

AUG 22 2012



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

Date Reviewed: _____
From: _____

Log # 07-27-12G0000088741

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

Complaint Status: **CLOSED**

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

Nature of Complaint
RECALLS

Comments:

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



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

August 14, 2012



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

[REDACTED]
MCDONOUGH GA [REDACTED]

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

Re: VOLVO CARS OF NORTH AMERICA
File Number: 07-27-12G0000088741

Dear [REDACTED]

Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. Hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of the matter, we have concluded that you may benefit from a referral to the following agency which may be better able to assist you:

**National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590**

We have taken the liberty of forwarding your materials to that agency for action and future inquiries should be directed to that agency.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection



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

NEW JERSEY
DIV. CONSUMER AFFAIRS
LEMON LAW UNIT

2012 JUL 12 A 11:36

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).

Form with two columns: 'COMPLAINT REPORTED BY' and 'COMPLAINT REPORTED AGAINST'. Fields include Name, Address, City, State, ZIP, Home Telephone Number, Work Telephone Number, E-Mail Address, Business, and Telephone Number (1) and (2).

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

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

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

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

- a. [] New [X] Used
b. [] Purchased [] Leased
c. Purchase Price \$20,000.00 (TIME OF PURCHASE) Current Mileage 35,956
d. Date of purchase 01/26/2012 [] With Warranty [] With Service Contract [X] As Is
e. Make VOLVO - SUV Model XC-90 Year 2004

3. Name of company with which you dealt: GWINNETT SUZUKI, 2960 SATELLITE BLVD, DOLUTH, GEORGIA 30096

4. Name and title of company agents or employees with whom you dealt: BRENT DHUYVETTERS, SALESPERSON

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.

COMPLAINT RELATED TO XC 90 VEHICLE REPAIR- LEMON LAW / RECALL REPAIR

1. OWNER TOOK VEHICLE (XC 90) IN FOR SERVICE AS THE CHECK ENGINE LIGHT WAS ON. VEHICLE WAS TAKEN TO DYER & DYER FOR SERVICE. SERVICE VISIT DIAGNOSED THE CRANKCASE VENT SYSTEM IN OP HAS PRESSURE - NEEDS FLAME TRAP BOX. OWNER DID NOT HAVE SERVICE THERE AS DYER & DYER WAS A HORRIBLE EXPERIENCE. SERVICE DATE 02 OCT 2008

2. OWNER THEN TOOK VEHICLE TO JACKSON AUTOMOTIVE TO HAVE VEHICLE SERVICE. TECHNICIANS AT JACKSON AUTOMOTIVE DID NOT GET THE SERVICE MESSAGE IDENTICAL TO DYER & DYER. THEY STATED AND PERFORMED CHECK AND FOUND CODE ECM 130A. FAULT TRACED ONLY PROBLEM FOUND PERFORMING BG INDUCTION SERVICE, RESET CODES. SERVICE DATE 16 OCT 2008.

BEFORE PURCHASING THE VEHICLE, KELLEY BLUE BOOK STATED THE PERIODIC PROBLEMS ON THE XC 90 WERE THE INTAKE VALVES, LEAK DETECTION PUMP AND CRANKCASE VENTILATION HOSE UNDER THE INTAKE MANIFOLD. THIS IS THE EXACT ISSUE WE THE OWNER ARE DEALING WITH WITH OUR VEHICLE. WE HAVE ONLY HEARD OF THE QUALITY AND DEPENDABILITY FOR THE VOLVO NAME AND BRAND.

