

THOMAS J. MILLER
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION



CL-10201547-2839

Address Reply To:
HOOVER BLDG. 1305 E. WALNUT
DES MOINES, IOWA 50319

TELEPHONE: 515-281-5926
TOLL FREE: 888-777-4590 (IN IOWA)
TELEFAX: 515-281-4771

AUG 29 PM 12:33

Department of Justice

August 22, 2007

[REDACTED]
Marion, IA [REDACTED]

Re: [REDACTED] vs Volvo Cars of North America, Inc.
File #2007-80519
(Please refer to this file number when communicating with our office)

Dear [REDACTED]:

Thank you for writing to us about your complaint. Consumer complaints are generally the best way for us to learn about what Iowa consumers experience every day, and they help us decide which problems to pursue. For that reason, thank you very much for writing to us.

We do not give legal advice and representation to citizens the way a private attorney does, but we try to help each citizen who files a complaint. Sometimes we help by giving information to citizens to help them settle their complaints on their own or to avoid similar problems in the future. Sometimes we help a citizen by trying to get a refund. In addition, information from consumers may lead to legal action to correct the problem.

When we decide how to handle a consumer complaint, we look at many factors, including the alleged actions of the business, whether we have a prior settlement or order against that business which is being violated, whether it appears especially vulnerable consumers are being targeted for fraud, and other factors.

After reviewing your complaint we have decided to assist you by offering ideas that may help you settle the matter on your own. First, if you have not already done so, you should make every effort to settle your dispute directly with the business. If early efforts do not settle your complaint, consider contacting supervisors or owners of the business. Be sure to keep a record of all calls and letters by keeping notes and copies. This will help you with possible future action that you may take.

If the business does not satisfy your complaint, you may want to contact a private attorney for advice and assistance. To select an attorney, you may wish to ask friends for suggestions. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 for more information. As another option, the yellow pages have listings for lawyers. Finally, consider filing a claim in Small Claims Court at your local courthouse. Small claims may be filed with or without an attorney's help. In Iowa, small

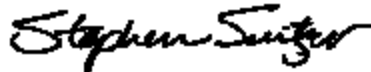
AA
08/29/07
KB


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claims suits may seek up to \$5,000 from the other party. The county Clerk of Court can usually answer questions about procedures.

Although at this time we are not going to be looking further into your complaint, it is helpful to receive and review complaints like yours, and we will keep it on file for future reference. It may help other consumers avoid the problems you encountered. Thank you for contacting this office.

Sincerely,



STEPHEN SWITZER
Investigator

cc: National Highway Traffic Safety Administration
Department of Transportation
400 7th Street, SW, Room 2318
Washington, DC 20590

2002 Volvo XC70 Wagon
Mi. 54,919 YVISZ58D82
Filed complaints to:

- consumeraffairs.com
- complaints.com
- NHTSA dot gov #10191060
- BBB
- Iowa ^{Office} Attorney General (Tom Miller)
consumer protection division

Initial Diag. 5/16/07
Volvo Dealer Diag. 5/18/07
Volvo Dealer red tag. 20th of June

Closed date
June 30th

Volvo Rust Rel + Junge cost assist
Denied
won't disclose Regional
Rep Name Not to
Cont supering

asked for copy of diagnosis made on 27th of June + also not in to receive regarding rep. cost assist denied + further review only if I pay removed + red tag. new one needed - it will

12/01/07
spoke to Brian
asked for copy of diagnosis made on 27th of June + also not in to receive regarding rep. cost assist denied + further review only if I pay removed + red tag. new one needed - it will

more consideration

Defect Summary

Make: VOLVO
Model: C70 CONVERTIBLE
Year: 1999
NHTSA Action Number: PE05-041

Summary:

PE05-041 WAS OPENED ON JULY, 28, 2005, BASED ON 136 CONSUMER COMPLAINTS TO ODI ALLEGING THROTTLE CONTROL MALFUNCTIONS IN THE SUBJECT VEHICLES. ODI HAS NOW RECEIVED 591 COMPLAINTS OF ETM FAILURES WHICH ALLEGE SYMPTOMS WITH POTENTIAL SAFETY RELATED CONSEQUENCES. THESE INCLUDE ALLEGATIONS OF ENGINE STALL, VEHICLE SURGING FORWARD WITHOUT ACCELERATOR INPUT, VEHICLE HESITATION UPON ACCELERATION AND SUDDEN AND UNEXPECTED TRANSITION INTO REDUCED PERFORMANCE OPERATION (LIMP MODE). VOLVO SUBMITTED OVER 2,900 COMPLAINTS CONCERNING THE ETM IN THE SUBJECT VEHICLES DURING PE05-041. ODI'S PRELIMINARY ANALYSIS OF A SAMPLE THE VOLVO COMPLAINTS IDENTIFIED APPROXIMATELY 55 PERCENT WITH ONE OR MORE OF THE SYMPTOMS DESCRIBED ABOVE. ODI IS CONTINUING ITS ASSESSMENT OF THE INFORMATION CONTAINED IN THE VOLVO COMPLAINTS. IN NOVEMBER 2005, TO RESOLVE AN INVESTIGATION BY THE CALIFORNIA AIR RESOURCES BOARD, VOLVO ANNOUNCED THAT IT WOULD EXTEND THE WARRANTY COVERAGE TO 10 YEARS / 200,000 MILES FOR THE ETM IN APPROXIMATELY 356,000 MODEL YEAR 1999 THROUGH 2002 PASSENGER CARS SOLD IN THE UNITED STATES AND CANADA. UNDER VOLVO'S POLICY, VEHICLES THAT EXPERIENCE ETM FAILURES WILL RECEIVE A VARIETY OF REPAIRS INCLUDING ETM CLEANING, REPROGRAMMING THE ENGINE CONTROL MODULE AND/OR REPLACEMENT OF THE ETM. THIS INVESTIGATION HAS BEEN UPGRADED TO AN ENGINEERING ANALYSIS (EA05-021) TO CONTINUE TO ASSESS THE SAFETY CONSEQUENCES OF ETM FAILURES IN THE SUBJECT VEHICLES.

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1999 Volvo C70 VEHICLE SPEED CONTROL Recall

Read the full details of this 1999 Volvo C70 defect and recall issued by the NHTSA on March 02, 2000; view the defective component, units affected, NHTSA ID, and manufacturer solution.

Find a Car

1999

Volvo

C70

Zip

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• Find a Local Dealer

• Low Rate Financing

Overview Classifieds Reviews Photos Pricing **Recalls** Safety Specs

1999 Volvo C70 Recalls

Recall ID# 06V441000 - VEHICLE SPEED CONTROL

Recall Date:

NOV 15, 2006

Model Affected:

1999 VOLVO C70

Summary:

ON CERTAIN PASSENGER VEHICLES, A COMBINATION OF THROTTLE POSITIONING SENSOR IRREGULARITIES, A DIRTY THROTTLE HOUSING, AND/OR INEFFICIENT SOFTWARE CALIBRATION MAY CAUSE A WARNING LAMP TO LIGHT AND THE SUBSEQUENT ONSET OF LIMP HOME MODES.

Consequence:

THIS RESULTED IN A HIGH NUMBER OF VEHICLES GOING INTO THE LIMP HOME MODE WITHOUT NEED.

Remedy:

DEALERS WILL INSTALL THE CURRENT SOFTWARE UPGRADE ONTO THE INVOLVED VEHICLES. THE RECALL BEGAN ON DECEMBER 29, 2006. OWNERS MAY CONTACT VOLVO AT 1-800-458-1552.

Potential Units Affected:

170099

Notes:

VOLVO CARS OF N.A. LLC. R155

Where to go
online to find
the transmission
model #
to compare

What model # transmission

ETM
Limp mode
Throttle

SGD Trans?

**BBB AUTO LINE CLAIM INTAKE FORM**

NOTE: DO NOT use your browsers **BACK** or **FORWARD** buttons. Use the navigation buttons on the screen

CLAIM INTAKE

► Submitted

AUTO LINE Case Successfully Submitted

Congratulations! Your case has been submitted. Click here to return to the BBB website

Up Next:

- FINISHED!

In the next few days you will be receiving a packet of information (including a Customer Claim Form with the information you provided to us) in the mail. Please gather the following items and return them to us with the signed (by all titled owners) Customer Claim Form:

1. copies of your repair orders;
2. copies of your current vehicle registration;
3. a copy of your sales/lease agreement (not the finance agreement); and
4. any other letters, correspondence, etc. related to your claim.

A copy of your complaint will be shared with the automobile company. A company representative may contact you to discuss your claim and offer a solution.

A dispute resolution specialist from the BBB will contact you upon receipt and review of your Customer Claim Form and support documentation. Our role will be to:

1. determine the eligibility of your claim for the BBB AUTO LINE program;
2. explain the BBB AUTO LINE process;
3. facilitate settlement discussions between you and the company;
4. prepare eligible cases that are not resolved for an arbitration hearing; and
5. process the arbitrator's decision to you and the company at the conclusion of the arbitration hearing.

Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program.

For more information on the process, program eligibility or your state lemon law, please return to (www.lemonlaw.bbb.org) and review the information applicable to you.

Thank you for sharing your complaint with your Better Business Bureau System.

[Help](#) | [Contact Us](#)

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Subj: **Volvo Complaint**
Date: 7/19/2007 9:39:18 A.M. Central Daylight Time
From: [REDACTED]
To: [REDACTED]

Please see the attachment

Jackie Thomas | *Administrative Assistant*

703-247-3665

703-276-0634

jthomas@cbbb.bbb.org

www.bbb.org

Council of Better Business Bureaus, Inc.
4200 Wilson Blvd., Suite 800
Arlington, VA 22203

July 20, 2007

Dear Consumer:

We are in receipt of your complaint describing the difficulties you are experiencing with your vehicle.

As you may be aware, we administer a mediation/arbitration program, BBB AUTO LINE, to resolve disputes between certain automobile manufacturers and consumers alleging manufacturing defects. However, Volvo does not participate in our program in your state.

I regret we are unable to offer you any direct assistance with your complaint. I recommend that you remain in contact with Volvo for assistance in resolving your complaint the number is 1.800.458.1552.

If you have any questions, please do not hesitate to contact me.

Sincerely,

(Ms.) Jacqueline Thomas
Program Assistant
Alternative Dispute Resolution Division
1.800.334.2406 ext. 665



Office of Defects Investigation

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Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home

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EWR Information

» Account Management

» Equipment Manufacturer

» Low Volume Manufacturer

Sitemap

Contact

1-888-327-4235

TTY

1-800-424-9153

Help

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODE Number) is: 10191060

Click on the "Print Complaint" button to see a print version of the confirmation page to print for your records.

[Print Complaint](#)

Consumer Information

Name: [REDACTED]

Org. Name: [REDACTED]

Address: [REDACTED]

City, State, Zip: MARION, IA
USA

Daytime Phone: [REDACTED]

Ext: [REDACTED]

Evening Phone: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

[top](#)

Complaint Information

Description: The transmission slips when shifting into or out of 1st and 2nd gears.

Incident Date: 5/16/2007

Fire: No

Mech. Failure: [REDACTED]

Property Damage: No

Num. Deaths: [REDACTED]

Crash: No

Num. Injured: [REDACTED]

Police Report: No

Referral Source: CONSUMER OFFICES

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Vehicle Information

VIN: YV1SZ58D62 [REDACTED]

Purchase Date: 5/23/2005

Manufacturer: VOLVO CARS OF N.A. LLC.

Year, Make and Model: 2002/VOLVO/V70XC

Original Owner: No

of Cylinders: [REDACTED]

Trans. Type: AUTOMATIC

Engine Size: 2.4L

Vehicle Details Usage: RECREATIONAL

Cruise Control :	Yes	AntiLock Brakes :	Yes
Current Mileage :	54907	Speed :	
Failure Mileage :	54900	Powertrain :	ALL WHEEL DRIVE
Body Style :	STATIONWAGON	Fuel System :	TURBO
Fuel Type :	GAS	Vehicle Type :	MULTIPURPOSE PASSENGER VEHICLE

Vehicle Component Information	
Component 1:	POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Vehicle Dealer Information	
# Dealer :	1
Name :	
Address :	
Dealer Phone:	
Email:	
Dealer Fax:	

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Exit	





Office of Defects Investigation

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- » Equipment Manufacturer
- » Low Volume Manufacturer

Sitemap

Contact

1-888-327-4236

TTY

1-800-424-9153

Form Approved OMB No. 2127-0008

File a Complaint

Help

Use one of the following methods to file a complaint:

Web Forms

Non-Secure Submission

Secure Submission (Using SSL)



By Phone

Call the DOT Vehicle Safety Hotline at 1-888-327-4236 and a NHTSA representative will record your complaint information.

General Information

Your complaint information will be entered into NHTSA's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

- If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, the manufacturer must fix it at no cost to the owner. Your complaint is the first step in the process.
- Government engineers analyze the problem. If warranted, the manufacturer is asked to conduct a recall. If the manufacturer does not initiate a recall, the government can order the manufacturer to initiate a recall.
- We do not have to receive a specific number of complaints before we look into a problem. We gather all available information on a problem. Your complaint is important to us.

For a prompt response from NHTSA, send your information request, suggestions, or comments to webmaster@nhtsa.dot.gov.

