U.S. CONSUMER PRODUCT SAFETY COMMISSION
4330 EAST WEST HIGHWAY
BETHESDA, MARYLAND 20814-4408

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10160508

May 31, 2006

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
Department of Transportation / Office of General Counsel
400 7th Street, S.W.
Washington, DC 20590

Enclosed is a letter sent to the U.S. Consumer Product Safety Commission (Commission). The Commission cannot process the enclosed request or letter. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the request or letter for whatever action your agency deems appropriate. We have notified the correspondent about the referral.

If you have any questions or concerns, please contact us.

Sincerely,

Alberta E. Mills

Enclosures

Peggy 6/13/06

Empowerment Strategies

rel to NHTSA

[redacted]

May 10, 2006

Volvo Cars of North America, LLC
7 Volvo Drive
Rockleigh, New Jersey 07647

ATTN: Volvo Customer Care Center

This is a letter of concern, the purpose of which is to ask you to look into the service competence and practices of Fresno Lincoln Mercury Volvo at 5200 N. Blackstone, Fresno, California 93710. A recent experience which placed my life in jeopardy revealed to me that my car has been so poorly serviced that while I have been thinking I was driving one of the safest automobiles available, I was in reality a short malfunction away from real peril.

One sad and unfortunate outcome for me is that I have no faith or trust in the competence of the Fresno Volvo dealership and since the closest dealership is over 100 miles away, I will probably have to switch to a different make of automobile. And I really like my Volvo.

I have regularly and solely used this dealership since it assumed the Volvo in 2002. Over that period of time, I have paid the dealership $6,321.53 in repairs and service. My last service at the Fresno dealership was on April 6, 2006. When my 2001 S60 ceased to function on the major freeway between Sacramento and San Francisco, California at peak traffic hour 4:00 P.M. on May 2, 2006, I was frightened and mystified that the car would fail so soon after service. I was towed to the Volvo of Fairfield Barber Group Dealership (see letter attached) and this experience may have saved my life, and that of my 6 year old granddaughter who is often in the car with me. I am a 65 year old woman on my own, and I travel approximately 15,000 miles a year throughout central and northern California for my work. I required, and thought I had, a safe and reliable car. Frankly, had I gotten into the fast lane on May 2, I'm not certain I would be here to write this letter.

[redacted] • Fresno, CA [redacted] Fax [redacted]

One issue of on going concern for me has been that the Service Emission System/Check Engine lights have come on repeatedly. As I travel long distance so frequently, I initially went into the dealership or called, and they repeatedly told me that I should not worry; that if the car was not riding rough, it was just a light malfunction. On April 6, 2006, the day of my last service at the Fresno dealership, those lights came on that evening, and stayed on for two days.

I discovered at Volvo of Fairfield that codes had not been run over a long period of time (see attached printouts), the mass air flow had not been cleaned, possibly ever (see attached photos taken on my cell phone showing before and after cleaning), and other issues of non- or inadequate-service.

These circumstances reflect either gross incompetence or a conscious intent to deceive on the part of the Fresno Lincoln Mercury Volvo dealership. Either way, the lives of those who entrust their Volvos to this dealership are in real danger.

I have known since the outset that customer service was truly poor at the Fresno dealership. It is not possible to reach the service department by telephone before 8:30 A.M.; I have never before been talked with about the importance of certain service or what was going on with my car, other than a cursory statement to justify the fee; I've never talked with a mechanic since the change in dealership in 2002; no one is available after 5:30 P.M. when the service department closes; when my car has required minor parts, such as turn signal bulbs, I had to go to the parts department myself, get the part, and take it back over for installation. I have dreaded going to that dealership for four years. This was all exasperating, but I assumed and trusted that as an authorized Volvo dealership, my car was being properly cared for and I could tolerate poor customer service. After the May 2, 2006 experience, I learned otherwise, and I will never go there again.

To reiterate, my request is that you look into the service practices of the Fresno Lincoln Mercury Volvo dealership before a real disaster takes place. I would appreciate an acknowledgement of receipt of this letter.

[redacted]

cc: Bureau of Automotive Repair
The Council of Better Business Bureaus
Better Business Bureau of San Joaquin Valley, Inc.
Fresno Lincoln Mercury Volvo

Empowerment Strategies

[redacted]

May 9, 2006

Volvo of Fairfield
Barber Dealer Group
2855 Auto Mall Parkway
Fairfield, CA 94533

ATTN: [redacted]

This letter is to inform you of, and thank you for, really excellent customer service and expert auto care. I am so grateful that when my 2001 S60 ceased to operate on May 2, 2006, at 4:00 in the afternoon on I-80, I was towed to Volvo of Fairfield.