3. OWNER VEHICLE SERVICE HAS BEEN CURRENTLY PERFORMED BY JACKSON AUTOMOTIVE. DURING A SERVICE VISIT, JACKSON AUTOMOTIVE DETERMINED THAT IT WAS ACTUALLY AS DYER & DYER HAD DIAGNOSED EARLIER. SERVICE MANAGER RUSTY SUDDETH STATED THAT THEY BARELY SEE THIS ISSUE AS VOLVO CHANGED ITS DESIGN TO REMEDY THIS. MR. SUDDETH ENCOURAGED ME TO CONTACT TO THE LOCAL VOLVO VP AND REQUEST THAT THE SERVICE BE TAKEN CARE BY VOLVO. WE WERE TOLD THAT THE VEHICLE IS PAST WARRANTY AND THERE IS NO HELP FOR US. WE HAVE CONSISTENTLY MAINTAINED THE SERVICE ON THE VEHICLE AND FIND THIS TO BE MORE OF A MANUFACTURER DEFECT AND SOMETHING AS TOLD BY A VOLVO REPRESENTATIVE (JACKSON AUTOMOTIVE) THAT WE COULD NOT HAVE DONE ANYTHING TO CAUSE THIS TO FAIL. IT IS CONSISTENT WITH THE REPORTS FOR THE 2004 XC 90 AND WE WOULD LIKE FOR VOLVO NORTH AMERICA TO MAKE ALL THE REPAIRS AS IT PERTAINS TO THE FLAME TRAP BOX, INTAKE VALVES, AND SEALS. WE WILL BE PROVIDING THE REQUESTED INFORMATION DOCUMENTING THE VISITS. AS VALUED CUSTOMERS WHO STILL OWN AND WILL PURCHASE AGAIN, WE WANT VOLVO TO STAND BEHIND ITS PRODUCT, ITS NAME AND WHAT HAS MADE VOLVO GREAT, DEPENDABILITY. THIS SHOULD HAVE BEEN A RECALL AS DOCUMENTED BY KELLEY BLUE BOOK AND PULLED/REPAIRED BY VOLVO. THIS IS A LEMON ISSUE AND WE WANT VOLVO TO BE HELD ACCOUNTABLE FOR NOT VALUING THEIR PRODUCT AND PUTTING SOMETHING OUT ON THE ROAD THAT IS NOT SAFE IN ADDITION TO A COSTLY BURNER. DOCUMENTATION IS CURRENTLY BEING PROVIDED TO VALIDATE OUR CLAIMS.

WE ARE VERY CONCERNED THAT UPON OUR OWNERSHIP OF THE VEHICLE WITH PUTTING ONLY ROUGHLY 35,243 OF OUR MILES WE WERE FACED/CONFRONTED WITH A MAJOR VEHICLE REPAIR.

PURCHASE MILEAGE OF VEHICLE: 35,956

TOTAL MILEAGE AT INITIAL DIAGNOSIS: 72,199 (DYER & DYER) CRANK VALVES, INTAKE AS PREVIOUSLY DISCUSSED
INDUCTION SERVICE CUSTOMER TOLD
CODE ECM 130A - DIRTY THROTTLE

MODULE MILEAGE: 73,134 (JACKSON AUTOMOTIVE)

VALVE ISSUE RESURFACE MILEAGE: 102,273 (JACKSON AUTOMOTIVE)

WE ARE VERY CONFIDENT THAT VOLVO CAN AND WILL MAKE AMENDS FOR THEIR BRAND, THEIR PRODUCT AND THEIR NAME. THIS IS UNACCEPTABLE TO OWN A VEHICLE WITH AN OUTSTANDING NAME, BRAND, AWARDS FOR SAFETY, DEPENDABILITY AND RELIABILITY; BUT TO HAVE A KNOWN MAJOR MECHANICAL ISSUE, DOCUMENTED, PUBLISHED AND NOT BE ADDRESS THRU A RECALL OR SOME OTHER WAY. WE ARE VALUED CUSTOMERS AND IT IS OUR EXPECTATION THAT THE STATE OF NEW JERSEY WILL COME TO OUR AID. THE OVERALL CRAFTSMANSHIP (OTHER ITEMS FAILING INTERIOR CEILING LINER) JUST HAVE NOT BEEN MEASURED UP TO WHAT WE EXPECTED WHEN WE PURCHASED THE VEHICLE. THIS HAS BEEN A HUGE DISAPPOINTMENT FOR US.

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

SEE AMOUNT QUOTED BY CURRENT SERVICE DEALER JACKSON AUTOMOTIVE. THE AMOUNTS ARE LESS THAN \$2,000 FOR THE FLAME TRAP BOX AND SEALS

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.



