



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

March 28, 2012

[REDACTED]

Ortley Beach, NJ [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10438548

Thank you for your correspondence concerning your son's model year (MY) 2005 Volvo XC90. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that the engine in your son's MY 2005 Volvo XC90 began to make a loud noise without warning. The noise was diagnosed as a bad balance shaft bearing which resulted in complete engine failure. Volvo denied having knowledge of this problem and they cannot locate another engine. You feel this is a safety problem; therefore, you are requesting that Volvo recall these vehicles.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to balance shaft bearing failures in MY 2005 Volvo XC90 vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web

site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We suggest that you continue to work with Volvo and a local dealer in locating an engine and any unresolved issues.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement