

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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LAW OFFICES OF
HOWE, ANDERSON & STEYER, P.C.

SUITE 650
1250 EYE STREET, N.W.
WASHINGTON, D.C. 20005

(202) 296-5680
FAX: (202) 331-8049
<http://www.haspc.com>
E-mail: general@haspc.com

WILLIAM H. HOWE
JAMES E. ANDERSON
RICHARD A. STEYER
MARY LOU SMITH

JOHN J. KELLY
OF COUNSEL
DAVID E. POISSON
OF COUNSEL
ROBERT J. WEIL
OF COUNSEL

CL-10430921-9437

September 19, 2011

SEP 27 2011

Customer Service
Volvo Cars of North America
PO Box 914
7 Volvo Drive, Bldg. A
Rockleigh, NJ 07647-0915

Re: NHSTA Action Number PE05-041.

Dear Sir of Madam:

I am writing on behalf of [REDACTED] in regard to a 2001 Volvo S60 which he owns. During the past several months this vehicle has exhibited the problems described in the above-captioned Action Number. I was in the vehicle myself on one occasion when this occurred.

On December 28, 2010, within the time frame for recall set forth in Action Number PE05-041, [REDACTED] took the vehicle to Martens Volvo in Bethesda, Maryland. Unfortunately the vehicle was not exhibiting these characteristics at the time. Martens claimed their diagnostic tests did not indicate anything wrong with the ETM, but that there could be something wrong with an outside temperature sensor, which they suggested might somehow be part of the problem. They charged [REDACTED] \$103 for the diagnostic test, and indicated it would cost \$270 to replace the sensor. [REDACTED] chose not to have Martens replace the sensor because the part costs about \$20, and if it did in fact need to be replaced, he could have it done for far less money.

On June 16, 2011, [REDACTED] took the vehicle to Car Authority in Fredericksburg, Virginia. Car Authority is not authorized to work on the ETM. However, they replaced both temperature sensors (see enclosed invoice). Following the replacement of these sensors, the technician at Car Authority reported that the vehicle continued to exhibit symptoms of surging, idle fluctuating, and power loss while driving. Clearly, contrary to Martens' analysis, the sensors were not the problem, and the vehicle continues to exhibit all the symptoms listed in the above-referenced Action Number.

There remains something wrong with this vehicle, and it would appear to be the ETM as described in Action Number PE05-041. I object to the fact the [REDACTED] had to pay Martens a \$103 fee for a diagnostic test resulting from a manufacturer's defect, and request that you or Martens reimburse him for this cost (invoice enclosed). Furthermore, Martens handling of this

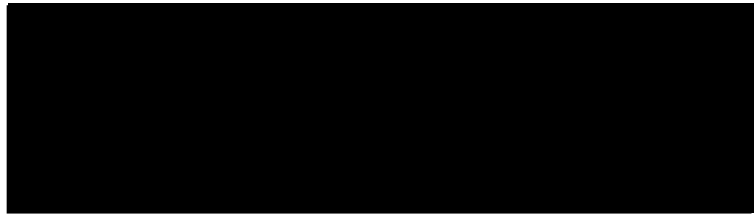
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matter was unacceptable. Rather than address the problem called for in the Action Number, Martens tried to persuade [REDACTED] to have unnecessary and overpriced work performed which was in no way related to the problem.

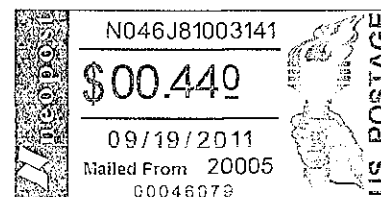
The vehicle continues to demonstrate every symptom of a defective ETM. Please consider this a demand that Volvo honor its obligation to perform the recall work called for in NHSTA Action Number PE05-041, including reimbursement of [REDACTED] for the diagnostic test performed by Martens.

Your prompt attention to this matter is both expected and appreciated.



cc: [REDACTED] (w/out enclosures)
Martens Volvo (w/ enclosures)
National Highway Traffic Safety Administration (w/out enclosures)

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HOWE, ANDERSON & STEYER, P.C.
SUITE 650
1250 EYE STREET, N.W.
WASHINGTON, D.C. 20005



NHTSA
Safety Recalls
1200 New Jersey Avenue, SE
West Bulldiing
Washington, DC 20590

