

June 2nd 2005

New York, NY

Ms. Ann Belec
Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ 07647

2005 JUN 28 AM 10:00

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Dear Ms. Belec,

I would like to thank you for Jaye Linnin letter dated May 20th, 2005 in response to my letter of May 13th, 2005. It relieves me that Volvo is taking the time to respond to customers concerns.

As outlined in Jaye Linnin's letter the issue seems to be the misunderstanding that I have not provided service records. Since I had the car towed to the dealer I leased the car from Kundert Volvo not Martins Volvo, I provided Kundert Volvo with a service receipt that showed the required service was performed and I believe Kundert Volvo should of provided you with this information already and since that seems to be the only issue hindering you to stand behind your warranty I request that you now resolve the issue with my vehicle.

It does concern me that you still believe there is nothing wrong with the engine itself and that the problem that has arisen with the vehicle is the fault of the driver. I am still of the believe that a car that requires a new engine at only 10,500 miles should cause major concerns with the company that built it. I still believe that Volvo should be taking major steps to investigate this issue, and would like to think that Volvo would be concerned about the safety of vehicles and the safety of their customers.

I am sure that other Volvo owners and more importantly future Volvo buyers just as myself was would be shocked to find out that Volvo can directly claim without any proof that a car was improperly maintained or did not have any maintenance done to it. It seems to me that Volvo is using this excuse as a way out of what could be a very serious problem with its cars. The recommend oil change is at 7500 miles but it is known that there is a leeway of 1500 miles to this oil change if in the case an oil change is not preformed in this 1500 leeway it shocking to me and I am sure other future Volvo drivers that a Volvo engine could be totally destroyed at only 10,500 miles.

The statement in the letter from [redacted] about Volvo taking the concerns of their owners very seriously does not seem to be a compelling or an sincere one since you do not seem to be doing anything to investigate the issue of a Volvo car that is only a year old and that requires a whole new engine. Again in reference to the letter stating that it is your "desire to resolve each of your customer's requests to their satisfaction, it is not always possible to meet every expectation". I would like to point out that my expectations in your eyes may be high ones but in the eyes of myself and other Volvo customers are quite reasonable. I believe that when choosing to own a Volvo we are investing in a company that stands behind the cars they build and will do everything in their means when one (and possible more) of their vehicles is faulty, at the same time I would like to make it clear that the handling of this situation puts your company in a liable predicament if god forbid any tragic outcome would resolve from your negligence and the arrogant response to the warnings about a problem with your XC90 T6.

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I believe that you should be doing everything you can to get to the bottom of this problem and not lay the blame on a driver but investigate the problem with a Volvo car that has only 10,500 miles and is just a year old that requires a whole new engine.

I look forward to your prompt response so we can resolve the problem to everyone's satisfaction.

Kind Regards



- CC: Mr. Kevin Plunkett Esq
- CC: Volvo Car Finance North America
- CC: Ms. Patricia Sacus Volvo North America
- CC: Ms. Jaye Linnin Volvo North America
- CC: Mr. Jim Cobb New York Times Automobiles
- CC: Mr. Hans Olov Olsson, Volvo Cars
- CC: Ford Motor Company Customer Relations Center
- CC: Ford Motor Company Board of Directors
- CC: Consumer Affairs
- CC: Car and Driver
- CC: Automobile Magazine
- CC: Automotive News
- CC: Mr. Keith Crain Publisher and Editor in Chief Automotive News
- CC: Mr. Charles Child International Editor Automotive News
- CC: Ms. Amy Wilson Ford Motor Co. Reporter Automotive News
- CC: US Department of Transportation National Highway Traffic Safety Administration
Office of Defects Investigation
- CC: Mr. Bill Grueskin, Wall Street Journal
- CC: Mr. Bill Kundert, Kundert Volvo
- CC: WPIX-WB 11 News at 10
- CC: Fox 5 News
- CC: Dateline NBC
- CC: Daily News New York
- CC: Mr. C Shaw New York Post

May 13th, 2005

New York, NY

Ms. Ann Belec
Volvo North America
7 Volvo Drive
Rockleigh, NJ 07647

Dear Ms. Belec,

One year ago I was in the market to lease a car. I did not have a particular model or make in mind but my wife had her mind set on a Volvo. Her decision was based solely on Volvo's reputation of safety and customer care.

In May of 2004 I went ahead and leased a Volvo XC90 T6 from your dealership in New Jersey. I was looking forward to enjoying my new car with the peace of mind that I have been accustomed to when leasing a new vehicle from a reputable company.

In January we gave birth to our third son and as you can imagine my wife and I were very happy to have a car that could accommodate our children.

It is with great distress that I have to now inform you that my praise towards Volvo and believe that safety is its number one selling point has been destroyed.

In early March of 2005 I needed to put air in the tires and went to a service station, while I was putting gas in the car I had them check the oil and was told there was no problem and did not need to change the oil.