As we drove onto the premises, [redacted] came out to meet us. He was immediate, courteous and helpful. I advised him that I had just had my 95,000 mile service on April 6, 2006, and I was pretty distraught at having my car stop operating on a busy freeway at peak traffic time.

[redacted] went to the computer and ascertained that my car had not had a 155 software upgrade. They took the car in for analysis and discovered problems as reflected in the service order, which indicated, among other things, that over a long period of time, codes had not been run (they provided me with computer printouts) and the ETM mass air flow device might never have been cleaned as the build-up was great and the device still had the original white paper (they provided me with photos on my cell phone). Mr. Wasson came and talked with me and explained each procedure. He estimated it would take about two hours, but they would get me back to Fresno that day. As I waited, they provided me with a loan car to go to a nearby restaurant. When I returned [redacted] and Certified Master Mechanic Robert all talked with me and explained what had happened with my car and what they had done with it. Mr. Wasson was off, had already picked up his wife to go out, but came back by to be certain I was well served and would be on my way. I left Fairfield at about 7:15 P.M. with the assurance that my automobile would get me safely home. I plan to return in June for my 105,000 service, the importance of which was explained to me by Robert.

In short, I was greeted graciously, was completely and clearly informed, was provided clear information and a loan car to meet my needs, and my car was repaired and serviced by competent, courteous, helpful experts. And all of this after 5:00 P.M. As a final gesture of excellent service, they washed my car.

On May 2, I re-discovered the meaning of excellent customer service and expert auto care which I have not experienced since the current Fresno dealership took over Volvo in 2002. I plan to advise the Volvo Corporation and regulatory and monitoring agencies of this experience, and to include this example of how a dealership is meant to operate. Thank you again. I consider this to have been a life-saving experience, and I am truly grateful.

Sincerely,

[redacted]

ECM-130A Air leakage intake -

Status	
Occurrence	72/2303
Symptom	
Counters	
Counter 1	2
Counter 3	2303
Counter 4	72
Counter 5	760847
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	2.35 %
Engine Coolant Temperature	79 °C
Short term fuel trim, bank 1	-5.47 %
Long term fuel trim, bank 1	21.88 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	920 rpm
Vehicle Speed	22 km/h
Turbo pressure	18.75 %
Battery voltage	14.36 V
Throttle angle, desired value	13.87 %
Mass air flow	17.2 kg/h
Ambient temperature	8.25 °C
Total Distance	145851 km

ECM-261A Long-term fuel trim, bank 1 - Upper limit

Status	Intermittent fault
Occurrence	33/1011
Symptom	
Counters	
Counter 1	1011
Counter 3	1011
Counter 4	33
Counter 5	721455
Counter 6	94983
Counter 7	1904
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	30.98 %
Engine Coolant Temperature	88 °C
Short term fuel trim, bank 1	7.03 %

Short term fuel trim, bank 1	7.03 %
Long term fuel trim, bank 1	23.44 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2640 rpm
Vehicle Speed	73 km/h
Turbo pressure	75.75 %
Battery voltage	14.01 V
Throttle angle, desired value	44.53 %
Mass air flow	192.3 kg/h
Ambient temperature	11.25 °C
Total Distance	146182 km

ECM-91CF Control module, Internal fault - Faulty signal

Status	
Occurrence	4/782
Symptom	
Counters	
Counter 1	782
Counter 3	782
Counter 4	4
Counter 5	584761
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	12.16 %
Engine Coolant Temperature	88 °C
Short term fuel trim, bank 1	-4.69 %
Long term fuel trim, bank 1	21.09 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2600 rpm
Vehicle Speed	123 km/h
Turbo pressure	31.5 %
Battery voltage	14.22 V
Throttle angle, desired value	24.61 %
Mass air flow	75.9 kg/h
Ambient temperature	14.25 °C
Total Distance	149899 km

ECM-1300 Mass air flow (MAF) sensor - Flow too low

Status	Intermittent fault
Occurrence	0/744

Occurrence	0/744
Symptom	
Counters	
Counter 1	744
Counter 3	744
Counter 4	0
Counter 5	551954
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: open loop operating, start condition not yet fulfilled
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	3.92 %
Engine Coolant Temperature	33 °C
Short term fuel trim, bank 1	0 %
Long term fuel trim, bank 1	19.53 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	600 rpm
Vehicle Speed	0 km/h
Turbo pressure	32.25 %
Battery voltage	13.66 V
Throttle angle, desired value	16.36 %
Mass air flow	0 kg/h
Ambient temperature	21.75 °C
Total Distance	160569 km

ECM-9150 Throttle unit, internal fault - Faulty signal

Status	
Occurrence	0/2
Symptom	
Counters	
Counter 1	2
Counter 3	2
Counter 4	0
Counter 5	1016
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	22.75 %
Engine Coolant Temperature	89 °C
Short term fuel trim, bank 1	2.34 %
Long term fuel trim, bank 1	20.31 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %

Long term fuel trim, bank 2	99.22 %
Engine speed	2120 rpm
Vehicle Speed	102 km/h
Turbo pressure	43.5 %
Battery voltage	13.87 V
Throttle angle, desired value	34.77 %
Mass air flow	139.1 kg/h
Ambient temperature	32.25 °C
Total Distance	168898 km

ECM-9160 Throttle unit, internal fault - Faulty signal

Status	
Occurrence	0/2
Symptom	
Counters	
Counter 1	2
Counter 3	2
Counter 4	0
Counter 5	1016
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	14.12 %
Engine Coolant Temperature	89 °C
Short term fuel trim, bank 1	2.34 %
Long term fuel trim, bank 1	20.31 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2160 rpm
Vehicle Speed	102 km/h
Turbo pressure	27.75 %
Battery voltage	13.87 V
Throttle angle, desired value	34.77 %
Mass air flow	24.6 kg/h
Ambient temperature	32.25 °C
Total Distance	168899 km

ECM-904C MIL requested by throttle unit - Faulty signal

Status	
Occurrence	0/2
Symptom	
Counters	
Counter 1	2

Counter 1	2
Counter 3	2
Counter 4	0
Counter 5	1016
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	14.12 %
Engine Coolant Temperature	89 °C
Short term fuel trim, bank 1	2.34 %
Long term fuel trim, bank 1	20.31 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2120 rpm
Vehicle Speed	102 km/h
Turbo pressure	27 %
Battery voltage	13.67 V
Throttle angle, desired value	34.77 %
Mass air flow	24.8 kg/h
Ambient temperature	32.25 °C
Total Distance	155899 km

ECM-804D Pedal sensor fault - Faulty signal

Status	
Occurrence	0/2
Symptom	
Counters	
Counter 1	2
Counter 3	2
Counter 4	0
Counter 5	1016
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	14.12 %
Engine Coolant Temperature	89 °C
Short term fuel trim, bank 1	2.34 %
Long term fuel trim, bank 1	20.31 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2120 rpm
Vehicle Speed	102 km/h
Turbo pressure	27 %

Turbo pressure	27 %
Battery voltage	13.87 V
Throttle angle, desired value	34.77 %
Mass air flow	24.8 kg/h
Ambient temperature	32.25 °C
Total Distance	166899 km

ECM-982A Control module, internal fault - Faulty signal

Status	Intermittent fault
Occurrence	0/2
Symptom	
Counters	
Counter 1	2
Counter 3	2
Counter 4	0
Counter 5	1015
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: closed loop operating with two sensors
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	6.67 %
Engine Coolant Temperature	89 °C
Short term fuel trim, bank 1	2.34 %
Long term fuel trim, bank 1	20.31 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2120 rpm
Vehicle Speed	101 km/h
Turbo pressure	50.25 %
Battery voltage	13.67 V
Throttle angle, desired value	34.77 %
Mass air flow	39.2 kg/h
Ambient temperature	31.5 °C
Total Distance	166899 km