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

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Ads b



Volvo Cross Country - I have a Volvo Cross Country that I bought new in Nov 2001 and has been a problem Vehicle from the word go

Ask Volvo Experts Now
Mechanics, Technicians & Other Car Experts Answer You
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www.JustAnswer.com

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More Info Here!
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Volvo Reviews
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www.ReviewCars.com

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cleveland.com/Autos

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Volvo Sells a Lemon and does not support it.

Hi,

I have a Volvo Cross Country that I bought new in Nov 2001 and has been a problem Vehicle from the word go.

Initially I had coolant level drop very quickly and was told that that was an airlock (this was at 5000km).

Then I started having transmission problems – thumping during gear change as well as brake shudder at higher speeds ~>85kmph. This appeared around 31000km.

I reported the issue to Volvo service centre and after a lot of phone calls they finally agreed to change the front discs and reset the engine management system and off I went. Within days I problems were apparent again. On calling the service centre I was informed that the transmission problem would go away after I had drive the car for at least 5000 kms and as for the continued brake problems that they would fix it up at the same time when the transmission issue was resolved if it continued after the 5000 km mark.

Subj: Consumer Affairs Submission
Date: 7/12/2007 11:37:35 A.M. Central Daylight Time
From: contact@consumeraffairs.com
To: [REDACTED]

Thanks for the consumer report you filed with us recently. We appreciate your telling us about the situation you encountered.

Your complaint has been selected for publication on our site and will appear within the next 48 hours.

Even if you are not able to achieve satisfaction individually, you will at least have the comfort of knowing that thousands of consumers will see your complaint, perhaps enabling them to avoid a similar misfortune. Also, our site is visited regularly by law enforcement agencies, local and national media and consumer organizations and we work closely with all of them to help identify consumer concerns.

Thanks again. We appreciate your sharing your experience with us.

ConsumerAffairs.Com
11400 West Olympic Boulevard, Suite 200
Los Angeles, CA 90034

This correspondence is intended only for the eyes of the person addressed and is not to be forwarded, copied or otherwise duplicated or distributed. If you are not the intended recipient, please contact the sender immediately.

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(include_path='.:usr/local/lib/php') in /home/html/isertive/php/CA/do_datarpt.php on line 307

ConsumerAffairs.Com

Add a Complaint - Complaint Added

The following information was successfully added to the ConsumerAffairs.Com database

Name

Address:

MARION, IA

Country:

United States

Home Phone

Work Phone

Email Address:

Company Name:

VOLVO OF NORTH AMERICA L.L.C.

Company Contact:

VOLVO OF NA CUSTOMER RELATIONS

Company Address:

PO BOX 814
ROCKLEIGH NJ 07647

Country:

United States

Company Phone

800-458-1532

Incident

I have been experiencing problems with the transmission of my car. It has been slipping, surging, balking and bucking in to gear intermittently. I had my mechanic diagnose the problem. He informed me it was a common problem with transmissions of my make and model. I contacted Volvo's customer relations department. They informed me I needed to have it diagnosed by a Volvo dealer. I did. They loaded new software to try and solve the problem, noting that it may be an internal transmission problem. I phoned the local Volvo dealership in Cedar Rapids to inform them the car was still exhibiting its original problems. I was told it takes the transmission time to "relearn" the program and to give it some time. I did this and the problem still exists. I had Junge Volvo re-evaluate the problem and they informed me I needed a new transmission. I had Volvo consumer relations send all of the information on to their regional manager John Vitor to review for consideration for cost assistance for its repair due to the low mileage of the vehicle and it barely being beyond its warranty. Assistance was denied. I

was not informed of this. I had to once again call their customer relations department to inquire about my case. It was then I was informed of the denial of assistance. I did some research on line regarding transmission problems others may have experienced with the same car. The problems and complaints are ABUNDANT and Volvo is quite aware of the issue. I even found a statement from an employee from a Volvo dealership in North Carolina confirming Volvo's knowledge of this problem with S60 and V70 transmissions. As a Volvo tech he has had to address this problem a number of times. I think Volvo is taking complete advantage of it's trusting consumers saddling them with these money slaves. In my opinion they are conducting business fraudulently by knowingly selling this faulty product.

Damage Resulting

I have invested approximately \$200.00 on diagnostics alone. Now I am forced to bare the cost of a new transmission on a 2002 Volvo XC70 that was diagnosed with this problem after barely exceeding the 50,000 mile warranty. I am still waiting to hear back from the dealership on the exact cost of the new transmission. This is a problem you might expect from a cheaper line of vehicles, not ones that cost \$40,000 and up.

Have Lawyer Contact Me

Y

Thank you for your submission. You should receive an e-mail confirmation shortly

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knowledge is power!

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 Sites? Find them here in
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Consumer Information information about you. We do not publish your identity but must have it for our records. If your complaint is published, only your first name will be used on our Web site. See privacy policy for more information. Reports become the property of ConsumerAffairs.Com Inc. and may be published, edited or discarded at our sole option.

Fields with an asterisk are required

*Your name

*Your Address

*City

*State

*Zip

*Country

*E-mail

Home phone

Work phone

Perpetrator The product, service, company, store, Web site or person that you are complaining about. Please be exact. Many businesses have similar names.

*Business Name

Individual you dealt with, if any

Address

City

Advertisements



State

New Jersey

Zip

07647

Country

United States

Telephone

800-456-1562

What
happened?
Use as much
space as you
need.

I have been experiencing problems with the transmission of my car. It has been slipping, surging, balking and bucking in to gear intermittently. I had my mechanic diagnose the problem. He informed me it was a common problem with transmissions of my make and model. I contacted Volvo's customer

Consequences.

Describe the
economic or
physical

I have invested approximately \$200.00 on diagnostics alone. Now I am forced to face the cost of a new transmission.

JUNGE

LINCOLN Mercury VOLVO

BRIAN LAPAN
Service & Parts Director

1510 Oakton Rd. NW Cedar Rapids, IA 52602

(319) 393-6500

(800) 728-4461

Fax (319) 393-0159



COLLISION COPY

WANDA STEVEN VOLVO
1547 SOUTH PARK RIDGE RD.

TAG #

WANDA IS BORN

PHONE: HOME 319 393-7407

WORK 319 393-6500

WANDA IS WITH VOLVO

FREE VALUE

VOLVO AND OF

CLASS BY

EX-1000

TRANS. AUTOMATIC

1990 1990 1990

CHRYSLER 3.4 3.0

COLOR: BEIGE

WANDA IS

CUSTOMER STATES TRANSMISSION WORK AND RYON

REPAIRS WILL BE DONE TO IMPROVE TRANSMISSION FURTHER

WANDA IS

WANDA IS

MULTI-POINT INSPECTION

COOLANT PROTECTION

WANDA IS

TOTAL LABOR

1.00

TOTAL PARTS

1.00

REPAIR ORDER TOTAL

1.00

~Not true:
They told me I
needed a new
transmission!

Customer must authorize further Diag
and absorb the cost to determine the full
extent of needed repairs. Once a final
estimate is available Volvo will review
the situation to determine if financial
assistance will be provided.

JUNGE

LINCOLN Mercury VOLVO

1510 Collins Rd. NE
Cedar Rapids, IA 52402
www.jungehmv.com

CEDAR RAPIDS IA 524

21 JUL 2007 PM 2 T



Mon/W Is

52302*9321 R002



transmission problem. I phoned Volvo's Customer relations regarding this problem and they advised me I would need a diagnostic done by a Volvo dealer. I had this done two days later. They upgraded the TC and told me it could take up to two weeks for the transmission to relearn the program. I allowed ample time and mileage for this to occur. It did not solve the problem but actually continued to worsen. I contacted both the dealership as well as Volvo Customer Relations. They had me schedule a rediagnosis. I drove with the tech to be sure he experienced the problem, (it is an intermittent problem), as I do. During the drive I asked him why Volvo didn't just replace the transmission when they know they are bad. He told me they like to try and fix it in other ways first. The tech later diagnosed my t

ransmission as "need to replace". According to Volvo representatives this problem was reviewed by their Regional Representative for cost assistance for the replacement. After not hearing anything for nearly two weeks I again phoned Volvo Customer Relations. At that time I was informed it was reviewed and denied. I was both agast and devastated. I then phoned the Volvo dealership to find out the cost of a new transmission for my automobile. He informed me it would be approximately \$4,900.00. He then informed me they had been contacted by the Regional Representative and were told if I were willing to cover the cost of the removal and full inspection of the transmission and if at that time it was determined definitely the transmission needed complete replacement they would Reassess the situation for cost assistance. I have pages and pages of similar, if not exact complaints from other Volvo customers who own the same or similar models of Volvo's vehicles. I also have I

information from the International Automotive Technician's Network webpa ge which contains a statement from a Volvo dealership employee claiming, and I quote, "There are lots of these issues going on with the S60 and V70 transmission shifting problems. Your dealer has to know about this", unquote. His name and state of employment are on the statement. I also have a Defect Summary from NHTSA, action number: PE05041. This summary is regarding Volvo's 1999 C70 convertible. It appears this model had very similar problems to what I and other Volvo customers are experiencing and they were determined to be defective. I will be sure to copy and mail all of my information regarding this issue. I sincerely appreciate your attention in this matter.

submit. Send in the complaint

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; SV1; .NET CLR 1.0.3705; .NET CLR 1.1.4322; Media Center PC 4.0; .NET CLR 2.0.50727)



Office of the Attorney General

Our mission is to use the law to serve the people of Iowa. We're glad you visited us and we hope you find exactly what you need.

Tom Miller
Attorney General

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On-Line Consumer Complaint Form

You MUST press the "Send in the complaint" button

Please read the Online Form Instructions below to help us handle complaint:

1. Please answer all questions fully and correctly.
2. Please follow-up with U.S. mail; send photocopies of additional materials and documents. Please alert us that you have electronically filed a complaint with your full name and address when you post your additional materials by U.S. mail.

PLEASE NOTE IMPORTANT OPEN RECORDS INFORMATION ON THE BOTTOM OF THIS FORM.

YOUR NAME AND ADDRESS:

Name: [REDACTED]

Address: [REDACTED]

City: MARION

State: IA

Zipcode: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Email Address: [REDACTED]

Your Age: [REDACTED]

NAME OF BUSINESS OR PERSON THE COMPLAINT IS AGAINST:

Name: VOLVO OF NORTH AMERICA

Address: P.O. BOX 914

City: ROCKLEIGH

State: NJ

Zipcode: 07647

Phone: 800-458-1552

Fax:

For motor vehicle complaints, list the Vehicle Identification# (VIN)

YV1SZ58D82

Faulty transmission in 2002
Volvo XC70 Wagon

Product or service involved:

Is the Product? ☐ : New ☒ : Used

Date of purchase or contract: 05/07/05

Amount of purchase or contract: \$24,065.39

Actual amount paid: \$24,065.39

How did you pay? (check, credit card, etc.): check

Have you contacted the business or person? ☐ : No ☒ : Yes

If Yes Please explain in the summary

Have you contacted an attorney? ☒ : No ☐ : Yes

If Yes When: but intending to

If Yes Name of Attorney contacted:

What do you think should be done to resolve your complaint fairly?

Volvo should take
responsibility for its
products and replace MY
faulty transmission, at their**Summary of Your Complaint:**My car was taken in for
diagnostic due to slipping,
bucking and jerking during
transmission shifts in the
lower gears. I was advised
it was a serious and COMMON
transmission problem. I
phoned Volvo's Customer

**I understand that the Attorney Generals Office is not my private ;
but represents the public in enforcing laws designed to protect cc
from misleading or unlawful business practices. I also understand
contact a private attorney for legal advice.**

**Note: Complaints are Open Records Under Iowa law, complaint forms
are "open records." The public has the right to review or obtain copies
records. Also, copies of complaints are routinely sent to the person or t
the complaint is directed against.**

AS RECOMMENDED BY FORD MOTOR COMPANY

QualityCare

at your service

Name: [REDACTED] Year/Model: 02 XC70 Date: 5-18-07
 License Plate: VIN: [REDACTED] RO/Tag #: [REDACTED]

REPORT CARD

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

EVERY 3,000 OR 300 MILES

☒ Check operation of horn, interior lights (map light/trunk/dome/glove), exterior lamps, turn signals, hazard warning lights, and brake lights

☒ Check windshield washer spray, wiper operation, and wiper blades

☒ Visually inspect radiator, heater, and air conditioning hoses for leaks or damage

☒ Inspect CV drive axle boots, if equipped

☒ Visually inspect exhaust system for leaks, damage, or loose parts and remove any foreign materials trapped by muffling

☒ Inspect and lubricate driveshaft, transmission, u-joints, and transmission shift linkage (if equipped)

