

[REDACTED]
Ketchikan, AK [REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
Vehicle Safety Hotline 1-888-327-4236

RE: Volvo Recall R10125.

Dear Customer Service Representative,

I am corresponding about an ongoing problem to get an airbag recall resolved. I have been contacted by Volvo about this recall for many months and each time I have run into the same dead end:

I live on an island in Southeast Alaska and there are no authorized Volvo retailers here or near here. I contacted Volvo customer care to explain this and they directed me to the nearest retailers, while refusing to ship a new air bag to my local car mechanic who offered to do the replacement for a fee. I subsequently contacted Volvo retailers in Anchorage, Alaska and in Seattle, Washington. They would not pay for barging my car to and from their locations to fix the airbag.

Today, I received a new email telling me to get the airbag replaced. This email from Volvo directed me to report to your office because of this unresolved repair. Volvo Recall R10125.

Here is the status as of today: I called Volvo Customer Care 800-458-1552 and asked to speak to a supervisor after the initial representative could not offer a new solution. The Customer Service 'supervisor', Tanisha, stated they would 'tow' my vehicle to the nearest Volvo retailer. She said tow did mean barge in this case. But they would not agree to cover the cost of returning it to me. (Current barge rate is \$1,224.00 one way). And she also said it was not possible to have an airbag shipped to my local car mechanic to be installed by him, because only authorized Volvo service centers were allowed to provide the installation service.

I hope you can provide useful guidance for this safety issue. Specifically I'd like to get a bag sent here to be installed by my local mechanic. I would concede to pay for his time on the installation if Volvo would send us a new airbag with instructions. Or possibly get Volvo's blessing to just have the airbag removed?

Thank you for your consideration.

[REDACTED]

2003 Volvo S80

cc: Vincent D'Auria
Volvo Customer Service Senior Manager
1800 Volvo Place
Mahwah, NJ 07430

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