



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

April 12, 2007

[REDACTED]
Beverly, MA [REDACTED]

NVS-216 mec
Ref. No. 10174627

Dear [REDACTED]:

Thank you for your correspondence dated November 29, 2006, concerning the numerous problems you encountered with your Model Year (MY) 2000 Volvo S80 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on December 15, 2006. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns; however, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with the stalling, suspension, brakes, power steering and other problems you described with your MY 2000 Volvo S80 vehicle revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your vehicle not qualifying for a Massachusetts Emission sticker; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting the Massachusetts Department of Motor Vehicles or the Environmental



VEHICLE SAFETY HOTLINE
888-327-4236

Protection Agency (EPA). You may contact the EPA by writing to: Environmental Protection Agency, Ariel Rios Building, 1200 Pennsylvania Avenue, N.W., Mail Code 3213A. Washington, DC 20460. Also, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name being more prominent.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement