

SEP - 3 2010

NVS-200
CL-10356409-7468

EXECUTIVE SECRETARIAT

2010 SEP -2 P 2:15

RECEIVED - NHTSA

Medina, OH

August 28, 2010

Mr. Stefan Jacoby
President & CEO
Volvo Cars North America
1 Volvo Drive
Rockleigh, NJ 07647

RE: My 2004 Volvo XC 90 T6
VIN: YV1CZ91H241

Dear Mr. Jacoby:

I read recently that you are the new CEO and President of Volvo Cars NA. I also read your press release statement that "customers . . . can be confident that Volvo will preserve its special status as the industry leader in vehicle safety and innovation . . .". My recent visit to Volvo for car repairs seems to contradict that statement. Volvo doesn't appear to be concerned about my safety or my family's safety.

On Tuesday, August 24, 2010, I took my 2004 Volvo to Montrose Volvo on Brookpark Road in Cleveland, Ohio for repairs. The primary problem at the time was the transmission. The car was "jumping" into gear or lunging when you stepped on the gas. This was the second transmission—the original had been replaced at 53,000 miles in 2008.

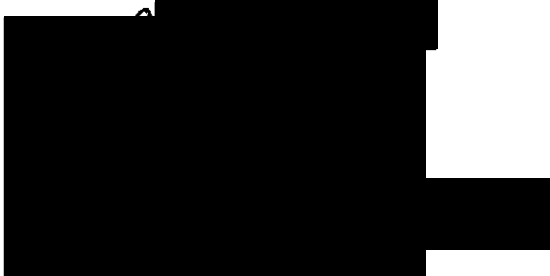
Montrose Volvo performed a diagnostic check and determined that the front axle had lost a "plug" and that the transmission fluid had become contaminated and that was the cause of my "jumping" in the transmission. The area manager approved the repair of the front axle and transmission flush at Volvo's cost. However, diagnostics also revealed that the side passenger airbag was defective and needed to be replaced. The area manager agreed to pay for the parts, but refused to pay for the labor cost. The estimated labor cost was \$333.00.

PC
091410
Pw

I advised Montrose Volvo that I was not going to pay the cost of labor for something that failed due to no fault of my own and which involved the safety of the passengers in the vehicle. Service told me that none of the airbags in my Volvo will deploy if the defective airbag is not repaired. Incensed, I called customer service and implored the representative to ask the area manager to pick up the labor cost. She called me back later and stated that the area manager would *not* pay for the labor of repairing the airbag.

You would agree with me that a passenger side front airbag in a 2004 Volvo should not fail simply due to age. The car has never been in an accident and none of the airbags has ever deployed. Volvo prides itself on safety yet my latest experience indicates otherwise. Apparently Volvo doesn't believe that my safety and the safety of my family are important enough to cover the labor cost of a defective airbag which appears to be a manufacturing or design defect in the airbag system.

I am very dissatisfied with my experience at Volvo. I also paid \$250.00 for a worn engine mount during this latest service. But, more importantly, my faith and confidence in Volvo as a "safe" vehicle and a vehicle whose name and reputation bring respect have been shaken. I am relaying my story to as many people as I know. Volvo does not stand behind its "safety" moniker in the auto industry and it apparently doesn't care about the safety of its customers.



cc: Gino Effler, Vice President Public Affairs, via email: geffler@volvocars.com
David L. Strickland, NHTSA Administrator
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Medina, OH

CLEVELAND OH 44114
28 AUG 2010 PM 3 1



David L. Strickland, NHTSA Administrator
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

20550X0001