ECM-903F Throttle unit, internal fault - Signal too low

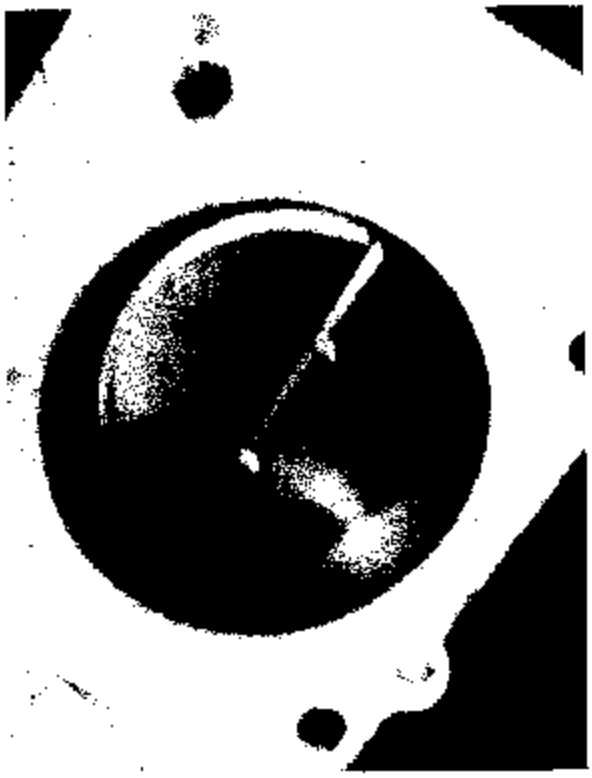
Status	Intermittent fault
Occurrence	0/2
Symptom	
Counters	
Counter 1	2
Counter 3	2
Counter 4	0
Counter 5	1014

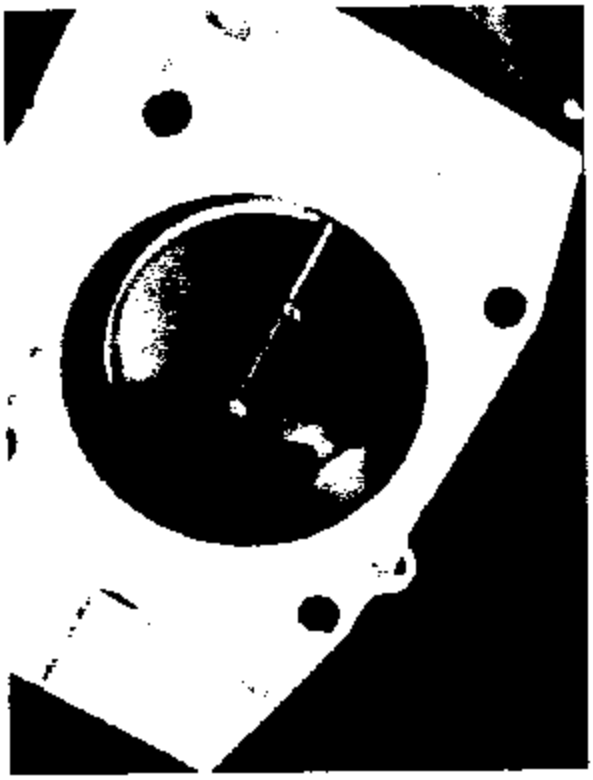
Counter 5	1014
Counter 6	0
Counter 7	0
Frozen values	
Fuel system status bank 1	LR: open loop operating by operating condition
Fuel system status bank 2	LR: open loop operating, start condition not yet fulfilled
Calculated load	22.35 %
Engine Coolant Temperature	89 °C
Short term fuel trim, bank 1	0 %
Long term fuel trim, bank 1	20.31 %
Short term fuel trim, bank 2	99.22 %
Long term fuel trim, bank 2	99.22 %
Engine speed	2120 rpm
Vehicle Speed	101 km/h
Turbo pressure	68.26 %
Battery voltage	13.94 V
Throttle angle, desired value	34.77 %
Mass air flow	40 kg/h
Ambient temperature	31.5 °C
Total Distance	156699 km

