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2007 JUL 10 AM 7:21

State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

June 21, 2007

Volvo Cars of North America
P O Box 914
Rockleigh, NJ 07647
Attn Consumer Affairs

RE: File No. 0706547

[REDACTED]
Rocky Mount, NC [REDACTED]

Dear Sir:

The Consumer Protection Section has received a request for assistance from [REDACTED] regarding a transaction with your business. A copy is attached.

By this letter we do not imply that our office has already made any assumptions as to the validity of the allegations contained in the complaint. In order to assess the full merits of the complaint and determine appropriate action, however, we need to have and consider your position. We therefore ask that within ten (10) days after receipt of this letter you provide us with a written statement of your position including any documents you wish to submit in support thereof.

We hope the parties concerned will reach a satisfactory settlement without further involvement by this office. If so, please advise us in writing. Please refer to File Number 0706547 in future communications with our office concerning this matter.

Very truly yours,
Patricia T. Jones

Patricia T. Jones
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

cc: David Matlack
NHTSA ✓

NM
7/10/07
SB

Jones, Patricia

From: [REDACTED]
Sent: Tuesday, June 19, 2007 5:33 PM
To: Jones, Patricia
Subject: [REDACTED]

Pat,

Attached to this email are some of the correspondence I have had with Volvo of North America. I am also including the pictures taken of the "V" rated OEM test that was done. If you read carefully in the email attached you will see where Volvo is saying that the "H" rated tire I have on the car is 1/2" wider than the "V" rated tire that came on the vehicle. This ratings are for speed only. If you read the email from Pirelli, James Semones, that was attached tot he original complaint you have he noted that there is not dimensional difference between the V and H.

Volvo doesn't want to admit that they have a design defect that could create a safety hazzard for everyone of their owners of this vehicle with the OEM wheels and tires.

Regards;

Note: forwarded message attached.

[REDACTED]
[REDACTED]
[REDACTED]
Littleton, NC
[REDACTED]
[REDACTED]

6/20/2007

Motor Vehicles Consumer Complaint Form

Please complete this form on your computer, print it and mail it to:

JUN - 6 9

Consumer Protection
Attorney General's Office
9001 Mail Service Center
Raleigh, North Carolina 27699-9001
Telephone: (919) 716-6000
Fax: (919) 716-6050

From:

Your Name(s):

[REDACTED]

Address:

[REDACTED]

City:

ROCKY MOUNT

State:

NC

Zip:

[REDACTED]

Telephone: Home:

[REDACTED]

Business:

[REDACTED]

Dealer or Repair Shop Complained About:

Name:

VOLVO OF NORTH AMERICA

Address:

1 VOLVO DRIVE

City:

ROCKLEIGH

State:

NJ

Zip:

07647

Telephone: (800) 458-1552

Is your complaint about (please check one)?

- New car sales practices Used car sales practices Warranty
 Manufacturing defect Repairs Financing or leasing?

Did you buy your vehicle: New , Demo , Used ?

Make, Model & Year: -

Date of Purchase:

Where Financed (if relevant):

Name:

Address:

City:

State: Zip:

What does the Consumer Protection Office Do?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

Instructions

Please explain in the space provided. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly. Try to brief, but be sure to tell what happened, when it happened, and where it happened.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

Explanation:

VOLVO IS REFUSING TO CORRECT AND MFG DEFECT, THAT HAS BEEN VALIDATED, WITHOUT ME SPENDING \$450 UNNECESSARILY . I HAD GOODYEAR ORDER A "V" RATED PIRELLI TO MATCH EXACTLY THE OEM TIRES THAT CAME WITH THE CAR. THEY MEASURED THE SAME AS THE "H" RATED. GOODYEAR MOUNTED THE TIRE ON THE LEFT SIDE OF LEFT SIDE FACING OF THE VEHICLE TO TEST FOR RUBBING. THE TIRE RUBBED IN EXACTLY THE VERY SAME SPOT. WE PHOTOGRAPHED AND DOCUMENTED THE SITUATION.

