

C1-1063892X-3022



BROOKLYN, NY



August 28, 2014

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

VIA FEDERAL EXPRESS

SEP - 5 2014

Tony Nicolosi
President and CEO
Rick Bryant
Executive Vice President, Sales Operations
Scott Doering
Vice President, Customer Service
VOLVO CARS OF
NORTH AMERICA, LLC
1 Volvo Dr.
Rockleigh, NJ 07647

Re: 2005 XC70 Volvo Steering Shaft Broken
VIN YV1sz592851 [REDACTED]
Trade in vehicle

Gentlemen:

I was almost killed on July 26, 2014 when the "steering shaft" on my 2005 Volvo broke on its own volition. On the 26th, all I did was make a simple right turn within the designated speed limit from Dean Street onto Nevins Street in my neighborhood. The car continuously drifted to the left, despite my furious efforts to steer it right. It subsequently mounted the curb and missed crashing into a tree.

In addition to walking away unscathed, I was blessed that there were no children on the sidewalk or in the curb. Dean and Nevins streets are bordered by an elementary school, and a pediatrician's office. The car was subsequently towed to Bayridge Volvo where the defective steering shaft was repaired.


The astounding fact about this incident is that I did not collide with another car. The shaft simply broke on its own. Moreover, this 2005 car is driven infrequently; it only has 68,166 miles and it is frequently serviced at the Volvo dealer. The absence of a collision coupled with such low mileage and frequent servicing leads to only one conclusion: a defect.

I am now afraid to drive the car, as I continue to anticipate that the steering shaft will fail again. Consequently, I would like to trade the car in to Volvo for its market value plus the cost of repairs made this year to the car, including \$4,000.00 for the installation of a new transmission \$1,514.87 for the cost of repairing the shaft, \$60.00 to have the

NK
09/24/14
TW

vehicle towed, and another \$160.00 on cabs to transport my family to and from the airport. (We left for the Caribbean on the 28th and had to take a cab round trip to our home in lieu of driving our car.) Please see attached receipts for the aforementioned expenses.

We are not seeking to profit on this life threatening mishap. In the past twenty years, we have owned two Volvos. We have always purchased Volvos because of Volvo's reputation for safety. We are shocked that this accident occurred. While we are lucky and grateful lives were spared, no driver should feel threatened making a simple right turn. In light of all the defects affecting different automobile companies and the ensuing loss of lives, I strongly recommend that you contact the dealer to obtain further information regarding what went awry with the steering shaft. We are concerned that this defect may occur with other 1995 Volvos and may lead to more accidents or worst someone's death.

Should you need to speak with us, please feel to contact me at 

By 

cc: Via Regular Mail
David J. Friedman
Acting Administrator
National Highway
Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
(w/ Encl.)

Senator Jay Rockefeller
Senator John Thune
Senator Claire McCaskill
Seantor Dean Heller
Senate Committee on
Commerce, Science, and Transportation
(w/o encl.)

Senator Charles ("Chuck") Schumer
(w/o encl.)

AV 'RIDGI' SERVICE AND
419 90TH ST
BROOKLYN, NY 11209
718-680-0202

MINAL ID.: 0917

EXP:*** SWIPED

9LE
CH: 000216 INU: 720957
19 08, 14 16:15
AUTH: 590210

H/TKT 590210

08/14/14 16:15 590210

THANK YOU

CUSTOMER COPY

BAY RIDGE

BAY RIDGE VOLVO - AMERICAN Inc.
419 90th Street
BROOKLYN, NEW YORK 11209
www.bayridgecars.com