7/12/2012
Date

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

12/2/05



2960 Satellite Blvd.
 Duluth, GA 30096
 (770) 817-3333 Fax (770) 817-3334

CONTRACT TO PURCHASE

Stock No. 120132
 Salesperson BRENT DHUYVETTERS
 Date 1/28/2008 Del. Date _____

Customer Name _____ Co/Buyer _____
 Street/City/State/Zip Code _____ MCDONOUGH GA _____ County HENRY
 Res. Phone _____ Bus Phone _____ Cell _____
 Description of Unit 2004 VOLVO XC80 YV1CY59H541 _____
 YEAR MAKE MODEL VIN NUMBER
 No. of Doors _____ No. of Cyl. 6 D.O.B. _____ Drivers Lic. No. _____
 Mileage 35,000 D.O.B. _____ Drivers Lic. No. _____
 Customer's Present Ins. Co. STATE FARM Agent RICK TAYLOR Ph. No. _____
 Policy No. _____ Coverage: Liability Comp. Collision PIP

TRADE INFORMATION

Year _____ Make _____ Model _____
 Vin. No. _____
 Tag _____ Decal _____ Mileage _____
 Lien Holder _____
 Address _____
 Phone _____ Good Till _____
 Person Verified With _____ Verified By _____
 Customer guarantees good title, no salvage or flood damage title accepted

USED VEHICLE DISCLAIMER

GWINNETT SUZUKI, hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, damages for loss of time, loss of profits, or income, or any other incidental damages.

The information on the window form (Buyers Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale.

Cust. Sig. _____
 Date _____
 X _____
 X _____
 Salesman _____ Date _____

SELLING PRICE \$	18,152.40
1. Total Price	18,152.40
2. Credit Invest. Fee	
3. Used Car Allowance	N/A
4. Difference	18,152.40
5. Delivery Expense	499.00
6. Georgia Sales Tax % <u>7.00</u>	1,305.80
7. Title & Emission Fee	43.00
8. Warranty Rights Fee	N/A
9. Net Sales Price	20,000.00
10. Add Pay Off	N/A
11. Rebate	N/A
12. Less Cash Received	N/A
13. Balance to Contract	20,000.00

Terms of Agreement and Certification

I (Customer) agree to purchase the above described vehicle on the terms stated in this Contract and in the Delivery agreement signed with this Contract. I agree that I shall be responsible for any and all damage incurred as a result of the use of the vehicle immediately upon taking possession of the vehicle. I certify that I am at least 18 years of age, I further acknowledge receipt of a copy of this order, and I have read, understood and agree with all terms and conditions of this order.

I hereby authorize you to obtain any credit information needed and to retain this information together with this statement in your files.

In the unlikely event that the customer has a dispute with GWINNETT SUZUKI, customer hereby agrees that the dispute shall be settled by arbitration, the Better Business Bureau of Metropolitan Atlanta.

Customer Sig. _____
 Accepted By _____
 Bus Manager _____

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

VOLVO	XC90	2004	VV1CY60H541
VEHICLE MAKE	MODEL	YEAR	VIN NUMBER
120132			
DEALER STOCK NUMBER (Optional)			

WARRANTIES FOR THIS VEHICLE:

AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

WARRANTY

FULL **LIMITED WARRANTY.** The dealer will pay _____ % of the labor and _____ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

Remainder of manufacturer's warranty.
 Additional mechanical protection available.

DURATION:

3MO/3000 MI
 ENGINE/POWERTRAIN

SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.



Find a Car:

New Used

Make:

Model:

Find by Category:

Category:

Home

New Cars

Used Cars

- Used Car Listings

- Trade-In Values

- Compare

- Reliability Ratings

- Safety Ratings

- Decision Guide

- Sell Your Car

- CARFAX Reports

Certified Pre-Owned

Future Cars

My Research

My Car

Finance

Insurance

Reviews & Articles

Pictures & Videos

Add to My MSN

+ Add Auto News

+ Add Local Traffic

Used Cars

2004 Volvo XC90



[View More Photos](#)

Kelley Blue Book Price \$23,300 - \$27,400
Reliability ■■■■■

MSN Ratings

Expert **8.4** | User **9.1**

[Overview](#) [Prices](#) [Features & Specs](#) [Photos](#) [Reviews](#) [Safety](#) [Reliability](#)

Reliability Ratings

Reliability data provided by industry-leading Automotive Information Systems. For more information, consult the Reliability FAQ or read About Reliability Ratings.

Ratings Key

- Minimal Problems
- Moderate Problems
- Significant Problems

advertisement

Excellent	750-850
Good	660-749
Fair	620-659
Poor	350-619
I Don't Know	???

