

# **VOLVO**

**Volvo Cars of North America, Inc.**

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OFFICE OF PUBLIC  
INVESTIGATION

November 21, 2005

Mr. Jeffrey Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
Room 5326  
400 Seventh Street, S.W.  
Washington, D.C. 20590

NVS-212fa  
PE05-041

Dear Mr. Quandt:

The enclosed letter copies are in response to your request of September 29, 2005 for customer complaints relating to the Electronic Throttle Module (ETM.) These enclosed letters are the associated letters to the customer contacts that were provided on November 16, 2005. After a thorough and diligent search Volvo has provided as many of the associated letters referenced within the customer contacts as we could find as of November 21, 2005. However, per discussion with Stephen McHenry we are submitting these to you by November 24, 2005.

Please contact myself or Diana Lidgett if you have any questions concerning the above and the enclosed material.

Sincerely yours,

**VOLVO CARS OF NORTH AMERICA, LLC**  
Customer Service Division

*D. Lidgett for William Shapiro, P.E.*

William Shapiro, P.E.  
Manager, Regulatory and Product Compliance  
Enclosure