

VOLVO

Volvo Cars of North America, LLC

10153040

Steve -
FYI. We'll see if
they refund my
expenses.

February 2006

YV1TS94D6Y1 [REDACTED] SETMC020306

042011

Thanks!
[REDACTED]

GAITHERSBURG, MD [REDACTED]

Your Vehicle Identification Number is: YV1TS94D6Y1 [REDACTED]

Volvo Cars of North America, LLC, has voluntarily decided to extend the warranty period for the Electronic Throttle System function on your vehicle to 10 years or 200,000 miles from the original in service date and zero miles, whichever comes first. In addition, Volvo Cars of North America, LLC, is providing you with a free Electronic Throttle System software upgrade, which will be available after March 1, 2006.

If you are not currently experiencing any of the symptoms described below, we encourage you to wait until March 2006. At that time Volvo will have the software upgrade available through your servicing authorized Volvo retail facility. At your next regularly scheduled service appointment or retailer visit after March 1, 2006, Volvo will install the upgraded software on your vehicle.

2006 MAR -9 PM 2:17

Why is Volvo extending the warranty on the Electronic Throttle System?

The California Air Resources Board believes that your vehicle may possess an inability to meet certain California emission-control requirements for its useful life due to the Electronic Throttle System. Volvo Car Corporation and Volvo Cars of North America, LLC have agreed to extend the warranty to address this concern.

What conditions might be evident if this system needs repair?

Your vehicle may experience situations related to the affected Electronic Throttle System function in which the Check Engine Light or ETS light illuminate.

Additional symptoms that may be associated with this condition include, uneven engine idle, and/or the onset of "limp home mode", a condition that affects drivability potentially restricting maximum vehicle speed to between approximately 10 and 30 miles per hour.

Is this warranty extension a recall?

This is not a recall campaign. As the limited warranty on the ETS has been extended, there is no corrective action required. Unless you experience the above mentioned symptoms you do not need to contact your retailer. At your next regularly scheduled service appointment or retailer visit after March 1, 2006 Volvo will install the upgraded software on your vehicle.

How will Volvo and your retailer assist in this matter?

If, within 10 years or 200,000 miles, whichever comes first, from the date your vehicle was originally placed into service and zero miles, your vehicle exhibits any of the conditions

NYS-213
Steve M...
3/10/06

Volvo Cars of North America, LLC
Volvo Drive
Rockledge, NJ 07647

Telephone
201-788-7300

<http://www.volvocars.com>

mentioned above regarding the Electronic Throttle System function, contact your nearest authorized Volvo retailer to schedule an appointment for a diagnosis. Repairs or replacements required based on the diagnosis and which are a result of an Electronic Throttle System failure will be covered by this extended warranty and performed at no charge.

Are there other conditions not related to the Electronic Throttle System that may exhibit similar symptoms?

There are other conditions and systems that may cause the above symptoms that are not a result of an Electronic Throttle System failure. Repairs of such conditions would not be covered by this extended warranty. Only repairs or replacements required based on the diagnosis and which are a result of an Electronic Throttle System failure will be covered by this extended warranty and performed at no charge.

Have you previously paid for this repair?

If you have already paid to have the Electronic Throttle System repaired or replaced within 10 years and less than 200,000 miles, you may be eligible for a refund.

How do you apply for a refund?

- Send your repair order with a copy of this letter (retaining a copy of both for your records) to:

Volvo Parts & Service Warranty Rebates
c/o ACB
P.O. Box 343230
Memphis, TN 38184

- To avoid delays do not send this information to any other location.
- The repair order must show that you previously paid for Electronic Throttle System servicing, and include the amount you paid, the date of payment, your name, and address. If the repair order does not include your vehicle's VIN number, please provide some other documentation reflecting that number, or simply write that VIN number onto the repair order. Also, due to varying state laws and to ensure prompt reimbursement of sales taxes paid in relation to these payments please complete the attached assignment form and return with the repair order.
- Please allow 4 weeks for reimbursement.