2004 Volvo XC90 Reliability Rating

Category	Rating	Comments
Engine	<input checked="" type="checkbox"/>	Periodic problems on this vehicle are the failure of the Engine Intake Valves, Leak Detection Pump and Crankcase Ventilation Hose under the intake manifold. The cost to replace the Engine Intake Valves is estimated at \$460.00 for parts and \$1170.00 for labor. The cost to replace the Leak Detection Pump is estimated at \$200.00 for parts and \$130.00 for labor. The cost to replace the Crankcase Ventilation Hose is estimated at \$50.00 for parts and \$195.00 for labor. All prices are estimates based on \$65 per flat rate hour and do not include diagnostic time or any applicable sales tax.
Transmission & Driveline	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Steering & Suspension	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Brakes	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Heating & Air Conditioning	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Starting & Charging	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Accessories	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Overall	■■■■■	5 out of 5

*Repair costs are based on a flat rate of \$65.00 per hour and do not include diagnostic time or any applicable sales tax.

Used Car Classifieds

There are **4203** listings nationally for the XC90. **316** are Certified Pre-Owned.

ZIP

Next Steps

More Research

- Compare
- Find Kelley Blue Book values
- All model years
- Read related articles
- Read message boards

Top Competitors

- Jeep Grand Cherokee
- Mitsubishi Endeavor
- Lexus RX 330
- Lincoln Aviator
- GMC Envoy
- Competitor Analysis

Recently Viewed

- No Viewed Cars
- My Saved Car List

Ready to Buy

- New Car Quotes
- Search Vehicle Listing

Reliability History

In the chart below, click a symbol beneath the model year headings to go directly to reliability information on the particular automotive system for that year.

Or, click a model year heading at the top of the chart to view a complete reliability report for that particular model year.

KEY: Minimal Problems Moderate Problems Significant Problems

	Click year for details: 2003	2004	2005
Engine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transmission & Driveline	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Steering & Suspension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brakes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Heating & Air Conditioning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Starting & Charging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accessories	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	■■■■■	■■■■■	■■■■■

Finding a Reliable Car

Top Certified Used Vehicle Programs

IntelliChoice, Inc.'s annual report names the top luxury and non-luxury used car programs.

Most Dependable Vehicles

Japan-based manufacturers are still tops in dependability, while domestics show improvement.

Total Quality Winners

GM and Nissan lead most segments in Strategic Vision's index measuring ownership experience.

Used Car Shopping Savvy

Consumer Reports presents ten ways to protect yourself from used-car sales tactics.

Initial Quality Winners

GM and Toyota lead the way in overall vehicle quality, according to J.D. Power and Associates.

Best and Worst in Reliability

Japanese imports earned most reliability honors, while European models scored below average.

advertisement

Find the right car for you

Search from over 3 million new, used & certified cars



NADA Official Source of the **NADA Vehicle Values**

Next Steps: 2004 Volvo XC90

More Research

- Compare
- Find Kelley Blue Book values
- All model years
- Read related articles
- Read message boards

Top Competitors

- Jeep Grand Cherokee
- Mitsubishi Endeavor
- Lexus RX 330
- Lincoln Aviator
- GMC Envoy
- Competitor Analysis

Vehicles in your area

Enter your ZIP code:

There are **4203 XC90** listings nationally. **316** are certified pre-owned.



BA05 - 1/28/2009 8:45:05 AM



This CARFAX Report provided by



CARFAX CARFAX[®] Vehicle History Report[™]
An independent company established in 1986

2004 VOLVO XC90
 YV1CY59H54
 4 DR. WAGON/SPORT UTILITY
 2.5L L5 PFI / FRONT WHEEL DRIVE
 Standard Equipment | Safety Options



Hi-I'm the CARFAX Xpert[™]. I'm here to help you better understand the data in this CARFAX Report. Did you know...

