

[REDACTED]
Sun City, AZ
May 11, 2006

US Department of Transportation 2006 JUN -1 AM 6:17
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01
400 7th Street SW
Washington, DC 20590

10159455

Dear Sirs:

I would like to file a complaint with NHTSA on Volvo Cars of North America, LLC. Attached is a letter sent to Volvo Parts & Service Warranty Rebate on March 30, 2006. I am forwarding it to NHTSA because it not only explains my problem with the ETM system, but other serious problems I have had with this vehicle from the first four months after I purchased it new.

I had to replace the ETM system on my 2000 Volvo V70XCAW Cross Country Wagon in March 2006. It cost me \$3280 (repair receipt attached). I was told by a certified mechanic that when the system goes bad, it affects the throttle body, fuel injectors, and turbocharger because they are all interrelated.

Upon investigating this breakdown on the NHTSA website, I found that Volvo had extended the warranty on the ETM system for an additional ten years. As the original owner of this vehicle, I was never notified of this extended warranty. When I followed up on this warranty by calling Volvo Customer Service, they did not want to give me the name of the department handling the warranty rebate. After considerable effort, I received the information I needed and had to send three (3) letters (the last one Certified so they could not tell me they had not received it yet). I finally received a check for \$798.15. When I received this check, I immediately called Volvo Customer Service and they told me that this is all Volvo would cover and that I should have received my notification letter on the warranty, although they had 400,000 to send out and was doing it at a gradual pace. They checked and found I had not received my notice, and were forwarding one to me (a little late). In the meantime, there are probably thousands of people who have this problem on their vehicles and never know that they are covered under an extended warranty.

I believe Volvo should have sent this warranty notice out immediately, and should cover the other two related parts. If they built a car that was not so prone to defects, they would not have to worry about rebates. In addition, only 1-1/2 weeks after getting the \$3280 repair completed, my air conditioning fan froze and it cost me an additional \$874. (This is not on my list of attached defects.)

I can be contacted at [REDACTED]

Sincerely,
[REDACTED]

Edison
6/9/06

[REDACTED]
Sun City, AZ [REDACTED]
March 30, 2006

Volvo Parts & Service Warranty Rebate
c/o ACB
P. O. Box 343230
Memphis, TN 38134

Sirs:

I am the owner of a 2000 Volvo V70XCAWDASR Cross Country Wagon, VIN #YV1LZ56D1Y2 [REDACTED] with 59,555 original miles. My husband bought this car for me new, two months before he passed away, thinking it would be a good safe car for my protection. It has been nothing but a very consuming piece of junk just trying to keep it running.

The attached Service Order, shows that the latest thing I had to have replaced, was the ETM system, costing me \$3,280.46, and a week of inconvenience. While out on the road on March 23, 2006, I had a sudden loss of speed and steering, and the ETS light went on. I pulled it over to the side of the road and called AAA to tow me to Mike's Sun City Union station. Since I was Out of Warranty, and knew how expensive it would be to have the Volvo dealership repair my vehicle, I believed this was the best place to have the repairs made. At the time, I did not know that this particular failure had an extended warranty on it due to an investigation by the National Highway Traffic Safety Administration, since I was not notified of this by Volvo. This was negligence on the part of Volvo to inform vehicle owners that this problem existed. It was a hit/miss that I found the complaint at all. I plan on filing a complaint with the NHTSA agency on this negligent inaction.

Along with the above failure, the following is a list of the items I have had replaced, since purchasing this vehicle February 4, 2000. Although most of it was under warranty with no cost to me (except for the ETM system), the time, effort and inconvenience on my part was astronomical. The vehicle was in the Volvo dealership garage more than it was in my own.

1. June 21, 2000 - Invoice #65344 - Car towed in - AC hose compressor condenser replaced, AC receiver drier replaced.
2. July 21, 2000 - Invoice #66582 - Complaint: At start-up, surges not smooth start (could not find cause); evac and recharge AC w/freon added; fan/blower motor replaced; temperature gauge replaced.
3. August 24, 2000 - Invoice #67733 - Car was leaking gasoline. I had the car towed to the Volvo dealership: Replaced o-ring seal on pump-sender; (a/c not blowing cold) - retorqued low side hot fitting, A/C system vacuum pump and leak test.
4. October 10, 2000 - Invoice #69639 - Complaint: Passenger front window inoperable from master controls: Door module switch replaced. Complaint: Engine whines at highway

[REDACTED]

speeds while accelerating: Volvo said this was normal. Complaint: Signals flash too fast: Replaced front turn signal flasher bulb, lamp socket, bulb. Complaint: Steering whines making sharp turns: power steering and pump pressure checked – nothing done.

5. In this period of time, I had the 7500 (\$156.07), 15000 (\$146.80) and 22,500 (\$351.97) mile service performed along with an extra oil change. The vehicle was well maintained on my part.