If you have questions or seek status of you claim please contact:

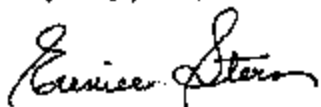
www.acbpromotions.com/volvoetm/warranty
Volvo ETM Warranty help desk at 866-637-3774

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your retail facilities' Service Manager. If you still have concerns regarding this issue please contact the Volvo Customer Care Center at 800 458-1552 Monday through Friday, 8:30 A. M. to 7 P.M. Eastern Time.

Thank you for your attention to this matter and remember to keep a copy of this letter for your records. We have taken this action in the interest of your continued satisfaction with your Volvo.


Very truly yours,



Eunice Stern
Manager, Customer Care Center

For customers who have previously paid for this repair and who paid sales tax on such repairs please fill out the attached assignment form. Prompt return of this form will permit Volvo Cars of North America to reimburse you for sales taxes paid in connection with this repair rather than require you to submit a refund claim directly with the state.

----- Detach Here -----

 hereby assigns to Volvo Cars of North America any and all rights to a refund of sales taxes paid in connection with reimbursement of Electronic Throttle System repairs.

YV1TS940641  2000 S80
Vehicle Identification Number Year Model

 2/21/06
Signature Date

cc. Steve McHenry, Dept of Transportation
Vehicle Safety / National Highway Traffic
Safety Administration, Office of Defects
Investigation
NSA-10.01,
400 7th Street, SW
Washington, DC 20590

VOLVO

Volvo Car Corporation



**Griffenbury MARYLAND
UNITED STATES**

Dear Volvo Customer,

You have recently been in contact with the Customer Care Center. At Volvo Car Corporation, we are continually striving to improve the service we give to our customers and, therefore, would appreciate your views on the way we dealt with your enquiry or concern.

We would be very grateful if you could complete a questionnaire on-line at: www2.tns-gallup.se/gcrc/ please use the user id and password provided below. We can ensure you that the information you provide will be used for the benefit of all our customers in helping us to improve our service wherever possible.

User id:

Password:

We hope that you will find time to complete our survey and look forward to receiving your reply. While we may not be able to respond to every individual comment, we would like to assure you that your input will be used to improve our services in the future.

Yours sincerely,

Volvo Car Corporation
Customer Service

Mark Ferris
CRC Strategy Manager / Volvo Brand Coordinator

"nhtsa.vsh"
<webmaster@nhtsa.dot.gov
>
Sent by: "Melissa Sowders"
<Melissa.Sowders@gcm.co
mp>

To [REDACTED]
cc:
bcc:
Subject RE: Comments from ODI web user - Cathy - 1-2841211

12/02/2005 10:47 AM

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The Office of Defects Investigation will send you a copy of your complaint by postal mail within the next two weeks. Enclosed with the complaint will be a letter providing directives on how to update or provide additional information, for example, copies of repair invoices, police report where a crash occurred, fire department report when a fire occurred, or more detailed information about the incident(s) relating to motor vehicle safety, please attach the additional information to the enclosed Vehicle Owner's Questionnaire (VOQ). The information you provide will be used to update your report.

Filing a complaint is your first step in helping NHTSA identify safety problems. NHTSA reviews your complaint and compares it to other complaints. If a trend is suspected and a problem has a potential for causing a risk to safety, the agency will open an investigation. If NHTSA believes the data indicates a safety-related defect exists, the manufacturer is asked to conduct a recall. NHTSA does not usually request a recall on single complaints unless NHTSA identifies a severe potential risk to safety based on their investigations.

You may search on the NHTSA website to see if an investigation has been opened for your year, make, and model vehicle.

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, Office of Defects Investigation, NSA-10.01, 400 7th Street, SW, Washington, DC 20590.

