



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

2005 JAN -7 AM 1:26

December 29, 2004

VOLVO CARS OF NORTH AMERICA
BLDG A
7 VOLVO DR
ROCKLEIGH NJ 07647-0915

RE: File **446244** (*Refer to this number when contacting our agency*)

MILWAUKEE WI

Dear Sir/Madam:

I received a complaint from _____ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to _____ and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

copy
Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

*NIAC
228
1/13/05*



Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss (Ma)) (circle one) (last) (middle) (first)

Home Phone: _____ Work Phone: () _____ ext. _____ or _____ ext. _____

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: Anytime

Address: _____ PO Box: _____ Apt.# _____

City: Greenfield State: WI Zip: _____ County: Milwaukee

2. What business is your complaint against?

Name of business: Volvo

Address: 7 Volvo Drive PO Box: _____ Apt.# _____

City: Rockleigh State: NJ Zip: 07647 County: _____

Phone: (800) 458-1552 Name of person you talked to: Mr. Sam DiLiberto & others Title: _____

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | | |
|---|---|-----------------------------------|
| ☐ Person from business came to my home | ☐ I went to the business | ☐ Internet |
| ☐ Person from business called me | ☒ I telephoned the business | ☐ Email |
| ☐ Business sent me information in the mail | ☐ I responded to a radio or TV ad | |
| ☐ I attended a convention or trade show | ☐ I responded to a printed advertisement | |

4. When did the first contact occur? month: _____ day: _____ year: 2003

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) 2000 S40 Volvo

7. Was it advertised? (circle one) No Yes Date: _____ Where: _____

8. Did you sign a contract? (circle one) No Yes Date: 12/21/01 Number on contract, policy or receipt: 30393

9. If yes, where were you when you signed the contract? _____

10. Amount paid: \$ 22,044.40 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- | | | |
|---|---|-----------------------------------|
| ☐ At my home | ☐ At the company's place of business | ☐ Internet |
| ☐ Over the telephone by credit card | ☐ At a convention or trade show | |
| ☒ By mail <u>Financed payment</u> | ☐ In someone else's home | |

12. Did you contact the business about your complaint? X Yes When? Advised to work with dealership What happened?

13. Have you filed this complaint with another agency? X Yes Agency name? Michigan Department of Attorney General What happened?

14. Have you contacted a private attorney? X Yes Have you started court action? X Yes No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. See Complaint Detail

16. How do you feel your complaint should be resolved? (please be specific) See Complaint Detail

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: _____

Date: 12-15-04

Return this form and two copies of your papers to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	SOUTHWEST REGIONAL OFFICE
3610 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 146A	PO Box 880
Racine WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-8901
(715) 838-3848	(414) 286-4231	(920) 448-5810	(608) 224-4960
FAX: (715) 838-1845	FAX: (414) 286-4235	FAX: (920) 448-5118	FAX: (608) 224-4963

If the business is located outside of Wisconsin return this form to our Consumer Information Center:

DATCP - CONSUMER INFORMATION CENTER

PO Box 8911

Madison WI 53708-8911

(800) 422-7128

FAX: (608) 224-4939

TDD: (608) 224-5058

EMAIL: datcp hotline@datcp.state.wi.us

WEBSITE: <http://www.datcp.state.wi.us/>



Department of Agriculture, Trade and Consumer Protection

DEC 17 2024

DEC 7 2004 **Consumer Complaint**

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, loss documents, telephone bill.

Name: (Mr. Mrs. Miss Ms.)

Home Phone: _____ Work Phone: () _____ ext. _____ or _____ ext. _____

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: After 5:00

Address: _____ **PO Box:** _____ **Appt.#**

City: Greenfield State: WI Zip: 53220 County: Holmes

Name of business: SESI Lincoln Mercury, Inc

Address: 2100 W. Stadium Blvd PO Box Apt. #

City: Ann Arbor State: MI Zip: 48103 County: _____

Phone: (734) 688-8794 Name of person you talked to: Allen Bell Title: Sales Consultant

3. Which of the following best describes your first contact with the business? (check one)

☐ Person from business came to my home	☒ I went to the business	☐ Internet
☐ Person from business called me	☐ I telephoned the business	☐ Email
☐ Business sent me information in the mail	☐ I responded to a radio or TV ad	
☐ I attended a convention or trade show	☐ I responded to a printed advertisement	

4. When did the first contact occur? month: December day: 2001

5. How old is the person who had contact with the business? Age (circle one) 0-17 18-61 62 or older

4. What product or service did you buy? (please be specific) 2000 S40 Volvo

7. Was it advertised? (circle one) **No** Yes Date: _____ Where: _____

8. Did you sign a contract? (circle one) No Yes Date: 12-11-01 Number on contract, policy or receipt: 30393

9. If yes, where were you when you signed the contract? Yes I

10. Amount paid: \$ 22,644.40 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business (check one)?

☐ At my home
 ☐ At the company's place of business
 ☐ Internet
☐ Over the telephone by credit card
 ☐ At a convention or trade show
☒ By mail *financed payment*
☐ In someone else's home

12. Did you contact the business about your complaint? Yes When? What happened?

13. Have you filed this complaint with another agency X Yes Agency name? _____ What happened? _____
_____ No Michigan Department of Attorney General

14. Have you contacted a private attorney?

X Yes
No

Have you started court action?