☒ Inspect and lubricate steering and steering linkages

☒ Inspect and lubricate suspension

☒ Inspect shocks/struts for excessive bounce, leaks and damage

REPORT CARD

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

NON-IMPACT RELATED CHIPS

☒ Inspect windshield for cracks, chips, and pitting

☒ Visually inspect for oil/fluid leaks

Check battery performance

☒ GOOD ☐ RECHARGE ☐ BAD

Cold cranking amps

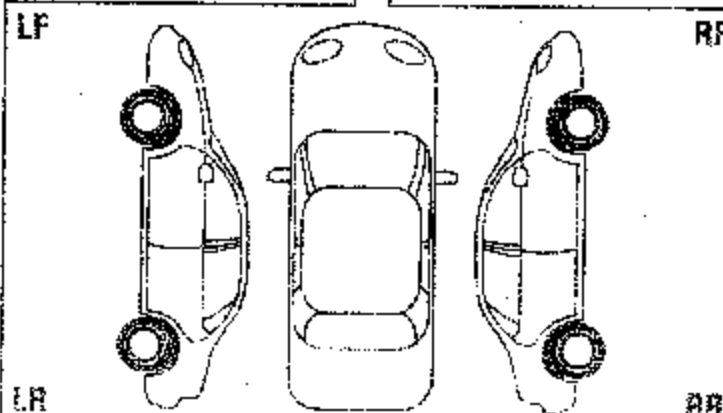
____ Factory Spec
 ____ Actual

BRAKES - TIRES

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT

Wear Pattern
 Brake Lining 10 mm
 New 10 mm
 Old 9 mm
 Tire Tread 9 mm
 New 10 mm
 Old 9 mm
 Tire Pressure In 34 psi Out 34 psi

Wear Pattern
 Brake Lining 10 mm
 New 10 mm
 Old 9 mm
 Tire Tread 9 mm
 New 10 mm
 Old 9 mm
 Tire Pressure In 34 psi Out 34 psi



Wear Pattern
 Brake Lining 3 mm
 New 10 mm
 Old 1.5 mm
 Tire Tread 7 mm
 New 10 mm
 Old 7 mm
 Tire Pressure In 34 psi Out 34 psi

Wear Pattern
 Brake Lining 3 mm
 New 10 mm
 Old 1.5 mm
 Tire Tread 7 mm
 New 10 mm
 Old 7 mm
 Tire Pressure In 34 psi Out 34 psi

OR TOSS OUT

☒ CHECK 4x4 transfer case, front drive axle, and clutch reservoir fluid (truck only)

☒ TRANSMISSION fluid

☒ BRAKE fluid

☒ POWER steering fluid

☒ COOLANT recovery reservoir fluid

☒ WINDOW washer fluid

Every 15,000 miles

☒ Inspect brake system including lines, hoses and parking brake

☒ Inspect engine cooling system, hoses, and clamps

☒ Inspect non-hydraulic accessory drive belt (only at 105,000 miles interval)

Every 30,000 miles

☒ Inspect clutch operation

☒ Inspect temporary fuel system hoses and cables (only at 105,000 miles interval)

☒ Visually inspect battery and battery cables (only at 105,000 miles interval)

☒ Inspect suspension, steering, and shock absorbers (only at 105,000 miles interval)

Comments: _____

Technician: DN

This Courtesy Inspection Completed by Your QualityCare Service Team



An IATN Sponsoring Member Feature

Replies to Bradford Law RE: 03 Volvo xc70[Home](#) > [TechMail](#) > [03 Volvo xc70](#) > [Replies](#)**Subject: Euro-Trans: 03 Volvo xc70, 1-2 shift, slips****From:** Bradford Law**Status:** Closed w/Summary ([Reply to this Summary](#))**Post Date:** Mar 18, 2004 5:17 AM**Rating:** [Average](#) ([Rate this Summary](#))

This is my sisters volvo. she bought it new. It has an intermittent problem in that sometimes pulling away from a stop as it shifts from 1st to 2nd it seems to slip or shift into neutral allowing the motor to rev up to 4-5000 rpm. She has b...

[Original Message](#)☒ Hide Quoted Text**Reply 1 of 6****From:** Don from North Carolina**Date:** Mar 18, 2004 7:58 AM

does this car have a gm transaxle in it. If so it most likely has a bad epc solenoid!!! have it replaced!!! Don Griffin

Reply 2 of 6**From:** Don from North Carolina**Date:** Mar 18, 2004 10:23 AM

If it is a gm trans. then it is the EPC solenoid...

Reply 3 of 6**From:** Bruce from North Carolina**Date:** Mar 18, 2004 3:09 PM

The trans needs to have the adaptation reset and then driven as described to relearn driving habits.

When this does not help, as in your case then the trans valve body needs to be replaced.

Volvo tech hot line has to approve of the valve body replacement. After replacing the Valve body the complaining may still be present. In this case you then replace the complete transmission.

There are lots of these issues going on with the S60 and V70 transmission shifting problems.

Your dealer has to know about this.

Some dealer techs try to do the least amount and hope that it gets by.

It is not a fun job replacing the valve body for warranty time.

The neutral control solenoid, on the valve body, is not working properly.

It becomes blocked up with trash.

The trans is supposed to shift into neutral, stopped, in gear and brake applied. Release the brake and immediately drop back into gear with out the driver being aware that this ever happened. This saved gas, engine and trans wear. The neutral solenoid get trash in it, sticks and released causing the bang into gear. Flushing the trans does not help. The neutral control solenoid is machined to the valve body and their for can not be replace separately. The only fix is to replace the complete valve body.

Call the dealer service manager about this or just take it back and see what they do next.

It might plss them off if you show them this letter, your call.

I work at a Volvo dealership. I can confirm all of the above statements.

I have reset adaptation and drove the car to relearn good driving habbits.

Sometimes it helps. Who knows if this was done correctly.

(You will have to trust the dealer about this.)

I have replaced the Valve body and/or the complete transmission to correct the problem.

All that you can do is give them another try to fix it correctly.

Bruce

Reply 4 of 6

From: Ronaldo from California

Date: Mar 18, 2004 4:56 PM

im under the impression that it might be caused by an excessively high level of electro magnetic field in that model an may affect the performance of some subcircuits of circuit 15....there is a repair or upgrad kit available to lower the emf but i have not been able to acquire through the new car agency...

Reply 5 of 6

From: Richard from California

Date: Mar 18, 2004 10:49 PM

There have been a few issue with these transmissions, which can be very intermittent.

I would suggest that you have your sister talk to the dealer and tell them the problem is still there. They should at that point contact the local Volvo technical specialist for assistance. If the dealer balks, she should then contact the Volvo Cars consumers affairs department (phone number is in her owner's manual) and have her lay out the problem to them. She can then request to meet with a technical specialist.

Reply 6 of 6

From: Nell from South Carolina

Date: Mar 19, 2004 5:12 AM

Bradford, There is very little you can do with out factory softwear. It is under warranty, if the local dealer cannot help you need to contact Volvo headquarters and "law down the Law".

This help request was closed with the following on Apr 12, 2004 6:50 PM:

Thanks to Don, Bruce, Richard and Neil. The consensus seems to be that these transmissions have a few issues and they should all be dealt with under warranty or by the dealer. Some ideas including reloading the software,(already done) and replacing the valve body. If this did not work transmission assy as a last resort.

[Back to the Top](#)

Original Message

(Reply to this Summary)

2003 Volvo xc70

Engine: 2.4 L / 5 cyl
Fuel: Fuel Injection
Ignition: Distributorless
Trans: Automatic
Mileage: 19,000 mi
VIN: YV1SZ59H63

Affected Item: 1-2 shift
Condition: slips

ORIGINAL MESSAGE

This is my sisters volvo. she bought it new . It has an intermittent problem in that sometimes pull ing away from a stop as it shifts from 1st to 2nd it seems to slip or shift into neutral allowing the motor to rev up t o 4-5000 rpm. She has been back to the dealer under warranty. They say they have reloaded the software and "relearned" the t rans ecu. Still, indential problem persists. No MIL light o n.

SUMMARY

Thanks to Don, Bruce, Richard and Neil. The consensus seems to be that these transmissions have a few issu es and they should all be dealt with under warranty or by the dealer. Some ideas including reloading the software,(already d one) and replacing the valve body.. If this did not work transm ission assy as a last resort.

Bradford Law
Owner/Technician
Import&Vintage Repairs Inc.
Mt. Pleasant, South Carolina, USA

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I am the first owner of a 2004 Volvo XC90. Currently with 60,000 miles. Less than 20,000 miles ago, both bearings needed to be replaced and the Volvo dealership replaced them at no charge because the car was barely over the warranty. Now both bearings again need to be replaced. The charge is \$2300 and the Volvo dealership offered a 20% discount off the \$1500.

I am insisting that Volvo pick up the fee and in writing state the bearings are guaranteed for 100,000 miles. On my own, I have found out that the 2004 XC90 has a problem with bearings - Volvo was not honest disclosing this to me but admitted it after I told them I knew about it. Still so far they are not willing to cover the cost of their faulty equipment. By the way, I was blown off by Frank at Volvo Customer Service 800-438-1552, mcdonald1971.

He told me on 4/25/07 he would discuss the bearings cost with the Volvo Field Rep and the Rep's decision could take 3-5 days. On 4/27/07 when my husband called Frank regarding the decision, Frank had not called the rep and told my husband he called the dealership and the dealership would give us a 20% discount. I had told Frank that in our initial conversation. I am going to sell this Volvo if this is not resolved. The next car I buy will be a Cam with a 100,000 mile warranty.

We own a 2003 xc 90 with 95,000 miles on it. I'm being told that we need a new transmission. I don't believe this is happening. Every time we take it in it is something else. We had to put \$13,000 into new turbo about a year ago, b/c the dealer said we had not changed the oil for a long time, even though the car had been in for a full service a month or so before that. I asked why no one saw it and they said that it was not their responsibility to maintain levels of oil. I assumed a full service meant checking the oil. I decided to live with it b/c we moved to Maine and I got lazy, but since we have been up here it has gone down hill since then. And now I need a new transmission. For \$50,000 I deserve care that does better than that. Can anyone help? I am willing to invest time in legal action if there seems to warrant it.

I purchased a new 2001 Volvo V70 SUV because of a great deal of unpleasantness in the delivery process vowed never to give that dealer any future business of any kind. I have had the car regularly serviced and maintained by a very reputable local mechanic who has serviced my family's cars for many years.

The mechanic knows when he sees me drive up with the Volvo that it is almost certain that he is going to be replacing a burnt out bulb. With only 37,000 miles on this car I have replaced headlamps three times and every other bulb including the license plate bulbs at least once. A number of the rear bulbs have been replaced several times.

On one occasion, on the recommendation of Volvo my mechanic

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Willing to invest time in legal action

Willing to invest time in legal action

replaced every rear bulb good and bad. Notwithstanding my constant comment that there has to be an electrical problem my mechanic seems to believe this is not the case. Recently, someone I met stated that he understood this was a problem with all 2000 and 2001 Volvos, at least the station wagons. I also have intermittent problems with the door locks and the alarm system.

The computer read outs for gas mileage, etc. has never worked properly from day 1 but I ultimately gave up on getting it to work right on the ground that the process was more trouble than it was worth. From now on I will stick only to Toyota products, which I have never had the slightest complaint about.

I currently own a 2004 Volvo XC90. I have had a comfortable and safe experience since purchasing it in April 2004. However, there have been a number of issues that are of great disappointment. Both left and right wheel bearings failed so far in addition to my latest critical problem; transmission failure. The vehicle has 57,000 miles on it.

The first wheel bearing was covered under warranty at approximately 35,000 miles. The second bearing went at approximately 70,000 miles, which I was responsible for. I have had 8 new cars previously and I have never had to replace a wheel bearing or a transmission in any of the eight vehicles. Now with this situation arising, we have major concerns of the quality Volvo is putting out to the consumers.

I can assure you we have done all the recommended maintenance through our dealership, Stadel Volvo in East Petersburg, PA and we have the records to prove it. I just am having a hard time accepting that I need to replace a transmission @ \$6,800.00 on a fairly new \$45,000.00 vehicle. It does not sit well and I think I have been taken advantage of.

2001 V70, Transmission Failure, 112K miles, transmission solenoid culprit. Cost - \$6750 to repair.

The Volvo V70 had a significant problem with it's electronic throttle system...I bought a 2001 V70 and spent 3 years paying for a variety of things. car had massive hesitation issues, then the dash board lights kept going off/on, then I replaced bulbs every month!

Then, my the passenger side door/window stopped working (more money spent to try to fix), then the temp gauge on dash went out, but the car began not hesitating as much...this is when the recall came out. I did it. It fixed EVERYTHING! Now, not nearly a year later and it is all starting over...I have an appointment with a dealer who is already telling me that it may not be this problem...I WILL NOT SPEND MORE MONEY!

I am leasing a 2004 Volvo S60 2.5T. Lease is up in June, 11 months ago at 32K miles (still under warranty) my transmission slipped and needed to be serviced (light came on). I brought it in to Nalley Volvo to be serviced. They patched the problem by flushing trans fluid and updating computer, etc. Well now at 52K (2k miles over warranty)...guess what?!! same thing is happening and they are telling me that I need to replace the transmission!! Why didn't they do it at 32K miles when the same problem was occurring? I am so mad!!!

This will cost me around \$6,000 probably (don't know exactly yet). Keep in mind that my lease is up in 5 months.

The high-end factory-installed CD player in my 2001 Volvo V70 jammed with three CDs in it (it holds four). There is no way to

transmission failure

- Hesitation Problem

2X transmission failure

force the unit to eject, so I brought it to the dealer for troubleshooting. I had the service done while I waited. Two hours later a technician came to tell me that they'd checked things out and would have to order a new unit, after which the jammed discs would be returned to me. Upon returning to my car, I noticed with some dismay that the dash pattern on the radio and dash had not even been disturbed.

