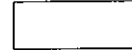


MAR 2 2012

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



Date Reviewed: _____

From: _____

Log # 12-13-11G0000076849

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: VOLVO OF NORTH AMERICA

Nature of Complaint

DEFECTIVE MERCHANDISE

Comments:

NM
036612
RW



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

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: ORTLEY BEACH

STATE: N.J.

ZIP CODE: [REDACTED]

HOME TELEPHONE NUMBER: [REDACTED]

(include area code)

WORK TELEPHONE NUMBER: [REDACTED]

(include area code)

* E-MAIL ADDRESS: [REDACTED]

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: VOLVO

ADDRESS: 1 VOLVO DRIVE

CITY: ROCKLEIGH

STATE: New Jersey

ZIP CODE: 076472507

TELEPHONE NUMBER (1): 201 768 7300

(include area code)

TELEPHONE NUMBER (2): [REDACTED]

(include area code)

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

☐ Furniture

☐ Other (specify) _____

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

a. ☐ New ☐ Used

b. ☒ Purchased ☐ Leased

c. Purchase Price \$50,000

Current Mileage 67000

d. Date of Purchase 2005

☒ With Warranty

☐ With Service Contract

☐ As Is

e. Make VOLVO

Model XC90 SUV

Year 2005

3. Name of company you dealt with: PRINCETON VOLVO

4. Name and title of company agents or employees you dealt with: DEB LENTZ VOLVO NORTH AMERICA

5. Describe the facts of your complaint in the order in which they happened. Type or 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.

SEE ATTACHMENT 1

6. The amount of loss involved in this complaint: \$¹⁵15,200. Please provide a breakdown of these losses:

SEE ATTACHMENT 2

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.

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

12/7/2011
Date
57548 DEC 13
OFFICE OF
CONSUMER PROTECTION

8/24/11

Attachment 1

My son purchased a 2005 Volvo XC90 SUV in 2005. In November, without warning, a loud noise started in the engine. It was diagnosed as a bad balancer shaft bearing. Research showed that this was a manufacturing defect in the engine of the first 6000 of these 2005 xc90 suvs. This is documented on a number of internet sites.

We reported the problem to Volvo North America. They made every attempt to hide the issue, deny that there was a problem and blame the damage on a third party oil filter even though the balancer bearing is NOT lubricated by engine oil.

We took the car to Garden State Volvo in Manasquan NJ on Nov 1. They diagnosed the problem as complete engine failure due to the balancer becoming damaged and causing catastrophic engine failure. They told us the engine would need to be replaced at a cost of \$14,7000. Then they told us there were no engines available. We now have a \$50000 car that is worthless.

Highlights.

VOLVO North America knows about the problem continues to avoid the issue

VOLVO can not find an engine for the car.

The Balancer shaft problem was a manufacturing defect.

VOLVO should recall these cars as this problem can happen without warning at anytime, causing serious injury or death.

There are 6000 VOLVO time bombs out there.

VOLVO

PARTS, SALES, SERVICE
COMPLETE BODY SHOP
FLAT BED SERVICE

AT/ACK WILEY
**Garden State
VOLVO**
2415 HIGHWAY 35
MANASQUAN, N.J. 08736
732-528-7500
FAX 732-528-7588



PARTS
DIRECT LINE
732-528-7503



01011VOC5166239

CUSTOMER NO.	1055	ADVISOR	HERB WILEY	TAG NO	57	INVOICE DATE	11/30/11	INVOICE NO	VOC5166239
		LABOR RATE	139.00	LICENSE NO.		COLOUR	GREY/	STOCK NO.	
		YEAR / MAKE / MODEL	05/VOLVO/XC90/4 DOOR WAGON			DELIVERY DATE	06/13/05	DELIVERY MILES	
SEASIDE PARK, NJ		VEHICLE I.D. NO	Y V 1 C Z 8 5 2 X 5 1			SELLING DEALER NO.		PRODUCTION DATE	
		R.T.E. NO		P.O. NO		R.O. DATE	11/01/11		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS					
				MO: 67822					

JOB# 1 CHARGES

LABOR-----
 JOB# 1 01VOZCK INSPECT FOR MAINT. TECH(S):22 278.00
 C. STATES THERE IS A NOISE COMING FROM THE ENGINE AT IDLE
 (SEABAY SUNOCO TOWED CAR TO US TO HAVE IT DIAGNOSED, THEY
 SAID THE NOISE HAD INCREASED SINCE THEY HAD STARTED IT)
 TECH INSPECTED THE CAR, SUSPECT THE BALANCE
 SHAFT BEARINGS ARE WORN OUT & VERY NOISEY. WOULD NEED TO
 REMOVE THE FRONT HEAD & INSPECT THE SHAFT & CHAIN GEARS.
 WE REMOVED THE OIL FILTER TO INSPECT IT, FOUND IT IS AN
 AFTERMARKET FILTER & IT HAS SEPERATED & COME APART. IT
 IS POSSIBLE THAT PARTICLES OF DEBRIS HAVE DAMAGED THE
 INSIDE OF THE ENGINE. TECH INSTALLED ONE OF VOLVO
 FILTERS & PUT THE OLD ONE IN A BOX. THE APPROX. EST. TO
 REPLACE THE BALANCE SHAFT : \$3858.00
 WHEN THE HEAD & SHAFT ARE REMOVED , IT IS POSSIBLE THAT
 WE CAN FIND INTERNAL DAMAGE ALSO. AT THAT POINT , WE
 WOULD NEED TO REPLACE THE ENGINE. WOULD COST AN ADDITIONAL
 \$14,975.00
 AFTER RECEIVING AUTHORIZATION TO PROCEED WITH REPAIR,
 TECH INSPECTED THE ENGINE & FOUND THAT THE TIMING BELT
 HAS JUMPED THE SPROCKETS ON THE BALANCE SHAFT TENSIONER &
 HAS CAUSED INTERNAL DAMAGE TO VALVES. WILL NEED TO
 REPLACE THE ENGINE. PARTS DEPT CANNOT LOCATE A USED
 ENGINE . CUSTOMER WILL TOW OUT CAR.
 GARDEN STATE VOLVO HAS WAIVED ALL STORAGE CHARGES
 STARTING FROM 11-4 TO 11-28.

G.O.G. & SUPPLIES-----

8.0	5W-30 CASTROL OIL SYN BL	@	4.990	/UNIT	39.92
1.0	ENVIROMENTAL RECYCLING	@	4.950	/UNIT	4.95
TOTAL - GOG					44.87

JOB# 1 TOTALS-----

LABOR	278.00
G.O.G.	44.87

JOB# 1 JOURNAL PREFIX VOC5 JOB# 1 TOTAL 322.87

ESTIMATE-----

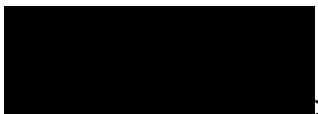
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$323.00 (+TAX)

COMMENTS-----

DELETED OPERATION(S)-----
 90VOZ ACCESSORIES

RECOMMENDATIONS-----

THE ENGINE HAS INTERNAL DAMAGE TO IT. WHEN THE BALANCE SHAFT
BEARINGS SEPERATED, IT CAUSED THE TIMING CHAIN TO JUMP TIMING.
WILL NEED TO REPLACE THE ENGINE.



ORLEANS Beach N.J.



TRENTON, N.J. 08646

Holidays



U.S. DEPT. OF POSTS

NEW JERSEY OFFICE OF THE ATTORNEY GENERAL
DIVISION OF CONSUMER AFFAIRS
P O BOX 45025
NEWARK N.J. 07101

0710128025

