



JOHN S. CORZINE
Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

January 24, 2006



NANCY KAPLAN
Acting Attorney General

KIMBERLY S. RICKETTS
Director

Mailing Address:
P.O. Box 46025
Newark, NJ 07101
(973) 504-6200

[REDACTED]
Brooklyn Heights, NY [REDACTED]

Re: Ford Motor Company
File No.: 05-24954

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:aro
CSC11B.frm

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Edison
2/10/06

[REDACTED]
Brooklyn Heights, New York [REDACTED]

Mr. William Clay Ford Jr.
Chairman and CEO
Ford Motor Company
1 American Road
Room 303-E5
Dearborn, MI 48121

Via Certified Mail

November 3, 2005

Dear [REDACTED]

This letter is coming to you by certified mail because it has been over one year since my husband first wrote to Volvo. He wrote in July 2004 and then again in September 2004, copies of his letters and Volvo's meaningless responses are attached. Now I'm taking over the FU (follow-up) process.

I am aghast*, appalled*, horror stricken* because I recently found out after calling the Volvo telephone number at the Lexington Avenue, New York City location, that Volvo cars are not made by Volvo but instead are made by Ford!

* us coming of age in the 1960's we never wanted to own an American made car, our cars have been a VW bug, BMW's and we thought a Volvo. But according to the telephone operator I was told your Company took over Volvo in 1999 and now I'm thinking this is probably the reason for all our troubles!

It is hard to me to understand how we purchased a used '94 Volvo station wagon in April 2000, which makes it a six year old car...correct? Our total

Dear NJersey Consumer
Affairs

Please Help!

W. Ford

expenses for the car during the three years 2 months we had it was about \$2137. Even though the '94 was working fine, my husband thinking the car was getting old said we should get another Volvo. As it turns out the 1994 Volvo was still a true Volvo car.

In August 2003, we purchased a *newer* used 2001 Volvo station wagon, which we figured was a two year old car. So according to the 1999 date, this means our 2001 Volvo is now a Ford Motor product....true?

Less than one year later in July 2004, \$1700+ bills arrived to replace the throttle etc issue. Please see my husband's 7/2004 letter.

Then 9 months later.....this spring, someone at your Volvo dealer in Kundert Volvo in Rutherford, NJ starts telling my husband that the check engine indicator light on the dash meant that the throttle module need to be replaced as well as something called a breather box. Suspicious and skeptical, my husband went for a second opinion at an independent mechanic whose workers spent the time-consuming task to test each and every sensor to determine what if it was in fact the throttle or possibly some other problem. As it turns out the problem was a cam shaft sensor. The cost to replace \$979.71 versus Volvo's quote of over \$2,500. A significant difference...don't you think? And Volvo's estimate didn't mention the cam sensor.

Under the Ford Motor auspices, our 2001 Volvo is a L-E-M-O-N!!!

We have spent more on the 2001 Volvo in the two years we have had it than on the 1994 Volvo the entire time we had it and it was a 6 year old car when we brought it and a 9 year car when we sold it! The '94 is still alive and being used in our neighborhood. On the other hand, the "*lemon*" 2001 Volvo was two years old when we purchased it and is now four years old and has needed over \$5,000 in repairs....please explain what is wrong with this picture???

In addition, if you refer to our 2004 letter the replacement of the then presumed bad throttle should have been covered under warranty since at the time our car was brought into the shop, it was under the warranty mileage and replacing the Air Mass didn't solve the problem, nor, did the throttle.

[REDACTED]
Brooklyn Heights, New York [REDACTED]

Mr. Han-Olaf Olsson
CEO and President
Volvo Cars of North America Inc.

Via FAX 201 767-4835

September 21, 2004

Dear Mr. Olsson:

It has been over two months since I wrote to you. A copy of my letter is attached.

It took almost one month for 2 letters to get sent to me from two Volvo representatives.

On August 16, 2004, I received a call from a female Volvo employee; we talked about my problem and she said she would forward my letter on to Prestige.

To date, over one month has come and gone from this telephone conversation, I have not heard a thing back from Volvo!

Not only did I get negative treatment in the Spring but I am still getting bad treatment many months later.

What am I suppose to do to get a response from your Company? should I contact a consumer advocate like Help me Howard on WPIX Channel 11 News? Or the New Jersey Attorney General office?

[REDACTED]

P.S. I am also trying to get information about a recall for 2001 V70 Volvo mentioned in the business report portion of Channel 11 News approximately one week ago and have not been successful with Volvo's web site. What do you know of this recall?

