

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

Los Angeles, CA

Volvo Customer Care Center
1800 Volvo Place
Mahwah, NJ 07430

cc: National Highway Traffic Safety
Administration 1200 New Jersey Avenue, SE
Washington, DC 20590

May 1, 2022

Re: NHTSA RECALL 21V-800,

I write to you in response to your letter detailing recall R10136, as it affects my 2007 Volvo V70R, VIN
YV1SJ52797 [REDACTED].

Upon reviewing this recall with the Volvo retailer and service department at Rusnak / Pasadena, it was determined that this recall cannot be carried out on my car to my satisfaction without cost. The driver's side / steering wheel airbag in question was to be replaced with a generic, non-specific, basic part. As I understand it, this is the only option that is currently being offered without cost. The airbag in question does not match any color anywhere else in my car, nor does it have the logo, detailing and stitching that is present on my current R model steering wheel airbag. Having invested in a flagship car in 2007 which I acquired via your overseas delivery program due to its rarity, and having subsequently invested thousands of dollars to maintain the car to its original state, always with Volvo parts, it is extremely disappointing to be slighted in this manner.

I will note that many luxury marque manufactures have arranged for limited run productions of like for like replacement parts in the wake of these airbag issues. I find it interesting that Volvo's response is to say you can have only one part and it's grey and we don't care about any cosmetic damage to your vehicle.

As it is not possible to have this work completed without costs as indicated on your letter of December 14, 2021, I am also copying this letter to the NHTSA. I look forwards to hearing further from you on this matter.

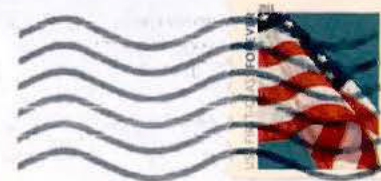
Warm Regards,

BR

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