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[REDACTED]
Sarasota, FL [REDACTED]
September 26, 2005

OFFICE OF DEFECTS INVESTIGATIONS/SAFETY ASSURANCES
NATIONAL HIGHWAY TRAFFIC SAFETY
400 Seventh Street SW
Washington, DC 20590

To Whom It May Concern:

On August 23, 1988, we took delivery of our 1988 Volvo 244GL Sedan, ID No. YV1AX8843J1 [REDACTED], at the Volvo Torslanda Plant in Goteborg, Sweden.

We have enjoyed outstanding performance through the years with only routine maintenance required. As our second car, it currently has only 76,380 miles on its odometer.

On September 13th, we experience a problem resulting, in my opinion, directly from a design/manufacturing defect. The outer facing on the glove box fell off while I was driving on a local roadway. Fortunately, there was nobody in the passenger seat – had there been, they would have sustained leg/foot injury. The outer facing weighs 1 lb 9 oz.

I was astonished to find that the glove box facing was fastened to its metal backing only with an adhesive. It was not physically secured. Obviously, through the years, the adhesive had dried-out. From an engineering/design viewpoint, this should have been anticipated and a more secure means of installation used to meet the expectations of Volvo's claimed longevity.

I realize that the warranty period has long expired but feel that Volvo should arrange for the proper means of securing the glove box facing other than with only adhesives.

I wrote to them on September 19th and have since had a telephone call from their office in New Jersey denying any and all responsibility.

I feel that Volvo should alert their network of dealers of this problem on 1988 and models of other years with similar construction. They in turn could check the affected vehicle when being serviced for other reasons.

If this is not the responsibility of your department, I would appreciate your referring this matter to the appropriate party.

Thank you.

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Heath
10/7/05