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SUMMIT, NJ

November 19, 2006

Ms. Anne Belec
President and CEO
Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ 07647

Re: 1999 Volvo V70XC, transmission
failure & TCM, #YV1LZ56D4X

Dear President Belec:

You cannot imagine my anger and disappointment when I was told last month that my 1999 Volvo V70XC needed a new transmission after only 86,000 miles. After faithfully having the car dealer-serviced for over seven years, I could not believe the Service Advisor told me: "Yeah, well I've seen them go at 40,000." After having spent \$35,000 for a safe and reliable car, it is incredibly frustrating to have such a major problem at such relatively low mileage.

While this failure may or may not have anything to do with the recent mandatory software upgrade for a faulty Throttle Control Mechanism, the fact that I had to bring the car in to the dealer three times after the upgrade (in a span of two months) was beyond annoying. The first time was deemed a faulty coolant sensor light, the second time the technician could not find a problem (even with the "Check Engine" and flashing "Up Arrow" lights) and the third time the installation of a new transmission was recommended at a cost of over \$4,000 with only a one-year warranty and 90 days on the labor. When the Service Manager called a week later after returning from vacation, he seemed sympathetic, promised to look into it, and never called back.

This was my first Volvo. Originally, I was so happy with it I bought an XC90 in 2004, both from Smythe. However, since the transmissions are apparently designed to prematurely fail and thus maximize the revenue on parts and repairs, these will likely be my last Volvos. Having bought them for safety and reliability, I have lost confidence in them. I am curious if you have any explanation for this problem. I await your response.

An extremely dissatisfied Volvo owner,

cc: Smythe Volvo, Ford Motor Co.,
NHTSA and Center for Auto Safety

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