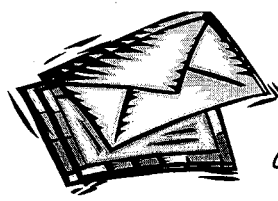


NHTSA ccmMercury Routing Slip



CL-10638924-7378

Printed: 9/18/2014

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

NHTSA #: ES14-004188	Rec'd Date: 9/18/2014	Referred By: NPO-011
XREF #:	Doc Type: GEN	Doc Date: 9/17/2014
Delivery: EXP	Address To: NOA02	Due Date:
S10 #:	DOT/I #:	RMP #:
Subject: SUBMISSION FROM [REDACTED] RE 2005 XC70 VOLVO STEERING SHAFT BROKEN		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: AS APPROPRIATE	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 9/18/2014
File Loc:	XREF File:	
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:



SEP 22 2014

BROOKLYN, NY [REDACTED]

Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	9/18/2014		9/18/2014
NVS-010	INFORMATION	9/18/2014		9/18/2014

NM
92214
SMD

[REDACTED]
BROOKLYN, NY [REDACTED]
[REDACTED]

September 17, 2014

Via Federal Express
Senator Claire McCaskill
506 Hart Senate Office Building
Washington, D.C. 20510

Via Federal Express
David J. Friedman
Acting Administrator
National Highway
Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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

Dear Senator McCaskill and Mr. Friedman:

On July 26, 2014, the steering shaft of my 2005 Volvo broke on its own volition. There was no collision or impact that could have caused it to break; in fact, I was returning home after grocery shopping and simply turning onto my street when the steering wheel stopped working. The steering shaft, as I understand it, is designed to be broken upon impact. A simple right hand turn should not have caused the shaft to break. I documented all of this information to Volvo and your respective offices in a letter dated August 28, 2014. A copy of this letter and most recent letter to Volvo are attached.

Incredibly, I have yet to speak with someone from Volvo regarding my August 28th letter. I did receive a single phone call from Volvo. I subsequently left three (3) messages without a response. I strongly urge your offices (in particular Mr. Friedman's) to investigate this matter. It is highly unlikely that my vehicle is the only one that has this defect since Volvo priorities appear to lie elsewhere.

Attached are copies of the receipts documenting the broken shaft. This incident (albeit only one incident) is the perfect opportunity for the National Highway Traffic

ES14-004188

Safety Administration to demonstrate this the agency is not "tentative to act, slow to identify problems and reluctant to use its full legal powers against the industry it regulates." (NYT September 17, 2014.) At the end of the day, what really matters is lives. Accident that can be prevented should be prevented. Lives that can be saved should be saved. A corporation's calculus is predicated on profit; it is the Government's job, in particular the NHTSA, to ensure there are safe cars on the road.



Encl.

VIA FEDERAL EXPRESS

cc: 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
(w/ encl.)

[REDACTED]
BROOKLYN, NY [REDACTED]
[REDACTED]

August 28, 2014

VIA FEDERAL EXPRESS

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.

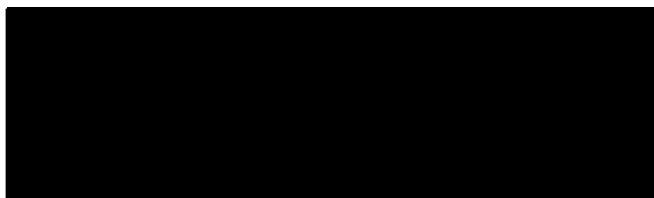
The astounding fact about this incident is that I did not collide with another car. The shaft simply broke on its own. Moreover, this 2005 car is driven infrequently; it only has 68,166 miles and it is frequently serviced at the Volvo dealer. The absence of a collision coupled with such low mileage and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

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 



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.)