I CONTACTED VOLVO CUSTOMER CARE, MR. WHILLETTS, AND OFFERED OUR RESULTS AND FINDINGS. HE SAID HE COULD NOT ACCEPT THOSE RESULTS BECAUSE THEY WERE NOT AND AN AUTHORIZED REPAIR FACILITY. HE OFFERED TO HAVE ME TAK THE "V" RATED TIRE ON THE VEHICLE OVER TO THE VOLVO DEALERSHIP FOR THERE INSPECTION. THIS WOULD MEAN THAT I WOULD HAVE TO PURCHASE 2 OF THESE TIRES AT \$450 PER PAIR TO HAVE THE DEALERSHIP EVALUATE THE PROBLEM.

THE TIRES ON MY CAR HAVE 11000 MILES ON THEM. WE HAVE PROVED THAT THEY ARE EXACTLY THE SAME DIMESNION AND CAUSING THE EXACT SAME SITUATION AS THE OEM TIRE. THEY ARE THE EXACT SAME MAKE AND MODEL WITH THE EXCEPTION OF THE "H" VS "V" WHICH IS A SPEED RATING AND HAS NOTHING TO DO WITH DEMESION PER PIRELLI. IT IS POINT LESS FOR ME TO SPEND \$450 WHEN VOLVO CAN GET AL THE INFO I DID FROM THE MANUFACTURER.

IF VOLVO WISHES TO HAVE ME BRING THE CAR TO A VOLVO DEALERSHIP AND HAVE THEM INSTALL THE OEM TIRES AT THEIR EXPENSE FOR TESTING PURPOSES ONLY I WOULD BE WILLING TO WORK WITH THEM. I KNOW WHAT THE RESULTS WILL BE AND SO DO THEY. I HAVE A SAFETY PROBLEM ON MY WARRANTIED VEHICLE THAT VOLVO IS REFUSING TO ADDRESS UNLESS ITS AT MY EXPENSE. THEY HAVE MADE THIS AS HARD AS POSSIBLE FOR ME TO RESOLVE. IT HAS BEEN ME THAT HAS PROVIDED VOLVO DEALERSHIP AND CORPORATE

What do you want the company to do?

INVESTIGATE AND CORRECT THE DEFECT AT THEIR EXPENSE.

The above statements are true to the best of my knowledge and belief.

Signature

[Redacted Signature]

Date:

6-4-2007

WARNING: Do not e-mail this form. The Consumer Protection Office currently is not equipped to handle substantive matters in this manner.

SEE ATTACHMENT "A"

YAHOO! MAIL

ATTACHMENT H

Print - Close Window

Subject: RE: RE: Attn: Bart- Matlack volvo- OEM Tires Verified by Volvo and Pirelli [INTR:189663]

Date: Thu, 31 May 2007 23:05:46 +0200

From: "Semones James, US" <James.Semones@pirelli.com>

To:

The overall spec's						
235/45R17	P64S	"H"	OD-25.4	Section Width-9.4	Rev/Mile-822	Weight-24
		"V"	same	same	same	same

No difference in the spec, only in the type of compound used for "V" rating verses "H" rating.

the only thing I can think of : the OEM stock # should have been a 1223600 (235/45R17 "V" 1 ply sw). The "H" rated you currently (1366700) have installed is a 2 ply. This shouldn't make a difference due to the OD and SW is the same. The curb guard shouldn't cause any problem due to the guard is close to the bead/wheel flange.

James Semones
Pirelli Tire North America
100 Pirelli Drive, GA 30162
Market Quality Manager
706-368-5862 office

From:

Sent: Thursday, May 31, 2007 9:16 AM

To: Semones James, US

Subject: RE: RE: Attn: Bart- Matlack volvo- OEM Tires Verified by Volvo and Pirelli [INTR:189663]

James,

I understand that! What is the difference in measurements between the the H and the V rating that would cause this condition. Give me the measurements please.