I called the service advisor and was told that all that had been done was for the technician to turn the car on, push eject, and confirm that no discs came out. I was furious at this ... why had I waited over two hours for someone to tell me what I already knew? I waited a few weeks for the new radio unit to come in to the dealer, then had the car serviced to install the new radio. I was told that the old jammed CDs could not be retrieved by the dealership, but that the unit would be sent in to the factory and the CDs would be returned to me in 4-6 weeks. It's now been over 6 weeks, so I called the dealership to see what was up.

They now tell me it can take up to one year to receive CDs back, and they have no way to check on the status of this. Had I known this, I would have asked for the unit back myself so I could dig the CDs out.

just purchased a brand new Volvo XC90 on Friday, 12/15/06. Drove it a day and a half (12/17/06), when another car on the road blinked its lights and told us we had a huge gas leak. We pulled off and called for assistance. The car smells like gasoline. Terrible! This is a brand new vehicle (6 miles when I took it off the lot, 130 at the time of the event). Gas was pouring out from under the passenger side of the vehicle. I have never owned a new car that was so dangerous. My wife and two kids are fine. The car was flat bed towed to our dealership.

I was bringing them the keys and cancelled by security deposit check. Let them sue me. I will counter sue. This car is a tinder box waiting to explode and won't risk my family's life. We all felt sick from the gas fumes although we didn't go to the hospital.

Own a Volvo s60 with 47,000 miles ...just learned the transmission is going out...Volvo will not warranty this repair because the 4 year warranty expired in January of 2006. So the most important item in the warranty, the mileage is being ignored... This is my third and LAST Volvo that I will ever own.

My 1990 Volvo burst into flames while it was parked in a friend's yard. The car was not even running. How fortunate I was that someone passing by knocked on the door and called the fire department. Was there a recall of this car? How can I be compensated?

Volvo S60 2001, don't buy one. Already having to replace transmission. These cars clearly have a manufacturing issue.

\$3,000.00+ to be repaired.

Petrosses of Detroit MI (10/23/06)

On October 6, 2006, I took my 2001 s60 to the Volvo dealer because my car stalled on the expressway. It surged until it completely stopped. The mechanic completed the Crank Vent Cleaning for a charge of \$575.00 along with \$248.00 in parts and a basic lube oil and filter change \$29.95 Total \$28.00 On October 7, the oil light came on and STOP engine light. I made it back to the dealer and the Service Advisor stated that if the light goes off there is nothing to worry about. On October 20, my car stalled again on the express way, I had the car towed back to the dealer, just to find out that there was a hole in my engine and the cost

Replace
Transmission

would be \$5,200 for used engine. I feel that the service department took advantage of me because of my lack of knowledge on repairing cars and stated that it was MY FAULT. I sincerely trusted the dealer in all repairs of my car and based on the money I had already spent the could have at the LEAST CHECKED THE ENGINE and made notations for corrections when they released the car on the initial repair on Oct. 6, 2006.

On 8-25-06 my husband drove my 2000 S80 for a short trip across town. On the return trip he noticed the transmission would not allow him to accelerate. The car sold to check engine. Also it read engine trouble urgent. I took my vehicle into Motorcars Volvo on Rockside Road. I was charged \$103 to advise me that I need a new transmission. I left the dealership and called Consumer Service. I spoke with Margaret and after a play on words she advised me a field rep would call me.

Motorcars Volvo said it would cost \$4500. I'm waiting on a call from the Volvo Rep. Keep in mind that I have paid for the throttle problem and the ABS problem. I don't drive the car every day because it is not a positive reflection to my business. It has been serviced and maintained as according to Volvo's schedule. I am waiting for a Volvo rep to call me, but based on all the reports I've read on the web I'm going to reserve my opinion.

I am the original owner of a 2001 Volvo V70 Station Wagon. I have brought this vehicle back to the dealer numerous times, to have them check and repair the slipping transmission. The slip occurs between first and second, and between second and third gears. When it slips, the automatic transmission goes into clutch mode, and no power is transmitted to the wheels; the engine just revs up for a few seconds, then the transmission grabs with a slip. I have told the dealer that this could be very dangerous during a left turn, or during slippery road conditions.

They deny that the slip occurs, and have downloaded updated programming into the cars computer in an attempt to make it shift better. I told them the slip feels like someone stepped on a clutch for a few seconds, but to no avail. I purchased an extended warranty, and currently only have 36K miles on the car. It has slipped since it had about 10K miles.

No accidents yet, but I fear making left turns, since the slip could result in total loss of power to the wheels while the automatic transmission shifts from 1st to 2nd gear. I have told the service technicians at Volvo of this concern, but they have not resolved the problem.

For those of you considering a Volvo S-80, don't! We have had ours since new in 1999. It made it to 110K miles - all freeway between the Valley and the Westside. In that time we have replaced the transmission twice - once at 36K miles and again at 92K miles - this one was out of our pocket to the tune of \$4900. It has also developed a series of transmission fluid leaks since 50K miles - the seals have been replaced 5 times by the dealer and independent factory-trained techs - still no improvement. Also since 25K miles we have learned to live with permanent check engine or emission control warning lights. We would like it to make it 2,500 miles between oil changes before a warning light or message appears. Finally, we have replaced the motor mounts 3 times in the first 75K miles.

I

I purchased a new 2001 Volvo S-40 in July 2001. The car is driven my me, to work and back, about 40 miles a day. It has less than 45,000 miles on it. Today, I was told by the local Volvo dealer that it needs a new transmission. I am appalled by the news, having had the car in for every scheduled maintenance (I have the records and the bills), as well as the oil changed every 3,000 miles. The car was bought in Vermont and serviced in Vermont by a Volvo dealer for the past 5 years. In December 2005, I moved to

Need new transmission

Slipping transmission
1, 2, 3 gears

2x replaced transmission
36K + 92K

New transmission

Virginia and had the car serviced at the Charlottesville Volvo dealer for an oil change in April. At that time, they attempted to diagnose the problem - a noise that was intermittent that might be an axle problem. Recently, the noise became permanent and lo and behold, it wasn't an axle problem but a transmission problem.

transmission problem

I have not yet heard from Volvo North America. I have also sent a request to Almarin Volvo in Vermont. The estimate for the transmission is over \$8300.

I was involved in a high speed accident on June 24 2006. I was driving a 1995 960 Volvo. After crashing into the car in front of me going approximately 60 miles an hour my air bag failed to deploy. After looking this up, back in Nov. 1994 Volvo recalled 152 1995 960 Volvos for (guess what?) Failure of frontal air bag to deploy. After reporting this to Pat Scuris...Product Investigator Coordinator of Volvo...She said I am sorry, you are mistaken. However, after I informed her of the NHTSA Campaign ID number (94V215000) (in regards to the recall) she decided to investigate it. I am currently waiting a reply.

Neck Trans...Not only did I hit the car in front of me going fast - BUT I was hit from behind by a car also traveling fast. This was on I-93. The accident was caused by an idiot stopped for a turtle in the FAST LANE.

We purchased a 2000 Volvo S80 and it currently has 85,000 miles on it. In the past two years we have had to replace the alternator, a few electrical control modules, the drivers window track will not roll up or down, replaced the throttle body, the passenger headlight will go out at random, and of course three separate warning lights come on at random: ABS, Oxygen Sensor, & Traction control. I believe this an electrical design flaw. Understandably, some parts will need to be replaced over time. But one minute everything is fine and the next it's not. In the past year I have spent over \$2500 in problems that shouldn't be happening.

We have a 2000 S80. Basically it has been a good, safe car. But, as my wife says, its always \$500 for any repair, especially when taken to the Volvo dealership. Tires are \$600 per set. The latest thing, and what people should really know is that the brakes are designed to wear the pads and the rotors. Yes, the rotors are designed to wear out every second brake job. That comes to \$600 just for the rear pads and rotors. This I consider a significant design flaw, or at least a significant issue that should be disclosed to purchasers. The dealer repair fellow claims that this system is designed for better braking. Maybe so, but it probably will push us over the edge in terms of keeping the car and moving back into something more reliable and cheaper to maintain, like a Japanese built car.

My 2001 Volvo S80 was parked in my driveway whilst the ignition turned off for approximately one hour. When we went outside the front hood was literally in flames. The car was totally destroyed and melted into the driveway. The fire department said the cause of the blaze was traced back to the front hood. Volvo of North America inspected the car and declined responsibility. I have contacted them and they have refused to take responsibility. I am in the process of trying to find the best lawyer to sue them.

The out of pocket expenses and the repair to my driveway after insurance reimbursement has been close to \$5000

I have a 2003 Volvo XC90 with 47,000 miles on it. The engine needs to be replaced due to sludge build up in the engine. The dealership is refusing to fix the car under warranty, claiming neglect on my part for a lack of oil changes between 4/04 and 6/05. I am claiming that less than 10,000 miles ago (6/05), the

dealership performed a full service check up / inspection on the vehicle - including an oil change - and gave the car a clean bill of health. That is the purpose of the inspection: IF THAT IS THE CASE, the damage took place within the last few months after the last visit. This would mean faulty engine and therefore warrantable.

I have a Volvo S80 T6 2000 model. It has only 42000.00 miles. I took the car for servicing because it was displaying Transmission Service urgent message. The dealer wants to replace the transmission. There are numerous other problems with this car.

The economic damage is close to \$8000.00 and the loss of trust in the car. There is a good chance that I will get rid of the car, that is another \$20,000.00 down the drain.

Fuel rail leaking raw gas on 1995 960; extreme hazard-no safety recalls found. Did find recall notices on later models, but not on 1995 960's. Headache from smell of gas, in addition to extreme safety hazard. This should have been a recall event, especially after I have found so many other complaints of same origin.

I own a 2001 Volvo S-40. In early April 2005, my vehicle was diagnosed as being in need of oxygen sensors, which was the reason for my check engine to be activated. The problem is that my car had approximately 25,000 miles on it. As of mid October 2005, the check engine light has been reactivated and the vehicle was recently diagnosed at the Volvo dealership as needing new oxygen sensors-again. Currently, my car has 32,000 miles and is going on its third set of oxygen sensors. The parts and labor that are required to fix the problem are truly expensive. All my complaints to Volvo have fallen on deaf ears.

Two years ago I bought a new Volvo XC 90, a car I have dreamt about for a long time. I decided against VW Touareg and Lexus RX 300 because of at the moment I was very satisfied with VOLVO V70 (1999). I thought Volvo would be a decision I could rely on... Following is the list of defects I have had to cope with for past 2 years of using Volvo: - change of SIM card holder, integrated phones switches off spontaneously - change of a component of power steering system - change of trunk cover - strange noise - High Performance Audio - strange noise when playing CDs; not repaired yet - strange noise at engine start, not repaired yet - carpet holder - could not open the rear door and take out luggage :-)) - change Continental PremiumContact tyres after 25 000 km - change of the driver safety belt - change of stabilizer bar after 48 000 km - change of seat cover after 60 000 km - change of the rear absorber after 80 000 km - engine stops spontaneously; change of software, overall maintenance necessary. In 2005 I could not use my car for more than 2 months only because of maintenance. I think that quality of Volvo cars decreased rapidly after Volvo was purchased by Ford as my Volvo V70 (1999) with more than 300 000 km works without any serious defect. Volvo XC90 is my last Volvo.

On the highway, I was driving my Volvo S80 @ 78 M.P.H when my engine suddenly stalled. I had an accident, however I was lucky nothing serious had happened. After this, the maximum speed that the car can drive is 30 M.P.H. I have invested thousands of dollars into this vehicle, especially at the Volvo Hassel Dealer of Glen Cove only to hear that there are more problems with my car. Since last year they have both replaced and repaired: Fuel line (replaced), ABS control module (replaced), Fuel Filter and Pressure line (replaced), airflow meter sensor (replaced). Then, my own personal mechanic replaced 4 oxygen sensors, and 2 front struts, and 2 rear shocks, and 2 sway bar links replaced. Volvo Hassel continues to tell me that ECM electronic throttle module needs to be replaced (due to a defect during manufacturing because over 400K cars (Volvo S80 1999 & 2000)

Replace
transmission

were affected.

I already spent 5,000 USD, and now I must spend more for this ECM problem. I have lost my confidence in the Volvo brand because I once owned a 760 GLE and had never experienced the problems that I have to face today with the Volvo S80.

On the 1998 Volvo V70, failure of ABS system (electronic brake computer module), random and intermittent diagnostic alerts on instrument dashboard suggesting multiple sensor readings leading to needless repairs, and premature brake component failures requiring frequent rotor and pad replacements.

The consequences of owning this car include thousands of dollars of repair costs, hundreds of hours of the vehicle not being available while in the repair shop, and unmeasurable hours of conflict with Volvo service organizations beginning with Volvo the manufacturer. I join a long list of Volvo owners who own poorly engineered vehicles manufactured by a corporation that fails to recognize any degree of responsibility in corrective action or for that matter in even acknowledging that the product they have sold is of poor design and inherently flawed. Volvo's reputation for comfortable seats and doors that close well is meaningless when their vehicle design is inferior to minimally accepted engineering standards resulting in the car becoming a thirsty money sponge and ultimately traded or sold away in disgrace. Volvo should be ashamed for their own negligence, and the marketplace is quickly becoming educated on Volvo's disgraceful performance to its customers.