HONDA

718 • 680-0202
NYS • DLR. LIC. NO. 6240381
NYC • DCA LIC. NO. 527907

VOLVO

718 • 836-5786
NYS • DLR. LIC. NO. 6240381
NYC • DCA LIC. NO. 1381184



718 • 351-7000
NYS • DLR. LIC. NO. 6240381
NYC • DCA LIC. NO. 414632

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CUSTOMER NO.	95508	ADVISOR	CHRIS RAMPERSAD	2046	TAG NO.	7029	INVOICE DATE	08/01/14	INVOICE NO.	VOCS720957
		LABOR RATE	144.71		MILEAGE	68,166	COLOR	GOLD/	STOCK NO.	
		YEAR / MAKE / MODEL	05/VOLVO/XC70/XC70			DELIVERY DATE	06/30/05	DELIVERY MILES	16	
		VEHICLE I.D. NO.	YV1S Z 5 9 2 8 5 1			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	07/26/14			
		COMMENTS								MO: 68169

LABOR & PARTS

1 15VOZ7 INSP BELC INSP BODY ELECTRICAL TECH(S) 1542 723.55

CUSTOMER STATES CHECK STEERING WHEEL IS LOSE & NOT WORKING.
DIAG \$ 144.71+TAX.....
VEHICLE WAS TOW-IN...TECH PERFORMED INSPECTION & FOUND
VEHICLE STEERING WHEEL LOSE & HAS FREE PLAY ///////////////
FOUND VEHICLE NEED STEERING SHAFT BROKEN & CONTACT REEL
MAKING NOISE...
AS PER CUSTOMER REQUEST REPLACE VEHICLE STEERING SHAFT &
REPLACE STEERING CONTACT REEL, FLANGE SCREW & REPROGRAM
SYSTEM TECH ROAD TEST CHECK VEHICLE WORKING NORMAL..

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	31264468-5	CONTACT REEL	301.99	301.99
JOB # 1	1	30741950-7	STEERING SHAFT	142.99	142.99
JOB # 1	1	985039-7	FLANGE SCREW	2.99	2.99
				JOB # 1 TOTAL PARTS	447.97

JOB # 1 TOTAL LABOR & PARTS 1171.52

2 05VOZXPRESS MULTI-POINT INSP TECH(S) 1542 INTERNAL

CUSTOMER REQUESTS EXPRESS SERVICE MULTI-POINT INSPECTION AND
TOP OFF ALL FLUIDS
TECH FOUND VEHICLE NEED FRONT & REAR WIPER BLADES
TECH PERFORMED SERVICE MULTI-POINT INSPECTION
TECH REPAIR LEFT FRONT MIRROR ASSY.....N/C...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

3 05VOZ4ALIGN #4 WHEEL ALIGN TECH(S) 1542 149.95

CUSTOMER REQUESTS 4 WHEEL ALIGNMENT
PERFORMED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	149.95

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	VD10L	10% LABOR DISCOUNT - VOLVO		-72.36	
JOB # 1	VD10P	10% PARTS DISCOUNT - VOLVO		-44.80	
JOB # 3	VD10L	10% LABOR DISCOUNT - VOLVO		-15.00	
				TOTAL - MISC	-132.16

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1438.76 (+TAX)

CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY

BAY RIDGE

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419 90th Street
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www.bayridgecars.com

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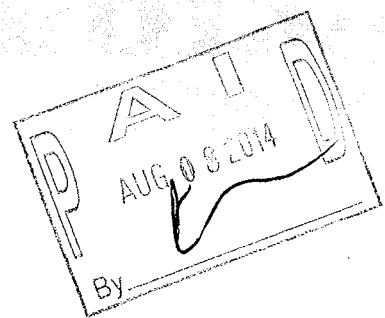
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		F.T.E. NO.			P.O. NO.		R.O. DATE	07/26/14			
		COMMENTS									MO: 68169

TOTALS	
BAY RIDGE VOLVO HONDA VOLKSWAGEN IS DEDICATED TO EXCELLENCE VOLVO'S FACTORY SERVICE SURVEY RATING SYSTEM SCALE 1 THRU 10 ***** OUTSTANDING 10 ***** **** FAILING 1 THRU 9 ****	TOTAL LABOR.... 873.50 TOTAL PARTS.... 447.97 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC -132.16 TOTAL TAX..... 105.56
WE ARE PLEASED TO NOW OFFER YOU THE CONVENIENCE OF ONLINE SCHEDULING FOR YOUR SERVICE APPOINTMENTS AT BAYRIDGECARS.COM	TOTAL INVOICE \$ 1294.87