On March 15th, 2005 while driving with my newborn son the car started to become a lot more sluggish and a smell was coming from the engine. Concerned about my son's safety and my own I pulled off of the FDR. The car at the time was 10 months old and had made no sign of trouble. I looked under the hood and checked the oil. I am not an expert but from the reading on the dipstick everything appeared normal. I called customer care and they sent a tow truck. They took it to Martin Volvo in Manhattan. A couple of days later they informed me that the car has slush in the engine and that the engine needed to be replaced and was informed that Volvo was not going to honor the warranty. The reasoning behind this was that I failed to maintain the vehicle.

This accusation came about without any formal inspection of the car other than a visual one. The vehicle had only 10,500 miles on it and was only 10 months old. The fact the vehicle is still so new did not warrant any concerns from the service department. In their eyes there could only be one reason for the engine break down and that was the customer's fault. I told them that the oil was changed at the manufactures recommended mileage and they still insisted that it was my fault and refused to conduct any other formal evaluation.

It is extremely disappointing to find out that Volvo does not care enough to do an accurate evaluation of the engine. I would think that it would be in Volvo's best interest to get to the bottom of the problem and find out by completing an actual inspection of the engine not just a visual inspection. It surprises me that the fact that the vehicle is still so new that Volvo does not even consider that there could be something wrong with the engine itself and not only the engine in my vehicle but other XC90 T6's. The concern should also relate to other Volvo makes and models. A large part of Volvo's sales in the automobile market is due to the fact that buyers think that they are purchasing a vehicle with a high safety standard. However the reality is that Volvo does not care to investigate a major issue with one of their cars.

This is not a problem to be taken lightly telling someone that a whole new engine is required without proper inspection states to me that maybe Volvo is trying to hide the fact that there could be something genetically wrong with the vehicle and a recall on all these engines should be in effect.

I leased a Volvo because I was under the impression that I was dealing with a company with a superior customer care and car safety reputation based on your advertising campaign "Volvo For Life". When in fact it has been nothing but a nightmare. When informing my friends and family of my experience with Volvo they are as outraged as I am, that a car that is only 10 months old requires a new engine is beyond our line of view.

Since your company does not want to take responsibility for this issue as a father of three I feel it is my duty to inform people of my experience with Volvo and to put you on notice that this sort of thing is not going to be pushed aside. It is my family's safety that comes first and when it is jeopardized I will not lie down and let it slide. I find it also my moral obligation to insure that other Volvo customers and future customers do not find themselves in the same situation I find myself in.

Today two months later, I've incurred a substantial sum of money on car rentals. Your dealer still stands behind their position. This is not an issue of money. This is an issue of safety. I believe the car that I leased from Volvo is a LEMON. I will not take any risk with my family. I have had to deal with a great deal of risk by driving this car for 10 months. Enough is enough. I demand a formal response from Volvo as to their position on the matter.

I hope that what has built the reputation of Volvo to date will not be compromised by how you choose to deal with this matter.

KirA P. [REDACTED]

CC: Mr. Kevin Plunkett Esq
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Cc: Mr. Jim Cobb New York Times Automobiles
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Cc: Mr. Keith Crain Publisher and Editor in Chief Automotive News
Cc: Mr. Charles Child International Editor Automotive News
Cc: Ms. Amy Wilson Ford Motor Co. Reporter Automotive News
Cc: US Department of Transportation National Highway Traffic Safety Administration
Office of Defects Investigation
Cc: Mr. Bill Grueskin, Wall Street Journal
Cc: Mr. Bill Kundert, Kundert Volvo
Cc: WPIX-WB 11 News at 10
Cc: Fox 5 News
Cc: Dateline NBC
Cc: Daily News New York
Cc: Mr. C Shaw New York Post

VOLVO

Volvo Cars of North America, LLC

May 20, 2005

[REDACTED]
New York, NY [REDACTED]

Dear Mr. [REDACTED]

I have been asked to personally respond to your letter directed to Ms. Anne Belec and phone conversation with Ms Pat Sacus.

We are sorry to learn of the necessity for repairs to the engine on your 2004 Volvo XC90. We can understand your disappointment as well as frustration to experience this concern with the vehicle being only 10 months old.

Sometimes outside influences, beyond what Volvo can control, have an effect on the product and its components. Parts will not be warranted due to damage resulting from accidents, acts of nature, misuse, improper adjustments, modification, alteration, tampering, disconnection of system parts, and lack of maintenance or improper maintenance.

Your concerns were reviewed through our office, Regional Representative and Martins Volvo. Martins Volvo requested you provide service/maintenance records and unfortunately you were unable to provide this information. We are aware that Volvo's review and response regarding an owner's concern may have an impact on their decision to purchase another Volvo. With this in mind, we take the concerns of our owner's very seriously and give every possible consideration when reviewing any issue that is brought to our attention. As much as we desire to resolve each of our customer's requests to their satisfaction, it is not always possible to meet every expectation.

We understand that differences of opinion may arise from time to time and that we may not always be in a position to accommodate the requests and needs of every individual. While we are sorry to learn of your experiences with your Volvo, regrettably, we are not in a position to accommodate your request as outlined in your letter.

Sincerely,


Jaye Linn
Executive Management Specialist