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2006 JAN -9 AM 8:29

December 16, 2005

Ms. Eunice Stern
Manager, Customer Care
Volvo Cars of North America LLC
PO Box 63
Northvale, NJ 07647-9946

101 48674

RE: Recall Campaign 141

Dear Ms. Stern:

I am writing as a result of your follow up to Recall Campaign 141 covering our 2001 S80 Volvo.

Upon receiving the original recall notice, we contacted the selling dealer, Fisher Volvo, in Portland, Oregon. Because of our work schedules, we are not able to bring the vehicle in and wait while the recall work is performed. The service advisor refused to provide a loaner vehicle. We do not feel we should have to pay for a rental vehicle in order to leave our car for the recall work to be performed. As the next closest Volvo dealer is over 20 miles further away, Fisher Volvo has effectively prevented us from having the recall work performed. This has been typical of our experience in dealing with the service department at Fisher Volvo. It was necessary to bring this Volvo in four separate times to finally get a window lift motor replaced. On our previous Volvo, which also was purchased from Fisher Volvo, we had to threaten litigation to get the Service Manager by the name of John to cover a faulty fuel sending unit under warranty. We had the vehicle in three separate times before it was finally repaired.

We can be contacted at [redacted] (cell), [redacted] (work) or [redacted]

Very truly yours,

copy: Mrs. Ruth Fisher
National Highway Traffic Safety Administration

NAC
1/11/06