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November 4, 2005

Tony Kovaleski  
7 News Investigative Reporter  
Denver, CO

sent via email [tony\\_kovaleski@thedenverchannel.com](mailto:tony_kovaleski@thedenverchannel.com)

Dear Mr. Kovaleski,

Thank **you** for taking the time to look into the concerns expressed by Volvo owners. These types of investigative reports help to inform and educate customers in areas of concern.

Per our conversations and your email, we have checked our records for any customer who may have potentially complained of "*unexpected accelerations*". While we are seeing issues of the Electronic Throttle Control Module (ETM), which we understand Volvo is working to resolve with the National Highway Traffic Safety Administration (NHTSA), we have found only one customer that had a related complaint of, "*customer states when driving intermittently gas pedal will drop and feels car accelerating, please advise*". Since this customer drives a 2001 Volvo Cross Country, we will make the assumption, unless you let us know we are in error, that this is the same customer.

The customer in question has been one of our valued guests, who has utilized our services for years. In your questionnaire, you stated the customer has had four visits for this issue. It is important to clarify the single item that doesn't match is the repeated concerns. This customer's visit, with a complaint of "*gas pedal drops*", occurred October 7, 2005. Her prior visit, only 716 miles earlier, occurred September 23, 2005. On this earlier complaint, the repair order they signed only had a request for 52,500 mile maintenance with no mention of any "*unexpected accelerations*". Due to the fact that we did not find any mechanical or electrical malfunctions, we did not charge the customer. The only memory of additional discussions with the customer was a return visit after the October 7 FREE inspection where we had a dialog regarding her concerns without ever looking at her car.

Since we have not seen the video in question, we can only respond to what you have given us in writing. With regard to the customer's complaint, "*customer states when driving intermittently gas pedal will drop and feels car accelerating, please advise*". First, we examined the car for a check engine light and fault codes. We followed specific Volvo of America instructions when in the process of checking into the complaint. This is from the press release from Volvo we followed when looking into the complaint regarding check engine light illumination:

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Q: How do I know if my ETM is malfunctioning?

A: The 'Check Engine' lamp will illuminate. The car may experience stumbling/rough performance – which means the electronic control system has put the car in 'Limp Home' mode.

Since the vehicle did not have a check engine light on and did not have any faults in the Control Module, our diagnostic indicated the ETM was functioning according to design standards. It is also important to note, while we have seen other cars with ETM issues, these cars have consistently had both a check engine light on and fault codes stored.

We then proceeded to examine the "*gas pedal drops*" complaint. We did not find any mechanical or electrical malfunction with it. With instructions from Volvo, we do know an ETM failure will never cause the gas pedal to drop, as this customer concern states, since it is only connected to the engine via wires. There is also no motor that could get a signal from the engine and actually move the gas pedal on its own. Our understanding is for a gas pedal to move it would have to be a mechanical fault at the pedal, such as a floor mat causing it to stick. If anyone would like a more technical explanation, feel free to contact me directly at [aanderson@mcdonaldag.com](mailto:aanderson@mcdonaldag.com).

The only concern we had that resembled any documents we have received relating to the ETM was a correlation with the "*reported vehicle speed surging, causing an unexpected lurch forward towards other vehicles or into crossing traffic*". While I don't know how diplomatically my employee explained this, **an ETM issue will not cause an exact complaint of "*gas pedal drops*" and from all the information we have it does cause a check engine light to come on, which this car didn't have.** Since the employees felt this was significantly different than the broadcast we received from Volvo relating to ETMs and the NHTSA, we did not explore either further.

It is fair to state we do not regularly send any customer to the NHTSA. We feel it is in the best interest of the customer for us to work directly with Volvo to get them the best assistance we possibly can. On the other hand, we never suggest that a customer not go the NHTSA.

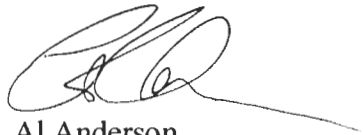
While we feel confident the complaints are unrelated to the ETM issue. We would love to continue to work with what we feel is one of our very good customers to help her get to the root cause of her concerns. We would also be happy to help any Volvo owner get the ultimate resolution for the ETM issue by either calling our Service Department directly at 720-283-5124 or by calling Volvo at 1-800-458-1552.

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I hope this answers the questions you raised. Please feel free to contact me if I may be of further assistance.

I would also request that you post this letter on your website so any interested party can see our full response to your questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Al Anderson', with a long horizontal line extending to the right.

Al Anderson  
Director of Parts and Service Operations