

CL-10190084-2642

Washington, DC
April 27, 2007

Auto Safety Hotline
Department of Transportation
Washington, DC 20590

Re: 1996 Volvo Wagon 850Turbo

Dear Sir/Madam:

In October of 2006, I purchased an automobile (abovementioned). At the time the vehicle seemed to perform excellently. As far as driving performance is concerned, it still does. Around January of this year, I began to detect creaking sounds everytime that I opened and closed the front door on the driver's side.

The problem is chronic and upon examination of the vehicle by the body shop of Marten's Volvo (where I purchased the car), it was pointed out to me that there was a crack in the frame of the door and repairs to correct the default would be both extensive and expensive.

It occurs to me that this is a potentially dangerous defect and beyond the matter of repair, it ought to be addressed by the Volvo manufacturers. The age of the car is certainly a consideration, but at the same time, are there ordinances on the books that mandate the safety of used vehicles by automobile sales agents? This car passed both Maryland and D.C. Automobile Inspection and yet, the problem has just now been detected. As a previous owner of two Volvo's, I do believe that there is an inherent weakness in the door framing of this particular model—the metals used in its construction seemed to be light-weight alloys that do not stand the test of time, like earlier models which I believe were crafted out of steel. Perhaps the lighter-weight metal is the trade-off for the fast mobility of this car.

I have confidence that Marten's Volvo is a reputable organization and Mr. Harry Martens has assured me that the Company will work with me to rectify this problem. As a consumer, I would appreciate your analysis of this matter.

Thank you for every consideration.

Sincerely,

[Redacted Signature]

Cc: Mr. Harry Martens, Marten's Volvo
4800 Wisconsin Ave. NW, WDC 20016

Mr. Jordan, Volvo Cars of N. America
P.O. Box 914
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