



Compose

New Message



16

From [Redacted]

To

Cc Bcc

Subject

AA B I U [Icons]

Travelers Insurance
One Tower Square
Hartford, CT 06183

Subject : Request for Accident, Damages, And post Accident Premium Quote

Dear Travelers Customer Service,

I am writing to Formally Request A complete record of TWO separate auto Insurance Claims filed under my policy during my time as a customer with Travelers. The vehicle involved in both accidents was a White Volvo S60 Hybrid 2024 Vehicle ID # [Redacted]. Effective date 12/17/24. See Insurance card enclosed.

Recently, in an article in the Wall Street Journal Certain Volvo EV s and PHEVs are being recalled because the brakes might fail during sudden accelerations caused by the software.

My wife parked twice at the hair salon on two separate occasions and when she returned to the car and turned the car on it suddenly accelerated and the brakes failed to stop the car which went over Concrete Stops at the end of the paking space and through a sapling tree and 50 yards down and UP hill to the adjoining Gas Station .

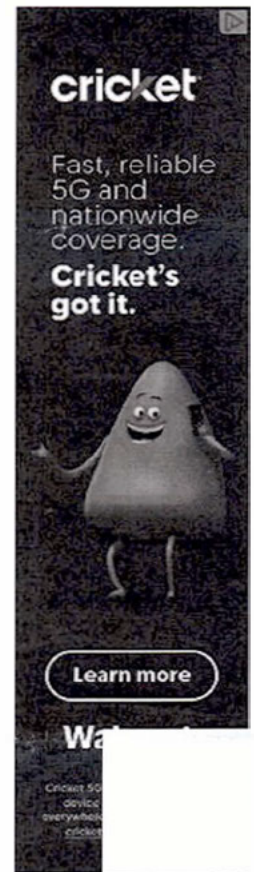
This was fixed and the Volvo dealer swore up and down that there were no Acceleration problems reported but we heard differently from anecdotal owners . We paid our \$1000 deductible and Travelers paid the rest and it was substantial.

Low and behold the exact same thing happened a few months later at the same place. This time we asked that the software be inspected by Volvo and a piece was sent all the way to Sweden and Volvo again denied it was their problem. We lost use of the car for Three months during this merry go round with Volvo.

Again the car was repaired and we paid our \$1000 deductible and Travelers paid again a substantial repair bill.

Later Florida tried to take my wife's Driver's License away because of two destructive accidents and she had to go through medical and physical exams in order maintain her driver's license. Meanwhile Traveler's almost doubled the Insurance premium due to these two expensive accidents. We then moved to the Hartford was lower than The NEW Traveler's Premium (which I Forget) but is now \$4,946 annually for the two Volvos .

I plan on Suing Volvo in Small Claims Court where I can represent myself Pro Se. I of course will forward the judgement to you at Travelers. Your Customer Service was great and you were honest and forthwright, something Volvo was not . You may have a little bit of Res Judicata here on your much more substantial claim against Volvo for damages you paid ..



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So {Please provide the following information:

Detailed Documentation of both Accident Claims, including dates, claim numbers, assessments, and Payouts

Any internal notes or evaluations related to the claims

A breakdown of how these incidents affected my Insurance premiums, including your rate increases and the rationale behind them.

And your estimate of the lowered value of this car as the result of these 2 accidents in the secondhand market

Third Party information like this is what a judge wants to see. If there are any forms, I need to complete or additional steps requested, please let me know.

Thank you for your anticipated courtesy and cooperation in this matter

Send

Attach

Add GIF

Add stationery

Spelling ... More



Ferrandea Beach, FL



NHTSA - Anything additional information
wise you can add here for Product Liability
design defect Manufacturing defect, failure to warn,
Negligence (Failure to update firmware)
Breach of Warranty etc. Fraud and Misrepresentation
so far reported or litigated

[Redacted]
Fernandina Beach, FL
[Redacted]

JACKSONVILLE RPDC 320

18 AUG 2025 PM 1 L



(NHTSA)
National Highway Safety Traffic Administration
1200 New Jersey Ave SE
West Building
Washington DC
20590

20590-

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