

February 6, 2010

[REDACTED]
Boca Raton, FL [REDACTED]

Volvo Recall Advisory P29075 Reimbursement
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

Re: Volvo Fuel Pump Recall/2004 XC90/Vin #: YV1CY59H041 [REDACTED]

Dear Volvo,

I have received your letter regarding the Volvo recall for the fuel pumps of the 2003-2005 XC90. I had this problem in October 2008. I had a horrible gas smell coming from my car and had to call the fire department to investigate the gas smell before AAA would allow towing of the vehicle. This procedure was repeated 2x as Volvo could not determine the problem the first time. The smell of the gas in my garage was so strong that I was very afraid to drive my car and horrified that Volvo sent it back without correcting the problem the first time.

I have included the receipts of service from Maroone Volvo/Delray Beach for \$1,491.10 for the replacement of the fuel pump and subsequent expenses for the repair on 10/28/08.

I expect to be fully reimbursed for this defect that I've already experienced as my safety and my family's safety was jeopardized. What took you so long to address this safety concern?

Sincerely,

[REDACTED]
Cc: National Highway Traffic Safety Administration



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
<http://www.volvocars.com>

IMPORTANT RECALL ADVISORY NOTICE



YV1CY59H0416 P29075A011410P29 500561-01 20666

Boca Raton, FL



January 15, 2010

Dear M

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this recall:

Volvo Cars of North America, LLC. (Volvo) has determined that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2005 S80, 2001-2004 S60, V70, V70XC/XC70 and 2003-2005 XC90 vehicles. The vehicles included in this recall were originally sold, or are currently registered in the states of Alabama, Arizona, Arkansas, California, Florida, Georgia, Hawaii, Kentucky, Louisiana, Mississippi, Nevada, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Utah, Virginia, District of Columbia and U.S. Territories.

If you are receiving this letter and do not currently reside in one of the States or U.S. Territories listed above, or if your vehicle is not part of the model years listed above, it is because our records indicate that your vehicle was originally sold in one of these States or U.S. Territories, or has been fitted with the concerned component and is eligible for this recall.

If your vehicle currently is under a fuel pump extended warranty, this is now superseded by this recall letter.

Volvo investigations have identified that a specific version of the fuel pump can when exposed to certain environmental conditions (hot climate and temperature cycling) over time and in combination of varying fuel quality, develop cracks in the fuel pump flange. If the condition occurs you may notice fuel smell and/or fuel seepage.

Description of the recall repair:

The corrective action will be to inspect the version of the fuel pump installed in your vehicle and if necessary replace it with a part of modified design.

Due to the number of vehicles involved in this activity Volvo will perform owner notifications in stages. Replacement parts will become available beginning March through June 2010, starting with vehicle model year 2001. You will be notified when parts are available.

What you need to do:

If your vehicle exhibits a fuel smell or any evidence of a fuel leak, please contact your authorized Volvo retailer immediately. Your Volvo retailer will inspect the vehicle and determine the source of the problem. Repairs

2004
XC90

* *

which are a result of a fuel pump failure (smell and/or fuel seepage) will be performed at no charge at a Volvo authorized retailer.

If your vehicle does not experience any of these conditions, no further action is required by you at this time, and you should wait for the next customer notification letter from Volvo informing you that parts for your vehicle are available.

How long will this repair take?

This procedure will be completed at no cost and will take approximately 3 hours. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

Reimbursement for a previously paid for repair:

If you previously paid to have this corrective action performed, you may be eligible for a refund. Send your repair order with a copy of this letter (retaining a copy of both for your records) to:

Volvo Recall Advisory P29075 Reimbursement
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

To avoid delays do not send this information to any other location.

The repair order must show that you previously paid for fuel pump servicing, and include the amount you paid, the date of payment, your name, address, and vehicle identification number (VIN).

Customers can call 866-637-3774 to check on the status of their claim.
Please allow 8 weeks for reimbursement.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-433-8263, Monday through Friday, 8:30 A.M. to 5:00 P.M. Eastern Time. You may also e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time (which is not longer than 60 days), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE, Washington, DC 20590 or call the toll free hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www/safecar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation.

