

NHTSA ccmMercury Routing Slip



Printed: 8/4/2011

NHTSA #: ES11-005080

XREF #:

Delivery: S10 E-MAIL

Rec'd Date: 8/4/2011

Doc Type: CMB

Address To:

Referred By: NPO-011

Doc Date: 5/19/2011

Due Date: 8/10/2011

S10 #: S10-110804-011

DOT/I #:

RMP #:

**Subject: S10 DIRECT REPLY - COPY OF A LETTER SENT TO THE WHITE HOUSE FROM [REDACTED]
[REDACTED] RE SAFETY DEFECT IN THE 2011 VOLVO SEMI TRUCK STEERING**

Ack Date:

**Sign Office: DEPUTY
ADMINISTRATOR**

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: RONALD MEDFORD

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

CL - 10402066 - 1482



ROCHESTER, WA [REDACTED]

Tel: [REDACTED] Fax: E-mail:

S10 Priority

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	8/4/2011	8/10/2011	
NVS-010	INFORMATION	8/4/2011		8/4/2011
NOA02	INFORMATION	8/4/2011		8/4/2011

AUG - 5 2011

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

EXECUTIVE SECRETARIAT
2011 AUG - 4 P 12:40
RECEIVED - NHTSA

S10 Priority



Office of the Secretary of Transportation Executive Secretariat

Control number:	S10-110804-011	Action office:	NHTSA
Document date:	5/19/2011	Due date:	8/11/2011
Author(s):	[REDACTED]		
Subject:	Concerns Regarding the Safety of Volvo Trucks		
Action:	Direct Reply		

Comments:

Date	Action	Action by
8/4/2011	Assigned to NVS-200 for reply	BMILLINGS
8/4/2011	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	AINGRAM
8/4/2011	DIST: P1,C1,S3	AINGRAM
8/4/2011	Updated Folder Information.	AINGRAM
8/4/2011	Work Folder Assigned to NHTSA.	MPETTIFORD
8/4/2011	Folder Status Changed from: ASSIGNED to: SCANNED.	MPETTIFORD
8/4/2011	Work Folder Assigned to FMC.	MPETTIFORD
8/4/2011	Incoming File Uploaded.	MPETTIFORD
8/4/2011	Control Number Created.	MPETTIFORD

Date	Note	Note by
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ES1-005080

Pettiford, Marie (OST)

From: WH Agency Liaison [casework@correspondence.whitehouse.gov]
Sent: Wednesday, August 03, 2011 6:00 PM
To: Pettiford, Marie (OST)
Subject: WH 08022011-141 - [REDACTED]
Attachments: fax000679808.pdf [REDACTED]

Dear Ms. Pettiford:

The Office of Presidential Correspondence received the enclosed letter to President Obama, which appears to fall within the jurisdiction of your agency. The White House has no view on the merits of the request presented by the letter.

We encourage you to respond to the letter within 30 days, if a response is appropriate under your standard policies. If your agency does respond, please indicate in the response that the letter to the President was forwarded by the White House to your agency. In addition, please send an informational copy of the response to Casework@Correspondence.WhiteHouse.gov for our records.

You may contact Shilpa Hegde at the White House Office of Presidential Correspondence by email at Shilpa_S._Hegde@who.eop.gov or phone at (202) 456-2176.

CASE: WH 08022011-141 - [REDACTED]

Please let us know if you need anything else regarding this case.

FAX COVER SHEET

TO	White House Agency Liaison Office
COMPANY	United States Government
FAX NUMBER	12024562461
FROM	[REDACTED]
DATE	2011-05-19 18:25:26 GMT
RE	Urgent - Safety Issue (problem with agencies)

COVER MESSAGE

From:

[REDACTED]

Rochester, WA [REDACTED]

Drive 48-states (won't be home til Christmas)

Best contact phone or email

[REDACTED]

Agencies have been less than knowledgeable about their own activities. Have been rude, uncooperative, and have hung-up.

Our new Commercial Vehicle (Semi-truck) has an issue with it's steering, that may be a manufacturer defect and a safety issue to everyone on the road. We are getting no where with the manufacturer or with Government Agencies that are suppose to make Vehicles and the Roads safe!