I have a 2001 Volvo S80. The engine has failed to respond to the throttle on three occasions. Two of those times the car would barely cross the street and was almost stalled in front of oncoming traffic. I noted that your site indicates there is an NHTSA investigation on this car and its throttle problems. I've reported this to Topping Volvo in Olympia, Washington and am taking it in tomorrow to have it checked.

Car suddenly stops in nearly a stop. It won't take the gas or accelerate. Mechanic said this is a common problem with Volvos and it should be part of a recall.

This is the final and last Volvo I will ever have. I will never recommend one! I have a 2001 S40 with 30,000 miles on it. I have had nothing but problems with the brakes and headlamps. I have replaced the front brakes and rotors three times. I have replaced the rear rotors once and the pads twice. The headlamps constantly blow out. I wrote Volvo and they tell me the brakes go because of the material they use, apparently it is soft. Too bad they did not tell me I would incur these expenses before I leased it! I am on a lease that expires June 2006. Is there any way I can get out of it with all the problems I am having? I have had many cars in the past and never replaced the brakes as I do with this Volvo.

Debra should consult a Los Angeles attorney in her area.

I leased a new 2002 Volvo V70 in April of 2002. The car has approximately 19,000 miles on it. Since we leased the car, it has been in the shop 7 times. The brake pedal position sensor broke twice (causing the check engine light to go on). The power steering pump began to leak within months of obtaining the car.

Most troubling, however, is the fact that the power locks have broken 4 times. At times, the locks would unlock by themselves, leaving my family at risk of a carjacking. At other times, we cannot unlock the door locks - surely a dangerous situation in an accident or if the car is accidentally driven into a body of water. I have contacted Volvo Corporate three times (once on the phone and two times by letter).

The "customer services" representative on the phone didn't seem

Money Sponger

- mechanic says is common problem + should be part of a recall
1st & Last Volvo

to care, despite her acknowledgement that these have been common problems with this car. The dealer told me to contact the President of Volvo, Vik Dröglan. I have sent 3 letters to him and HAVE RECEIVED NO RESPONSE WHATSOEVER. I desperately want out of my lease, as I believe this car is a hazard.

Richard should also consult a Lemon Law attorney.

Purchased a new Volvo 2004 XC90. After 250 miles on the car it started to make knocking noises in the transmission and suspension. The vehicle rattles and the brakes grind. I have taken the vehicle in for service 3 times. Volvo reps claim this is up to Volvo standards. They basically refuse to fix these issues.

Volvo sold me a car I'm not happy with and my car buying experience was a huge disappointment. I want to return the car for a full refund.

I have a 1999 S80 T6. It has had many minor problems while under warranty. We were transferred from Louisiana to Canada & drove up, no problem, but we used up our warranty. After a year here our transmission started burning up. It would get stuck in 3rd gear. It would cycle often & hunt for gears. Volvo said to watch it. It continued to do this. They said they needed to change the transmission & it would take \$4,400 Canadian & it would take 3 weeks for the new transmission to come in.

An independent transmission shop said they could fix it for half of that price & start the next day. They showed me the dipstick that the transmission fluid was charcoal colored. We had vacation, needing a car in 4 weeks so we had it fixed by the transmission shop. Now the transmission works fine but the car does not want to start. The tachometer spikes & the starter does not get gas or spark, most of the time. It usually starts after 6 long tries. The dealer told me the transmission shop installed the transmissions in the wrong position. Horizontally instead of transverse. They could re-orient it for \$1,000 C.

While it was there it developed the starting problem. They were not able to solve it & referred us to a private shop that works on Volvos. They were not able to fix it. After 1 month my car is back at the transmission shop & they might have found the problem, something to do with the battery cable. They say they tried a longer battery cable on it & it seems to start normally. I won't believe it until I get it back & it actually works. They are charging up the battery because the long starts was draining the battery.

A \$45,000 US car that does not want to start & no one could figure out why. We are extremely aggravated with Volvo. Volvo Canada told us the estimate from the dealer was high but they could do nothing about it. Volvo Canada said they had traveling experts to help with difficult cases. My dealer did not offer us that option.

At 51,000 miles the car can not run smoothly. The dealer indicated that motor control system died and the gas sensor went bad. Electronic parts should last at least 10 years or 100,000 miles. The dealer had the parts in stock which meant that there was a design defect and this happened often to other volvos since dealers do not stock parts that seldom fail.

The parts and labor cost over \$1000 and Volvo said that there was no design defect. Volvo said that the electronic problems that Volvo cars had (as told in Consumer's Guide) were on earlier models and were fixed. Evidently Volvo did not fix all their problems. They refused to refund the cost and indicated that the dealer might provide some satisfaction. THIS IS NOT A DEALER PROBLEM, THIS IS A VOLVO DESIGN PROBLEM.

NOTE: I am a retired Chief Scientist and professor emeritus in electrical engineering and am familiar with electronic reliability. If this type of failure occurs in other SUVs, it is a design defect and if the dealer had the parts in stock it indicates that the parts fail often.

Transmission
problems

Need to change
transmission

Back @ transmission
shop

Volvo Design
Problem

electronic
engineer

just took delivery of a new 2004 S80 Volvo. After driving in full daylight the display lights are washed out to be almost unreadable. The LED lights are blue green and the glare from the windows interferes with the ability to view the clock, temp, mileage, cruise, radio and message center displays.

Volvo has no fix. Customer service center states that that is just how the car is designed. This is a small problem compared to others I have read about. This is my 3rd new Volvo since 1997 and I have had no unexcused issues in the past. This issue is annoying since the displays are distracting while driving when you can't see them due to the glare and dullness of the display.

I bought an S80 in 2000 and it will be my last. I've had \$6000 in repairs in the last 18 months. Prior to that repairs were covered under warranty (body side molding coming unglued, couldn't get it out of park, etc.). This car is a lemon however the Lemon Laws in Michigan are such that I don't have recourse.

Not only has my Volvo had tremendous and expensive maintenance problems, even though some started before the car was out of warranty, I have had to pay for them once they continued into the after-warranty period. Recently, in response to a recall for seat heaters, the "fix" has consisted of basically emasculating the unit so it does not produce any appreciable warmth. This assures that the seats will not catch fire. They no longer warm.

My Volvo S80 T6 is a wreck. I've put a great number of miles on the car, and have gone past the warranty limit, but even if the mileage was doubled, the car should never have the problems it does. THIS IS THE E-MAIL I WROTE TO VOLVO. IT EXPLAINS SEVERAL OF THE PROBLEMS, BUT CERTAINLY NOT ALL OF THEM:

In 1998, I purchased a new S80 T6. Since the acquisition, I have had nothing but problems. These include a slipping transmission, non-spooling turbo, and a dashboard that's lit up like a Christmas tree.

Before these most recent problems, I have had the police and fire departments, and HAZMAT called to my residence to control the life-threatening cracked gas tank that came about through no fault of my own. I never made a complaint or asked for any compensation for the damage caused. In fact, through all of these faults, I have maintained the car to the best of my ability and willingly paid for service when necessary.

I have become overwhelmed with the mounting difficulties experienced with this car, and once and for all went to diagnose each and every little problem with it. I called the dealership I purchased the car from (and got it serviced at) and explained my current dilemma. It was explained to me that to get a complete diagnostic test of the vehicle, it would cost \$85.00 per hour. Although this is nothing compared to the money I have invested into the car, it is an insult after all of the problems experienced.

I am writing to ask for any assistance you can provide in diagnosing and/or repairing the vehicle (or connecting me with someone in my area who can). (I'd like to add that I have been a Volvo owner since 1998, I have passed down your cars to my daughters when they first started driving and have entrusted their lives in your safe vehicles. I have never been so let down mainly because I never thought I'd be hesitant about giving one of your cars to one of my kids. Again, I appeal to you: Please restore my faith in your company.

A very nonempathetic, seemingly unconcerned customer relations consultant contacted me. He explained that there was nothing that could be done, nothing at all. He did try to explain it away by saying that it "wasn't the best car we ever made" and several of the problems I stated were common. I wanted to scream, I was so upset. Can anything be done?

should contact an experienced Lemon Law attorney in New

slipping transmission

Jersey at once. She may have waited too long but she won't know until she consults someone who knows her state's laws.

I purchased this Demo model Volvo cross country in feb 1999. It was a 96 model with 12,000 miles on it and cost \$32,000. I have had non-stop problems with it. Most recently the axle went. In the last 5 months of 2002, I paid over \$5,000 in repairs. Since I purchased this car, the repairs have cost me over \$10,000.

I have written to Volvo and they replied that all cars need repairs. A year after I bought the car I had a crash and while it was being repaired, the repairman said it was in a previous crash; not by me, but obviously the dealer had a crash and didn't disclose it. Then a week after I bought the car, I found a sale notice in the car that was \$1,000 less than I paid, I have always had the car serviced by Volvoville but at this stage it is getting outrageous. I have had many cars and we also own many trucks but have never put this kind of money into them. The only answer that Volvoville can give is that I don't have the extended warranty.

I own a 2000 Volvo S40. The clear coat of the paint has come off the entire top of the car (hood, roof, and trunk) Volvo is trying to tell me that it is from a pressure washer car wash, but if that is it why does the paint only come off where the sun hits.

This car is a 2000, now if they don't fix it I have to spend 5000 to have it repainted. That is a great way to treat a Marine, sell him a car that the paint comes off.

I purchased a 1999 Volvo C70 brand new. In the past 3 years I have gone through 3 sets of brakes, 2 sets of rotors, 2 sets of tires, 3 motors on the passenger seat, 1 motor on the driver's seat, the front headlight came loose causing severe damage to my front fender, the CD player has had to be replaced twice, the battery cable was faulty causing me to have a dead battery for over a month and the replacement of 3 batteries, the door latches lock which does not allow you to shut the doors, and now the transmission has to be completely replaced. Not to mention that making a U-Turn is impossible in the car because of the grinding and squealing noise the car makes with just a simple turn. It only has 50,000 miles on it and is a \$45,000 car.

While the dealer has been quite phenomenal at handling all of these issues, it is more than inconvenient to have to constantly take my car into the shop. I am a single mom raising 2 kids and do not have the luxury of a second car or the time to run to the dealership and wait for hours on end while they fix my car. With the transmission issue, the dealership had 2 technicians drive it and put it on the "diagnostic" machine and said it was fine. It was only when one of the customer service reps who used to be a technician offered to take the car home for the evening that he confirmed my diagnosis of the transmission failing. Then he would not give me the specifics on what was wrong with the car, only that Volvo was paying to put a brand new transmission in my car and they'll call me when it is ready. This leads me to believe that this transmission issue is much bigger than my one little C70. My payments on this car are \$600.00 a month and it is definitely not a car worth \$600.00 a month.

I brought the vehicle in March 1999, a Volvo c70 convertible. Approximately 3 to 6 months after purchase the car began emitting black smoke. I took the car to Royal Motors (where I purchased it). They said they fixed the smoke problem. Two weeks later the same thing with the smoke happened. I took it in again and they said it was fixed. That afternoon, after picking up the vehicle, the smoke began again. I returned the vehicle and waited without a vehicle for 3 and 1/2 weeks for vehicle. They said they fixed the smoke problem.

The problem with the smoke reappeared three months later and I

transmission replacement

-volvo pd for new trans

returned the car, this time the car was in the shop for approximately 2 weeks, they said they fixed the problem. Needless to say the car emitting smoke approximately 3 weeks after I took it in and they said they fixed it. I believe the last time it was in for the same thing black smoke coming from my vehicle, was in February of 2001, I asked for a replacement car saying my car was a lemon, and the warranty was up in March. I found out I had a 4 year warranty and they fixed it again and once more problem returned. I can't count the number of times it's been in for this black smoke, which is now occurring again for about the 6th or 7th time the oil has been replaced three times. The front passenger seat motor has broken down twice. The recalls on the vehicle were never done till just recently and all at once, there were 15 recalls since buying the car. The battery died because of one of the recalls that drained it. The primary problem is the black smoke coming from my vehicle, and the warranty is up March of 2003.

This car may be a candidate for Lemon Law action. Marietta should consult an attorney who specializes in Lemon Law actions.

I had a failure of the ABS brake system control module on my 1998 Volvo Cross Country at 90,000 miles. I am told by my service advisor and manager that these failures are epidemic, and very long waits may be anticipated as part demand far exceeds supply.

I was charged for a new part when it was repaired, and I asked to keep the old. Only for a \$200 "core fee" so I did not. (In Europe, these are rebuilt and sold for \$80.00, they cannot tell me what I got here.) My complaint: it is a safety issue. The part fails in cycles: when it is off, it works fine, just no ABS, when it is on, it works fine. The failing cycle, which repeats many times until the part is replaced, results in loss of brake effectiveness for that particular braking application.

