

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

October 9, 2020

West Newbury, MA

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CRD NEF 109 MAIL

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

I have purchased five Volvos for my wife because up to now they have been a safe and dependable choice. That is no longer the case.

She is now driving a 2017 XC60 which has proven to be neither safe nor dependable.

About a month ago she was rerouted by a police officer over a curb in a road construction zone. The curb split the left front tire which immediately went flat. She parked in a nearby parking lot and called AAA. They dispatched a repair truck which arrived within a half hour. The repair driver discovered that her vehicle did not have a spare tire. He advised her to call Volvo and left her sitting in the parking lot.

She called me and I called Volvo Roadside Assistance. Luckily, she was within 20 miles of home and I was able to drive to where she was parked. Volvo then told me it would be an hour or more before they could get a tow truck to the car, so we left it and I drove her home. It took repeated calls and many hours before the Volvo truck finally arrived at the car.

Now to address the safety and dependability issues. What would have happened if my wife had been far from home on a highway or in a strange town? AAA would probably still respond in a reasonable time but could not get the car or my wife to a safe location. If Volvo Roadside Assistance took hours to get a tow truck to her, it would have left my wife in a very unsafe location for an exceptionally long period. Even then, most towing companies do not allow passengers in their trucks so she would have been stranded.

Some "genius" at Volvo engineering decided they could claim slightly higher mileage ratings by eliminating spare tires and reducing weight. When I purchased the vehicle, the dealer did not mention the lack of a spare tire which I assumed was there.

If Volvo persists in continuing this shortsighted policy, they should be required to post a warning on their vehicles. "WARNING, THIS VEHICLE IS UNSAFE AND UNDEPENDABLE AS CONFIGURED AT THE FACTORY. IT DOES NOT CONTAIN A SPARE TIRE."

Volvo dealers should be required to offer spare tires as an "option" and get a signed waiver if customers do not want the spare tire.

Sincerely,

CC: Consumer Reports
Volvo US
Jaffarian Volvo

West Newbury, MA

BOSTON MA 020

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Energy Awareness Month



FOREVER / US

NHTSA
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West Building
Washington, DC 20590

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