My tire retailer just got the V rated tire in this morning. We are going to mount that tire on my wheel on the side that is rubbing the most to see if the situation duplicates itself. They are also going to measure the tire with a device that will give them a precise measurement.

"Semones James, US" <James.Semones@pirelli.com> wrote:

The tires you have are the "H" rated, you should have the "V" rated type.

James Semones
Pirelli Tire North America
100 Pirelli Drive, GA 30162
Market Quality Manager
706-368-5862 office

From:

Sent: Wednesday, May 30, 2007 6:21 PM

[REDACTED]

The DOT # is the same on all 4 tires- XB CU D667. Below is all of the communication I have had with Volvo. They have washed their hands of this problem and referred me back to Pirelli. My dealer for 10 years has been Goodyear. Same store same people. They are as confused as I am. Its clear that the H vs V rating is not what came on the car but how would anyone know that when ordering the tires they wouldn't work because of the speed rating change?

Goodyear has now ordered one tire with the V rating. They want to see the difference in dimension, height and width, I guess.

Please let me know what you have found out.

Regards;

Note: forwarded message attached.

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[REDACTED]

Littleton, NC

[REDACTED]

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Recalls

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- ☐ Contact
 - 1-888-327-4236
 - TTY
 - 1-800-424-9153

Help

Consumer » Complaint » Vehicle » Preview

VOQ Confirmation

Your Complaint Information is successfully submitted.
 Your Confirmation number (ODI Number) is: 10192291

Click on the "Print Complaint" button to see a print version of the confirmation page to print for your records.

Print Complaint

Consumer Information

Name : ██████████
 Org. Name : ██████████
 Address : ██████████
 City, State, Zip : ROCKY MOUNT, NC ██████████
 USA
 Daytime Phone : ██████████ Ext : ██████████
 Evening Phone : ██████████ Fax : ██████████
 Email : ██████████

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Complaint Information

Description : VOLVO OEM TIRES ON THE 2004 V70 2.5T WITH 17" WHEELS RUB ON THE INNER WHEEL WELL WHEN DOING 1+MPH FULL TURNS. THIS CAUSES WEAR WHICH MAY AFFECT FUTURE PERFORMANCE/SAFETY. OEM TIRES ARE 235/45/17 94V PIRELLI. INDEPENDANT TEST WAS DONE AT A GOODYEAR STORE. RUBBING AREA WAS DOCUMENTED AND PHOTOGRAPHED. VOLVO REFUSES TO ACCEPT RESULTS AND DID NOT SUGGEST ANY INDEPENDANT TIRE TESTING. DEFECT MAY BE A SAFETY HAZZARD WHICH THEY ARE REFUSING TO VALIDATE/VERIFY. COMPLAINTS HAVE BEEN FILED WITH THE BBB AGAINST VOLVO DEALERSHIP AND WITH THE NEW JERSEY ATTORNEY GENERALS OFFICE AGAINST VOLVO OF NORTH AMERICA. COMPLAINTS WILL BE FILED WITH THE ATTORNEY GENERALS OF NC AND ME.

Incident Date : 5/31/2007 Fire : No
 Num. Failures : 1 Property Damage : No
 Num. Deaths : 0 Crash : No
 Num. Injured : 0 Police Report : No
 Referral Source : OTHER

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Vehicle Information

To PAT JONES. N.C. DEPARTMENT OF JUSTICE
PATJONES@NCDOT.GOV F-919-716-6051

Reem:



