

-1- 10168038

Seabrook, MD
August 27 - 2006

CARS
VOLVO of North America

7 Volvo DRIVE
Rock Leigh, N.J.

07647

Safety/Electrical Hazards

1992 black S.W. 960 Series

lic # [REDACTED]

Purchased New 4/24/93

Eng # YV1KW9504N
[REDACTED]

Anne Belec! - President

Ms. President:

I need your help, please. I am a widow with a serious medical problem - End Stage Renal disease. This Volvo is my 'retirement car'. My fixed income will not allow me to spend anymore income trying to find a dx and repair - it was excessive & results. I still dont know what to do, since Volvo claims not to know either. Even there experienced mechanics are baffled, it seems - its electrical.

Volvo tried twice with no avail.

The car stops functioning on high-speed highways and parkway & jerking motions before shutting off ⁱⁿ middle lane TRAFFIC. Deathly!! Disabled Locks and windows are frighten-

an/mari
9/7/06

ing, Stressful and all are definitely Safety Hazards
with fires.

Battery goes dead when Car is parked 1-~~x~~ day
New battery and alternator tested good. 7/25/06
Dx given: There is electrical drain on circuit for
Power windows and Shiftlock circuit. On 1st visit
car was retained over a week ~~5~~ dx. I do not have
money (more) for dx for 2nd visit @ \$90.00/hr. my '92
cannot be the only malfunction one in service.

I am not satisfied with the service that I
received getting a del, usage of time and charges
and tx.
My car has a history since '95. Volvo is an establ-
ished business with Modern Technology and manual
expertise avail to the customers. I do not
feel that I received that courtesy.

Ms. President, please let me hear from ^{you} ASAP.

Thank you for ^{your} forth coming Cooperation & assistance.
I am in a disposition for me in this matter.

c: President Volvo, Anne Belec

cc: file

cc: Joe Devlin

Service Manager Volvo

cc: U.S. Dept Transp. Safety Adm

P.S. Kidney dialyss

is 3x week. I Need the workable Transportation
Now in order to be Compliant and stay alive!

Very truly yours,


Aug 31-06

US Dept Transp.

Office of Defect Investigation

Would truly appreciate your
assistance, support and
prioritization concerning this
matter

Thanks Mrs J Butts
inspra
enterprises