

Volvo Cars of North America, LLC
Attn: Volvo Customer Care Center
7 Volvo Drive
Rockleigh, NJ 07647

24 December, 2006

001 123 54 55 56 57 58 59 60

To Whom It May Concern:

I want to bring to your attention a very serious mechanical and safety matter and great concerns that I have about the Volvo's that I currently own. By way of introduction, I have owned Volvos most of my adult life (since 1981) and have come to rely on their safety, durability, and dependability. I currently own:

- * 1997 Volvo 960 – for college age daughter
- * 1997 Volvo 960 – for high school age daughter
- * 1999 Volvo S-70 – mine
- * 2001 Volvo V-70 XC AWD – my wife

But recently, my confidence in all that I said above was severely shaken as my college age daughter was involved in a 'worst case' scenario. After Thanksgiving, she was driving back to college at night when at approximately 75 miles from home her Volvo 960 engine cut out on the highway. Had it not been for a good Samaritan and a Virginia State Trooper who fortuitously were in the vicinity and helped push her off the road and guard for approaching traffic, her safety and well being could well have been at risk. We had to make arrangements to have her car towed ~ 50 miles and find a suitable shop late at night. But I was unprepared for the things that were about to follow! The engine was blown due to the timing belt pulley bearing failure. The entire engine had to be replaced because a head bolt had 'seized' in the engine block (see repair bill attached). This made no sense to me at all since I am meticulous about proper maintenance of my vehicles!! I had replaced the timing belt at 70,319 miles as prescribed by the maintenance manual (see invoice from Viking Automotive). However, NO WHERE was it stated that the pulley bearings or tensioner should be changed although numerous mechanics I have spoken to recently said they are regularly seeing failures such as what I experienced.

I am deeply concerned about the other 3 vehicles I own. Despite the fact that I recently changed out the other 960 timing belt, I am seriously contemplating taking it back to have the 2 pulleys & bearings, tensioner, and water pump replaced before a **serious safety issue** such as my daughter experienced happens yet again. In the S-70 and V-70XC maintenance manual it says the timing belt doesn't need to be changed until 105,000 miles. This makes no sense and the mechanics strongly advised not to wait that long and to change the pulley & bearings, tensioner, and water pumps in addition to the timing belt.

I believe that Volvo should consider a recall or safety alert notice to all Volvo owners about this serious matter. It is a matter of urgent safety not to mention great cost should an engine fail. I need to know what your position is on this very matter and how you will help defray the enormous cost of the problems I am facing.

I appreciate in advance your urgent attention to this matter – I hope to remain a dedicated Volvo customer.

[REDACTED]

[REDACTED]

Clifton, VA [REDACTED]

[REDACTED] – home
[REDACTED] – work

cc: NHTSA
400 7th St, SW
Washington, DC 20590