

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10424125
Date: Thursday, September 29, 2011 10:43:58 AM

Report Vehicle Safety Defects! www.safercar.gov

-----Original Message-----

From: Mattson, Ryan CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)
Sent: Thursday, September 29, 2011 9:23 AM
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10424125

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 27, 2011 9:14 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: 10424125

I am unable to complete the attached form. Basically I am having a problem with my brakes. The problem occurs when I back out of my driveway (especially in the morning). The brakes sink all the way down. When I put the car in drive, the car keeps rolling when I apply the brakes. When I had this initially I was told I had a crack in the master cylinder which I had replaced. After the replacement, the same thing occurred. I took it back to the repair shop and was then informed there had been a recall for the brake vacuum pump (which is my problem). I called the dealer and was told there was a recall on the S40 but my VIN number was not included. This problem is an extreme hazard as I have to apply more pressure to stop and I don't know when I may have a complete failure at an accelerated speed.

I don't feel I should have to pay for this repair. This is a defect and a safety hazard.

Thank you,

[REDACTED]

-----Original Message-----

From: EVOQ <EVOQ@dot.gov>
To: [REDACTED]
Sent: Wed, Sep 14, 2011 2:52 pm
Subject: FW: NHTSA: Follow up to ODI Complaint: 10424125

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint. NHTSA/Office of Defects Investigation