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



JUN 10 2010

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

June 2, 2010

[REDACTED]
Brooklyn, NY [REDACTED]

Our File Number: 2010 -862811
Company: 2005 Volvo XC90

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Judy Blumenberg/cl

Judy Blumenberg
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

MC
061010
TGW

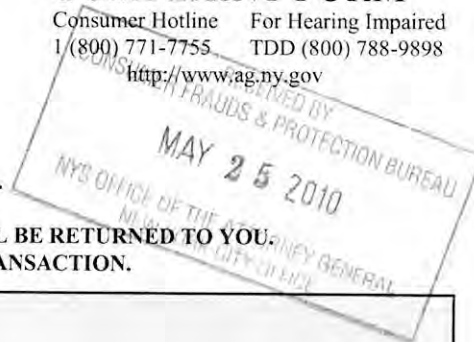


ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline 1 (800) 771-7755 For Hearing Impaired TDD (800) 788-9898
<http://www.ag.ny.gov>

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.



CONSUMER

YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
BROOKLYN	KINGS	NY	

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES Volvo Cars North America, LLC		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS 1 Volvo Dr Bldg B		STREET ADDRESS	
CITY/TOWN Rockleigh	STATE NJ	CITY/TOWN	STATE
ZIP 07647		ZIP	
TELEPHONE NUMBER 800 458-1552		TELEPHONE NUMBER	
DATE OF TRANSACTION 01/25/2010	COST OF PRODUCT OR SERVICE \$ 401.83	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☒ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT?		DATE SIGNED
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED?		DATE ADVERTISED

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)
PRODUCT RECALL

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 05/06/2010	☒ By Mail ☒ By Telephone ☐ In Person	PERSON CONTACTED	JOB TITLE
NATURE OF RESPONSE NONE		DATE OF RESPONSE	

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)

☒ Yes ☐ No Better Business Bureau

IS COURT ACTION PENDING? (Please describe as necessary)

☐ Yes ☒ No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT VOLVO CARS	PRODUCT MODEL OR SERIAL NUMBER XC90
ADDRESS 1 Volvo Dr Bldg B Rockleigh, NJ 07647	WARRANTY EXPIRATION DATE 01/01/07
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

Hi,

My vehicle, 2005 Volvo XC90 VIN: YV1CZ911751 [REDACTED], was causing a lot of stiffness when driving on the highways. The problem had worsened after a few weeks and the vehicle became too dangerous to drive. When I took the car to my local mechanic (Meineke), he had diagnosed the problem to a faulty Outer Tie Rod Ball Joints. I have checked with local Volvo dealer (Bayridge Volvo) about this issue and he confirmed that there was a recall on the Tie end rods this car and although they were replaced back in 2006, the replacement parts were not up to standards. However the local dealer did not want to replace the defective parts. Meineke, had replace the Outer Tie Rod Ball Joints with the improved version and the vehicle is now running well. The cost of Parts was: \$ 154.04. The cost of labor was: \$ 135.00. Wheel Alignment needed after changing the faulty Outer Tie Rod Ball: \$79.95, The Tax Charge is: \$ 32.84. Total Cost: \$401.83 I had sent a letter to Volvo requesting a reimbursement for the cost of replacing the defective parts and included a copy of the receipt but Volvo refused.

Please help.

Thank you.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) REFUND COST OF REPAIR \$ 401.85

WHO REFERRED YOU TO THIS OFFICE? MY FRIEND

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

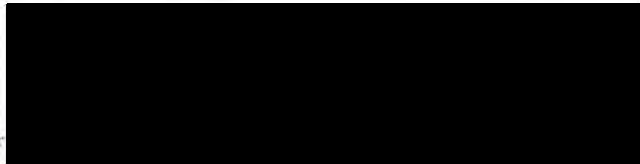
I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: [REDACTED]

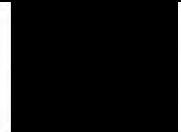
Date: MAY/21/10

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332



Brooklyn, NY



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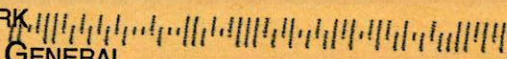


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120 BROADWAY, 3RD FL.
NEW YORK, NY 10271

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FIRST CLASS



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1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