Please see Fax for specifics.

Thank you

May 19, 2011

Attention: White House Agency Liaison Office

To Whom It May Concern:

My husband and I have been seeking assistance from the Government regarding an apparent safety defect in the new 2011 Volvo Semi-truck Steering. We have had little success and encounter problems with different Departments/Agencies.

I was referred to the National Traffic Safety Commission, the afternoon of May 16th. The woman I spoke with took the complaint, but kept saying I can't find that Make and Model. I told her several times it was a Semi and reiterated that it was a Commercial Vehicle. After multiple other calls, I was referred, by the Commercial Vehicle Inspection Division of California, back to NHTSA. (The same number I called before.) The gentleman took the complaint and gave me a reference number. He could not understand why the previous representative said they did not deal with commercial vehicles and referred me to FMCSA.

I contact FMCSA, when originally referred by NHTSA. I left a message at 202-366-8810, per NHTSA. A woman called back the next day stating that they FMCSA only deals with commercial vehicles, not personal cars. I returned her call, reiterating again that it is not a car, it is a Volvo semi-truck, leaving another message. She called back and spoke with my husband, arguing with him about it being a commercial vehicle. Do you have a MC #. No, we are leased to Schneider National and they have an MC#. Then it is a personal vehicle. No, it is a semi-truck. When she continued to be uncooperative, he asked for her name. She said, "I'm not giving you my name". He said, "you won't give me your name?" She said, "NO!" He said, "then may I speak to your supervisor?" She hung up! For all the frustration with had been through with a dozen agencies, he was actually quite polite when he asked her and his tone was not that would just a hang-up.

I contacted Patty Murray's office, in Vancouver, WA. I explained the issue and the young man (I am 56) said he would have to mail a form or I would have to pick-up it in Vancouver (100 miles away). I said, "Honey, this is urgent, could you email or fax it.....?" He interrupted me and said, "your calling me honey is abusive! I said, if think an old lady calling you honey, you don't know what abusive language is. He hung up! My husband said, he probably wouldn't like 'son' either.

Volvo Corporate Offices have been very uncooperative for the past 6+months addressing an issue with our truck – when you step on the brakes, the binds or locks up and you can't turn the wheel. This is a serious safety concern. They insisted nothing was wrong and we have put 98k miles on a potentially unsafe truck, until Volvo in Seattle, WA finally said, it is unsafe. They had to fight with Volvo to try to resolve the problem. It has been down 2 ½ weeks this time, with no luck. Our fear is they are not going to fix it and again return the truck. It appears to be a smaller steer pump, that Volvo went to this year, that is losing pressure and over-heating. But, Volvo Corporate won't accept that from the dealership and is making them look elsewhere, because the won't do an upgrade, repair, or safety re-call unless 15% of the trucks on the road complain. This is despite the fact that multiple dealerships have noted this on other trucks in their possession.

We have finally filed complaints with NHTSA, FTC,, and DOT (after much todo). So far, the only response is, we'll put it in a data base for further complaints.

What about the safety of the American People?

What about our Safety?

Why are we getting no we don't deal with truck safety from so many Departments and individuals at the FMCSA, DOT, NHTSA, etc.? What is going on?

Who can we complain to about this woman that wouldn't give her name or get a supervisor and didn't know that Volvo makes commercial vehicles, but, she works for the FMCSA?

Who do we let know that part of the staff at NHTSA turns away complaints on commercial vehicles?

Patty Murray's office, in Washington D.C., states they are there for legislative matters and won't let anyone know how her staff is treating people. Lots of little old ladies call people "honey". Does that mean they should not be represented and should be hung up on?

I am very persistent. Many people are not. How many have tried to complain about this safety issue and gotten no where?

My next step is the media. Fox News is waiting for me to send them the story. I won't stop there, if I have to run for Patty Murray's Office!

Will I get any response or assistance from your office? I hope so.

We've been lucky. If there really are many more trucks with this issue, as some dealers have implied – the public could be at a great safety risk. Is anyone interested?

