



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

02-SEP-2009

Repository ☐

Reference No.
10282665

OWNER INFORMATION (Type or Print)

Name

Address

City

ALAMEDA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

YV1SW59207

Make

VOLVO

Model

V70

Model Year

2007

Date Purchased

5/26/2007

Dealer's Name and Telephone Number

McKevitt Volvo (510) 895-5000

Engine:

No: Cylinders

Fuel Type:

Original Owner



Dealer's City

San Leandro

State

CA

Zip Code

94577

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-JUN-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

50000
VARIOUS

Failure Speed

25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2007 VOLVO V70. THE CONTACT STATED THAT IF HE DID NOT AGGRESSIVELY ACCELERATE WHILE DRIVING UP HILL, THE VEHICLE WOULD ROLL BACKWARDS. HE NOTIFIED THE MANUFACTURER AND WAS ADVISED BY A REPRESENTATIVE THAT THE FAILURE WAS A NORMAL CHARACTERISTIC OF THE VEHICLE. HE WAS IN THE PROCESS OF TAKING THE VEHICLE TO A TRANSMISSION SPECIALIST. THE FAILURE MILEAGE WAS 50,000. THE CURRENT MILEAGE WAS UNKNOWN. 13 54000 MILES
VARIOUS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

From: customercare@volvoforlife.com
To: [REDACTED]
Subject: RE: concern [RQID:3216576]
Date: Thu, 11 Jun 2009 09:53:21 -0400

Dear [REDACTED]

Thank you for contacting Volvo Cars of North America. We are writing in response to your recent correspondence concerning your V70 wagon.

Our technical team has completed its review of your concerns with the Volvo Engineering Department in Sweden and received confirmation that your vehicle is performing to specifications. Your V70 is designed to roll on an incline when neither the accelerator nor brake is applied.

Our Product Safety and Compliance Department has also verified that there are no federal or local regulations as to a standard for what hill slope a vehicle must hold in drive when the accelerator is not applied.

Please note that we have documented your concerns related to this issue. It is through customer feedback that we are able to adapt our future products to meet consumer needs.

Volvo appreciates the time you have taken to advise us of your concerns. We clearly understand that your experience is not to your expectation and for that we do apologize.

Sincerely,

Bill
Volvo Cars of North America

Volvo Contact feedback:

Name: [REDACTED]
E-mail: [REDACTED]
Daytime Phone Number: [REDACTED]
Vin: YV1SW59207 [REDACTED]
Volvo Model: V70
Volvo Model Year: 2007
Original Owner: Yes

Comments: When I bought V70 Wagon from McKevitt Volvo dealer around two years back, I received a customer satisfaction survey. Even though I had lots of issues, still I did not respond to the survey, because I thought I should give them a chance to rectify the problems. This is my third Volvo car. I had model 242S long time back. Then I bought few other different cars. After my wife's terrible car accident, I bought S70 station wagon from the same dealer. That station wagon was traded in when I bought this V70 in 2007. Since the beginning, this station wagon has lots of problems.

At this point I am going to focus on only one issue, which are not only scary but to me and my family it is a safety concern. While driving uphill the car does not have any traction. Once I stop and release the brake to drive again, the car start rolling downhill as if I am in reverse gear. This happens for any slope. My daughter who usually sits in the back seat gets very nervous when the car starts rolling backward. I have discussed this with the service department several times.

One time I took one service person for a test drive and showed him what it does. The evaluation was it is normal. My experience with my friends cars are not the same. The other cars are performing normal. After my wife's car accident, she insisted to buy a Volvo for dependability. Now, they do not want to go any place where we know the road is not flat. We are very frustrated. After spending so much money and depending on Volvo, I never expected that I have to go through it.

[REDACTED]
Alameda, CA [REDACTED]

To
Mr. Jeffrey Nameth
Volvo Cars of North America, LLC,
Attn. Volvo Customer Care Center
One Volvo Drive
P.O. Box 914
Rockleigh
New Jersey 07647

May 18, 2009

Dear Mr. Nameth:

When I bought V70 Wagon from McKevitt Volvo dealer around two years back, I received a customer satisfaction survey. Even though I had lots of issues, still I did not respond to the survey, because I thought I should give them a chance to rectify the problems.

This is my third Volvo car. I had model 242S long time back. Then I bought few other different cars. After my wife's terrible car accident, I bought S70 station wagon from the same dealer.

That station wagon was traded -in when I bought this V70 in 2007.

Since the beginning, this station wagon has lots of problems. At this point I am going to focus on only one issue, which are not only scary but to me and my family it is a safety concern.

