

10648457

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

[REDACTED]
North Palm Beach, FL [REDACTED]

[REDACTED] (work)
[REDACTED] (cell)

NOV 20 2014

November 13, 2014

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

Re: **ODI No. 10648457****VIN YV1BW982281** [REDACTED] - 2008 Volvo V70

NHTSA Campaign ID 09V21800
Volvo Recall R214

Safety Complaint - Engine Overheating/ Engine Failure Without Warning
Failure of recall performance (R214)

Dear Sir or Madam:

I am writing to update the safety complaint which I previously provided by telephone to NHTSA regarding a fan control module/ engine cooling fan failure in my 2008 Volvo V70 wagon. This part was the subject of a 2009 voluntary Volvo recall (R214).

This complaint involves a failure of the manufacturer's recall performance. At the time of the original recall work, which the dealer's agent states was done on this vehicle in July 2009, the vehicle mileage was about 10,000 miles. At the time of the current failure of the engine fan control module (October 2014), the vehicle mileage is appx 55,000 miles.

I did telephone the manufacturer to verbally report this problem on or about October 13, 2014. On October 16, 2014, I also brought the vehicle to an authorized Volvo Dealer, Volvo of the Palm Beaches, at 5544 Okeechobee Blvd in West Palm Beach (the same dealer which sold the vehicle to me in 2008). After inspection at that dealership, the dealer diagnosed the engine overheating issue as due to a failure to the engine fan control module and cooling fan and indicated that the cost to me of replacing that part would be appx \$1200.

N.MC
11/25/14
MW

I have since sent a formal written complaint by email to Volvo Cars of North America Customer Service Operations Manager Bill Casey on November 7, 2014 and am enclosing a copy of that written complaint to you in order to update my NHTSA complaint file. I have received emails from Volvo customer service indicating that they are looking into it but so far have received no substantive response (I did also receive one email from an agent identified as Lisa in Volvo Customer Care who stated that I needed to bring the vehicle to an authorized Volvo dealer for diagnosis, apparently not appreciating that this has already been done. I have already responded indicating that an authorized dealer has already inspected and diagnosed the problem,, leading to the present issue, and am still waiting for the manufacturer's reply).

I appreciate any help which NHTSA may lend in the investigation and resolution of this serious safety defect and failure of the R214 recall performance in my vehicle. Please let me know if you need any additional information.

Thank you,





ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	1	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 10/17/2014

Component(s): ENGINE

Date of Incident: 10/01/2009

NHTSA ID Number: 10648457

All Products Associated with this Complaint ▲

Vehicle Make	Model	Model Year(s)
VOLVO	V70	2008

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Volvo Cars of N.A., LLC

Vehicle Identification No. (VIN): YV1BW982281...

SUMMARY:

TL* THE CONTACT OWNS A 2008 VOLVO V70. WHILE DRIVING VARIOUS SPEEDS, THE ENGINE OVERHEATING WARNING INDICATOR ILLUMINATED. THE CONTACT HAD TO SHUT THE VEHICLE OFF AND WAIT BEFORE THE VEHICLE WOULD RESUME NORMAL FUNCTION. THE DEALER DIAGNOSED THAT THE ENGINE COOLING FAN CONTROL AND MODULE HAD FAILED. THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER AN UNKNOWN MANUFACTURER RECALL FOR THE SAME FAILURE. HOWEVER, THE FAILURE PERSISTED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 10,000.

Safety Complaint- Volvo Recall R214

Safety Complaint- Volvo Recall R214

[REDACTED]
11/07/14

To: [REDACTED]
Cc: [REDACTED]



November 7, 2014

Bill Casey

Customer Service Operations Manager

Volvo Cars of North America LLC

cc. [REDACTED]

Re: Safety Complaint re: Volvo Recall No. R214

NHTSA Campaign ID 09V21800

2008 Volvo V 70 - VIN No. YV1BW982281 [REDACTED]

Engine Overheating/Failure without Warning

Vehicle owner: [REDACTED]

Dear Mr. Casey,

I am writing to request your assistance in correcting the second failure of the engine fan control module in my Volvo vehicle, a part which was the subject of the R214 Volvo recall (09V21800) in 2009.

I purchased my Volvo V 70 wagon in 2008 from the Suburban Volvo dealer (now Schumacher Auto) on Okeechobee Blvd in West Palm Beach, Florida. A few weeks ago, I brought my vehicle to the service department at that dealership after experiencing engine overheating episodes when the vehicle was either stopped or in slow traffic, generating a computer alert message to stop the engine immediately. I also experienced reduced air conditioning performance and A/C failure during the slow traffic episodes associated with the overheating incidents. I explained the problem to the service agent, and also mentioned my concern that these were the same issues and symptoms prompting the 2009 Volvo R 214 recall of the engine fan module in this model vehicle.

The agent checked the dealer records and advised that the R214 recall work was done on my vehicle in July 2009. After the dealership mechanics then inspected the vehicle, I was advised that the engine overheating problem was caused by a failure of the engine fan module, requiring replacement of the engine fan module and engine cooling fan at a cost of approximately \$1200 (\$1079 for replacement of the module/ cooling fan, and \$170 for coolant flush).

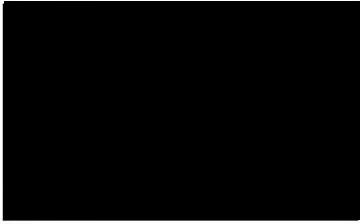
Since this component part was the same subject of the R214 recall in 2009, and it appears that the replacement part has failed, I questioned why the dealer would not correct this safety defect and replace the fan control module and engine fan free of charge. The agent advised that since two years had passed since the initial replacement of the fan control module, that "repair" work was no longer under warranty and I would be required to bear the entire cost of the second replacement of this component.

However, where the recall involved the replacement of a defective part susceptible to failure due to a software programming error, I do not feel that application of the dealer's "repair" warranty limitation is fair or reasonable here. This sequence of events suggest that there was an ongoing issue with the fan control module in this model vehicle, one which was not corrected with the recall work done on my vehicle in 2009. Under these circumstances, involving a product defect in the replacement fan control module -- a defect which has now triggered a serious engine overheating problem -- I believe Volvo should stand behind the integrity of its original recall work and bear the cost of replacement of this defective component which poses a significant safety hazard to me and any occupants of the vehicle.

I have been a lifetime Volvo owner, now on my third Volvo vehicle, and have never had a negative experience with the safety performance of a Volvo vehicle until now. I am hoping that this can be resolved in a manner which renews my faith in the Volvo product, and am writing to respectfully request Volvo's review of this serious engine safety issue due to the failure of its R214 recall performance in my vehicle, and its absorption of the cost of the second replacement of the defective fan control module and cooling fan.

Thank you for your review and attention to this matter.

Sincerely,



North Palm Beach FL

NOV 14

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Western Meadowlark

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