



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Memorandum

Subject: PE05-041

Date: December 5, 2005

From: Stephen McHenry

Reply to
Aim of:

To: File, PE05-041

The attached CD includes additional warranty claims and additional manufacturer consumer complaints to be added to file for PE05-041

Yours truly,

Stephen McHenry
Investigator
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
Room 5326-B
400 7th Street S.W.
Washington, DC
20590

Diana,

I received the disk just now with the additional 22,303 warranty claims.
Thank you very much,
Steve

From: Lidgett, Diana (D.L.) [mailto:dldgett@volvocars.com]
Sent: Friday, December 02, 2005 10:58 AM
To: McHenry, Stephen
Subject: New Warranty claims PE05-041 (just cleaning operation)

Hello Steve,

A disk has just been shipped "next day 12 noon delivery" with warranty claim data based on cleaning operations. These claims were not previously submitted as part of our initial warranty claim search that was based on part number. The disk has been shipped to Jeff Quandt's attention and there is no cover sheet with it.

Best regards,

Diana Lidgett

Manager, Compliance Programs
Regulations and Compliance
Volvo Cars of North America, LLC
1 Volvo Drive (Bldg. B), Rockleigh, NJ 07647

☎Desk: 201 768 7300, ext. 7249
e-mail: dldgett@volvocars.com
FAX: 201-784-4989

From: McHenry, Stephen
Sent: Tuesday, November 22, 2005 10:33 AM
To: 'Lidgett, Diana (D.L.)'
Subject: RE: Warranty claims PE05-041

Diana,

Thank you, but since those 5 were not included in the 54,000 warranty claims submitted by Volvo I need ALL the other warranty claims with cleaning only left out of the 54,000, not just these 5.
Thanks
Steve

From: Lidgett, Diana (D.L.) [mailto:dldgett@volvocars.com]
Sent: Tuesday, November 22, 2005 9:49 AM
To: McHenry, Stephen
Subject: RE: Warranty claims PE05-041

Hello Steve,

The following information has been provided to me from our warranty department:

YV1LS55A0X [REDACTED] repair date 1/11/01 at 38,265 miles - (clean ETM OP# 25121)
YV1LS55A2X [REDACTED] repair date 2/06/01 at 35,164 miles - (clean ETM OP# 25121)
YV1RS61N81 [REDACTED] repair date 8/24/02 at 36,099 miles - (clean ETM OP# 25121 & software
OP# 36004)
YV1TS94D6Y [REDACTED] repair date 8/27/02 at 48,385 miles - (clean ETM OP# 25121)
YV1TS90D0X [REDACTED] repair date 8/13/02 at 25,121 miles - (clean ETM OP# 25121)

Best regards,

Diana Lidgett

Manager, Compliance Programs
Regulations and Compliance
Volvo Cars of North America, LLC
1 Volvo Drive (Bldg. B), Rockleigh, NJ 07647

☎ Desk: 201 768 7300, ext. 7249
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FAX: 201-784-4989

-----Original Message-----

From: McHenry, Stephen [mailto:Stephen.McHenry@nhtsa.dot.gov]
Sent: Tuesday, November 22, 2005 8:08 AM
To: Lidgett, Diana (D.L.)
Subject: RE: Warranty claims PE05-041

Diana,

Thanks for the information. I do see that have some claims that are for software download only without ETM replacement, I was also wondering about claims for ETM cleaning only done under warranty. Here are 5 examples of vehicles I believe, and I may be wrong, that had ETM cleaning without replacement or software upload.

YV1LS55A0X [REDACTED] repair date 1/11/01 at 38,265 miles
YV1LS55A2X [REDACTED] repair date 2/06/01 at 35,164 miles
YV1RS61N81 [REDACTED] repair date 8/24/02 at 36,099 miles
YV1TS94D6Y [REDACTED] repair date 8/27/02 at 48,385 miles
YV1TS90D0X [REDACTED] repair date 8/13/02 at 25,121 miles

Could you check these for me please. I appreciate all your help.

Steve

From: Lidgett, Diana (D.L.) [mailto:dlidgett@volvocars.com]
Sent: Monday, November 21, 2005 4:09 PM
To: McHenry, Stephen
Subject: RE: Warranty claims PE05-041

Hello Steve,
You also have claims that did not result in an ETM replacement.

- The part number column within the database is failed part number. However, if a claim labor operation number is 25128 you can be fairly sure that this claim resulted in an ETM replacement.
- I believe that chassis number 087575 is an example that did not result result in an ETM replacement.

Please call me if you need something further concerning this.

Best regards,

Diana Lidgett

Manager, Compliance Programs
Regulations and Compliance
Volvo Cars of North America, LLC
1 Volvo Drive (Bldg. B), Rockleigh, NJ 07647

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-----Original Message-----

From: McHenry, Stephen [mailto:Stephen.McHenry@nhtsa.dot.gov]
Sent: Monday, November 21, 2005 11:56 AM
To: Lidgett, Diana (D.L.)
Subject: Warranty claims PE05-041

Diana,

In reviewing the warranty claims I have that were submitted by Volvo I do not see warranty claims for cleaning only or software upgrade only or cleaning/software upgrade. It appears the only claims I have are for ETM replacements. Could you please tell me where in the claims submitted to us the information is or could you please submit the claims?
Thank you very much

Yours truly,
Stephen McHenry
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