- We checked over 5 billion records from thousands of data sources for this vehicle
- This vehicle qualifies for the CARFAX Buyback Guarantee
- The last reported odometer reading was 35,953

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY	OWNER
The number of owners is estimated by CARFAX	
Year purchased	2004
Type of owner	Private lease
Estimated length of ownership	3 yrs. 4 mo.
Owned in the following states/provinces	Florida
Estimated miles driven per year	10,585/yr
Last reported odometer reading	35,953



TITLE PROBLEMS	OWNER
CARFAX guarantees the information in this section	
Salvage Junk Rebuilt	Guaranteed No Problem
Fire/Flood Hail Damage Buyback/Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.	Register View Terms



OTHER INFORMATION	OWNER
Not all accidents or other issues are reported to CARFAX	
Total Loss Check	<input checked="" type="checkbox"/> No Issues

<p>No total loss reported to CARFAX.</p> <p>Structural / Frame Damage Check No structural / frame damage reported to CARFAX.</p> <p>Airbag Deployment Check No airbag deployment reported to CARFAX.</p> <p>Odometer Rollback Check No indication of an odometer rollback.</p> <p>Accident Check No accidents reported to CARFAX.</p> <p>Manufacturer Recall Check No recalls still require repair.</p>	<p>Reported</p> <p><input checked="" type="checkbox"/> No Issues Reported</p> <p><input checked="" type="checkbox"/> No Issues Reported</p> <p><input checked="" type="checkbox"/> No Issues Indicated</p> <p><input checked="" type="checkbox"/> No Issues Reported</p> <p><input checked="" type="checkbox"/> No Recalls Reported</p>
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DETAILS

[Glossary](#)

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 5 billion vehicle history events and found 11 record(s) for this 2004 VOLVO XC90 (YVICY68H541).

OWNER:	Date:	Mileage:	Source:	Comments:
<p>Acquired: 2004</p> <p>Type: Private lease</p> <p>Where: Florida</p> <p>Est. miles/year: 10,000/yr</p> <p>Est. length owned: 8/25/04 - 4/15/08 (3y 8 mo)</p>	08/17/2004	8	Service Facility	Vehicle serviced
	08/25/2004		Dealer Inventory Florida	Vehicle sold
	08/25/2004		Florida Motor Vehicle Dept. Miami, FL	Registered as private lease vehicle
	08/25/2004	28	Florida Motor Vehicle Dept. Oshkosh, WI Title #0091280507	Odometer reading reported
	09/08/2004		Florida Motor Vehicle Dept Title #0091280507	Title issued or updated Registration issued or renewed Loan or lien reported Registered as commercial lease vehicle
	01/13/2005	8,375	Service Facility	Vehicle serviced
	08/27/2005		Florida Motor Vehicle Dept. Miami, FL Title #0091280507	Registration issued or renewed Loan or lien reported Registered as commercial vehicle Vehicle color noted as Silver
	07/05/2008		Florida Motor Vehicle Dept. Miami, FL Title #0091280507	Registration issued or renewed Loan or lien reported Registered as commercial vehicle Vehicle color noted as Silver
	08/24/2007		Florida	Registration issued or renewed



Don't be confused by the two locations in this record. The title was held in Oshkosh, Wisconsin but the car was registered to be driven in Florida.

		Motor Vehicle Dept. Miami, FL Title #0091280507	Loan or lien reported Registered as commercial vehicle Vehicle color noted as Silver
01/15/2008	35,953	Auto Auction	Sold at auction in Florida Listed as a fleet vehicle

Are you buying this car? Then make sure you are buying it from a licensed dealership. Otherwise, you could be a victim of curbstomping, which is illegal. A curbstomper poses as a private seller to sell vehicles for a large profit. Be sure to buy this vehicle from a licensed dealer.



01/28/2008		Volvo Cars of North America, LLC	No recalls open for repair
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- **CARFAX 1-Owner vehicle!** 1-owner 2004 Volvo XC90 vehicles are worth an average of \$1,295 more to consumers because 1-owner vehicles tend to be consistently driven and maintained. Use this as a guide when comparing vehicles. [Learn More](#)
- **Low mileage!** This owner drove an estimated 10,585 miles per year, lower than the industry average of 15,000 miles. These vehicles can be a better value.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

GLOSSARY

[View Full Glossary](#)

- **Commercial**
Vehicle was registered for business purposes
- **First Owner**
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
- **Lease**
When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.
- **Ownership History**
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.
- **Title Issued**
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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DYER & DYER VOLVO

