

[REDACTED]
Scarsdale, New York
[REDACTED]

November 11, 2024

NHTSA.gov

Sophie Schulman, Acting Administrator

1200 New Jersey Avenue

West Building

Washington, D.C. 20590

Dear Ms. Schulman

I understand that your organization is responsible for keeping people safe on America's roadways. To that end it provides standards of design, performance and durability for motor vehicles.

I appreciate the fact that you are open to reviewing my complaints.

I'd like to start with the fact that NHTSA opened an investigation in October 2018 into a manufacturer of autos, named Volvo. It was concerned with Volvo's lack of compliance with recall requirements, including timeliness, manufacturer communications and early warning reporting requirements.

22

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It also said that Volvo group failed to submit certain quarterly reports, manufacturer communications and did not report some DEATH AND INJURY INCIDENTS and submit certain field reports.

I didn't know about NHTSA's investigation when I bought my Brand new 2012 Volvo from a dealer on Long Island. I had been driving a variety of cars since my 20's without any accident.

NHTSA had Volvo commit to paying \$65 million dollars within 60 days and \$45 million if it failed to comply with the agreement.

On its own, Volvo said it spent \$20 million dollars to develop "a safety data analytics infrastructure to enhance its ability to detect and investigate potential safety defects." NHTSA added that Volvo was to develop written procedures and training for its employees on compliance. *With all due respect,*

What was NHTSA's punishment of Volvo for what it failed to do?

It seems that Volvo did not comply with the agreements it had with NHTSA.

The consequences of Volvo's lack of compliance were severe injuries to me and [REDACTED] 2023, I drove me and [REDACTED] in the S80 Volvo. Both of us had seatbelts on. The car had only 30,000 miles on it and never an accident. I was only inches away from pulling into

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a parking spot, when I suddenly lost control of the car and hit a pole on the curb. My seat had lost its moorings.

Gripping the wheel tightly, my arms strained to hold me back but failed as I pitched forward and my head hit the windshield. When the car hit the curb, I also saw my passenger crumple down, her face and arm having hit an area where the airbag should have deployed and protected her.

A crowd gathered and expressed their dismay at the lack of airbags on either side. A Volunteer ambulance quickly arrived, with room for only one passenger and took [REDACTED] to the [REDACTED] Hospital Emergency Room.

Dazed by the blow to my head, I called [REDACTED] who works for me. He arranged for a tow truck, since the front end of the car was demolished and no longer drivable. (Enclosed is a photo.) He then drove me to the [REDACTED] Hospital Emergency Room, an extremely busy place.

[REDACTED] sister, [REDACTED] had come to the ER to be with her, but we were separated. I lay down on a gurney and eventually had a CT scan without contrast which showed [REDACTED]. In routine X-rays of [REDACTED] were noted, X-rays of my [REDACTED]

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injury. Despite the head strike, no films were taken of my [REDACTED]

[REDACTED] suffered broken [REDACTED] and has since had more than 5

[REDACTED] Neither of us was admitted to [REDACTED]