CONSUMER COMPLAINT

VOLVO COMPLAINT
2004 V70 2.5T

ENCLOSED

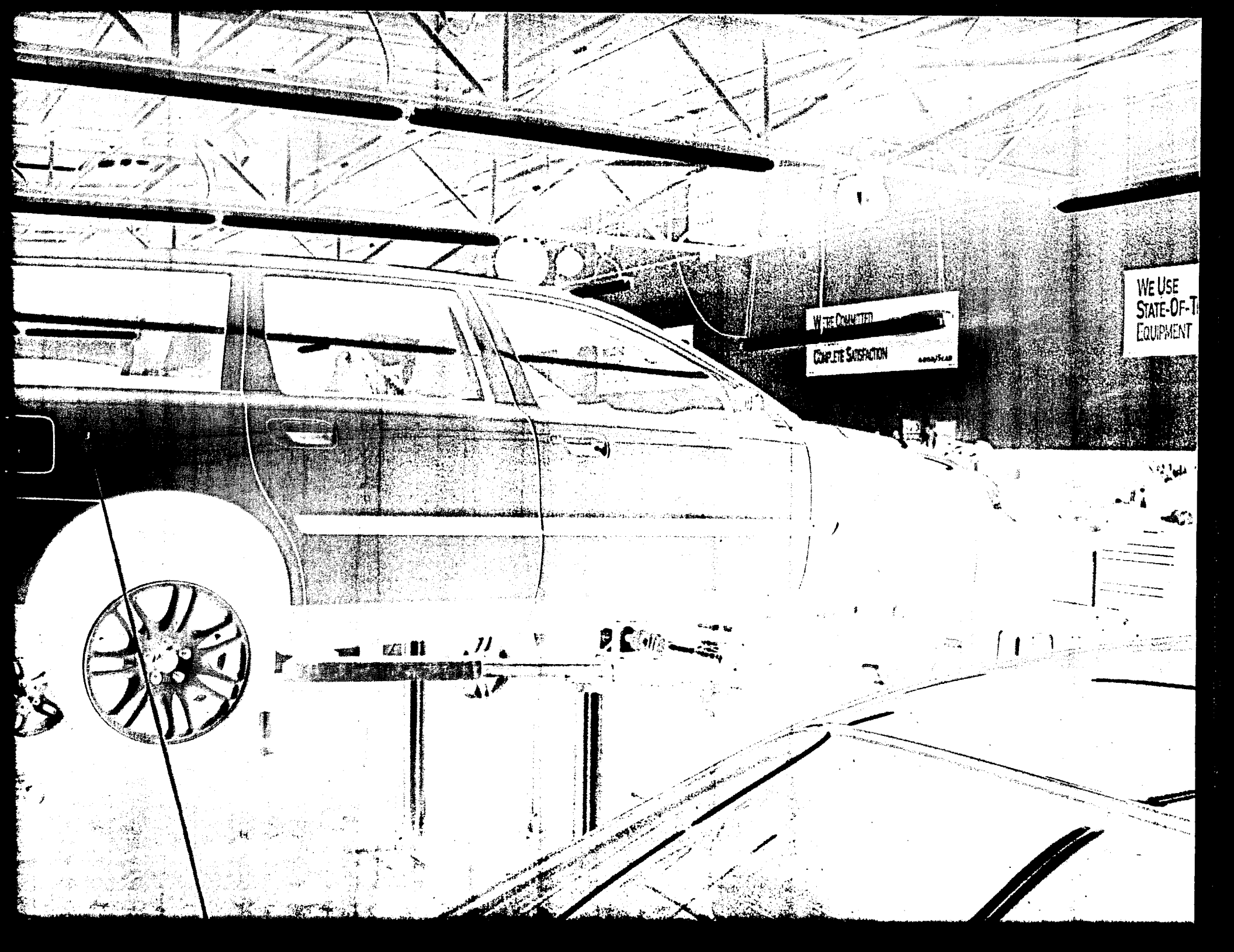
5 PAGES INCLUDING
THIS PAGE.

