



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)

June 14, 2013

[REDACTED]  
Fort Lee, NJ [REDACTED]

NVS-216 nlm  
Ref. No. 10500934

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Volvo C70 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused 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 motor 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 indicate that you received a notice stating your MY 2007 Volvo C70 vehicle was involved in recall. However, you paid to have the safety defect identified in the recall repaired before you received the notice. You followed the instructions on the notice to file for a reimbursement and sent the required documents to the manufacturer. Unfortunately, you are having difficulty receiving a reimbursement from Volvo and request assistance from NHTSA.

The notification you received was not for a recall but rather Volvo Extended Warranty Program No. 205. The program extends the warranty of the crankcase oil trap and ventilation hose to 10 years or 120,000 miles, whichever comes first in certain Volvo vehicles. Manufacturers issue extended warranty programs to address a known problem and restore customer satisfaction. Also, an extended warranty program does not mean there is a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. NHTSA cannot require Volvo to perform the corrective action described in the extended warranty program on your vehicle at no cost to you. We recommend that you continue to work with Volvo and a local dealer to resolve your problem.

Your request for assistance in obtaining a reimbursement from Volvo does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or ask your dealership for a meeting with a Volvo district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

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

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