

OCT 26 2010

*New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection*



Date Reviewed: _____
From: _____

Log # 10-13-10G0000058406

Referred. To Bergen County Consumer Affairs
Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: VOLVO CARS OF NORTH AMERICA

Nature of Complaint

WARRANTY/GUARANTEE

Product/Service Code

655 - MV REPAIRS/NEW CAR DEALER

Comments: reviewed on 10/8/10 by TD
Copy sent to **NHTSA**

MC
110810
TGW

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CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

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

October 13, 2010



PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

[REDACTED]
SADDLE RIVER NJ [REDACTED]

Re: VOLVO CARS OF NORTH AMERICA
File Number: 10-13-10G0000058406

Dear [REDACTED]

Thank you for contacting the New Jersey Division of Consumer Affairs. After reviewing your concerns, we have referred your letter to the NJ consumer protection office listed below. Since the subject of your complaint is headquartered there, that office will be best equipped to help. A representative will contact you.

Bergen County Consumer Affairs
1 Bergen County Plaza
Hackensack, NJ 07601
201-336-6400

If you have additional information, please forward it there (if you do forward additional information, please attach a copy of this letter or mention that you are adding new information to an existing complaint). It is important that consumers who are dissatisfied with products or services report their experiences. Thank you again for doing so.

If you need assistance in the future, please contact your county Consumer Affairs office.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

RR
107.frm



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: Saddle River
STATE: NJ ZIP: [REDACTED]
HOME TELEPHONE NUMBER: [REDACTED]
WORK TELEPHONE NUMBER: _____
E-MAIL ADDRESS: _____

COMPLAINT REPORTED AGAINST:

BUSINESS: None
ADDRESS: _____
CITY: _____
STATE: _____ ZIP: _____
TELEPHONE NUMBER (1): _____
TELEPHONE NUMBER (2): _____

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☐ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|--|--|--|
| ☒ Automotive | ☒ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☐ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☒ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☐ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Home Furnishings | ☐ Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. ☒ New ☐ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price 22400.00 Current Mileage 31780
- d. Date of purchase 11/23/05 ☒ With Warranty ☐ With Service Contract ☐ As Is
- e. Make Volvo Model S80 Year 2006

3. Name of company with which you dealt: Volvo Cars of America, Rockleigh N.J. Volvo Sales + Service Ramsey N.J.

4. Name and title of company agents or employees with whom you dealt: Mr. Doug Speck & Ms Erica Kirsch Volvo Cars of North America, Rockleigh N.J. and Volvo Sales + Service Dept. Ramsey, N.J.

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Problem - Driver's seat belt gets stuck and doesn't release immediately.

I bought a 2006 S80 Volvo new and at present it has 31780 miles. For the past six months, I've experienced a malfunction of the driver's seat belt. The belt does not always release and I've had to press it repeatedly for it to release. The Volvo dealer at Ramsey N.J. tried the seat belt and it worked for them. They decided that since it released on first try, they would not consider it a safety problem and would not replace it. The belt is still on warranty.

Letters enclosed:

My letters to Volvo dated 4/19/2010 and 8/16/2010.
Volvo's response to me of 8/18/2010

6. The amount of loss involved in this complaint: \$ _____ . Please provide a breakdown of these losses:

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature*

Date

* This certification must be signed by the person completing the form.

12/2/05



Volvo Cars of North America, LLC

Volvo Drive
Rockleigh, NJ 07647
201 768 7300
www.volvocars.us

August 18, 2010

[REDACTED]
Saddle River, NJ [REDACTED]

Dear [REDACTED]

I have been asked to respond personally to your letter sent to Doug Speck as he sends all customer correspondence to my attention for review.

The financial assistance that has been offered to you towards the radiator replacement needed in your 2006 S80 was intended to be a gesture of goodwill, as your vehicle is well outside of our warranty parameters. In order to accept our offer, we request that notify Jack or Ken in the Ramsey Volvo Service Department, or myself of your acceptance by August 31, 2010. Of course, you do not have to accept our offer, but no further assistance will be offered.

In regards to the seatbelt in your vehicle – the seatbelts were all tested and found to be operating as designed. We are only able to replace parts under warranty when the part failure is confirmed at an authorized retailer. Again, we regret that we are unable to replace any seatbelts at this time.

