

2006 JUN 18 15 12:44

Sea brook, MD
August 27. 2006

Cars
VOLVO of North America
Anne Belec, President
7 Volvo Drive
Rockleigh, N.J.
07647

Safety/Electrical Hazards
1992 black SW 960 Series
LC# A154325
Purchased New 4/24/93
Eng# YV1KW9504N

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 don't 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 parkways & jerking motions before shutting off ⁱⁿ middle lane TRAFFIC - deathly!!
Disabled Locks and windows are frighten-

NAB
aag
9/22/06

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

Battery goes dead when Car is parked ^{one} 1-2 day* 8/28/06
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's 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 def, usage of time and charges.
and the 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.

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

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

cc: President Volvo, Anne Belec

cc: file

cc: Joe Devlin.

Service Mgr Volvo

Silver Spring MD

cc: NHTSA

P.S. Kidney dialyss

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

Very truly yours,