Yes
Y No

IMPORTANT: More questions on the back page (over)

CONFIDENTIAL

Estados Unidos, 1993

October 19, 2004

Ms. Eunice Stern
Customer Care
Volvo
7 Volvo Drive
Rockleigh, New Jersey 07647

Dear Ms. Stern:

My name is _____ and I own a 2000 S40 Volvo. In October of 2003, I began hearing two distinct and separate noises when driving my car. The first noise was a rattling sound heard in the front of the car. The second noise was a clunking sound heard primarily when turning the wheel of the car or when the car is going from reverse to drive.

The first noise was eventually diagnosed and fixed. However, one year later the clunking noise continues to plague my car. I have taken the car to the dealership numerous times in search of a remedy and the staff in the Service Department at Jenkins Volvo has been extremely attentive. In August of 2004, Jenkins brought in a Volvo advisor to help evaluate my car. Initially, it appeared that nearly one year later my car had been relieved of this clunking noise. However, almost a month later, I began to hear the noise once again.

Ms. Stern, I feel like I am back to where I started one year ago. My warranty is due to expire soon and I would like this problem to be rectified. Please contact me regarding this situation at _____

Thank you,

December 15, 2004

Complaint Detail

My name is _____ and I own a 2000 S40 Volvo. The car was purchased as a demo from Sesi Mazda Lincoln Mercury Volvo in Ann Arbor, Michigan in December of 2001. In October of 2003, I began to hear two distinct and separate noises when driving my car. The first noise was a rattling sound heard in the front of the car. The second noise was, and still is, a clunking sound heard primarily after turning the wheel of the car when the car is going from reverse to drive.

The first noise was eventually diagnosed and fixed. However, more than a year later the clunking noise continues to plague my car. I have taken the car to both Wilde and Jenkins Dealerships in Wisconsin for diagnoses and work, however the noise still persists.

In August of 2004, Jenkins brought in a Volvo Advisor to help evaluate my car. More work was done on the car and initially, it appeared that the clunking noise was gone. However, almost a month later, I began to hear the noise once again. Again, I continued to take the car to the dealership but still the noise continued.

I wrote a letter to the Volvo Customer Care Manager, Ms. Eunice Stern, and Mr. Sam DiLiberto responded. He said that it had been reported that some S40s have been known to exhibit a clunking noise and advised me to work with the dealership before my warranty expired at the end of the month (October). Despite the fact that I had been working with the dealership all along, I contacted Jenkins once again. A Volvo Adviser was called in; more work was done; yet the clunking noise still remains.

I contacted Volvo the week of December 6, and once again was advised to contact Jenkins to give them an opportunity to work on the car. I contact the Service Manager Jim Balisriere, on December 8th and 10th and my phone calls have not been returned.

When I purchased my vehicle, I did not buy it with the understanding that I would one day hear a clunking noise when driving the vehicle; nor was it ever disclosed to me that one day I might hear a clunking noise when driving the car. I have taken very good care of my Volvo and have met all maintenance requirements in a timely manner. It is my opinion that Volvo should have to fix this car and if it is not fixable then Volvo should provide a voucher toward the purchase of a new car.

As I continue to pay for the vehicle, I must admit that it seems incredulous to continue to pay for an item that is not up to par. I am now seeking a third party to help facilitate a solution to this matter. If you need more information, please contact me at

Any assistance is appreciated.

October 19, 2004

Ms. Eunice Stern
Customer Care
Volvo
7 Volvo Drive
Rockleigh, New Jersey 07647.

Dear Ms. Stern:

My name is _____ and I own a 2000 S40 Volvo. In October of 2003, I began hearing two distinct and separate noises when driving my car. The first noise was a rattling sound heard in the front of the car. The second noise was a clunking sound heard primarily when turning the wheel of the car or when the car is going from reverse to drive.

The first noise was eventually diagnosed and fixed. However, one year later the clunking noise continues to plague my car. I have taken the car to the dealership numerous times in search of a remedy and the staff in the Service Department at Jenkins Volvo has been extremely attentive. In August of 2004, Jenkins brought in a Volvo advisor to help evaluate my car. Initially, it appeared that nearly one year later my car had been relieved of this clunking noise. However, almost a month later, I began to hear the noise once again.

Ms. Stern, I feel like I am back to where I started one year ago. My warranty is due to expire soon and I would like this problem to be rectified. Please contact me regarding this situation at _____.

Thank you,

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**