

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11521965
Date: Friday, June 9, 2023 2:11:34 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Thursday, June 8, 2023 11:24 AM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: 11521965 Follow-up

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Ref: Case 11521965

See woefully inadequate response from volvo in the matter. I believe there are several issues of merit:

1) The inability of Volvo to recover the car in an appropriate manner given the fact they must have been aware of the features they built into the cars "shut-down" eg parking brake engages, vehicle transmission cannot get out of "Park", rear deck is rendered inoperable. These are all acts of the manufacturer's programming and thus should be known.

2) Why, a serious, but not an immediate risk to safety problem leads to such a dramatic and unrecoverable set of failures system wide in the car.

The owners are competent and resilient drivers in their 80's. They have dealt with broken transmissions, failed clutch cables, flat tires and the like. They have never experienced a car so aggressive in disabling itself by the side of a highway combined with such an incompetent recovery effort (under contract). All this in a major urban area less than 10 miles from a dealer.

[REDACTED]

Begin forwarded message:

From: "Volvo Customer Care" <volvo1@mailac.custhelp.com>
Subject: 2020 S90 [ID #: [REDACTED]]
Date: June 8, 2023 at 10:36:04 AM EDT
To: [REDACTED]
Cc: [REDACTED]

Reply-To: "Volvo Customer Care" <volvo1@mailac.custhelp.com>



Darneil

06/08/2023 10:36 AM

Hi [REDACTED],

Thank you again for reaching out to Volvo Cars North America. We were told your vehicle had been repaired. I'll now close your case, but if there's anything further we can support you with, please do not hesitate to get back in touch.

You'll shortly receive a survey asking for your feedback on how I've handled your query. So, if you could please spare no more than 2 minutes, we would love to hear your thoughts on your experience to help us continue to improve.

If I can further assist, please do not hesitate to contact me.

Med vänliga hälsningar!

Yours Sincerely,

Darneil

Volvo Customer Care

800-458-1552

Announcing 'Tow for Life' [Learn More](#)

[REDACTED]
06/07/2023 11:04 AM

Please have who ever is trying to reach us reach [REDACTED] at [REDACTED]

[REDACTED]

I have left a similar voice message at the number below.

[REDACTED]

We do have phone messages from Volvo as noted below, but think you could make the more valuable reply. Can you follow up please?

[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
Gaithersburg, Maryland [REDACTED]
[REDACTED]
[REDACTED]

Begin forwarded message:

From: Volvo Customer Care
<volvo1@mailac.custhelp.com>
Date: June 6, 2023 at 3:51:21 PM EDT
To: [REDACTED]
Subject: 2020 S90 [ID #: [REDACTED]]
Reply-To: Volvo Customer Care
<volvo1@mailac.custhelp.com>

Darneil

06/06/2023 03:51 PM

Hi [REDACTED],

This call is to let you know that your dealer has been attempting to reach out to you however they have been leaving messages. is there a better number to reach you at that I can relate to them please let us know so that we can better assist.

Med vänliga hälsningar!

Yours Sincerely,

Darneil

Volvo Specialist | Customer Care

201-735-8359

Announcing 'Tow for Life' [Learn More](#)

Darneil

05/30/2023 10:14 AM

Hey [REDACTED],

thank you for reaching out to Volvo Cars of North America, thank you for setting me that well-thought-out e-mail. It gave me a clear and concise picture of what happened, and I'm very sorry that it occurred last week. I have sent your request to the team that would have a formal answer for such a request; we are now waiting for a response. I will definitely update you when that occurs. Thank you again for reaching out to Volvo Cars of North America, and I hope you have a great day

Med vänliga hälsningar!

Yours Sincerely,

Darneil

Volvo Specialist | Customer Care

201-735-8359

Announcing 'Tow for Life' [Learn More](#)

[REDACTED]
05/28/2023 05:41 PM

Correct Car model to V90 CC YV4A22NL6L1 [REDACTED]

We remain deeply concerned about the sequence of events that led to the owner's of this car being stranded for 4.5 hours by the side of an Interstate Hwy and would like some reasonable insight as to what went wrong:

1: Ultimate diagnosis - failed rear ABS sensor.

- The owners consider this serious, but not in and of itself an challenge to the immediate safe operation of the vehicle, like say the failure of a brake hydraulic system which they have dealt with.

- I would like some response from Volvo to questions posed in areas highlighted in yellow.

Perhaps the owners over reacted to the initial warning messages in stopping immediately - should we ignore future warnings in the car?

Why did all the other systems lock themselves down? Can't turn off the car engine?

We are deeply concerned about the basic safety of this car in the hands of owners that are not mechanically inclined.

Here is what they experienced:

Sunday, May 14, 2023

Initial report from owner/driver to me. Car is stopped by the side of I-270 under the father [REDACTED] in Germantown, MD. Owners in in their late [REDACTED]s.



4:08 PM



First attempt at a tow – parking brake locked



██████████ arrives at site at about 6:45 pm. I observe the following:

- Car is running, engine cannot be turned off.
- Shift lever cannot be moved out of park.
- Parking brake cannot be released
- Tailgate cannot be opened by any means.
- Brake Warning light is on among others.
- Brake Pedal has adequate pressure.

After attending to parents as this is 4.5 hours at this point of VOC saying help is on the way....

I open the hood and the engine compartment fuse box per a note I found by a credible person on Swedespeed, I pull fuse #38 out and give it 3-4 minutes before replacing it.

At which point:

- Rear liftgate become operational.
- Car will come out of park
- Emergency brake releases
- ABS error no longer dominates dash screen but other lights remain.

I thought briefly of shutting the car down, but it had been 4.5hours since we called for assistance and the AAA guys (not VOC) had advised that towing firms did not like using “dollies” and/or “skates” at the side of highway and they would have a real challenge finding anyone to tow the car.

-Issues:

Five and a half hours for a tow in a major metropolitan area. Simply inexcusable. You could have told them it was going to be sometime and let them adjust accordingly rather than keep saying help was on the way. Who are you people have you no decency? These are near [REDACTED] year old human beings you mislead all afternoon. Shame on you.

What happened? What was the cascading series of electrical failures that led to:

- Self-setting parking brake?
- Engine unable to be shut off?
- Gear shift locked?
- Trunk locked with no manual emergency release to be found??????

What makes this car reliable and trustworthy?



What are we awaiting from Volvo?

????

[REDACTED]

[REDACTED]

Gaithersburg, Maryland [REDACTED]

[REDACTED]

Begin forwarded message:

From: Volvo Customer Care

[<volvo1@mailac.custhelp.com>](mailto:volvo1@mailac.custhelp.com)

Date: May 27, 2023 at 11:06:58 AM EDT

To: [REDACTED]

Subject: 2020 S90 [ID #: [REDACTED]]
Reply-To: Volvo Customer Care
<volvo1@mailac.custhelp.com>

Darneil

05/27/2023 11:06 AM

Hi [REDACTED],

Thank you for contacting Volvo Car USA and for speaking with us. As you requested, a case with your Volvo Retailer has been generated on your behalf. Your reference number is [REDACTED]. If you have any questions, you can reply to this email, and we will respond as soon as we can. As soon as we have more information about your vehicle, we will email you with an update.

We apologize for any inconvenience. We hope you have a good day.

Med vänliga hälsningar!

Yours Sincerely,

Darneil

Volvo Customer Care

800-458-1552

Announcing 'Volvo Roadside Plus' [Learn More](#)