Although we are not in a position to assure you that the need for repairs will not arise in the future we can assure that any situation that does arise will be reviewed and addressed, as necessary and your retailer will make every effort to limit any inconveniences.

Thank you for contacting us and for allowing us the opportunity to review your concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "E. Kirsch".

Erica Kirsch
Executive Management Specialist
Office of the President

[REDACTED]
Saddle River, N.J. [REDACTED]
[REDACTED]

August 16, 2010

Mr. Doug Speck, President & CEO
Volvo of America
1 Volvo Drive
Rockleigh, N.J. 07647

Dear Sir:

In my letter of July 19, 2010, I outlined my problem with my 2006 S80. To reiterate, my 2006 Volvo with only 31,780 miles, has a driver's seat safety belt that does not always release and a radiator that has a leak. We didn't immediately report the loss of coolant because we thought a car with only 31,780 miles would not have a radiator leak, but only needed occasional coolant. We finally reported the problem, because it became more frequent overtime, and were told the warranty had expired. In over 60 years of owning cars, all with much more mileage, I have never had to replace a radiator.

After inspection by Ramsey Volvo, they confirmed that the radiator needed replacement at a cost of \$1171.00. My outlay would be \$671.00 since Corporate Volvo would pick up \$500.00. After receiving this repair cost, I decided to get independent estimates. In both, one a private mechanic and the other a Volvo dealer, they were both significantly lower. This indicates to me that not only are you not taking responsibility for an obvious product flaw, but have added insult to injury by overcharging and saying you'd share the cost. It appears that the \$1171.00 cost less \$500.00 participation by Volvo is essentially underhanded, since the entire cost would be covered by me. This is not in keeping with Volvo image.

In addition to the radiator problem, I reported that the driver's seat belt does not always release. This could be a serious life threatening malfunction if it doesn't release in an emergency situation. The Volvo Service Department said since it released for them, they would not replace it, even though it is under warranty. This is unbelievable and unacceptable. I don't believe anyone at Volvo would be eager to drive a car with this potential danger or allow any member of their family to drive it!

Once again, I appeal to Volvo to uphold its reputation for safety, integrity, and dependability that make it stand out amongst automobiles. I urge you to re-evaluate your position and act with integrity.

[REDACTED]

[REDACTED]
Saddle River, N.J.
[REDACTED]

July 19, 2010

Mr. Doug Speck, President & CEO
Volvo of America
1 Volvo Drive
Rockleigh, N.J. 07647

Dear Sir:

In the past 10 years, I have owned 2 Volvo's, each with problems I have never had with other make cars, in my 60 years of owning automobiles. My 2000 Volvo had an engine that would just stop during normal driving, whether on a highway, parkway or local roads. This resulted in a very unsafe, dangerous and frightening situation. After failed repairs, discussion and correspondence with Volvo Corporation, a satisfactory resolution was agreed upon and our faith in your organization was restored. Based on that, we replaced the 2000 Volvo with a 2005 S80.

At this point, our 2005 Volvo with only 31780 miles, has a driver's seat belt that does not always release and a radiator that has a leak as noted on the dashboard monitor which indicates a coolant is required. This has occurred over a period of months. Each time we added coolant, but in time, the indicator once again indicated coolant required. The frequency of this happened with a shorter span of time between them. Finally, while on a short trip, a local service station noted that the cause was due to a radiator leak. We were remiss in not reporting this to Volvo months ago, the first time it happened. At first, we thought it was just normal. The continuance and frequency of this is not normal. When we reported this now, we were informed that the guarantee would not cover these items. We cannot believe a car with only 31780 miles and of the quality and reputation of Volvo should have these problems and that Volvo is not responsible for repairing these defects at no cost to us. Had we reported these problems immediately, the first time they happened, the guarantee would have covered them. We rely on the quality and reliability commitment of Volvo to do the right thing, and direct our dealer to do the repairs at no cost to us due to these particular circumstances.

[REDACTED]
(15D)



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



N. J. Office Attorney General
Div. of Consumer Affairs
PO Box 45025

Newark

N.J. 07101

07101+8025

