

[REDACTED] <NHTSA> CL-10251331-4155

From: [REDACTED] <NHTSA>
Sent: Tuesday, December 02, 2008 10:46 AM
To: [REDACTED] <NHTSA>
Cc: [REDACTED] <NHTSA> [REDACTED] <NHTSA>
Subject: RE: 1996 Volvo 850 5Dr wagon auto turbo/KMBerry

2008 DEC -2 PM 4:39

Please assign.

From: [REDACTED] <NHTSA>
Sent: Tuesday, December 02, 2008 10:34 AM
To: [REDACTED] <NHTSA>
Cc: [REDACTED] <NHTSA>
Subject: FW: 1996 Volvo 850 5Dr wagon auto turbo/KMBerry

I do not currently have a Volvo investigation, and I have never had a Volvo investigation. So, I am forwarding this email to you so that CRD can respond to the consumer.
 Thanks,

[REDACTED]
 Federal Investigator
 DOT/NHTSA/ODI
 202-366-2920

From: [REDACTED]
Sent: Monday, December 01, 2008 10:15 AM
To: [REDACTED] <NHTSA>
Cc: hmarten3rd@martenscars.com
Subject: 1996 Volvo 850 5Dr wagon auto turbo/KMBerry

Dear [REDACTED]

Pursuant to our telephone conversations on the above dates about my 1996 Volvo 850 5dr wagon Auto Turbo, please be advised that, upon your suggestion, I contacted Volvo Manufacturer. I was informed that a one-time engine recall repair had been performed on it at Marten's Volvo roughly one year before I acquired it. Also Recall #R82106 front seat wiring 85X appear on the CarFax Vehicle History Report. When I purchased the car on November 1, 2006, I was not informed by Marten's that the car had been through a recall process and would not have been privy to that information had I not contacted your offices. At time of sale, I was not given the car's service record.

Presently carbon monoxide seeps into the interior of the car and white smoke is emitted from the tailpipe. It uses a great deal of oil. My mechanics have informed me that the car needs serious engine work despite the fact that I have been diligent and timely with the upkeep and maintenance of this automobile. Much to my dismay, I feel have inherited a lemon and would like to know if there is any way that I can seek redress of my grievance.

CarFax assumes no responsibility for errors or omissions in their reports.

I am bringing this information to the attention of your agency because it is clear that there are safety defects that need to be addressed. At this point, as a consumer my trust and confidence in the Volvo auto product has been diminished. It greatly disappoints me because in past years I have been the proud owner of two Volvo 240's—and enjoyed several years of safe driving.

12/2/2008

ET
4:39
12/2/08
NJ

Thank you for your consideration of this matter.

[REDACTED]