-----Original Message-----

From: ODIWebUser@www-odi.nhtsa.dot.gov
[mailto:ODIWebUser@www-odi.nhtsa.dot.gov]
Sent: Friday, December 02, 2005 7:37 AM
To: nhtsa.vsh
Subject: Comments from ODI web user

FULL NAME: [REDACTED]

EMAIL : [REDACTED]
SUBJECT : Recall ID 00V23800

WEB USER COMMENTS:

I filed a complaint & was not able to print it at the time or get the confirmation number.

Please provide my submission & number & how I keep track of the status.....thankyou!
[REDACTED]

This mail was sent using the Contact form from
<http://www-odi.nhtsa.dot.gov> web site.

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NHTSA Volvo Defect Investigation - "They Just Slow Up and Stop"

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[REDACTED] Over the past 40 years or so I have been a Volvo owner... first a 1984 1228, then a 1983 240, then a 1982 940 Turbo, which has 195,000 miles on her and I still use every day when I am not test driving a new model.

New Cars - Dealer Prices

New Car Buyers -
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your area with the
lowest price.
www.pricequotes.com

Sorry to say both the 240 and 940 just stopped running a few times...each time I was on the road driving and each time it felt like some dirt or water in the gas tank...through superior driving and dumb luck it never caused any real damage. I thought that the problem was mine alone... But I see that others have had the same problem, and apparently Volvo has not been able to solve the problem since it first happend at least 32 years ago, sounds a little like the foam insulation on the shuttle fuel tanks...is NASA doing part time engineering for Volvo. Let me know what you think

To file your own Volvo complaint with the NHTSA [CLICK HERE](#)

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nhtsa Office of Defects Investigation
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Defects - Search Results

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NHTSA Action Number : PE05041

NHTSA Recall Campaign Number : N/A

Make : VOLVO

Model: C70 CONVERTIBLE

Manufacturer : VOLVO CARS OF N.A. LLC. Year : 1999

Component : VEHICLE SPEED CONTROL

Date Investigation Opened : July 26, 2005

Date Investigation Closed : Open

Summary:

THE OFFICE OF DEFECTS INVESTIGATION (ODI) HAS RECEIVED ONE HUNDRED AND THIRTY-ONE (131) CONSUMER COMPLAINTS ALLEGING A VARIETY OF CONCERNS RESULTING FROM FAILURE OF THE ELECTRONIC

<http://www.theautochannel.com/news/2005/08/01/139138.html>

11/17/2005



Office of Defects Investigation

1

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Sitemap

Contact

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

TTY

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

To use the "drill down" search method:

1. Select the Type of search
2. Select Year (if vehicle search)
3. Select Make
4. Select Model
5. Select Component (optional)

Select » Type Year Make Model Component

Select the TYPE of Search	
NHTSA ODI Number(s): (e.g. 1038867,1039464) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="text-align: center;"> <input type="button" value="Search"/> </div> <p>(Multiple ODI numbers must be separated by commas)</p>	<input checked="" type="radio"/> Vehicle <input type="radio"/> Equipment <input type="radio"/> Child Safety Seat <input type="radio"/> Tires <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Show Selected Type"/> </div>

This database includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process.

Please note that documents, which are summarized on database searches, may be ordered from NHTSA Technical Information Services. Fees are involved in providing these documents. The following link describes [TIS Fees](#). Also described is the TIS Reading Room, where visitors can view and/or copy documents and files.

NHTSA Home | ODI Home | Complaints | Defect Investigations | Recalls | Service Bulletins | Privacy Policy



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AUTO RECALLS

2000 Volvo S80 2.9 Recalls

Search our collection of 2000 Volvo S80 2.9 recalls to find car defects. Below is a list of recall reports from InternetAutoGuide.com and NHTSA, with detailed explanations of each 2000 Volvo S80 2.9 defects, problems, and solutions from the manufacturer. Don't wait until the worst case scenario has happened! Be sure to check the latest 2000 Volvo S80 2.9 recalls on a regular basis.

