

10167990



August 13, 2006

Volvo Cars of America
Volvo Drive
Rockleigh, NJ 07647

Dear Sirs:

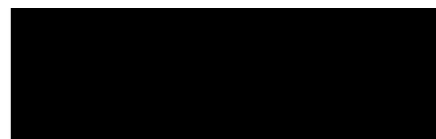
I'm returning the signed refund claim, as requested by you.

However, the problem of stalling (apparently caused by a software error) could not be repaired by my dealer despite two tries following your recall. It is very dangerous as the car loses power at unexpected moments (like when the car approaches turns) which causes the power steering to fail as well. My wife refuses to drive the car as she had a couple of close calls when she was unable to control car's direction in a turn after the engine stalled. Also, the problem makes it impossible to sell the car.

Please, advise what's my next step. Obviously, there was a design problem which affects the safety of the car.

Sincerely,

cc. NHTSA, Washington, DC



*NAR
lead
8/30/06*

MAILING ADDRESS:

[Redacted]
Cleveland, Ohio [Redacted]

Phone [Redacted]
Fax [Redacted]
E-mail [Redacted]
http [Redacted]

VOLVO

Volvo Cars of North America, LLC

Product Safety Commission
1800 638 2772

NHTSA Headquarters
400 Seventh Street, NW
Washington, DC 20590
1 800 424 9153

May 2006

YV1LS61J4Y2 [REDACTED]

[REDACTED]
BEACHWOOD, OH [REDACTED]

000215

2000 VOLVO S70

Your Vehicle Identification Number is: YV1LS61J4Y2 [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, whichever comes first. In addition, Volvo Cars of North America, LLC, will begin a Customer Satisfaction Campaign to upgrade your vehicle's Electronic Throttle System software.

We encourage you to contact your Volvo retailer at your earliest opportunity to receive this important software upgrade available through your authorized Volvo retail facility. In addition, if you have experienced any of the problems described below related to the Electronic Throttle System, you should contact your Volvo retailer to setup a diagnostic appointment.

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 situations with the Electronic Throttle System. Volvo Car Corporation and Volvo Cars of North America, LLC have agreed to extend the warranty on the Electronic Throttle System to address this concern.

What conditions might be evident if this system needs repair?

Your vehicle may experience situations from an affected Electronic Throttle System function in which the Check Engine Light or ETS light will illuminate. Additional symptoms that may be associated with this condition include an uneven engine idle, and/or the onset of a "limp home mode." The limp home mode is a special condition to protect the engine and powertrain which when activated affects drivability, potentially restricting maximum vehicle speed to less than 30 miles per hour.

Is this warranty extension and Customer Satisfaction Campaign a recall?

This is not a recall campaign. Because no corrective action is immediately required for the Electronic Throttle System, an extended warranty will be provided to ensure the system is defect free through the vehicle's useful life.

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, your vehicle exhibits any of the conditions mentioned above

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

Telephone
201-768-7300

<http://www.volvocars.com>

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 -----

[Redacted]

_____ hereby assigns to Volvo Cars of North
Owner's name(s) [Please print]

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

YVILS61J4Y2

Vehicle Identification Number

[Redacted]

2000

Year

S70

Model

[Redacted]

Signature

Aug 13, 2006

Date