

10145342

St. Clair Shores, MI
November 17, 2005

2005 NOV 25 AM 11:55

Volvo Customer Care
7 Volvo Drive
Rockleigh, New Jersey 07647

Subject: Brake Pump Recall
VIN: YV1VS255

Dear Volvo,

On September 24, 2003, I was in a head-on collision involving my 2000 Volvo S40 and 1991 Dodge Minivan. Although it was raining, there was plenty of stopping distance to avoid this crash; my car would not stop with normal pressure applied to the brakes. The tires did not hydroplane at any point during the attempt to stop. The vehicle just simply would not stop without literally standing on the brakes.

Six months later, I received notice that you decided to recall the brake pump for this very reason. It has recently come to my attention that I have the right to reimbursement for damages incurred prior to notification of that recall.

Attached is the police report and collision claim. Please provide reimbursement for all costs incurred. Please note that prior to the part being replaced by the newer pump design, stopping required literal standing on the brakes on ice & inclement weather. I stopped driving that vehicle in the winter, because it was not safe.

Sincerely,

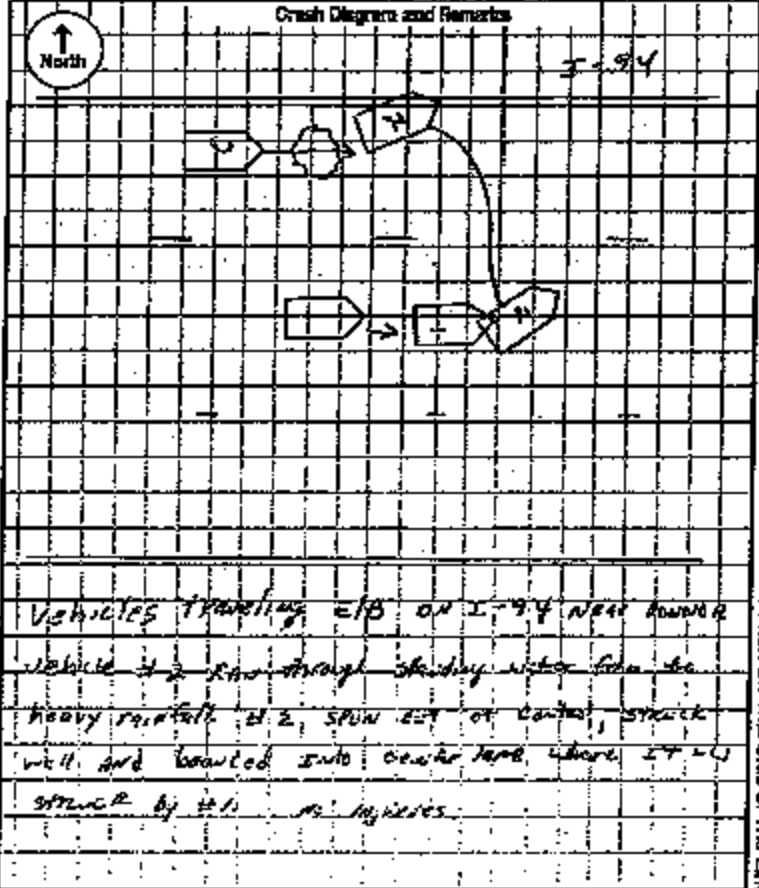
. cc
NHTSA Auto Safety Hotline
400 Seventh Street SW
Washington, DC 20590