6. May 23, 2002 – Invoice #99290 – Vehicle had to be jump-started. Volvo replaced battery at 28,178 miles.

7. Maintenance service at 30,000 miles - \$589.79

8. October 28, 2002 – Invoice #106183 – Complaint: A/C lights flashing off and on, also recirc light: Climate control module fault tracing diagnostic trouble code B, diagnostic trouble codes (DTCS) reading/resetting vst/vct.

9. October 29, 2002 - At this same time, I complained about the front bumper fading. Volvo accused me of putting polish on the bumper and they tried, UNSUCCESSFULLY, to buff it out. Mr. G. Judd and Vince had ordered polish to remove the “polish” on the bumper, but it was on back-order. They said they would check on it and let me know. They never let me know. (This was a continuing saga.)

10. January 25, 2003 – Invoice #109193 – Complaint: oil light comes on when making right hand turn; Oil pan replaced, oil pick up o-rings; Complaint: (Since I never heard from Volvo regarding my October 29, 2002 complaint on the bumper, I returned to Volvo to inquire again.) This is Volvo's response: black on front bumper fading, check and advise: parts on order – Volvo will notify you by mail when they arrive. (This was three months of waiting.)

11. February 8, 2003 – Invoice #109692 – This invoice states that they polished out the front front bumper, when in fact, they repainted it to look like it was new. Volvo did not tell me they painted the bumper, but let me assume they fixed the problem. Two weeks later, the paint started to peel. I took the vehicle back to Volvo, they apologized, and said that a bumper was on order and that they would notify me when they received it. There was no Invoice written for this. After about a month, I returned to Volvo and asked about the new bumper. They said they would take care of it, and again, they repainted the front bumper. (I did not receive an invoice on this either). After about two weeks, the paint started to peel, and I went back to Volvo in a very angry state of mind. After some deep discussions, they agreed to replace the bumper with a new one (this time they were honest about it). I told them I did not appreciate being deceived so many times. This time the bumper was new, and again they did not give me an invoice stating this work was done. (It seemed that they did not want this recorded. I was told that the technician who was responsible for painting it two times was made to pay for the new bumper.) At the time, I was just happy to finally get a new bumper, and I did not even think about a record of these transactions.

12. April 26, 2003 – Invoice #112305 – Torn torque mount – replaced the upper torque mount; excessive corrosion in the cooling system – flushed TE cooling system; engine torque mount bushing was broken – replaced engine mounting/torque arm upper replaced.
13. January 10, 2004 – Invoice #122105 – Complaint: Funny noise when making tight turns in front end (Second time for complaint. Not fixed first time.) Volvo checked for noise on right front, bevel gear making noise, ordered part.
14. January 12, 2004 – Invoice #122165 – Complaint: Noise in steering when turning. Angle gear assembly replaced. Complaint: Brakes are squealing bad since replaced.- Volvo performed high speed stops to burn into rotors, The tech said that if Volvo wants them perfect, they will have to replace rotors. (Volvo did not replace rotors.) Complaint: car brake pedal seems to go down too far since brakes were replaced. (nothing done). **Oil Leak – GASKETS OIL RETURN LINE TURBOCHARGER REPLACEMENT. OIL LEAK FROM TURBO RETURN SEAL, REPLACED TURBO, RETURN SEAL AND GASKET.**
15. August 09, 2004 – Invoice #129898 – Complaint: Engine Light is on: engine control module fault tracing diagnostic trouble. Replaced fuel pump. Serviced air conditioning system service, added refrigerant. (This is the sixth time servicing has been done on the air conditioning system.)
16. January 10, 2005 – Invoice #135115 – Strut tops broken, replaced strut tops both. CV boot leaking, replaced righthand inner cv boot band.
17. January 29, 2005 – Replaced fuel tank and tank seal, under extended warranty purchased at same time as purchase of vehicle.
18. March 28, 2006 – ETS light was on. Throttle Control Malfunction (to include replacement of throttle body fuel injectors, fuel injectors turbocharger, and remove and replace the turbocharger). My original Extended Warranty had been expired since February 4, 2006, and Volvo owners were never notified by Volvo that NHTSA and Volvo came to an agreement to extend the warranty on this issue for 10 additional years. Therefore, it cost me \$3,280.46.

This vehicle is the top LEMON of all times. If I wasn't retired and a widow, I would trade this car in so fast, your head would spin. I have had ABSOLUTELY no pleasure in the ownership of this car. I will never buy a Volvo again. I have been lied to, overcharged for maintenance work, and treated with disrespect by the employees in the dealership. I have all of the above mentioned invoices, and Volvo will not be the last organization I notify of my dissatisfaction. All I am asking is that you do right by this latest malfunction.

Sincerely,



**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).**