Brake pedal feel on the failing cycle encounters the resistance of the ABS pump, which is quite surprising the first few cycles. I had many per day for the time between detection of the failure and part replacement. Nobody at Volvo has contested or argued this braking effectiveness point with me, and I have brought it up many times. One senior resolution resolver flat stated I was likely correct. However, as a corporation, they refuse to address the issue, or cover it, or consider recalling the part.

I have received top service from all at Volvo, and an offer to give me a discount at the dealer, which I refused, because I did not think it was their fault. FYI, I worked as a mechanic in college, am anal about service, and perform most services sooner than recommended schedules. I am also a fairly conservative driver. I have copies of all bills and correspondence related to this issue.

I remain convinced that anybody driving around with this part in the failing cycle is an accident waiting to happen. The aggravation is considerable, and I frankly regret coming to a decision to leave a brand that builds a car that so closely fits my requirements.

My Volvo S60 has had over a dozen different failures during the first two years of ownership. The dealership promised to contact Volvo North America about this problem but now the manager will not take my calls or return my calls concerning this matter.

Afraid to drive car since it has broken down so many times. Have spent many days bringing car in for service. For \$40,000, shouldn't have to put up with this. Dealer will not help.

I purchased a brand new Volvo S60 at Volvo Palm Beach in November. Ever since the right front speaker sounds blown. They replaced it once but the noise is still there. The problem is the speaker doesn't sound busted all the time. Sometimes I take the car to the dealer and by the time I get there the noise is gone. One time they did hear the noise and replaced the speaker, but the next day the same noise was there. Therefore it's not the speaker. When the noise is there, it's all but impossible to listen to the radio.

or CDs. I know this seems minor but it's a BRAND new car. Why should I have to deal with this? Everytime someone rides in my car I'm praying that the noise won't start so I'm not embarrassed.

I just can't believe Volvo cannot resolve the issue and I'm tired of the same excuse. It's a BRAND new car - they should be willing to do whatever it takes to get it fixed. Eight months later I'm still driving this car with a noise from the front speaker. It's very time consuming to drive to the dealership and then get rejected because I can't recreate the same noise. I've even contacted Volvo Corporate, sent faxes, mailed a complaint and NO ONE even had the courtesy to contact me. My first Volvo and, unfortunately, likely my last.

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#1 of 45 **Volvo XC70 Transmission Issues** by *pf_flyer* HOST
Oct 30, 2006 (3:47 pm)

Reply

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Use this discussion to work out any transmission troubles you may be having.

#2 of 45 **transmission Slip?** by *striker42* Nov 18, 2003 (8:41 am)

Reply

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2004 xc-70 (4300 miles). At low speeds when car has sat for a

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while (at least a few hours), it seems like tranny slips (its like in a manual tranny, depress clutch and rev accelerator). Only does it for a second then clicks into gear. Anyone else experience this? If so, what outcome? What has dealer said about it? Thanks.

Replies to this message:

- jeffreyc (Jul 30, 2005 11:32 pm)
- ebeb (Dec 06, 2006 3:39 pm)
- davesn1 (Jan 18, 2007 10:51 am)

#3 of 45 **Re: transmission Slip? [striker42]** by jeffreyc Jul 30, 2005 (11:32 pm)

Reply

Replying to: striker42 (Nov 18, 2003 8:41 am)

hello striker my 2005 XC70 does the same thing especially on hills; have you found out if this is normal? it feels like the torque converter is slipping then locking up for a split second. has anyone contacted you for answers, if so could you let me know because i may have a defective car with only 2300 miles on it; or maybe it's a normal result of having AWD, such as gear lash between the front and rear weels I DONT KNOW!!! someone please let me know, jeffreyc

Replies to this message:

- ebeb (Dec 06, 2006 3:39 pm)
- davesn1 (Jan 18, 2007 10:51 am)

#4 of 45 **2000 xc70 transmission** by nanasxc70 Dec 01, 2005 (12:34 am)

Reply

Our xc wagon gives a kick when it shifts into high gear on the freeway. We've been having trouble getting the dealer to recognize the problem. Has anyone else experienced this transmission problem? Or have any ideas what may be the problem - I'd like to be more informed before I walk in there to state my case. By the way, an independent mechanic said the transmission was "trashed" but I don't believe it 'cause other than this problem the tranny performs ok. He also said this volvo model is junk and to get rid of it. Any feedback is much appreciated. Thanks!

Replies to this message:

- mga9400 (Dec 18, 2005 8:48 pm)
- ttplusq (Dec 26, 2005 7:17 pm)
- xcv70nevragain (Dec 26, 2005 8:14 pm)
- gurus1969 (Jan 11, 2006 8:42 am)
- benson1617 (Jan 16, 2006 8:26 am)
- drtodd (Mar 03, 2006 3:58 pm)
- robfl2000 (Jan 17, 2006 11:45 am)

• vengeanceis (Oct 16, 2006 9:19 pm)

#5 of 45 **Re: 2000 xc70 transmission [nanasxc70]** by mga9400
Dec 18, 2005 (8:48 pm)

Reply

Replying to: nanasxc70 (Dec 01, 2005 12:34 am)

I have a 2000 XC AWD and it just started a similar kick ... and I plan to have it checked out. I would ask around for a respected Volvo mechanic, not necessarily a dealer and get their opinion. Mechanics who call cars junk are usually not in the business of fixing those cars.

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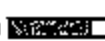
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 #6 of 45 Re: 2000 xc70 transmission [nanasxc70] by [tjplustq](#)
 Dec 26, 2005 (7:17 pm)

Reply

Replying to: [nanasxc70](#) (Dec 01, 2005 12:34 am)

Recently had a similar problem with our 2001 xc70 after the 60,000 mile service, only when coming to a stop.

 took it back to Volvo they said there was water in a switch, dried it and put on di electric grease
 good luck

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#7 of 45 **Re: 2000 xc70 transmission [nanasc70]** by xcv70nevragain Dec 26, 2005 (8:14 pm)

Reply

Replying to: nanasc70 (Dec 01, 2005 12:34 am)

It may not be a transmission problem. It may be your electorinc throttle. Go to vexedvolvo.org

#9 of 45 **Re: 2000 xc70 transmission [nanasc70]** by guru1969 Jan 11, 2006 (8:42 am)

Reply

Replying to: nanasc70 (Dec 01, 2005 12:34 am)

Our 1999 XC70 did that initially, the dealer supposedly changed the trans. fluid and it seemed to have helped, that was 30,000 miles ago. I occasionally notice it shift a little hard. As far as the car being junk we have had a few problems with ours (one I am going to post to see if anyone has had the same issue) but overall the car has been pretty reliable. We had some issues under the extended warranty that were fixed (maybe \$1,500) and have put about \$1,000 in to it ourselves (not counting brake pads, etc)

#10 of 45 **Re: 2000 xc70 transmission [nanasc70]** by benson1617 Jan 16, 2006 (8:26 am)

Reply

Replying to: nanasc70 (Dec 01, 2005 12:34 am)

I have a 2001 XC70. Somewhere around 57,000 miles, I started noticing a faint noise when the transmission shifted. Over the previous two months, it gradually become more noticeable. After the 60,000 mile service & transmission fluid replacement, the faint noise became a loud clunk when the transmission shifted. The transmission would also at times not engage when accelerating after a stop or a slow down. The problem only appeared after the car was thoroughly warmed up. The problem continued to worsen both in terms of frequency and severity of shifting. Three days ago, I received a "TRANSMISISON SERVICE REQUIRED" and a "Check Engine Light" from the car's computer.

The Volvo dealer is telling me it could be a bad "sensor." It seems Volvo has extended the warranty on these sensors to 100,000 miles in lieu of issuing a recall. The dealer also says it could be a software upgrade issue. To me, it seems like a mechanical problem with the transmission. It is going into the shop tomorrow. I'll let you know how it turns out.

Replies to this message:

- drtodd (Mar 03, 2006 3:58 pm)

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Volvo XC70 Transmission Issues

45 messages, Last post on Mar 05, 2007 at 3:40 PM

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Outline

#11 of 45 **Re: 2000 xc70 transmission [nanasc70]** by
robfl2000 Jan 17, 2006 (11:45 am)

Reply

Replying to: nanasc70 (Dec 01, 2005 12:34 am)

I too own a 2000 XC with 90,000 miles on it. One of the best autos I have ever owned. No issues at all. Tell your independent mechanic that I know junk (Toyotas, GM, and others) and this is no junk.

#12 of 45 **Re: 2000 xc70 transmission [benson1617]** by drtodd

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Mar 03, 2006 (3:58 pm)

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Replying to: benson1617 (Jan 16, 2006 8:26 am)

Deja Vul My '01 V70 XC (with 96K miles on it) is doing the exact same thing(s) as yours, benson1617. I'm in denial about how serious this could be since I don't currently have \$3K or \$4K collecting dust in my change dish. I'd much rather spend for performance upgrades than on simply keeping it on the road. That said, I can't afford to develop a bleeding ulcer either, so I suppose I'll have to deal with it soon.

One thing to add to the symptom list: the sporadic "clunk" on downshifting from 2nd to 1st has a distinctive metallic ring to it and feels like hitting a pothole. Neither the delayed, free-spinning upshift from 2nd to 3rd when the car is really well warmed up or the low speed clunk on downshifting to 1st is present all the time.

I'm considering an ATF flush and fill and supplementing the fluid with Lubeguard ATF Protectant

(http://www.lubeguard.com/automotive/trans_atf.html). It may turn out to be snake oil, but there are those who swear by it.

So what was the result of your evaluation of the problem? Do I want to know?

#13 of 45 **Re: 2000 xc70 transmission [nanasxc70]** by vengeanceis Oct 16, 2006 (9:19 pm)

Reply

Replying to: nanasxc70 (Dec 01, 2005 12:34 am)

hi, nanasxc70

Has the solution to your problem with the "kicks when moving to higher gear" ever been found?

Looks like I've got same problem. Suddenly.

I have 2001 XC70 2.4 with AW5 at 99k. The car has been perfect until last week: when moving from 2nd to 3rd gear it "gives a kick" - pulls badly. This never happened before, shifts used to be very smooth. This started last Saturday without any apparent reason. And this is only on the 3rd gear. Otherwise car performs as usual.

I had maintenance work done on my car two weeks ago though,

INCLUDING transmission flush.

Can anyone help?

Shall I blame the guys who did the oil flush on my tranny?

Any info is greatly appreciated.

#14 of 45 **Manual for XC?** by bristol2 Jul 12, 2006 (8:23 am)

[Reply](#)

Is there a manual transmission XC70 available?

Apart from improved mileage, it eliminates most of those transmission problems that some seem to be having.

Replies to this message:

• [volvomax](#) (Jul 14, 2006 4:54 pm)

#15 of 45 **Re: Manual for XC?** [bristol2] by [volvomax](#) Jul 14, 2006 (4:54 pm)

[Reply](#)

Replying to: bristol2 (Jul 12, 2006 8:23 am)

Is there a manual transmission XC70 available?

Apart from improved mileage, it eliminates most of those transmission problems that some seem to be having.

No manual for XC70.

Gas mileage between Volvo's w/ manuals and automatics is almost even. And, you don't have to replace a clutch or spill your latte when shifting!

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[Next](#) [Last](#)**Go To Msg**#
 [Go](#)**Search This Discussion**#15 of 45 **Re: Manual for XC? [bristol2]** by [volvomax](#) Jul 14, 2006 (4:54 pm)[Reply](#)Replying to: [bristol2](#) (Jul 12, 2006 8:23 am)
*Is there a manual transmission XC70 available?**Apart from improved mileage, it eliminates most of those transmission problems that some seem to be having.*

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No manual for XC70.

Gas mileage between Volvo's w/ manuals and automatics is almost even. And, you don't have to replace a clutch or spill your latte when shifting!

#16 of 45 **2001 XC70 Transmission failure @ 52K miles!** by bigwoodenradio Aug 04, 2006 (12:52 pm)

Reply

Our 2001 XC70 turned 'five' on July 16th. On July 20th, with only 52,000 miles, driving along on the highway, the transmission suddenly 'shifted' into 'neutral'....no response to the gas pedal, down shifting, etc. And, importantly, no idiot light and no message displayed. Luckily, and I do mean very luckily, I was able to coast to a stop...turn the car off, start it up, and then pull away in what felt like 'safe mode', a very labored first gear, which revved high, strained, and shifted into second and then, bang, into neutral again. Turn off car. Start car, same thing...a very shaky and repeatedly failing 'limp home' mode that would not allow me to drive faster than 10 mph, and even then it just randomly quit. No codes, no idiot lights. Limped about half a mile and parked, needing to shift to reverse to finish parking...no reverse, and then no forward, either. Shut off car, started it, and finally a "Service Transmission Urgent" message. Towed to dealer. Dealer says 'solenoid failure, but we can't reliably tell which one or ones are involved'. Options: 1) replace solenoids for \$1,900.00 or 2) replace entire transmission for \$3,400.

No warranty. Volvo Corporate says too bad, so sad, sucks to be you.

5 years, 52K. This car's rear shocks destroyed a set of tires (faithfully rotated), requiring new shocks and a new set of tires. The ignition key tumbler failed and had to be replaced, \$450. Now a new transmission for \$3,400.

