Mileage
69000

Failure Speed
55

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

Number of Deaths

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: THE CONSUMER COMPLAINED ABOUT A THROTTLE CONTROL MODULE PROBLEM ON 2000 VOLVO C70 THE VEHICLE HESITATED/
STALLED, AND LOST POWER WHILE DRIVING BETWEEN 50-70 MPH. THE CONSUMER TOOK VEHICLE TO DEALER, WHO PUT VEHICLE ON
DIAGNOSTIC MACHINE AND DISCOVERED THAT THROTTLE CONTROL MODULE FAILED. REPAIRS WOULD COST THE CONSUMER ABOUT
\$1000.00. *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 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.

U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

Attn: Mr. Michael J. Jordan
Safety Defects Program Assistant
Office of Defects Investigation

Dear Mr. Jordan:

Attached to my questionnaire is a copy of my repair bill from Volvo in which the throttle problem for my C70 was diagnosed, **only after the dealership upgraded my ECM and charged me two hours labor at a cost of \$227.37.** Why it took 2 hours to diagnose a known problem is beyond my comprehension. It is my understanding that the cost to repair is approximately \$1,000, \$550 for the part, 4 hours labor plus the cost of a download to activate plus tax.

I reported the problem to the Volvo Customer Care Center (1-800-458-1552) in New Jersey on September 21, 2005. Yesterday (September 26th) I received a call from them saying that they had contacted the Service Manager in Milford Connecticut and that he told them that the problem was resolved. I told them that it had not and that they should keep my complaint open.

I then called Bob Karls, Service Manager at Connecticut's Own Volvo. Mr. Karls stated that he was familiar with my concerns but felt on my September 20th visit they had been resolved. As reflected on the service invoice, quite clearly they had not been resolved.

Mr. Karls was aware that I had scheduled another appointment for Monday October 10 to repair the problem and stated that all service indicators had been cleared from the ECM and that they would check it again. Mr. Karls was in error in the information he provided me. As stated on the invoice, "At first had no communication with ECM Replaced Series Resistor as cause of problem and upgraded ECM. Found numerous throttle mode codes indicating that throttle is starting to fail." My impression is that the original ECM does not detect the problem without upgrading. How convenient for Volvo.

Here's the punch line from Mr. Karls, a catch 22 as he described it. If the car is recalled, Volvo will have to reimburse those who have previously paid for this costly repair. If the car is not recalled and Volvo offers in good faith to fix current throttle problems, they are not obligated to reimburse owners who in the past have paid for the repair.

I've tried to keep this short, but I thought you should know these important facts. I think they should not only fix the problem but pay me for the charges they billed me for diagnosing a known problem. Please don't let them take the easier course of action and not reimburse those who have paid to fix **their known problem**, since on October 10 I will be out \$1,000 to avoid a serious safety issue.

Please feel free to contact me if you have any questions. Thank you for your assistance.

██████████ ██████████ Hamden CT. ██████████ Ref. NO 10137189

9/27/2005

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).