Sincerely,



Mike Assainte

Manager, Customer Support

CUSTOMER #: 1048931

126329

Marooneo Volvo2201 North Federal Hwy. • DELRAY BEACH, FLORIDA 33483
Telephone (561) 243-4600
Toll Free From Dade To Palm Beach County 800-948-6586

INVOICE

PAGE 1

BOCA RATON, FL

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1582 ANDREW BAKSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	04	VOLVO XC90	YV1CY59H041 [REDACTED]		49524/49526	T4939
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUL03 DT			18:00 28OCT08		0.00 CASH	29OCT08
R.O. OPENED	READY	OPTIONS: STK:4234 ENG:B5254T2 TRN:AUTOMATIC				
28OCT08	29OCT08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S THERE IS FUEL SMELL FROM VEHICLE							

9996 STANDARD

1584 CP

1 30761742 PUMP UNIT

649.00 649.00

2 9183708 O-RING

454.85 454.85 454.85

PARTS: 493.33 LABOR: 649.00 OTHER: 0.00 TOTAL LINE A: 1142.33

49526 6.00 FUEL LEAK ON TOP OF FUEL PUMP. REMOVED ALL REAR SEATS.
REPLACED FUEL PUMP ASSY.

B CUSTOMER REQUESTS PERFORM COMPLIMENTARY MULTI-POINT INSPECTION

MULTI CUSTOMER REQUESTS PERFORM COMPLIMENTARY

MULTI-POINT INSPECTION

1584 CP

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C VEHICLE TOWED IN

TOW VEHICLE TOWED IN

1584 IPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** C/R REPLACEMENT OF UPPER TORQUE MOUNT AS PER EST.

9996 STANDARD

1584 CP

108.00 108.00

1 30680770 ENGINE MOUNTIN

69.86 69.86 69.86

PARTS: 69.86 LABOR: 108.00 OTHER: 0.00 TOTAL LINE D: 177.86

49526 1.00 ENGINE TORQUE MOUNT BROKEN.REPLACED MOUNT.

E** LOF SERVICE AS PER ANDREW

LOF LUBE OIL & FILTER

1584 CP

20.80 20.80

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of \$59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7165].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 53619

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER #: 1048931

126329

Maroone Volvo

2201 North Federal Hwy. • DELRAY BEACH, FLORIDA 33483

Telephone (561) 243-4800

Toll Free From Dade To Palm Beach County 800-948-6586

INVOICE

PAGE 2

OCA RATON FL.

OME: [REDACTED] CONT: N/A

US: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1582 ANDREW BAKSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	04	VOLVO XC90	YV1CY59H041 [REDACTED]		49524/49526	T4939
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
07JUL03 DD			18:00 28OCT08		0.00 CASH	29OCT08
R.O. OPENED	READY	OPTIONS: STK:4234 ENG:B5254T2 TRN:AUTOMATIC				
28OCT08	29OCT08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	977751		GASKET		0.93	0.00	0.00
6	8889956		CASTROL BLD		4.20	3.00	18.00
1	1275810		FILTER INSERT		11.15	11.15	11.15
PARTS:	29.15	LABOR:	20.80	OTHER:	0.00	TOTAL LINE E:	49.95

49526 0.30 COMPLETED LOF

IF YOU FEEL THAT YOUR SERVICE EXPERIENCE
 WAS NOT "EXCELLENT" FOR ANY REASON PLEASE
 CONTACT OUR SERVICE MANAGER MIKE RISPOLI
 AT 561-266-2724. THANK YOU FOR CHOOSING
 MAROONE VOLVO

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of \$59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.558.905 (l) (h)]

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X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH

AMERICAN EXPRESS

CHECK

VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA
 REGISTRATION NUMBER
 #MV - 53619

DESCRIPTION	TOTALS
LABOR AMOUNT	777.80
PARTS AMOUNT	592.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.95
TOTAL CHARGES	1400.09
LESS INSURANCE	0.00
SALES TAX	91.01
PLEASE PAY THIS AMOUNT	1491.10

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED