



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

2007 OCT 29 AM 8:50

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Byrnedale, PA [REDACTED]

NVS-216 nlm
Ref. # 10205026

Dear Mr. [REDACTED]:

Thank you for your correspondence dated September 24, 2007, concerning the top step on your model year (MY) 2006 Volvo VNM tractor. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 3, 2007.

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. 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. A review of our database relative to problems associated with the top step assembly revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We suggest that you contact Volvo directly to resolve your concerns. There are two ways you can contact Volvo: by mail at Volvo Trucks North America, Inc., P.O. Box 26115, Greensboro, NC, 27402 or by telephone (336) 393-2000.

★★★★★
NHTSA
www.nhtsa.gov

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivog>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:
Motor Vehicle Defects and Recall Campaigns