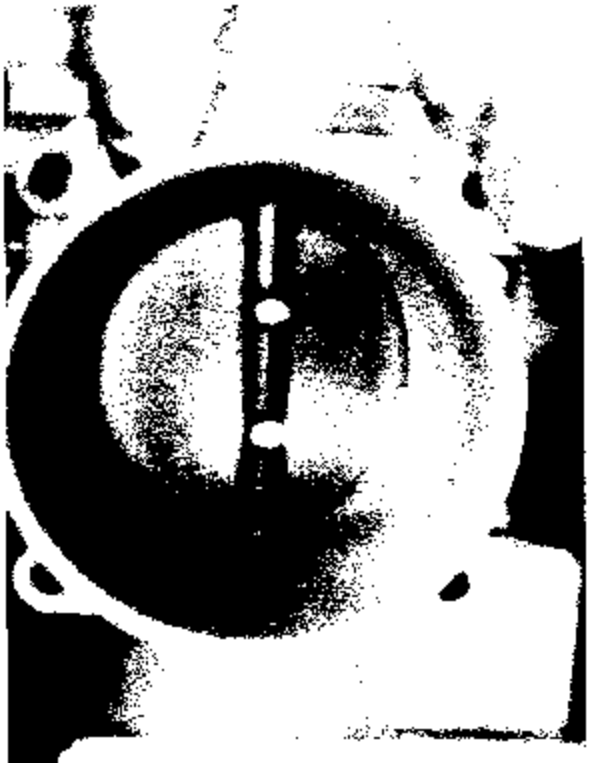
Download history

Vehicle	Order ID	Order date	Order status	Software product	User	Order reference
010483 [S60] 2001	4116972616627 31	5/2/2006 5:02:17 PM	Confirmed	30765453	r-emil74	62427

BEFORE CLEANING

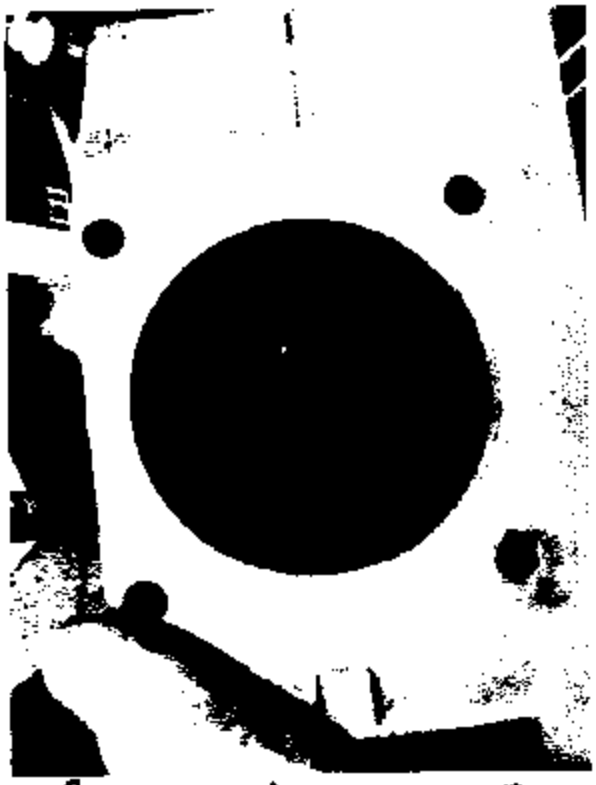




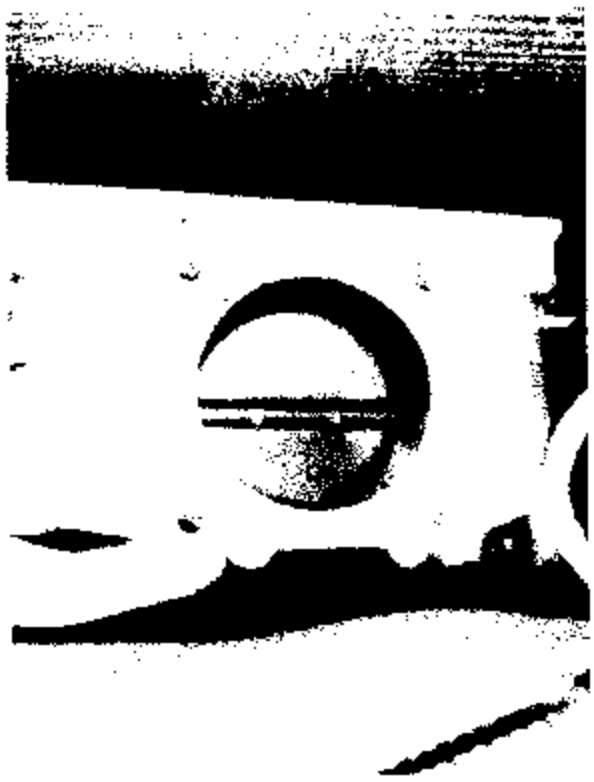


AFTER CLEANING

MAY 2, 2006



BEFORE/DURING CLEANING



AFTER CLEANING