

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11321824
Date: Thursday, April 30, 2020 6:06:20 PM

Dear Sirs/ Madams,

At the request of the customer service representative, who opened case # 11321824, I am replying with more information about my Volvo S60, 2019. VIN - YV1RS592992 [REDACTED]. I am curious why this year, make and model is not part of NHTSA RECALL # 19V849. There are some similarities with a locked door opening up then the car is moving!

In talking with my daughter who drives this vehicle since purchase, she noted the problem with the drivers side rear door started in 10/2019. When she hits bumps in the road at any speed the locked door may randomly pop open, and the open door warning in the dash will light up. At other random times the door will not open from the outside, even when unlocked. The mileage on 4/23/20 was 91,373.

I have contacted Volvo USA as well and per their request, will take the car to Ferman Volvo in Tarpon Springs FL, this Wednesday 4/29 at 11AM for an evaluation.

Thank you for your attention to this matter.
Sincerely,
[REDACTED]

[REDACTED]
Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com

Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

DOWNLOAD OUR TELESIS JOBS Mobile App from:

App Store, iOS Version: <https://itunes.apple.com/us/app/telesis-jobs/id1364104100?mt=8>

Google Play, Android Version: <https://play.google.com/store/apps/details?id=com.telesisjobs>

Check out our current job openings at: <http://www.telesishq.com/careers/search-open-jobs/>

Ask me how you can earn up to \$3,000 with TELESIS Employee Referral Program!

This email and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed and may contain information that

Sent from [Mail](#) for Windows 10