

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

**Subject:** FW: 2000 S70 Volvo Electronic Throttle and Vehicle Speed  
**Date:** Monday, November 21, 2011 8:10:15 AM

---

---

**Sent:** Monday, November 21, 2011 7:59 AM

**Subject:** FW: 2000 S70 Volvo Electronic Throttle and Vehicle Speed

---

**From:** [REDACTED]  
**Sent:** Friday, November 18, 2011 1:19 PM

**Subject:** 2000 S70 Volvo Electronic Throttle and Vehicle Speed

I got you e-mail from Don Wilson who has dedicated a lot of energy for Volvo owners with this recall trouble.

The dealership in Houston has "worked on" the Throttle body in 2003 under warranty. The software upgrade was not performed until 2007, and according to the dealership print out it was a recall 155.

My car has just over 100,000 miles and the ETS light came on and the car was accelerating by itself and then went into limp mode while I was in traffic.

I went to the dealership and asked them to replace this part. They stated that the car was out of warranty and I would have to pay for it.

I had they car towed to a mechanic who ordered the Volvo Throttle Body from Volvo and installed it. He placed two calls to Volvo to make an appointment for a software upgrade because the car would not start. They did not return his phone calls. He took the car to another shop that specializes in Volvo repair and had them perform a software upgrade.

Volvo requested the old throttle body back and we kept it. From the looks of it, it is the original one and Volvo never repaired or replaced it.

Please advise what steps for reimbursement from Volvo North America are available.

Thank you for your time.

ET  
112811  
TGW