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. VOC5720957
BROOKLYN, NY	LABOR RATE 144.71	LICENSE NO. [REDACTED]	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

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 ****
WE ARE PLEASED TO NOW OFFER YOU THE CONVENIENCE OF ONLINE
SCHEDULING FOR YOUR SERVICE APPOINTMENTS AT
BAYRIDGECARS.COM

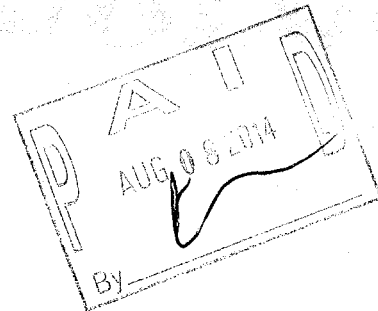
TOTAL LABOR.... 873.50
TOTAL PARTS.... 447.97
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -132.16
TOTAL TAX..... 105.56

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

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
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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.
BROOKLYN, NY	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	
RE	COMMENTS				MO: 68169

LABOR & PARTS

1 15VQZZ INSP ELC INSP BODY ELECTRICAL TECH(S) 1642 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	
JOB # 1	1	30741950-7	STEERING SHAFT,	142.99	
JOB # 1	1	985039-7	FLANGE SCREW	2.99	
				JOB # 1 TOTAL PARTS	447.97
				JOB # 1 TOTAL LABOR & PARTS	1171.52

2 05VQZXPRESS MULTI POINT INSP TECH(S) 1642 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 05VQZXAALIGN 4 WHEEL ALIGN TECH(S) 1642 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

JJ

ST
11209
02

TOWING

NY 11215

24 HOUR TOWING SERVICE
FLATBED SERVICE
LIC# 2004373

8697

Req. By:

Date 7/26/14

Time

te Zip

Phone

GE 68166

DRIVER

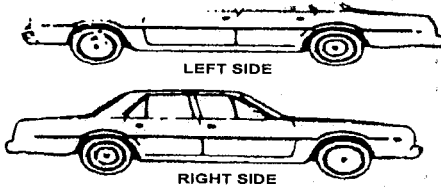
1152592851

NISSA MITSU ME/BE GMC MAZDA OTHER VOLVO XC70

- RE SPECIAL EQUIPMENT
- GAS SINGLE LINE WINCHING
 - DUAL LINE WINCHING
 - RY SNATCH BLOCKS
 - ER READING SCOTCH BLOCKS
 - PARKING DOLLY
 -

THANK YOU

CUSTOMER COPY



I AUTHORIZE THE TOWING OF THE ABOVE VEHICLE

X

Car Was Towed:

Distance Towed:

- Brooklyn Staten Island Bronx Other
- Queens Manhattan New Jersey _____

Mileage End

Mileage Start

Total Distance Towed

FROM: 130 Nevins St.

MILEAGE CHARGE

TO: 8809 5th Ave

TOWING CHARGE

MEMBER # _____

POS. FOR TOW OUT

P.O. # _____

CLEANUP FEE

REMARKS

LABOR CHARGE

STORAGE CHARGE

VEHICLE RELEASED TO
WITH NO FURTHER RECOURSE TO
JUS WATCH TOWING

SUBTOTAL

TAX

TOLLS

TOTAL

COLORSPEC 718-209-8484

[REDACTED]
BROOKLYN, NY [REDACTED]
[REDACTED]

September 17, 2014

VIA FEDERAL EXPRESS

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:

It is mind boggling to me that no one from Volvo has made an affirmative attempt to contact me regarding the defect that I alerted your respective offices to on August 28th. A copy of the letter is enclosed. I did receive one phone call from a Betty at 1-800-458-1552 extension 1977. I have left three (3) messages for Betty; the last message was at 8:42 a.m. on September 17, 2014. Despite my messages, I have yet to receive a return call.

I can only surmise that your casual disregard to the serious nature of this defect indicates that Volvo either has no desire to avoid a future accident (and someone's death) or it is a calculated decision that it is cheaper to ignore one accident.

I can only hope the National Highway Traffic Safety Administration is not as casual with this problem like your corporation.

By: [REDACTED]

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

Via Federal Express
Senator Claire McCaskill
506 Hart Senate Office Building
Washington, D.C. 20510