Items:

- INVOICE PURCHASE 4 TIRES 10/2/2006
PIRELLI 235/45R17 94"H" RATED
- INVOICE FOR TEST OF "V" RATED TIRE 5/31/07
- COMPLAINT FILED WITH "NHTSA" 6/2/07

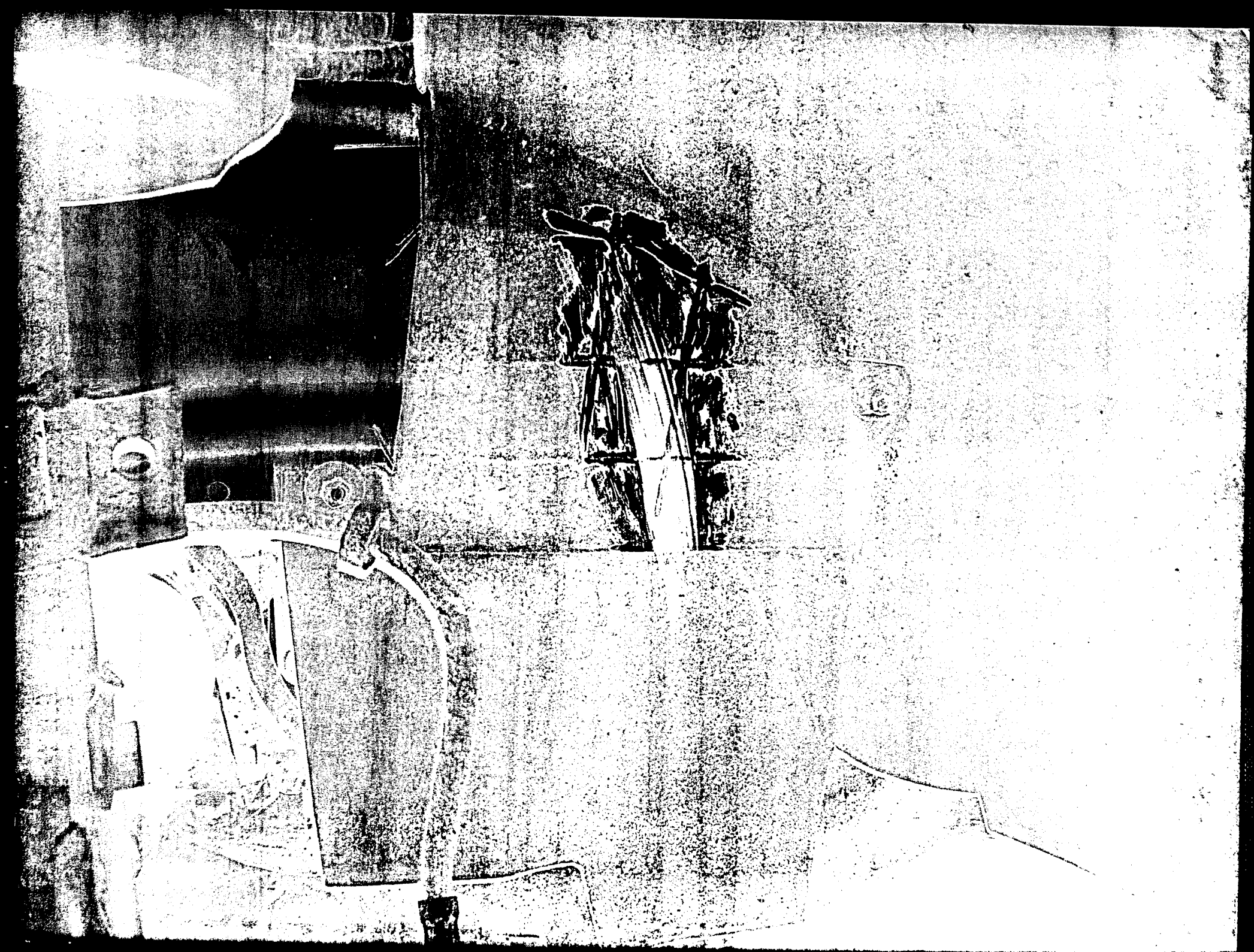
NOTE - I AM SENDING EMAIL WITH COMMUNICATIONS
BETWEEN VOLVO AND MYSELF ALONG WITH A
PHOTO OF "V" RATED, OEM, TEST.