No dealer will give me a decent trade in once they check the VIN# and see the service record. Volvo's corporate customer service won't step up to the plate or acknowledge the serious hazard this sort of failure creates. "Try merging onto an urban expressway or passing on a two lane only to have your car lose all power", I said to the Volvo Corporate Service rep in NJ via phone. "Yeah, that would be bad", he said, "But what do you expect us to do?"

We bought the Volvo for its reputation as a safe, reliable car.

That's why our next Volvo will be a Subaru.

Apparently, we're not the only XC70 owners who have been endangered and then screwed over by Volvo Coporate and Volvo Dealers. Wonder what they'll do when it gets a family with kids killed?

Replies to this message:

- laj36 (Aug 05, 2006 12:12 pm)
- bigwoodenradio (Aug 07, 2006 3:57 pm)
- bigwoodenradio (Aug 16, 2006 7:44 pm)
- laj36 (Oct 08, 2006 1:07 pm)

#17 of 45 **Re: 2001 XC70 Transmission failure @ 52K miles!**
[bigwoodenradio] by laj36 Aug 05, 2006 (12:12 pm)

Reply

Replying to: bigwoodenradio (Aug 04, 2006 12:52 pm)

I have a 2000 XC70 with 69k miles. Last night driving home from work my car started having issues. The car started fine, put the car in reverse and headed home as usual. Stopped and started at a few lights with no problems. When I went to accelerate from a stop light number 4, the car hesitated and sputtered, hard shifted and then moved on down the road. Next stop light same thing. At the intersection to turn to get on the access road for the free way the engine started to flutter and couldn't tell if the engine was on or not. Decided to pull over in a safe place before getting on the freeway. I decided to back into a parking spot in the event I needed to have the car towed. Put the car in reverse - NOTHING!!!, Put the car in drive NOTHING!!!. No lights during this entire time. Called my mechanic friend and they sent a tow truck.

Mechanic called today... Asked if I had had trouble getting the car started - NO. He had difficulty getting the car started, but it did finally start. Put the car in Reverse and after 1 solid minute the car finally did a hard shift and would move. Then shifted to Drive to get into a bay another solid minute to shift into drive. No lights on indicating any issues with anything. He also asked if I or anyone else had added transmission fluid recently because the level seemed to be high. He was the last person to service my car and at that time all fluid levels were perfect. He hooked up to the computer (non Volvo) no codes of any sort and says the transmission is fine, but obviously something is wrong with the car.

2 months ago the ABS Module went out on the car. The brake

and ABS lights would come on intermittently. Finally, driving on the freeway the car suddenly shifted into low while driving 70mph and all the lights on the dash light up. Took it into my friends shop and he could not find anything. Took the car to an independent Volvo shop and they found that the ABS Module was failing. I asked why this ABS Module would cause the car to shift into low and was told that this module could affect different systems on the car. Had the module replace (still under warranty) and had the entire car checked out as my extended warranty would expire on 7/3/06. They said the car was in great shape including the transmission.

A few weeks after having the ABS Module replaced, I received a letter from Volvo on the recall for the Electronic Throttle Module. I have not had that fixed yet, but am wondering if that could be part of the issue that occurred yesterday. Called Volvo today and they said to have the car towed to them and they would take care of the ETM and check the car out to see what the issue is.

I am taking it back to the independent Volvo shop first so the dealership does not try to lie to me about what the real issues are with the car.

I have not called Volvo NA yet with this issue as I want to confirm what the real issue is, but is there a way to find out how many Volvo's have had this same issue and if it might in fact be a defect in the transmission or some other part that should be recalled?? This car has only 62k miles and Volvos are supposed to run forever. That is why I have bought Volvo's in the past.

Have you had the ETM taken care of on your car yet?

Sorry to be on a rant, but I am really not looking forward to car payments again or a large bill for a transmission.

Unhappy XC owner

Replies to this message:

- bigwoodenradio (Aug 07, 2006 3:57 pm)
- bigwoodenradio (Aug 16, 2006 7:44 pm)
- laj36 (Oct 08, 2006 1:07 pm)

#18 of 45 **Re: 2001 XC70 Transmission failure @ 52K miles!**
[laj36] by bigwoodenradio Aug 07, 2006 (3:57 pm)

Reply

Replying to: laj36 (Aug 05, 2006 12:12 pm)

IN response to your question about the ETM, Goodwin's Volvo of Topsham, Maine, where our XC was towed and who replaced the transmission, did the 'software update/upgrade' on the ETM...but did not replace the part...which, apparently, is the source of the ETM problems. The reason stated for not replacing the part(s) and only doing a software download was that the appropriate codes did not appear..YET. Yep, that's what they said..."...YET". Implies that they KNOW it WILL code in the near future. And they knew we were needing to drive this car from Maine back to Iowa. Do go to the vedex site. There are links there to the class action that was filed in CA.

Also, make sure you keep very accurate records of everything done...and make Volvo Dealers put everything they tell you in writing. Do not let them give you verbal information diagnosing your problem..or upon which you're expected to make a decision regarding repair or replacement...make them put it in writing and keep a record. File a complaint with NHTSA and with Volvo N.A., it's the only way anything will get done on Volvo's dime.
Replies to this message:

- bigwoodenradio (Aug 16, 2006 7:44 pm)
- laj36 (Oct 08, 2006 1:07 pm)

#19 of 45 **2nd Transmission Failure in 2 weeks** by
bigwoodenradio Aug 16, 2006 (7:44 pm)

Reply

Replying to: bigwoodenradio (Aug 07, 2006 3:57 pm)

2001 XC70, 50,900 miles: Transmission failed by repeatedly slipping into neutral...requiring ignition shut off and restart, which allowed marginal 1st gear driving w/o any acceleration to between 5-10 mph, then, bang, back into neutral. Towed vehicle to dealer (we were 1,200 miles from home). Only fix was to replace with Volvo Certified Reconditioned transmission. \$3,400. We paid full price, Volvo N.A. refused to acknowledge any responsibility. "Too bad, so sad, sucks to be you."

Repairs take 2 weeks. Goodwin's Volvo in Topsham, Maine claims 'parts lost in shipment' is what caused 'unusual delay'. Volvo N.A. finds this 'curious' and responds with disbelief that any 'parts were lost in shipment.'

Drive 1,200 miles over 3.5 days. Arrive home in early evening. Next morning, drive way is awash with pinkish transmission fluid. No idiot

light. Drive car to local mechanic with 35 years of Volvo experience. He says, "Tow to nearest Authorized Volvo Service Center. Do not drive this vehicle. It's leaking transmission fluid too quickly and won't make the drive."

Nearest dealer is 60 miles. Tow will cost \$200. We pay tow because 'warranty' on 'reconditioned transmission' does not cover tow.

In less than 2 weeks, 2 transmission failures. And no one, I and mean, NO ONE at any level of Volvo Customer Service is willing to do ANYTHING.

Poorly designed, poorly serviced. I think the reason no one at Volvo is willing to 'stand behind' their work or their products is that they have the well-founded fear that said product will slip out of gear and roll back over them.



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#21 of 45 2001 XC 70 transmission question by [cccobx](#) Aug 06, 2006 (9:17 am)

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Our transmission began to shift eratically....it would float between shifts then engage hard...never the same way twice. Took it to the dealer who made some software adjustments but really no change just some minor change in shift intervals. So, of course, we took it back with the result being that a new transmission is suggested but also that we could choose to drive

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it this way for as long as we are comfortable doing so.

Price for replacement is \$3852.00 ouch.

One thing I found surprising is that there is nothing internally to repair that the only choice is replacement. Is this actually the case?

Replies to this message:

- bigwoodenradio (Aug 06, 2006 2:50 pm)

- cccobx (Aug 07, 2006 8:58 am)

- bigwoodenradio (Aug 07, 2006 3:59 pm) and 1 more...

#22 of 45 **Re: 2001 XC 70 transmission question [cccobx]** by bigwoodenradio Aug 06, 2006 (2:50 pm)

Reply

Replying to: cccobx (Aug 06, 2006 9:17 am)

The dealer in Maine who replaced our transmission stated that the problems with stuck/malfunctioning solenoids could be 'replaced' separate from the entire tranny, but that they wouldn't guarantee that the entire tranny wouldn't have to be replaced anyway...so, either pay the big fee up front, or pay the smaller (\$1,900) fee and THEN still pay the \$3400 later.

The 'new' reconditioned transmission downshifts into lowest gear when slowing to a stop with a very, very noticeable 'clunk'.

I'd make sure your problems were entirely transmission related and not also tied to the Electronic Throttle problems that are the subject of a class action filing.

Replies to this message:

- cccobx (Aug 07, 2006 8:58 am)

- bigwoodenradio (Aug 07, 2006 3:59 pm)

- jbhstar (Feb 08, 2007 7:25 am)

#23 of 45 **Re: 2001 XC 70 transmission question [bigwoodenradio]** by cccobx Aug 07, 2006 (8:58 am)

Reply

Replying to: bigwoodenradio (Aug 06, 2006 2:50 pm)

Thank You appreciate your comments. I am curious....how many miles did you have on the car when you needed to replace your transmission?

Replies to this message:

- bigwoodenradio (Aug 07, 2006 3:59 pm)

- jbhstar (Feb 08, 2007 7:25 am)

#24 of 45 **Re: 2001 XC 70 transmission question [cccobx]** by bigwoodenradio Aug 07, 2006 (3:59 pm)

Reply

Replying to: cccobx (Aug 07, 2006 8:58 am)

I originally thought it was 52K...but I was wrong. It was 50,890....so less than 1K over the mileage warranty, and Volvo still refused to acknowledge any culpability.

Replies to this message:

• jbhstar (Feb 08, 2007 7:25 am)

#25 of 45 **Transmission failed - Volvo has offered 75% of the part** by allysonben Aug 25, 2006 (7:31 am)

Reply

On Wednesday, August 23, 2006, with my 2 children in the car, my 2001 Volvo XC70 suddenly shifted into neutral *in the middle of an intersection*. Coasted to a stop, and tried to shift into other gears, to no avail. I turned the car off, then back on, and was able to drive another couple of feet, but then the car stopped accelerating (effectively into neutral again).

Had some assistance in pushing the vehicle into a nearby convenience store; called AAA, and had the car towed to my local Volvo dealership (Noble Mercedes/Volvo in Fredericksburg, VA).

This morning, the Volvo repair representative told me that the car needs a new (Volvo rebuilt) transmission, at a cost of \$3569.00. Volvo (upon my request) offered to pay for 75% of the part, and the dealer offered a 10% discount on labor -- but the total is still around \$1900.

This car has been dealer-maintained (same dealer as above) on a regular basis since we purchased it. We had just had the Electronic Throttle software download (recall) done 2 weeks ago (after having to have it towed that time, as well).

A car that has been regularly maintained with mostly highway miles should not have its transmission fail after 5 years -- especially in light of the fact that others are having the same problem.

While the incident did not result in an accident, it very well could have, as we were traveling through a very busy intersection.

I just wanted to share this with you all -- I am grateful that I am getting some assistance with this repair, but my gut tells me that Volvo should pay for all of it.

I would be especially interested in hearing from others who have filed reports with NHTSA, Volvo NA, or both.

Replies to this message:

- bigwoodenradio (Aug 25, 2006 3:13 pm)
- sinjin (Sep 18, 2006 9:02 pm)
- volvodriver1 (Nov 22, 2006 12:53 pm)

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#26 of 45 **Re: Transmission failed - Volvo has offered 75% of the part [allysonben]** by bigwoodenradio Aug 25, 2006 (3:13 pm)

[Reply](#)

Replying to: allysonben (Aug 25, 2006 7:31 am)
The reconditioned transmission we paid \$3,496 to have installed after the first failure (at 50,850 miles), itself failed after less than 1,200 miles. We had to have car towed 60 miles to dealer. Dealer stated that the 'reconditioned transmission' supplied by Volvo

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North America was defective and that our rear main engine seal had also been ruined at the time of install. Volvo North America is replacing the second transmission under warranty. But we will be without a car for two weeks w/o any compensation, same as when the original tranny failed and took nearly two weeks to 'repair'. We're out the \$3,496, as well as over \$2,000 in car rental fees...and that amount is rising as we still have no fixed date when our XC70 will be repaired. The local dealer here is honest...but they can't get Volvo North America to respond quickly, either.

#28 of 45 **Re: Transmission failed - Volvo has offered 75% of the part [allysonben]** by sinjin Sep 18, 2006 (9:02 pm)

Reply

Replying to: allysonben (Aug 25, 2006 7:31 am)

We have a very similar story sans children or tow truck. It was my husband driving the car after the ET software download which was advised by Volvo (1.5 mos ago) had caused noticeable shifting problems. The 1st time the dealer told us it was normal - the ETM Software was adjusting to driving patterns. 2nd time - we got the news our tranny was shot and would only last 5k miles more. 2001 V70 2.4T with 90K miles, most highway driving, excellent condition. They told us that tranny's going out at 90K is very common and expected. We were floored. We asked about the coincidence btwn the ETM software (We had to purchase \$200 additional sw to upgrade the transmission last week.) We have filed a complaint with Volvo NA and our dealer McKevitt in Berkeley, CA has declined to help saying it's past warranty. I would have never bought this car if I knew planned obsolescence was at 90K for a transmission. Really, really disappointing. We are already leaning in the direction of never going Volvo again. Not worth it.