[REDACTED]
Brooklyn Heights, New York [REDACTED]

Mr. Han-Olaf Olsson
CEO and President
Volvo Cars of North America Inc.
One Volvo Drive
Rockleigh, NJ 07647

July 20, 2004

Dear Mr. Olsson:

Last July, after being extremely satisfied with my first used Volvo station wagon, I purchased a 2001 V70 T5 with 35,000 miles on it. Once again, I was happy with my new Volvo.

Unfortunately, my contentment has started to vanish because of the following negative experiences with your Company:

At the 48,000 miles mark, my Volvo was not shifting smoothly and would clunk into and out of gear. I took the car to Prestige Volvo in East Hanover, New Jersey. They diagnosed the problem to be a faulty stabilizer motor mount on the top of the engine and replaced the unit.

At first, the problem seemed corrected, but within a few days, the shifting problem returned along with the check engine light coming on; I returned to Prestige. This time it was diagnosed as: "something in the transmission was faulty and that the transmission needed to be removed to replace the part (an eight to ten hour job)". The check engine was diagnosed as a mass air flow sensor Code ECM 261A. The mass air flow sensor was replaced and I scheduled another day to bring the car back for the transmission work.

On May 13th I returned to Prestige late in the afternoon, was given a loaner and the work was to be done on the 14th. Some time early in the afternoon on the 14th I received a call from Michael Goworek that my car was ready. After hanging up the telephone, I thought to myself: the work took a lot less time than the 8 to 10 hours I was quoted. I picked my car up the next day and it seemed fine.

Then in a little less than a month and 1,000 miles later, the car began stalling, idling rough and once again the check engine light came on. I was also getting a clucking sound in the front end while traveling on uneven roads.

This time I was told the following: the Throttle Body needed replacement,
my fuel filler cap was faulty,

the front strut mounts were worn,
front stabilizer link was replaced, and
*the front brake pads were worn.

*for your info: the front pads were replaced at approximately 30,000 miles and now needed replacement at slightly over 50,000 (predominantly highway) miles. Doesn't this seem strange?

The bill was \$1,650.84!

Normal wear I know and understand, but what does distress me about these experiences is:

- that I should have to pay almost a \$1,000 for a repair should have been covered under warranty because the engine issue was not resolved and yet my car had been returned to me as fixed.
- I am charged \$595 for a throttle body from the dealer that I can buy direct for \$450 plus 3.5 hours for labor and an additional 3.5 hours for the strut mount and stabilizer links and another hour for replacing brake pads.

Then even after paying the \$1,650 for the above repairs...driving not five miles away from the dealer, while trying to get on to the Interstate I hear a loud pop under the hood resulting in the car losing all power. Now I again have to return to Prestige and I have no idea what they had to do. They seemed evasive and vague about what was wrong but it had something to do with a hose(?) coming loose and having to re-program the throttle body.

Again in a few days, the car was not running properly, stalling and not accelerating as a T5 should. It was at this point when I decided to write this letter to you.

But the story continues... because while still working on this letter, tonight on my way home, my car stalled after starting and stalled two more times while I was driving on the Interstate. I was worried I would never be able to make it home and was closer to Prestige than home so I eked my way to Prestige.

This evening, I was now told: my car had a faulty vacuum boost sensor, a \$30. part that was not in stock so they wired the hoses. This is the version I got from the service person; at this time I was also told that the code for the Mass Air Flow and throttle body are the same.

My trip home was the way I think a T5 should be. The car has power, acceleration, and RPMS. This all seemed to be accomplished with a few pennies worth of wire. Doesn't it seem as if Prestige just kept replacing parts until they got it correct?

I have owned Volvos for a long time and I do so because I have, until now, been very pleased with Volvo dependability, service and performance.

For several years my cars were serviced at Hassel Volvo in Glen Cove, New York. I was always pleased with their thoroughness, attentiveness and service. I cannot say the same thing about Prestige Volvo.

There was less than 51,000 miles when the check engine came on after the Mass Air Flow had been replaced under warranty which still did not resolve the problem.

I feel the Throttle Body should also be covered under warranty along with the most recent diagnosis. Doesn't it seem ironic that tonight's simple wire repair seems to have solved the problem?

I think you can understand my frustration and disenchantment with Volvo. This experience is exactly the opposite of my experiences with Hassel Volvo (my job located is no longer on LI but instead in NJ). Previous to my experiences mentioned in this letter, I was like all other Volvo owners and their almost fanatical obsession of constantly singing the praises of their Volvos. As a very late-in-life father, I felt secure I was protecting my family from harm's way in our Volvo. I always thought your car was a superior value, dependable with excellent couldn't-ask-for-more performance and service.

Now, I am not so sure anymore. Please write back or call me on my telephone to restore my previous impression of your Company [REDACTED]

Sincerely, [REDACTED]
[REDACTED]