

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

eq-10747593-7920

From: [Reid, Randy \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: New Complaint and Petition
Date: Thursday, August 13, 2015 9:03:40 AM
Attachments: [Requesting Investigation Current.docx](#)

please add the attached letter and email below to VOQ 10747593, private and public repositories, per Larry Long's request.

From: [REDACTED]
Sent: Monday, August 10, 2015 4:02 PM
To: Long, Larry (NHTSA)
Subject: New Complaint and Petition

Dear Mr. Long:

We initially filed complaint (#10701592). We have filed another complaint (#10747593), since there now has been injuries sustained because of the issues with our vehicle. We are also attaching a petition letter requesting that the ODI open an investigation into the issues we are having with our truck. We were not sure where to send it, or if I have to file it online. If you would give it to the correct person, we would appreciate it. If you would, please let us know if there is anything that your agency can do to help us. The petition is attached. If it is not in the correct format, please let us know and we will correct anything that has to be corrected so that our petition can be successfully submitted and considered.

Sincerely,

[REDACTED]

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 an 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]

[REDACTED]

[REDACTED]

[REDACTED]