Replies to this message:

- volvodriver1 (Nov 22, 2006 12:53 pm)

#29 of 45 **02 XC70 transmission constantly shifting @ 35-40 MPH** by estreed Sep 06, 2006 (1:44 pm)

Reply

I have a 02 XC70 in my transmission shop with the problem of the tachometer constantly changing at speeds between 35 and 40 mph only at a constant speed. If you try to accelerate the car the problem goes away. We thought it was the torque converter applying and releasing and we confirmed it by removing the Transmission Control Module and connecting a voltmeter to the lockup solenoid wire to monitor the TCC duty cycle. Sure enough the TCM is constantly changing the amount of current

going to the solenoid. Next we checked out the accelerator pedal position sensor by connecting an oscilloscope to both outputs coming from it. Both signals looked good. We have heard that this trans is having lots of trouble with the Valve body wearing out as well as the solenoids going bad.

The transmission designated the AW55-50 by volvo is essentially the same as the trans used in the 02 and newer Saturn Vue. GM designates this transmission as a AG23/33-5

I have contacted both Automatic Transmission Rebuilders Association and Automatic Transmission Service Group and neither one has seen this problem but they confirmed that the Valve bodies are wearing out. I sent the customer to the dealership to have the latest software installed into the TCM which fixed nothing. I obtained a scan tool(launch X-431) which was able to communicate with the TCM. I was able to watch all the parameters of the solenoids and inputs. I graphed the TCC solenoid current and it was constantly changing from 200 milliamps to 600 milliamps at the 35-40 mph range where I am having trouble. I graphed all the inputs to the TCM to see if there was a glitch in the APPS or one of the speed sensors and they all seemed ok.

I drove a 2001 XC70 with the same transmission and watched the torque converter solenoid at the same speed. The TCM Sent a constant 600 milliamps to the solenoid until you accelerate quite heavy. This torque converter slips a little at slow speeds similar to GM cars. It is a designed slip so you don't feel the converter apply. After watching the 2001 I know how the system is supposed to work but know I want to isolate the cause and I don't think I can go any further without removing the valve body first to inspect the solenoids and Valve body bores for wear. Any one else having this trouble with their XC70? This vehicle has about 96,000 miles.

I'm fairly convinced the problem is in either the valve body or the torque converter lining

Replies to this message:

• dixon1e (Sep 20, 2006 12:59 pm)

#30 of 45 Re: 02 XC70 transmission constantly shifting @ 35-40 MPH [estreed] by dixon1e Sep 20, 2006 (12:59 pm)

Reply

Replying to: estreed (Sep 06, 2006 1:44 pm)

We just purchased a 2001 V70 XC and noticed the transmission shifting funny under certain conditions. For example, if I slow down hard, then the car will "thunk" back into gear when I hit the accelerator.

I am very, very interested in your diagnosis, and I think your work method is brilliant, thanks for posting your information, it's extremely helpful. Let me know if I can help in any way.

An open question, having seen posts from others having this problem, is it worth buying the extended warranty on the powertrain for this car? They are asking around \$2500. Seems like a bit of a gamble either way...

dcd

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Volvo XC70 Transmission Issues

45 messages, Last post on Mar 05, 2007 at 3:40 PM

Created by *pf_flyer* in the Volvo XC70 Maintenance & Repair Message Board.
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#31 of 45 Dealer wants "\$4-6,000" for new transmission '99 V70XC by rover21 Sep 20, 2006 (7:47 am)

Reply

In August, I brought my '99 V70XC (86,000 miles) to the dealer because the "Coolant level sensor" light came on even though I had enough coolant. (The ambient temperature sensor read 125 degrees while I was in stop-n-go traffic). While it was there they installed a "software upgrade".

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Over the next several weeks, I noticed what I thought was transmission slippage when going about 35-40 downhill. As that patch of road was rough, I tried to convince myself that's all it was.

Last week, while going up a steep hill, the car would barely accelerate and both the "Check Engine" light and the "Up Arrow" light (indicating "a fault in the automatic gearbox. Contact your Volvo retailer" according to the manual). I brought it to the dealer, they cleared the light, "checked it out", road tested it and couldn't find anything wrong. They said if it happened again, I'd have to spend between "\$4,000 - \$6,000 for a new transmission".

I didn't drive it again until today. On my way into work, slippage became noticeable after about 15 min of both highway and stop-and-go traffic. The 2 lights came on again. I made it into work where I'm posting this.

After reading some of the above posts, it seems there may be something amiss with that "software upgrade". Does anyone have any advice on what to do now? (Needless to say, I don't have "\$4,000-\$6,000" sitting around).

Replies to this message:

- stmss (Sep 21, 2006 11:05 am)
- estreed (Sep 27, 2006 5:49 am)

#32 of 45 **Re: Dealer wants "\$4-6,000" for new transmission '99 V70XC [rover21]** by stmss Sep 21, 2006 (11:05 am)

Reply

Replying to: rover21 (Sep 20, 2006 7:47 am)

(Needless to say, I don't have "\$4,000-\$6,000" sitting around). - Ouch and I bet a 99XC is only worth 10k?

Does anyone have any insight on whether this is a AWD or XC only problem?

I have 90,000 miles on my 99GLT with no problems - but if I was faced with this bill it would likely be retirement. I am willing to put in \$500 here and \$500 there as the car is like new but major repairs would not be justifiable.

#33 of 45 **Re: Dealer wants "\$4-6,000" for new transmission '99 V70XC [rover21]** by estreed Sep 27, 2006 (5:49 am)

Reply

Replying to: rover21 (Sep 20, 2006 7:47 am)

What are the trouble codes from the trans computer and the

engine computer? You paid for them so get them from the dealer. A lot of times when a trans starts to slip after extended driving it indicates the filter is getting plugged.

But it could be about a 100 other things as well. These filters should never ever get plugged even if you ran it for 500,000 miles, so if it is plugged it indicates the trans is coming apart. Don't worry this is speculation. please find out the codes so we can diagnose further.

#34 of 45 **2001 XC70 Transmission Woes** by njcarkrazy Oct 28, 2006 (9:00 am)

Reply

My 01 xc70 just turned to 110k miles. The transmission has be clunking and bucking for about the last 10k miles. I am so fed up with all of the money I have dumped into this car. Its a shame too because its comfortable, looks great and when its running well, gives a great ride. After reading all the previous posts about this tricky transmission problem, I know mine has it bad. I guess its time to give up and turn it in. BUT NOT ANOTHER VOLVO!!! I think Im going for a Toyota or Honda.

#35 of 45 **XC70 Transmission problem** by txcarnut Jun 07, 2006 (9:15 am)

Reply

I have a 2001 XC70, which is experiencing hard downshifts to 1st gear when slowing down. Per the 'dealer' there is an undetectable leak in the radiator (can't be seen, but it is there), which contaminates the transmission fluid, and the contamination has ruined the transmission. Suggested solution is to replace the radiator and the transmission (over \$5,000). Note, leak must be really small, as there is no exterior evidence of lost coolant, and the sensors in the car have never reported a low coolant situation.

- a) Has anyone heard of this issue? can it be true?
- b) Any suggestions for trouble shooting this problem?

Thanks,

Texas car nut (I have enjoyed my XC70 until now).

Replies to this message:

- jomoto (Jul 06, 2006 9:39 pm)
- estreed (Nov 25, 2006 9:51 am)

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 #36 of 45 Re: XC70 Transmission problem [txcarnut] by
 jomoto Jul 06, 2006 (9:39 pm)

Reply

 Replying to: txcarnut (Jun 07, 2006 9:15 am)
 I heard in another forum that you should take it to your dealer for a reboot or reprogramming of the software, and this will solve the problem... I fact mine is 2002, and it seems the issue was not in those cars, nevertheless I can feel the "Clunk" when gearing down from 2 to 1.....Just that I am still scared of the proce I had

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to pay for it and would not like to spend a single dollar by now...

#37 of 45 **2004 XC70 Transmission / Turbo Lag** by xejim
Jun 19, 2006 (2:31 pm)

[Reply](#)

Our 2004 XC70 shifts erratically when you push the accelerator pedal "firmly". This is our third XC, plus one 245GL Turbo, so I am familiar with them.

Last week I was entering the Interstate, going about 35mph, slightly downhill, and pressed the pedal about 3/4 down. The car momentarily accelerated, paused like the ignition was momentarily shutoff, downshifted momentarily, and then shifted back up and then continued to speed-up. This type of activity is more noticeable when I am driving up in the mountains.

Was wondering if anyone has experienced this? Maybe software?
#38 of 45 **Re: Transmission failed - Volvo has offered 75% of the part [sinjin]** by volvodriver1 Nov 22, 2006 (12:53 pm)

[Reply](#)

Replying to: sinjin (Sep 18, 2006 9:02 pm)

How long after the SW download did you begin to have the shifting problems again?

I bought a 2003 XC70 2 months ago and have been experiencing shifting problems that are associated with 1 to 2 gear during heavy acceleration. I just took it in and the dealer told me about the SW download... My thing is the warranty is 5,000 miles from running out and I am afraid this sw download will fix the problem temporarily but then I will be SOL after the warranty runs out.

#39 of 45 **Re: XC70 Transmission problem [txcarnut]** by estreed Nov 25, 2006 (9:51 am)

[Reply](#)

Replying to: txcarnut (Jun 07, 2006 9:15 am)

Yes it does happen that the transmission cooler inside the radiator does develop an internal leak and will put water into the trans. One obvious sign is that the trans fluid will look like a pink milkshake. When you get water into the trans it causes the glue on the clutches to delaminate and fall off the metal plates they are bonded to. I have seen water damage in the trans without seeing the pink milkshake color too. So if it looks pink it is for sure water but if you have a small amount of water it may not turn pink but cause clutch damage.

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 #41 of 45 **Re: transmission Slip? [jeffreyc]** by ebeb Dec 06, 2006 (3:39 pm)

Reply

 Replying to: jeffreyc (Jul 30, 2005 11:32 pm)
 Did anyone find out what the cuase of the slipping was, it's happening to my 02 xc70? please help!

Replies to this message:

• davesnl (Jan 18, 2007 10:51 am)

 #42 of 45 **Any Success Stories?** by davesnl Jan 17, 2007

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(9:18 pm)

Reply



We all seem to have the same problem - slipping, surging whatever...

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The Throttle Recall hasn't solved it... Anyone with any success stories?

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New owner of 2001 XC70 w/ 58,000 miles - same symptoms - no one seems to know what to do - my independent mechanic thinks I should have the transmission software re-installed... Then perhaps have the Throttle and or Transmission modules (if I'm not mistaken here) replaced.

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Thanks for any stories in advance.

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#43 of 45 **Re: transmission Slip? [ebch]** by dayesnl Jan 18, 2007 (10:51 am)

Reply

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Replying to: ebch (Dec 06, 2006 3:39 pm)

Did you find anything out either from the board or from taking it into the shop? We're having the same issues on our 2001...

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#44 of 45 **Re: 2001 XC 70 transmission question**

Volvo XC70

[bigwoodenradio] by jbhstar Feb 08, 2007 (7:25 am)

Reply

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Replying to: bigwoodenradio (Aug 07, 2006 3:59 pm)

We had problems with 2001XC 70 from about 55K and just before owning the car for 5 years. Hard shifts and clunking sounds during shifts frequently occurred.

A computer program was run to fix it, but the fix didn't last more than a week.

Transmission fluid was replaced, but that didn't fix it.

Was told to "watch it."

At 75K, transmission was replaced for about \$3200. Still some problems after driving for 2K miles more, both in town and on highways. Supposedly, problems would "smooth out" after about 2k-3k miles of driving. Intermittent hard shifting from 2nd to 1st when decelerating. Never had this with brand-new car, so very

suspicious that it would happen with a "new" transmission.

After reading Consumer Reports info about Volvo 2001 XC transmission info, I steeled myself and complained to my local service shop and Volvo of North America.

Went to "main" service shop of three-dealer business and left car for head of service to drive to duplicate the problem for himself. They still would not acknowledge that problem wouldn't go away over time, but they are replacing my transmission as I type. Sounds like an acknowledgment of a problem to me. ~~o-o~~

I am going to pass on new Volvo ownership for the foreseeable future, even though our first Volvo did what it was supposed to do -- i.e., saved our lives!!! Maybe I'll reconsider when Volvo comes out with a hybrid and has ironed out the kinks of that kind of a car.

#45 of 45 Same Story by mkeamy Mar 05, 2007 (3:40 pm)

Reply

I recently traded in my 2003 xc-70 with 51000 miles. was intermittently missing the shift from first to second and spinning up. My independent mechanic told me this was not uncommon, and that the new replacement transmissions had not been redesigned and had a variety of similar problems. I called Volvo prior to deciding to trade; a sympathetic fellow thee told me that there were no known automatic transmission problems in that era... Goodbye Volvo! Somewhere on line I saw that a volvo mechanic said that the shif solenoids become "sticky" and can be rebuilt, but that it costs about \$2000 to do. I have never found anybody on any site who has had any luck with computer upgrades for these shifting problems. I hear people with xc-90's are beginning to experience similar problems. I have friends with v-70's with manua transmissions who have no problems, so maybe that's the way to go if you just have to have a volvo wagon...

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