

This is my complete complaint including history

CERTIFIED MAIL – RETURN RECEIPT REQUESTED

November 29, 2006

*Mailed to Volvo NA
and Selling/Service Dept*

2006 DEC 16
Beverly, Massachusetts

Complaint filed 1-888-327-4236 via recording

Copy of this statement emailed to: webmaster@nhtsa.dot.gov

Secure complaint filed <http://www-odi.nhtsa.dot.gov/ivog/> Confirmation ODI Number: 101746277

RE: 2000 Volvo S80 T6 - VIN YV1TS90D0Y1 [REDACTED]

On 8-28-03 I purchased the above vehicle from Jaffarian Volvo as a "Certified Used Volvo" for \$20,979 cash.

The litany of repairs began shortly thereafter in 11-2003 the battery died - was replaced; tires rotated at Direct Tire Peabody MA and learned they needed to be replaced. Then Direct Tire identified a failed OEM right ball joint recommending it be replaced. Believing these replacements were alarming due to the condition at delivery, I drove to Jaffarian Volvo 312 River Street, Haverhill MA. The building was vacated and not knowing that they had moved to a new location, I assumed the dealership was closed and determined that I would be left on the hook for the repairs.

In March 2004 replacement of the OEM left front ball joint. Subsequent repairs and replacements over the next two years included driver side window motor, sunroof switch, numerous bulb replacements and replacement of mass flow sensor. During October 2005 I was unable to secure a Massachusetts Safety/Emissions sticker. Following numerous trips to the repair shop involving various diagnostics, replacement of a SECOND Bosch battery, draining/refilling coolant because of coolant low level messages, I learned Jaffarian Volvo was not out of business and that my local repair shop had been purchasing Volvo fluids and parts from them for all my repairs. No mention was ever made by Jaffarian Parts Dept of recall campaigns or service bulletins that may have applied.

When nothing seemed to remedy the incessant display of numerous error messages which prohibited a Massachusetts Safety/Emissions sticker, I finally consented to replacement of 4 Volvo OEM oxygen sensors at a cost of \$1700 in mid-April 2006. None of these repairs were covered by warranty, recall or reimbursed. It was at that time I paid a personal visit to Mark Jaffarian to complain about the inordinate repairs to my "Certified Used Volvo", poor performance and my inability to obtain Massachusetts Safety/Emissions sticker. Arrangements were made to address outstanding issues on my vehicle.

On 10-03-06 I emailed Mark Jaffarian that my vehicle would be delivered to Jaffarian Volvo Haverhill confirming arrangements to address recall campaigns as previously discussed with Mark Jaffarian in person on 9-14-06. My vehicle was left for a period of one week. The malfunctioning engine cooling fan fully discharged a 4 month old Bosch battery. The battery was ruined as a result, with THIRD replacement battery delivered to Jaffarian Volvo and installed in my vehicle for a \$47.00 fee. Clearly the alternator is not recharging properly. I've driven the obligatory 100 miles to "reset" the computer and am still unable to secure Massachusetts Safety/Emissions sticker even after dealer applied NHTSA Recall Campaign Number: 04V451000 - Replacing engine cooling:cooling system:fan and NHTSA Recall Campaign Number: 06V441000 - vehicle speed control installing the current software upgrade.

MY VEHICLE STILL DOES NOT QUALIFY FOR A MASS. SAFETY/EMISSIONS STICKER

The following is a listing of performance complaints and defects that remain on my 2000 Volvo S80 T6 of which have now has become constant and recurring problems/issues – hardly expected in a "Certified Used Car", much less a Volvo.

1. Following 10-2006 dealer download of new software covered in recall campaign, my vehicle performance has been vastly reduced and now only achieves 8.2 mpg.
2. The ABS control module continues to function intermittently and is usually in the failure mode. ABS brakes do not function properly. A new module is required at a quoted price of \$950 from the dealer. This is a continuous and ongoing problem.
3. While backing after the car has been sitting for awhile (cold engine), the brakes fail to stop the car for several seconds (feet).
4. The vehicle began with small changes in speed over the course of several months, loosing power and then stalls at any speed. Dealer refuses to address ETM module defect as covered under Volvo extended

*Mark Jaffarian
12/18/06*

warranty of 10 years and 200,000 miles. The vehicle stalls while driving mostly on turns but a few times on a straight away.

- a. Car now shuts off approx 6-8 times while driving, and is extremely dangerous while driving at Interstate/Highway speeds. The car "surges" forward and the lights (dash and headlights) would flicker and fade before the reduced performance light came on and the car completely shuts down.
 - b. Vehicle repeatedly and unexpectedly shuts down the ignition and electrical system causing the car to become inoperable at the most inopportune times. Electrical power still operable in the car cabin, but there was no power steering or power brakes when it stalls.
 - c. While driving approximately 20 mph and turning right or left half way through the turn the vehicle completely shuts down. The vehicle is hard to control as I'm forced to muscle the manual steering to pull over, place car in park and restart it. If a vehicle is following behind me I'm fearful of being rear-ended causing damage or injury.
 - d. Vehicle engine surges violently whether at highway speeds and while stopped at intersections forcing sudden brake application to avoid collision or hitting pedestrians. The TAC will move from 300 rpm to 1300+ rpm while stopped and will surge to 2600rpm +/- and then drop to 800+/- rpm while drive 65-70 mph if I take foot off accelerator. Once I put a load on the engine, it lags - the TAC doesn't move and then power is restored.
5. Inconsistent cruise control – up hills/down hills and would shut down for no reason, and while using cruise control at highway speeds the car would lose and regain power frequently. Now, as error codes are displayed, the cruise controls are inoperable.
 6. The electronic door locks malfunction intermittently. The key fob does not always open the door and at times when closing the driver side door, the electronic locks engage without any action by me. I've been locked out of my car on several occasions and now carry two sets of keys.
 7. Error following codes continue to constantly rotating in message center and display icons on dash and Total Mileage, Trip 1 & 2 mileage displays default to "-----" and mileage does not log on the odometer:
 - a. Brake Failure Stop ASAP
 - b. Coolant Level Low Stop ASAP
 - c. ABS Failure / Service Required
 - d. STC Service Required
 - e. Power Steering Failure - Service Required
 - f. Emission System Service Required
 - g. Stop Safely And Restart Engine
 - h. Alarm System Service Required
 - i. Alarm Triggered
 - j. Emission System Service Required
 - k. No Oil Pressure Stop ASAP
 - l. Check Engine

Also, I have NEVER received consumer notices or recall campaign info from Volvo or Jaffarian in spite of my mailing address and telephone have not changed since purchasing this vehicle. Jaffarian over the past year however has been sending mass marketing letters to my address.

Currently, I'm unable to afford further repairs to this vehicle, and am unable to obtain another car. I no longer drive the car because I do not believe it safe to operate. I ask that you enforce Volvo's ETM warranty along with any other repairs that have been covered in the 68 service bulletins and defect investigations, or deemed appropriate.

Sincerely,




Cc: Mr. Mark Jaffarian, Jaffarian Volvo, 600 River Street, Haverhill MA 01832
Volvo Cars of North America, P.O. Box 915, 7 Volvo Drive, Building A, Rockleigh, NJ 07647-0915