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

1200 New Jersey Avenue SE.
Washington, DC 20590

August 24, 2009

[redacted]
Clinton, OH [redacted]

NVS-216 knb
Ref. #: 10281092

Dear [redacted]:

Thank you for your correspondence dated August 11, 2009, concerning your model year (MY) 2009 Volvo XC70 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on August 18, 2009.

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 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 sympathize with you concerning the service problems you encountered with Kempthorn Auto Mall. We suggest you continue to work with Volvo on this matter, or you could contact the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you 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

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/ivoq. 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,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement