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Safety Administration
NHTSA
400 7th Street SW
Washington, DC 20590

February 3, 2005

Northport, NY

Dear Sir/Madam,

I am enclosing correspondence between Volvo and me regarding premature headlight burnout on my 2002 Volvo S40. This is a potentially dangerous defect resulting from headlights being used as running lights and, I am told, an output voltage being set too high. I am informed there is no fix for this and I and other Volvo drivers are being subjected to an unnecessary and repetitive replacement at our expense.

I would appreciate you investigating this defect and advising if there is a way you can induce Volvo to address it.

Very truly yours,

encl.

Mania
2/8/05

Office of the President
Volvo Corporation
1 Volvo Drive
Rockleigh, NJ 07647

January 17, 2005

Northport, NY

Dear Sir:

As the owner of a 2002 S40 Volvo I wanted to make you aware of a small but persistent problem that has called into question my remaining a loyal "Volvo for life" customer. After 65,000 miles I love much about my car. Unfortunately the positives are being eroded by the repeated burning out of my headlights. I have had to replace these lights four to five times in the space of three years. Since they are difficult to install the dealer has recommended I not attempt to do this myself. Repeated trips to the dealer at usually inopportune times is the result.

Georgetown Volvo has been terrific in their responsiveness (they always take me on a walk in basis) and this has helped lesson the inconvenience. However, my night vision is poor and I am concerned about being without a headlight while away from home without access to a nearby dealer. (The Xenon headlights I wanted were unavailable). I understand the voltage level may be too high in this model and this causes the problem. Also, the fact that you opted to not provide separate running lights means the headlights are on day and night.

Since this is a problem unique to Volvo, I would have expected that a recall or an extended warranty would be the fair way to deal with it. Evidently, Volvo has chosen to do neither. Since this is a safety concern as well as an inconvenience, I am curious whether NHTSI has had discussions with Volvo concerning any actions they may deem appropriate. I would appreciate a response to my concerns and have enclosed the latest in a stream of unanticipated invoices for this bulb replacement.

Yours truly,

encl.

VOLVO

Volvo Cars of North America, LLC

January 24, 2005

Northport, NY

Dear

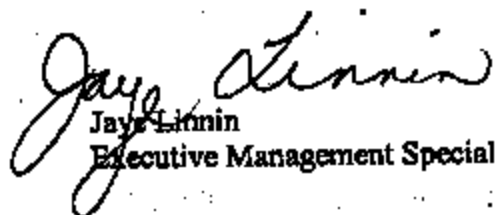
I have been asked to personally respond to your letter directed to Mr. Vic Doolan, President and CEO.

We are sorry to learn about the necessity to replace headlight bulbs on your 2002 Volvo S40. Certainly no one enjoys having to change light bulbs. While we understand Georgetown Volvo has been terrific and responsive to your concern we realize returning to the retailer is an inconvenience.

At this time Volvo Cars of North America, LLC has not issued a recall on that particular component. Volvo takes its concerns of its retailers and owners very seriously and carefully monitors the reports of failed components along with the National Highway Traffic Association. In the event that a recall was issued, you would be notified by mail.

As much as we desire to resolve each of our customer's requests to their satisfaction, it is not always possible to meet every expectation. We realize that your experience has not met your expectations of Volvo and we apologize for any inconvenience this may have caused you. We are interested in the experiences, both positive and negative, of all members of our Volvo family and thank you for taking the time to contact us and share your comments.

Sincerely,


Jay Linnin
Executive Management Specialist