

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-1147805
Date: Tuesday, July 6, 2021 1:02:35 PM
Attachments: [REDACTED]

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Subject: Document 3 to be attached to Complaint 1147805

To: [REDACTED]

I called the hotline for guidance as to whether this document should be considered as a standalone new complaint. The Hotline operator suggested attaching it to the existing complaint, but I do offer that it could be considered as a separate complaint.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

Quality Control Analyst



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07/02/2021 - Document #3 - - Addendum to NHTSA Complaint 11417805 filed 5/19/2021

Previous Documents attached to the complaint are listed here - -

1st Document attached to 11417805 5/19/2021

[REDACTED]

2nd Document attached to 11417805 5/19/2021

[h](#) [REDACTED]

At this point after multiple \$195 Diagnosis\$5357 in water damage electrical repairs, and \$395 for the recommended Volvo 40,000 mile Vehicle maintenance – the AutoStart/Stop feature was not functioning.

I was told to drive until vehicle's own conditions were met and at that point the car would allow the feature to function. I was told that newer Volvos would help by showing on the Dashboard which condition(s) were blocking, but on a 2016 XC-90 T6 AWD like mine, it would not.



Only until I paid for another \$195 Diagnostic 7/1/2021 (Work Order [REDACTED]), was I told, that my Vehicle was reporting a Healthy Main Battery, but after they performed a **special test**, they found that it was really **weak and failing**.

It is evident that in spite of spending \$7000 in Dealer repair and maintenance Services, that a Failing Main Vehicle Battery was overlooked multiple times by Volvo trained and directed automobile Specialists.

I would have expected to have been told to replace a five-year old failing battery, a month and a half ago, been saved another \$195 diagnostic fee and not been sent away at risk for other failures.

I would ask the NHTSA to consider looking at Volvo Service Training and Troubleshooting Processes to prevent future **overlooked, hidden or masked Serious Safety Defects** from actually leading to much more dangerous possible consequences.

The AutoStart/Stop Feature is now functional..... I have to suggest that its value in pointing to a major Volvo Maintenance Problem was far more valuable than its value as a feature.