



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

Deputy Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

May 29, 2008

The Honorable Barbara Boxer
United States Senator
1700 Montgomery Street, Suite 240
San Francisco, CA 94111

NVS-216 et
Ref. # 10226248

Dear Senator Boxer:

Thank you for your facsimile dated April 17 on behalf of your constituents, [REDACTED]. [REDACTED] wrote concerning their model year (MY) 2006 Volvo 780 truck.

The National Highway Traffic Safety Administration (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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to steering, engine, air bag, and fuel system problems in MY 2006 Volvo 780 trucks and we found no evidence of a defect trend. Although we are not opening a safety defect investigation at this time, we continually review all available data to determine whether an investigation may be warranted. The information you provided on behalf of [REDACTED] has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with [REDACTED] concerning the service problems they encountered with Volvo. If [REDACTED] have not done so, they may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over paint, fraud or deception,



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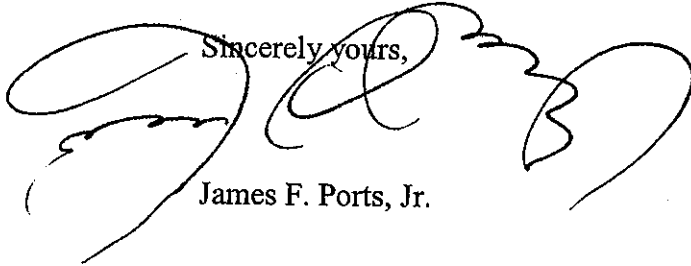
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warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways they can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>. We regret that we are unable to assist [redacted] further with this matter.

If you have any questions regarding our jurisdiction or if your constituents have other issues with their vehicle that they believe to be safety-related, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety at (202) 366-9700.

Sincerely yours,

A handwritten signature in black ink, appearing to read "James F. Ports, Jr.", written over the typed name below.

James F. Ports, Jr.

cc: Washington Office