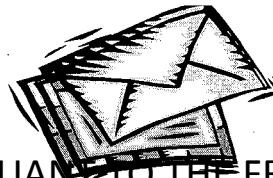


# **NHTSA ccmMercury Routing Slip**



CL-10701592-3758

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

Printed: 8/13/2015

**NHTSA #: ES15-004204**

**XREF #:**

**Delivery: EML**

**Rec'd Date: 8/13/2015**

**Doc Type: PET**

**Address To:**

**Referred By: NPO-011**

**Doc Date: 8/7/2015**

**Due Date: 12/7/2015**

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject: PETITION FOR INVESTIGATION 2015 VOLVO MODEL 780 SAFETY ISSUES**

**Ack Date:**

**Sign Office: ENFORCEMENT**

**Cleared Date:**

**File Loc:**

**Added By: CBUTLER x60180**

**Ack By:**

**Signature: FRANK S. BORRIS**

**Cleared By:**

**XREF File:**

**Modified By: Chris.Butler**

**Signed For:**

**Cleared For:**

**Closed Date:**

**Most Recent Comment:**

**Author:**



**KATHLEEN, FL**

**Tel:**

**OR**

**Fax: E-mail:**

**AUG 17 2015**

| <b>Assigned To</b> | <b>Task</b> | <b>Asgn Date</b> | <b>Deadline</b> | <b>Returned Date</b> |
|--------------------|-------------|------------------|-----------------|----------------------|
| NVS-200            | REPLY       | 8/13/2015        | 12/7/2015       |                      |

RR  
8/17/15  
SMD

August 7, 2015

NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

[REDACTED]  
Kathleen, Florida [REDACTED]

Re: Petition for Investigation.

To Whom It Concerns:

We have had problems with our vehicle since we drove it off the lot. On March 24, 2015, we filed a complaint with your agency with regards to our 2015 Volvo Model 780. Our Complaint is identified by #10701592. We filed another complaint on August 10, 2015 (#10747593) since injuries related to the vehicles problems have been sustained in this vehicle. We have provided you with names, phone numbers, and email addresses to other individuals who are experiencing the same issues. We provided your agency with a copy of a letter, wherein Volvo offered to repurchase our vehicle. You are also in receipt of an email forwarded by another Volvo 780 owner who is experiencing the same issues. In this email between a Volvo executive and a repair facility, the problem was referred to as an urgent safety issue by the Volvo executive. We have been in contact with and ODI investigator and have forwarded video of our truck in operation.

Nothing seems to be happening. We have had our truck into the dealership many times where repairs were attempted, but were unsuccessful. One of the drivers of our vehicle has now sustained spinal injuries due to the problems we are experiencing and has been out of work for a month, due to those injuries. The remaining driver experiences significant fatigue when trying to drive and control this vehicle. This is an income producing vehicle and its problems are making it hard to earn a living.

We are officially submitting this Petition and requesting an investigation be launched into this matter. We can be reached 24/7 at [REDACTED] or [REDACTED]. Please contact me as soon as possible to inform me of your intent to accept or deny this petition.

Sincerely,

[REDACTED]



**From:** Korkor, Julie (NHTSA)  
**To:** Butler, Chris CTR (NHTSA)  
**Subject:** FW: New Complaint and Petition  
**Date:** Thursday, August 13, 2015 11:01:51 AM  
**Attachments:** Requesting Investigation Current.docx

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Please control and notify me.

Thanks

Julie

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**From:** Reid, Randy (NHTSA)  
**Sent:** Thursday, August 13, 2015 8:59 AM  
**To:** Korkor, Julie (NHTSA)  
**Cc:** Magno, Gregory (NHTSA)  
**Subject:** FW: New Complaint and Petition

Julie,

Please control the attached petition letter. Assign to NVS-200, Frank Borris' signature.

Thanks