While driving uphill the car does not have any traction. Once I stop and release the brake to drive again, the car start rolling downhill as if I am in reverse gear. This happens for any slope.

My daughter who usually sits in the back seat gets very nervous when the car starts rolling backward.

I have discussed this with the service department several times. One time I took one service person for a test drive and showed him what it does.

The evaluation was it is normal.

My experience with my friends cars are not the same. The other cars are performing normal.

After my wife's car accident, she insisted to buy a Volvo for dependability. Now, they do not want to go any place where we know the road is not flat.

We are very frustrated. After spending so much money and depending on Volvo, I never expected that I have to go through it.

Your early reply will be appreciated.

Thanking you,

Very truly yours,

[REDACTED]

cc: Mike Assainte, Customer Support Manager

Enclo.

CUSTOMER #: 87021
UNIT# 71654360

624862

McKEVITT VOLVO

H.W. McKEVITT CO., INC.

SERVING BAY AREA MOTORISTS SINCE 1928

2700 SHATTUCK AVE.
BERKELEY, CA 94705
PHONE (510) 848-2208

467 MARINA BLVD.
SAN LEANDRO, CA 94577
PHONE (510) 895-8000

INVOICE

PAGE 1

BAR # AD 014685
EPA # CAD981690803

BAR # AG 206140
EPA # CAL00282307

ALAMEDA, CA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 193 JUNIOR 193 GARCIA VOL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
Willow Gre	07	VOLVO V70 AUTO SPORT	YV1SW592071		41892/41895	T913
IN SERVICE DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV. DATE

26MAY07 DD 25MAY2011 16:30 25MAR09 CASH 25MAR09

R.O. OPENED

OPTIONS: STK:71654360 DLR:5558 ENG:4090318
TRN:Automatic

08:14 25MAR09 14:35 25MAR09

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST REPORT CAR HAS A HARD TIME GOING UP HILLS CHECK AND REPORT SEEMS
TO ROLL BACK WHILE AT STOP SIGN DOES NOT HOLD CAR ON HILL TEST
DRIVE W TECH 18 YESTERDAY PLEASE ADVISE IF NORMAL OR NOT (T/W)

CAUSE: F

36004 SOFTWARE CONTROL MODULE DOWNLOADING

18 WV3

1 30677036 3 TCM UPGRADE

FC: PART#: 30677036 COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

41895 ROAD TEST VEHICLE TO STEEP GRADE VEHICLE ROLLS BACKWARDS AND
STALLS AFTER APROX 15 FEET. ROAD TEST SECOND VEHICLE TO VERIFY
COMPLAINT. SECOND VEHICLE IS EXACTLY THE SAME AS CUSTOMERS. THIS IS
NORMAL DESIGN OF VEHICLE. PERFORM TCM SOFTWARE UPGRADE FOR CUSTOMER
COMPLAINT OF ERATIC SHIFTING AT TIMES UNABLE TO DUPLICATE ON ROAD TEST
WITH CUSTOMER. VEHICLE HAS NO DTC STORED AND TRANSMISSION FLUID IS
FULL. COMPLETED

C CUST REPORTS THAT INTERMITANTLY THE SECONDARY LOCKING DSOES NOT WORK

NOTE SEEMS THE WORST FOR THE RIGHT REAR DOIOR NOTE VERY

INTERMITANT (T/W) (COULD NOT DUPLICATE W CUSTOMER IN DRIVEWAY)

CAUSE: F

VS181 NO PROBLEMS WITH LOCKS AT THIS TIME

18 C

0.00

0.00

41895 NO PROBLEM WITH LOCKS FOUND AT THIS TIME. TURNED ON AUTO LOCK
FUNCTION.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

I ACKNOWLEDGE NOTICE AND ORAL
APPROVAL OF AN INCREASE IN THE
ORIGINAL ESTIMATE PRICE.

CUSTOMER
INITIAL
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF
THIS INVOICE.

CUSTOMER
SIGNATURE X

McKEVITT VOLVO

WARNING Motor vehicle contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and cables and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and exhaust emitting weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in paint, oil, fluids and replacement fluids, fumes, grease, grime, touch-up paint, vehicle replacement parts, and performance from cleaning your vehicle. It is in a well ventilated area. Do not eat, drink or use tobacco while working. Wash your hands when finished or when taking a break, and follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Consult or communicate with Proposition 65 at Cal. Health & Safety Code §25249.5 (a) for further information about Proposition 65 at <http://www.cdph.ca/prop65>.

CUSTOMER COPY