



Volvo Cars of North America, Inc.

October 8, 2001

#10184796

[REDACTED]
Ridge, NY [REDACTED]

Dear [REDACTED]

Thank you for contacting Volvo Cars of North America. This is in response to your recent letter concerning your 2000 Volvo S40.

We are sorry to learn of your dissatisfaction; however it is not possible for Volvo to offer an explanation as to why you have experienced difficulties with the brakes and headlights on your particular vehicle.

The longevity of pads and rotors is dependent upon various factors, including personal driving habits and driving conditions. Many factors relating to technical and governmental regulations are considered in the design of the brake components. The brake pads on your Volvo are manufactured with the materials that provide maximum brake efficiency when used in combination with the particular brake rotor design for your vehicle. There is a possibility of a shorter longevity for the brake components, versus a higher level of braking ability, lack of brake fade, and enhanced safety in your vehicle. Volvo continues the research and development of other brake component combinations that would provide a longer life, yet still maintain the stopping ability of the vehicle, the lack of brake noise, and lack of fading. Volvo's first priority is for the brakes to perform safely and reliably during all operating conditions. Unfortunately, the brake pads on your vehicle are only covered for the Adjustment Period of the New Car Limited Warranty or first 12 months or 12,000 miles.

While we wish that no vehicle required repair, it is possible that some will require corrections over time. Your Volvo was built using the best technology available at the time of production and is backed by a 4-year or 50,000 mile warranty. Volvo cannot guarantee that every part or component will be completely free from repairs during ownership. We will continue to honor the terms of the New Car Limited Warranty should defects in material and/or workmanship occur and your vehicle require repair.

We appreciate your taking the time to contact us and for making us aware of your concerns.

Drive Safely,

Jenni Kaiser
Customer Relations Consultant

[REDACTED]
Ridge, New York
Oct. 22, 2001

Dear Ms. Kaiser,

Thank you for your letter of Oct. 8, 2001.

I give you an A+ for a courteous, well written exposition of Volvo's reaction to what I consider serious criticism of the company's boasts about safety and reliability. The reaction is disappointing.

However, your reply, as it doesn't add anything new to address my complaint of the unexpected short life of braking components as compared to that of other makes of vehicles, deserves an "F" or, at least, an "Incomplete". I doubt that other new vehicles experience brake fade, brake noise or lesser stopping ability than Volvo. I believe I would have heard or read about dissatisfied customers long before this, if brake pads had to be replaced at 15-17,000 miles. At least, concerning my headlight

failure complaint I can offer a specific recommendation to Volvo to increase the safety of Volvo users.

You may recall my letter stated that the total failure of both headlamps occurred during daylight hours, only hours apart. They were promptly replaced at no cost to me by your dealer, and caused me no hazard.

My concern, and Volvo should take it more seriously, than it apparently does, was that had this happened during the hours of darkness, even though I might have been an extremely rare coincidence for both lights to fail at roughly the same time, there was no way I could have safely gotten my car off the road in total, sudden darkness. Volvo should agree that a backup light system in the event of even one headlamp's failure is a basic

requirement for safe operation of an vehicle
at night. Normally, drivers will flip on
their bright setting in such an
emergency. In my case, nothing worked.
I would have been traveling at 50 MPH
in total darkness on an (unlighted)
road had this happened on my previous
weekend and, without doubt, would have
sustained serious injury.

This letter does not require a reply
from you; however, I am passing my
suggestion on the headlights on to
whoever is responsible for a decision
on the suggestion. I am interested in
hearing about it. Likewise, I'd
be interested to learn if Volvo
contacts government regulators and
other manufacturers to see if others
have experienced what I still believe
is premature brake pad wearout.

Yours truly,

[REDACTED]

COPIED

Ridge, N.Y.

Oct. 23, 2001

FLR
7/9/02

U.S. Dept. of Transportation
National Highway Traffic Safety Administration
400 Seventh St. S.W.

Washington, D.C. 20590

Re: ODI #'s
896502 + 896504 +

Gentlemen:

Reference Previous Complaints #896502, premature brake pad wearout and #896504, sudden total headlamp failure.

Attached for your information, and hopefully - action, is a reply letter from Volvo which I consider non-responsive to the complaint I made, and a copy of my second letter to them which I feel your agency should read and follow up on.

Yours truly,

[Redacted Signature]

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EFFECTS INVESTIGATION