Enter Your ZIP for Used Cars Near You

- [Locate a Local Volvo S80 Dealer](#)
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2000 Volvo S80 2.9 NHTSA Recall ID Number: 00V230000

Recall Date: AUG 24, 2000

Component: SUSPENSION-FRONT-CONTROL ARM-UPPER BALL JOINT
Potential Units Affected: 49498

Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES. OVER TIME, THE BALL JOINT BETWEEN THE FRONT WHEEL KING PIN AND THE SUSPENSION LINK ARM, CAN EXPERIENCE INCREASED LOOSENESS.

Consequence: THIS CONDITION COULD AFFECT THE BALL JOINT'S DURABILITY AND PERFORMANCE.

Remedy: DEALERS WILL REPLACE BOTH FRONT BALL JOINTS.

Notes: VOLVO CARS OF NA, INC., 99

2000 Volvo S80 2.9 NHTSA Recall ID Number: 04NPS1000

Recall Date: SEP 13, 2004

Component: ENGINE AND ENGINE COOLING-COOLING SYSTEM-FAN
Potential Units Affected: 149799

Summary: ON CERTAIN PASSENGER AND SPORT UTILITY VEHICLES, UNDER CERTAIN OPERATING CONDITIONS, SOME ELECTRIC COOLING FANS MAY OVERHEAT POTENTIALLY CAUSING HEAT DAMAGE AND, IN RARE INSTANCES, A FIRE IN THE ENGINE COMPARTMENT.

Consequence: A FIRE IN THE ENGINE COMPARTMENT COULD OCCUR.

Remedy: DEALERS WILL REPLACE THE COOLING FAN. THE RECALL BEGAN ON NOVEMBER 29, 2004. CUSTOMERS SHOULD CONTACT VOLVO CARS AT 1-800-458-1552.

Notes: VOLVO CARS OF N.A. LLC., 141

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Compare insurance rates from several companies. Fast, convenient and saves you money. Don't waste time, get started today.

track.cpcpoint.com



Make : VOLVO Model: 860
Manufacturer : VOLVO CARS OF N.A. LLC. Year : 2000
Component : VEHICLE SPEED CONTROL
Date Investigation Opened : July 26, 2005
Date Investigation Closed : Open

Summary:

THE OFFICE OF DEFECTS INVESTIGATION (ODI) HAS RECEIVED ONE HUNDRED AND THIRTY-ONE (131) CONSUMER COMPLAINTS ALLEGING A VARIETY OF CONCERNS RESULTING FROM FAILURE OF THE ELECTRONIC THROTTLE CONTROL MODULE (ETM) IN THE SUBJECT VEHICLES, INCLUDING A SUDDEN LOSS OF SPEED AND STEERING ASSIST WHEN DRIVING IN HIGHWAY TRAFFIC AND SUDDEN AND COMPLETE STALL WITHOUT WARNING. IN SOME INSTANCES, IT HAS BEEN REPORTED THAT THE VEHICLES WOULD RESTART, AND IN SOME CASES THE VEHICLES WERE TOWED. SOME CONSUMERS ALLEGE THAT AFTER HAVING THE ETM REPLACED THE NEW COMPONENT FAILED IN A SIMILAR MANNER. A PRELIMINARY EVALUATION HAS BEEN OPENED TO DETERMINE THE SCOPE, FREQUENCY, AND POTENTIAL SAFETY-RELATED CONSEQUENCES OF THE ALLEGED DEFECT.

