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National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, D.C. 20590

Complaint regarding the Volvo VNL-780 heavy duty diesel truck

In May of 2004 I sent copies of the enclosed letter to the president of Volvo Trucks North America, to the chief design engineer, to the head of product development, and to the public relations manager. I mailed an additional copy to the corporate headquarters of Volvo Trucks North America addressed to no one in particular. Seven months have passed and I haven't received a reply. The envelope I sent to the Volvo Trucks North America public relations manager, Randy Bolinger, was returned to me marked "return to sender, remove name from mailing list."

I am asking the National Highway Traffic Safety Administration to consider three of the complaints I mention in my letter to Volvo.

My complaints are:

- The self-canceling turn signals on my Volvo VNL-780 will not function safely, and legally, during turning maneuvers. Self-canceling turn signals on 18-wheelers are a dangerous idea (see page 4 of my letter to Volvo).
- Stationary splash guards mounted over the steering tires block safe access to the outer windshield and prohibit windshield cleaning (see page 3 of my letter to Volvo).
- It takes 95 pounds of force, measured with a bathroom scale, to depress the clutch pedal in the 2004 model VNL 780 that I am presently driving. When the truck was new, the clutch pedal took between 80 and 85 pounds of force to depress. (Over time, truck clutch pedals get harder to push, not easier.) Hard to operate truck clutch pedals are not only an occupational health

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