YOU CAN SEARCH OUR SERVICE AVAILABILITY IN REAL TIME 24HOURS A DAY AND IMMEDIATELY MAKE CONFIRMED APPOINTMENTS WITHOUT PICKING UP THE PHONE
STATE REG 624-0381

CUSTOMER SIGNATURE _____




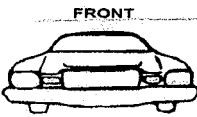
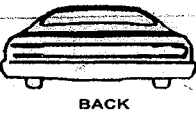

CUSTOMER SATISFACTION IS OUR NUMBER ONE PRIORITY

JUS WATCH TOWING

79 14th Street, Brooklyn, NY 11215

Tel 718-965-8697

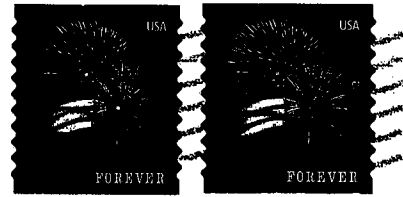
24 HOUR TOWING SERVICE
FLATBED SERVICE
LIC# 2004373

Name			Req. By:		
Address			Date <u>7/26/14</u>		
City		State	Zip	Time	
City		State	Zip	Phone	
PLATE #	YEAR <u>2005</u>	MILEAGE <u>68166</u>	DRIVER		
<input type="radio"/> NY <input type="radio"/> NJ <input type="radio"/> CT <input type="radio"/> PA <input type="radio"/> NJ OTHER		VIN # <u>YV1S2592851</u>			
MAKE <input type="radio"/> CHEV <input type="radio"/> FORD <input type="radio"/> HONDA <input type="radio"/> DODGE <input type="radio"/> JEEP <input type="radio"/> LINCO <input type="radio"/> TOYOT <input type="radio"/> NISSA <input type="radio"/> MITSU <input type="radio"/> ME/BE <input type="radio"/> GMC <input type="radio"/> MAZDA OTHER <u>VOLVO XC70</u>					
<input type="checkbox"/> SLING/HOIST <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT <input type="checkbox"/> BLOCK DRIVEWAY			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY <input type="checkbox"/> ODOMETER READING <input type="checkbox"/> ILLEGAL PARKING		
			SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY <input type="checkbox"/> _____		
 LEFT SIDE		 FRONT		 BACK	
 RIGHT SIDE		I AUTHORIZE THE TOWING OF THE ABOVE VEHICLE <input checked="" type="checkbox"/>			
Car Was Towed:			Distance Towed:		
<input type="radio"/> Brooklyn <input type="radio"/> Staten Island <input type="radio"/> Bronx <input type="radio"/> Other <input type="radio"/> Queens <input type="radio"/> Manhattan <input type="radio"/> New Jersey _____			Mileage End		
FROM: <u>130 Nevins St.</u>			Mileage Start		
TO: <u>8809 5th Ave</u>			Total Distance Towed		
MEMBER # _____ P.O. # _____ REMARKS VEHICLE RELEASED TO WITH NO FURTHER RECOURSE TO JUS WATCH TOWING			MILEAGE CHARGE		
			TOWING CHARGE		
			POS. FOR TOW OUT		
			CLEANUP FEE		
			LABOR CHARGE		
			STORAGE CHARGE		
			SUBTOTAL		
			TAX		
			TOLLS		
			TOTAL		

COLORSPEC 718-209-8484

NEW YORK NY 100

IG 2014 PM 9 L



Brooklyn, NY

TO: DAVID J. FRIEDMAN
 Acting Administrator
 NATIONAL HIGHWAY
 TRAFFIC SAFETY Admin.
 1200 NEW JERSEY AVENUE
 SE WEST Building
 WASHINGTON, D.C. - 20590

20590

