

June 14, 2005,

Office of Defects Investigation  
400 7<sup>th</sup> St., SW  
Washington, DC 20590

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We are compelled to bring a most objectionable situation to your attention. We purchased a brand new 2000 Volvo S70 from a Hassel Volvo dealership, Huntington, NY. We have followed all maintenance/factory requirements to date with the dealer and also have garaged the car. The vehicle has about 35,000 miles.

Unexpectedly, the car failed its Feb. 2005 inspection. We brought the car to Mitchell Volvo, Torrington, CT for repair. It turns out that the car had an obscure problem, the throttle body was bad, a \$500+ part! Additionally, the mass airflow part was also no good. We ended up with a \$1200 repair on a car with less than \$35000 miles!

Then last week, another incident occurred that is extremely uncharacteristic of a car with so little mileage. The power steering failed and fluid was leaking all over our driveway. When we brought it in to Volvo service they thought it was a leaking reservoir. However, the unexpected news was that it was the power steering pump! They had to install a P/S reservoir kit at \$560.69 plus \$120 labor, \$721.53. The defective power steering pump had to be replaced along with the latest, updated **designed reservoir**. Why did the reservoir need to be redesigned? The original design of the reservoir was the likely culprit in precipitating the damage to the power steering pump.

Since buying the car we've been using it "sparingly" so that it will stay new and special. We are not in the position to replace this car. Instead, the warranty has expired due to time, not mileage.

Volvo paid for a portion of the original repair as they agreed to support their claims to quality and commitment. However, they are unwilling to cover any of the latest costs stating that they can't satisfy everyone's expectations. We think this is an unacceptable response to a malfunctioning car with continuing problems. Just today on the way home from work the entire large, black, front, under bumper piece (air director) broke off ...no bumpy road, no pothole, we don't live in the country on dirt roads. The car is literally falling apart.

Are our expectations unreasonable? Parts like a throttle body, power steering pump, and reservoir kit are parts that never go bad, never mind on a so-called luxury car with 35,000 miles that has followed every maintenance requirement using Volvo service.

The malfunctions with our car are not typical. We should be paying for basic maintenance service on a car with 35,000 not extraordinary repairs. We think this situation should be investigated and resolved in our favor. Thank you for your attention to this matter.

Sincerely,

[REDACTED]  
Torrington, CT  
[REDACTED]

cc: Leif Johansson, President and CEO, Volvo Cars of North America

*Chris Mahan  
6/28/05*

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).