



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

Deputy Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

August 15, 2011

[REDACTED]
[REDACTED]
Rochester, WA [REDACTED]

NVS-216 nam
Ref. No. 10402066

Dear [REDACTED]

Thank you for your correspondence to President Obama concerning your model year (MY) 2011 Volvo VNL truck. The White House forwarded your correspondence to the U.S. Department of Transportation, and the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) was asked to respond to you directly.

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 motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

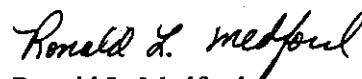
We appreciate the reports you provided. Reports from motorists are a very important source of information for us. Our records show that you filed a prior complaint on May 19 via our Auto Safety Hotline. Information submitted by owners via the Auto Safety Hotline is automatically entered into our database. ODI reviews and analyzes the data and if necessary will follow up by contacting the vehicle owner. You stated that the steering wheel locks whenever the brakes are engaged in your MY 2011 Volvo VNL truck. You have taken your truck to an authorized dealer for diagnosis and repair six times. Even though the problem was duplicated the repair did not remedy the problem. On May 23, ODI contacted your husband for more information and he indicated that the steering lock-up was limited to parking lot maneuvers. He also mentioned that the service brake line hose was rubbing on the differential due to the brake chamber being located in the wrong position. You also stated that you would like Volvo to initiate a recall to address the alleged safety concerns with the steering and service brakes.



We have reviewed our database and have not identified a safety defect trend with regard to the steering and brake line issues you described for your MY 2011 Volvo VNL truck. However, your vehicle is included in NHTSA Safety Recall Campaign No. 11V-265 (summary enclosed) concerning service brakes. There is a risk that the slack adjuster may have a flow notch in the handle that could crack under normal braking conditions causing loss of braking which could result in a crash. If you have not done so, we recommend you contact the nearest Volvo Parts and Service Center and make an appointment or contact Volvo at 1-800-528-6586. Your vehicle will be repaired at no charge to you. A brochure explaining the investigation process is enclosed for your information, or you may visit our web site at www.odt.nhtsa.dot.gov.

I hope this information is helpful. If you have any questions, please contact me or Mr. Daniel C. Smith, Senior Associate Administrator for Vehicle Safety, at (202) 366-3217.

Sincerely yours,


Ronald L. Medford

Enclosures