

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

JUN 01 2010



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

[REDACTED]
RIVER EDGE NJ [REDACTED]

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

May 24, 2010

CL-10335916-9910



PAULA T. DOW
Attorney General

SHARON M. JOYCE
Acting Director

Mailing Address:
P.O. Box 45052
Newark, NJ 07101
(973) 504-6200

Re: VOLVO CARS OF NORTH AMERICA
File Number: 05-24-10G0000052021

Dear [REDACTED]

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:

US Dept of Transportation
NHTSA
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

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

Sincerely,
Complaint Review Unit

RR11.pri

From: [Redacted]
To: <ocpcom@dca.lps.state.nj.us>
Date: 2/14/2010 3:55 PM
Subject: OCP Complaint Form

Below is the result of your feedback form. It was submitted by [Redacted] on Sunday, February 14, 2010 at 15:50:17

PrintNow:: PLEASE PRINT THIS COMPLAINT CONFIRMATION FOR YOUR RECORDS

ConsumerLastName: [Redacted]

ConsumerFirstName: [Redacted]

Consumer Street: [Redacted]

Consumer City: River Edge

Consumer State: NJ

Consumer ZIP: [Redacted]

Consumer Home phone: [Redacted]

Consumer daytime phone: [Redacted]

Consumer Age Group: 60+

Business Name: Volvo Cars of North America LLC

Business Street: 1 Volvo Drive

Business City: Rockleigh

Business State: NJ

Business ZIP: 07647

Business phone 1: 800-433-8263

nature of complaint: other

nature of complaint other:: Received letter from Volvo dated Jan 29, 2010 re: Extended Warranty Notice informing me that my vehicle has been fitted with a faulty fuel pump - but instead of a recall they ask that only if you smell gas ...should you take it in for repair. Am I to understand that if I'm in a crash and my fuel tank explodes then they will fix it???

2a New or Used?: Used

2b. Leased or purchased?: Purchased

2c. purchase price: \$24,000.00

2d. current mileage: 107,000

2e.warranty,servicecontractorasis: As is

2f.make: Sedan

2f.model: S60 AWD

2f.year: 2003

3.nameofcompanywithwhichyoudealt: Volvo Cars of North America

5.Complaintreleateddocs: Yes

6.ComplaintDescription: Received letter from Volvo dated Jan 29, 2010 re: Extended Warranty Notice informing me that my vehicle has been fitted with a faulty fuel pump - but instead of recall the cares - they notify consumer to take the car in for repair "if you smell gas or have a gas leak" ... In other words, Vovlo is willing to put my life at risk with a faulty fuel pump rather that repair them upfront.

7.lossamount: \$

submit: Submit Complaint

REMOTE_HOST: 8.7.228.252
HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 2.0.50727; .NET CLR 1.1.4322; .NET CLR 3.0.04506.648; .NET CLR 3.5.21022; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)
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