Hospital

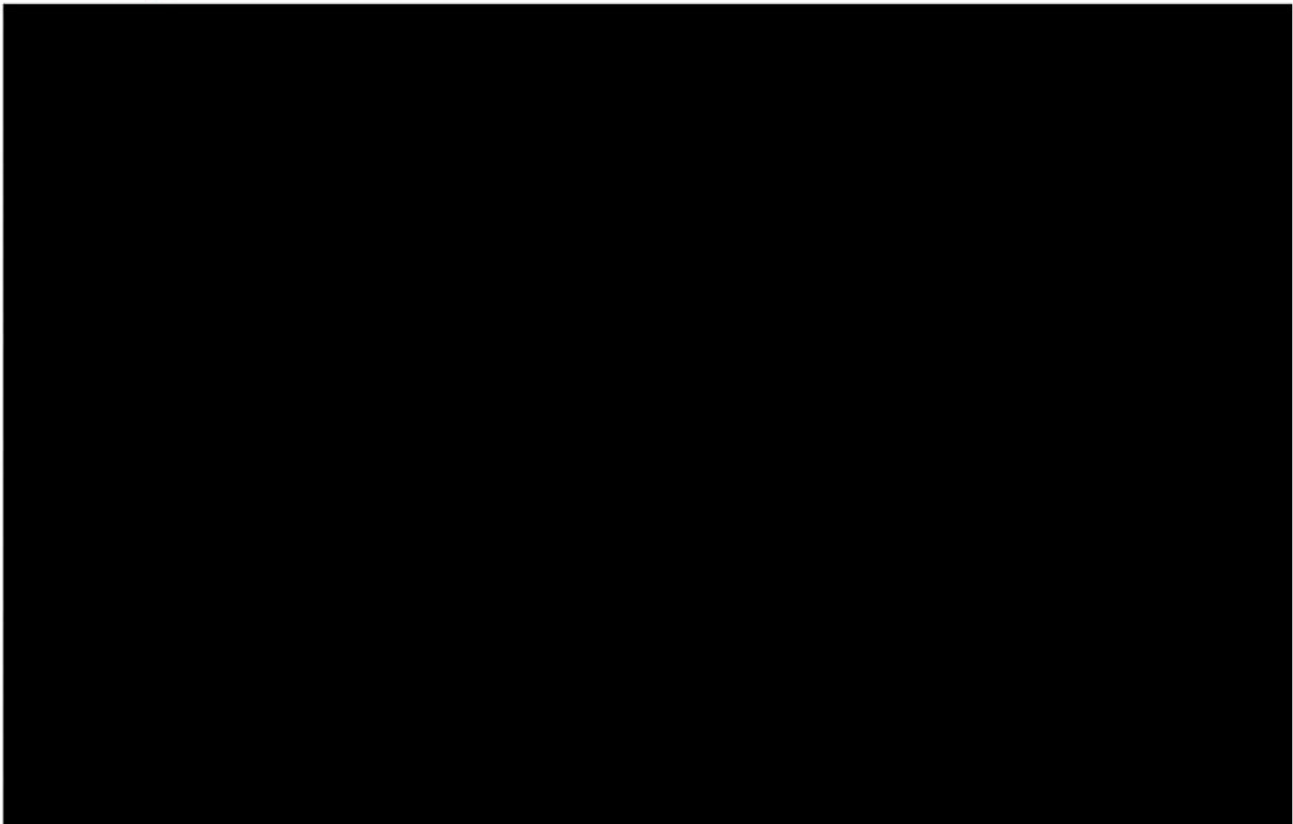
In a visit to my internist, [REDACTED] I reported persistent pain in walking. He recommended that I have an MRI but none was

available. On May 23, 2024, I finally had an MRI of my [REDACTED]

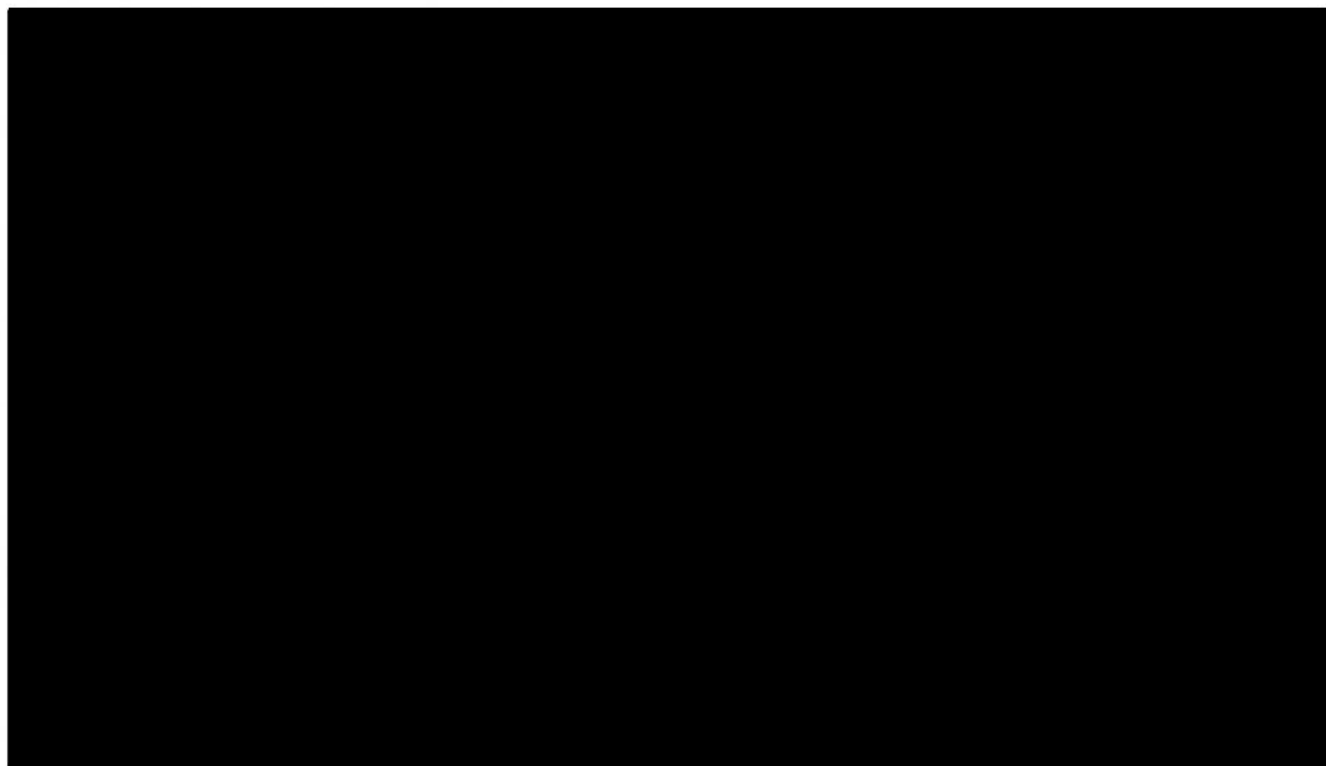
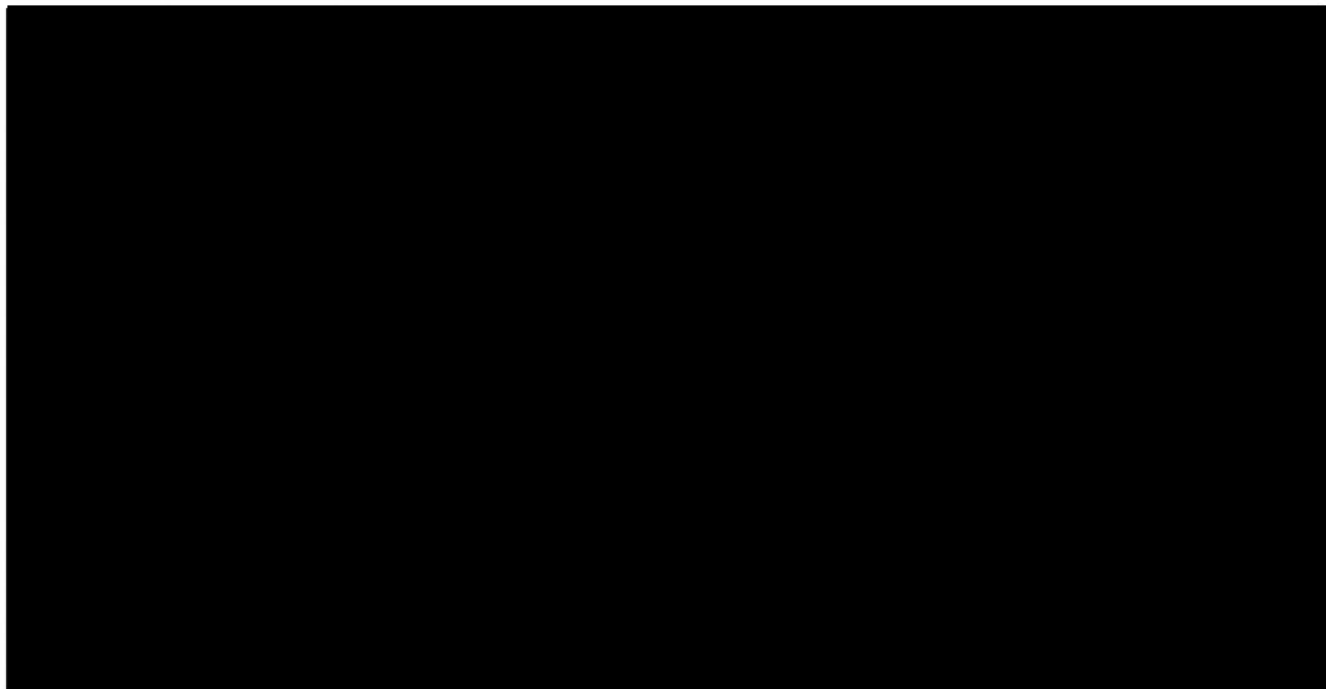
at [REDACTED] MT KISCO, NY.

Images were obtained on a 1.5 Tesla MRI unit.

Findings were as follows:



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In addition to the problem with [REDACTED] which makes walking painful, I have multiple injuries- [REDACTED] and worst of all, for me [REDACTED] from the head strike.

Thank you for referring this patient.

[REDACTED]

*****END OF REPORT*****

P. S. No law firm will take our case,
Collusion between Law Firms + Volvo
Please forgive my handwriting.

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.



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