NAR
aak
11/24/05

Unit Number MI Q 600	State MI	Driver License Number 398 368 993	Date of Birth Month 10 Day 23 Year 1963	License Type <input type="radio"/> D <input type="radio"/> G <input type="radio"/> F	Sex <input type="radio"/> M <input type="radio"/> F	Hazard Action <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 21 <input type="radio"/> 22 <input type="radio"/> 23 <input type="radio"/> 24 <input type="radio"/> 25 <input type="radio"/> 26 <input type="radio"/> 27 <input type="radio"/> 28 <input type="radio"/> 29 <input type="radio"/> 30 <input type="radio"/> 31 <input type="radio"/> 32 <input type="radio"/> 33 <input type="radio"/> 34 <input type="radio"/> 35 <input type="radio"/> 36 <input type="radio"/> 37 <input type="radio"/> 38 <input type="radio"/> 39 <input type="radio"/> 40 <input type="radio"/> 41 <input type="radio"/> 42 <input type="radio"/> 43 <input type="radio"/> 44 <input type="radio"/> 45 <input type="radio"/> 46 <input type="radio"/> 47 <input type="radio"/> 48 <input type="radio"/> 49 <input type="radio"/> 50 <input type="radio"/> 51 <input type="radio"/> 52 <input type="radio"/> 53 <input type="radio"/> 54 <input type="radio"/> 55 <input type="radio"/> 56 <input type="radio"/> 57 <input type="radio"/> 58 <input type="radio"/> 59 <input type="radio"/> 60 <input type="radio"/> 61 <input type="radio"/> 62 <input type="radio"/> 63 <input type="radio"/> 64 <input type="radio"/> 65 <input type="radio"/> 66 <input type="radio"/> 67 <input type="radio"/> 68 <input type="radio"/> 69 <input type="radio"/> 70 <input type="radio"/> 71 <input type="radio"/> 72 <input type="radio"/> 73 <input type="radio"/> 74 <input type="radio"/> 75 <input type="radio"/> 76 <input type="radio"/> 77 <input type="radio"/> 78 <input type="radio"/> 79 <input type="radio"/> 80 <input type="radio"/> 81 <input type="radio"/> 82 <input type="radio"/> 83 <input type="radio"/> 84 <input type="radio"/> 85 <input type="radio"/> 86 <input type="radio"/> 87 <input type="radio"/> 88 <input type="radio"/> 89 <input type="radio"/> 90 <input type="radio"/> 91 <input type="radio"/> 92 <input type="radio"/> 93 <input type="radio"/> 94 <input type="radio"/> 95 <input type="radio"/> 96 <input type="radio"/> 97 <input type="radio"/> 98 <input type="radio"/> 99 <input type="radio"/> 100						
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Street Address [REDACTED]	City St Clair Shores	State MI	Zip [REDACTED]	Vehicle Registration LIL JEN	State MI	VIN YU1U1V1S21S1 [REDACTED]	Vehicle Description (year, make, color) 00 Volvo edr Red	Insurance PROGRESSIVE	Towed To/By N/A	Vehicle Direction <input type="radio"/> North <input checked="" type="radio"/> East <input type="radio"/> South <input type="radio"/> West	Special Vehicles <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10	
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Do Not Write or Mark On This Side of The Line

Unit Reported on Front				Unit Reported Above					
Action Prior	First	Second	Third	Fourth	Action Prior	First	Second	Third	Fourth
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Do Not Write or Mark On This Side of The Line

Unit No. [REDACTED]	Carrier Name [REDACTED]	Address [REDACTED]	City [REDACTED]	State [REDACTED]	Zip [REDACTED]
Carrier Source <input type="radio"/> Papers <input type="radio"/> Log Book <input type="radio"/> Vehicle <input type="radio"/> Driver	GVWR Driver's GDL Type: <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> H <input type="radio"/> N <input type="radio"/> P <input type="radio"/> T <input type="radio"/> X <input type="radio"/> Y <input type="radio"/> H	GDL Restrictions <input type="radio"/> 28 <input type="radio"/> 35 <input type="radio"/> 30	GDL Exempt <input type="radio"/> Farm <input type="radio"/> Other	Vehicle Type <input type="radio"/> AA <input type="radio"/> AH <input type="radio"/> AN <input type="radio"/> AP <input type="radio"/> AT <input type="radio"/> AX <input type="radio"/> AY <input type="radio"/> AZ <input type="radio"/> AL <input type="radio"/> BB <input type="radio"/> BH <input type="radio"/> BM <input type="radio"/> BP <input type="radio"/> BT <input type="radio"/> BX <input type="radio"/> BY <input type="radio"/> BZ <input type="radio"/> Other	Hazardous Material Picard <input type="radio"/> Y <input type="radio"/> R <input type="radio"/> N
Cargo Body Type [REDACTED]	Investigated / Reported Date/Time 09/24/63 1030	Photos by NIA TPR TRAMER	Investigator Name(s) & Badge # (Print Only) 1643		

UD-10 SERIAL NUMBER
5169603



Volvo Cars of North America, LLC

IMPORTANT RECALL NOTICE

YV1VS2551 [REDACTED]

006829

[REDACTED]
ST-CLR SHORES, MI [REDACTED]

March 2004

Dear Volvo Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this campaign:

Volvo Cars North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in certain model year 2000 S40 and V40 vehicles. Under certain circumstances, water may enter the electrical brake vacuum pump, causing the pump to not function. This will require more brake force to stop the vehicle. However, this is primarily noticed at cold start. This limited braking power can affect the vehicle's stopping performance, increasing the risk of a crash.

The corrective action will be to replace the vacuum pump with a new pump of a modified design. This new pump will be placed in a new location to prevent water intrusion. This will be performed at no charge.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 2 hours. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, Volvo will honor your receipt with a refund. Please contact your Volvo retailer for details.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**