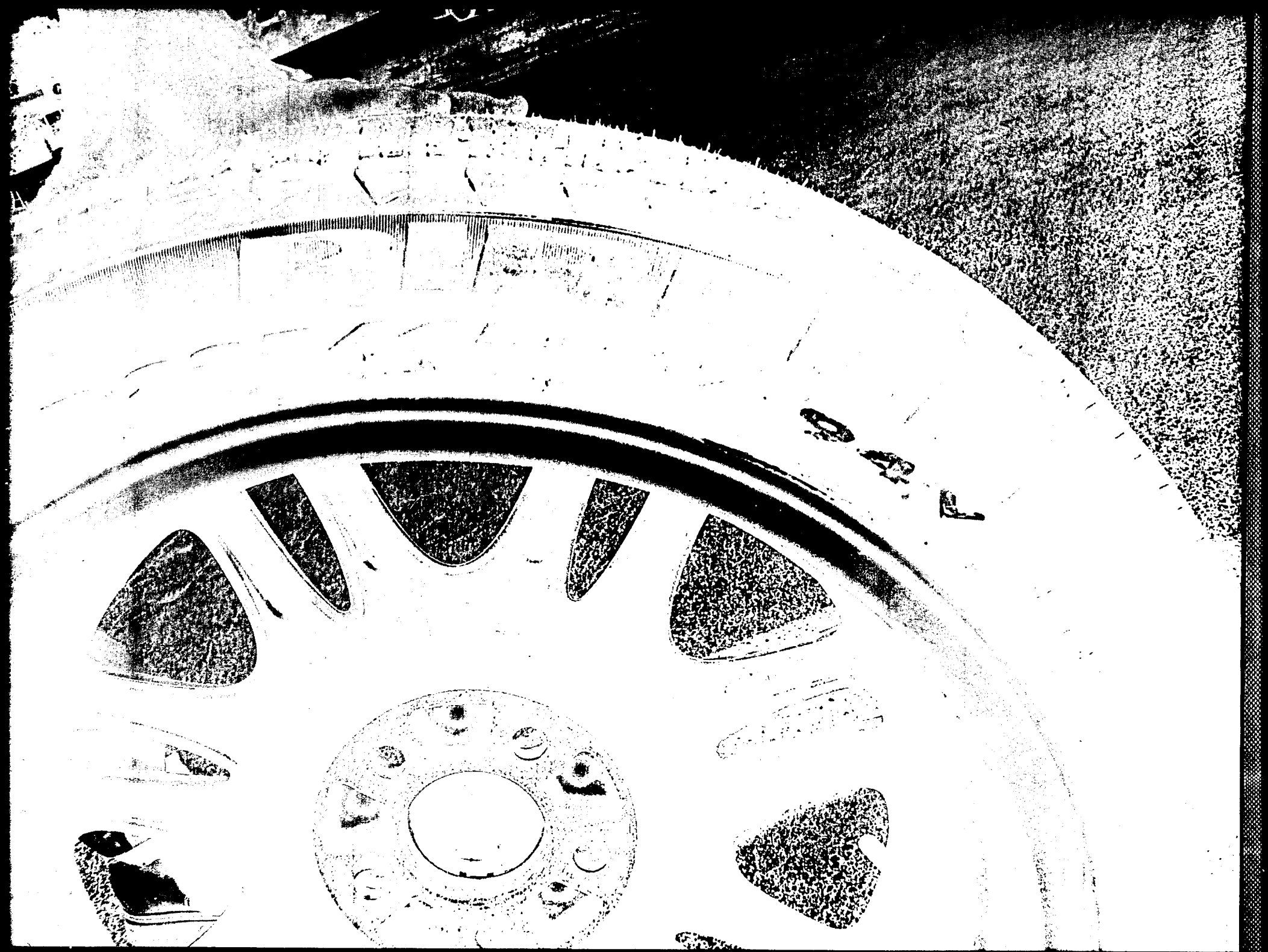




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ACT (FOIA), 5 U.S.C. 552(b)(6).