NHTSA Action Number : PE05041 NHTSA Recall Campaign Number : NA
Make : VOLVO Model: 860
Manufacturer : VOLVO CARS OF N.A. LLC. Year : 2001
Component : VEHICLE SPEED CONTROL
Date Investigation Opened : July 26, 2005
Date Investigation Closed : Open

Summary:

THE OFFICE OF DEFECTS INVESTIGATION (ODI) HAS RECEIVED ONE HUNDRED AND THIRTY-ONE (131) CONSUMER COMPLAINTS ALLEGING A VARIETY OF CONCERNS RESULTING FROM FAILURE OF THE ELECTRONIC THROTTLE CONTROL MODULE (ETM) IN THE SUBJECT VEHICLES, INCLUDING A SUDDEN LOSS OF SPEED AND STEERING ASSIST WHEN DRIVING IN HIGHWAY TRAFFIC AND SUDDEN AND COMPLETE STALL WITHOUT WARNING. IN SOME INSTANCES, IT HAS BEEN REPORTED THAT THE VEHICLES WOULD RESTART, AND IN SOME CASES THE VEHICLES WERE TOWED. SOME CONSUMERS ALLEGE THAT AFTER HAVING THE ETM REPLACED THE NEW COMPONENT FAILED IN A SIMILAR MANNER. A PRELIMINARY EVALUATION HAS BEEN OPENED TO DETERMINE THE SCOPE, FREQUENCY, AND POTENTIAL SAFETY-RELATED CONSEQUENCES OF THE ALLEGED DEFECT.

NHTSA Action Number : PE05041 NHTSA Recall Campaign Number : NA
Make : VOLVO Model: V70
Manufacturer : VOLVO CARS OF N.A. LLC. Year : 1999
Component : VEHICLE SPEED CONTROL
Date Investigation Opened : July 26, 2005
Date Investigation Closed : Open

Summary:

NHTSA Action Number : PE05041

NHTSA Recall Campaign Number :
N/A

Make : VOLVO

Model: S80

Manufacturer : VOLVO CARS OF N.A. LLC. Year : 2000

Component : VEHICLE SPEED CONTROL

Date Investigation Opened : July 28, 2005

Date Investigation Closed : ~~Open~~

Summary:

THE OFFICE OF DEFECTS INVESTIGATION (ODI) HAS RECEIVED ONE HUNDRED AND THIRTY-ONE (131) CONSUMER COMPLAINTS ALLEGING A VARIETY OF CONCERNS RESULTING FROM FAILURE OF THE ELECTRONIC THROTTLE CONTROL MODULE (ETM) IN THE SUBJECT VEHICLES, INCLUDING A SUDDEN LOSS OF SPEED AND STEERING ASSIST WHEN DRIVING IN HIGHWAY TRAFFIC AND SUDDEN AND COMPLETE STALL WITHOUT WARNING. IN SOME INSTANCES, IT HAS BEEN REPORTED THAT THE VEHICLES WOULD RESTART, AND IN SOME CASES THE VEHICLES WERE TOWED. SOME CONSUMERS ALLEGE THAT AFTER HAVING THE ETM REPLACED THE NEW COMPONENT FAILED IN A SIMILAR MANNER. A PRELIMINARY EVALUATION HAS BEEN OPENED TO DETERMINE THE SCOPE, FREQUENCY, AND POTENTIAL SAFETY-RELATED CONSEQUENCES OF THE ALLEGED DEFECT.

Masker Flow Meters

Confidential at 10/4/3735

T

X

Authorization Confirmation Automotive Professionals, Inc.

Contract #:

Attention: STEVENAuthorization #: Q031638628R/F Fax #: (301) 517-8532

Customer Name:

RO # / Invoice #: 414968Date: 3/17/2004Repair Facility: DAR CARS VOLVO

1699121

Payment Procedures

Credit Card Payment: Please indicate fax #



This document, serving only as a cover sheet, **must** be used as the **Cover Sheet** to the above specific completed Repair Order / Invoice Number in order to receive payment. Also, please fax the Rental Agreement, Sublet Bill, etc. if applicable. Please fax to (847) 285-3500.

Please DO NOT write outside this box.

FORMAC

T

X

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