8260 PEACHTREE INDUSTRIAL BLVD.
CHAMBLEE, GEORGIA 30341
17701 452-0077
www.dyeranddyer.com
service@dyeranddyer.com



608527

-INVOICE-

DUPLICATE 1
PAGE 2

SMALL BUSINESS RECEIPT

DYER AND DYER VOLVO
8260 PEACHTREE INDUSTRIAL BLVD
CHAMBLEE, GA 30341
TELEPHONE 1488971

7-1203

SERVICE ADVISOR: 75 WALTER WAKE

7778582
10/02/2009 12:55:05

INVOICE
AUTH. CODE
PURCHASE #

SALE TOTAL \$161.07

CUSTOMER COPY

VIN	LICENSE	MILEAGE IN / OUT	TAG
YV1CY59E541		72199/72202	T5938
PROMISED	PO NO	RATE	PAYMENT
WAIT 02OCT09		0.00	CASH
OPTIONS: DLR:7223WW ENG:B5254T2 TRN:5-AJT AXL:TRIMC9810AK/AREN1;			

	LIST	NET	TOTAL
5D SERVICE ON VEHICLE**			

72199 NED WIPER BLADE \$78.00 - 15 % DISCOUNT

G CUST. REQUESTS EST. FOR DAMAGED/MISSING REAR WIPER ARM/BLADE
DCMAIN **CUSTOMER DECLINED SERVICE ON VEHICLE**
9451 CC ~~58.00~~ 4.42 0.00 0.00
72199 WIPER BLADE WARM AND CAP=5170.00(0.3)-

H CUST. STATES OK. ENGINE LIGHT ON/OFF W/DRIVING- CK&RPT
DIAG DIAGNOSTIC CHECK OUT CHARGE
9451 CC 1.00 105 00 105.00
DCM4 **CUSTOMER DECLINED EMISSION SYSTEM
SERVICE**
9451 CC 0.00 0.00 0.00
72199 SYSTEM PERFORMANCE TEST-DTC CODE ECM 130A-AIR LEAKGE
INTAKE-TECH OBSERVED CRANKCASE VENT SYSTEM INOP- HAS + PRESSURE- SHOULD
HAVE - PRESSURE- NEEDS FLAME TRAP BOX REPLACEMENT-MAY ALSO CAUSE DAMAGE
TO ENGINE OIL SEALS RESULTING IN OIL LEAKS-EST. \$700.00 (4.0) -S/O PART #
FLAME TRAP BOX ASSY-; CUST. ADVISED DTC CODE MAY ALSO INDICATE MASS AIR
FLOW FAILURE-WILL NEED TO RPL. FLAME TRAP BOX 1ST AND RECK. FOR
CODES-EST. FOR MAF SENSOR-SS95.00(1.5)

440

JAM16

EST: 144.95 02OCT09 10:02 SA: 75

C STOMER PAY EPA FEE CHARGE FOR REPAIR ORDER 13.87
HAS THE WORK ON THE INVOICE BEEN EXPLAINED
TO YOUR SATISFACTION? YES.... NO....

PLEASE ENSURE THAT YOUR PHONE, ADDRESS, AND
EMAIL ADDRESS ARE CORRECT ON THIS INVOICE.

I, BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE STATED. IF ANY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT IDENTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.	DESCRIPTION	TOTALS
		LABOR AMOUNT	126.66
PARTS AMOUNT	18.29		
GAS, OIL, LUBE	0.00		
ADJBLEY AMOUNT	0.00		
MISC CHARGES	13.87		
TOTAL CHARGES	158.82		
LESS INSURANCE/DISCOUNT	0.00		
SALES TAX	2.25		
PLEASE PAY THIS AMOUNT	161.07		

DYER & DYER VOLVO

5280 PEACHTREE INDUSTRIAL BLVD.
CHAMBLEE, GEORGIA 30341

(770) 452-0077

www.dyeranddyer.com

service@dyeranddyer.com

VOLVO

608527

* INVOICE *

DUPLICATE 1
PAGE 1

4: 41

M DONOUGH, GA

H ME:

B 3:

CONT:

CELL:

SERVICE ADVISOR: 75 WALTER WAKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
V426	04	VOLVO XC90	YVICY59H541		72199/72202	T5938	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2 AUG04 D		23AUG2008	WAIT 02OCT09		0.00	CASH	02OCT09
R.O. DPE 8ED		REALY	OPTIONS	DLR:7223WW ENG:B5254T2 TRN:5-AUT			
			AXL:TRIMC9810AK/ARENL;				

LINE	QTY	DESCRIPTION	LIST	NET	TOTAL
------	-----	-------------	------	-----	-------

A	2004 AND NEWER	3750 MILE FACTORY SERVICE			
	V3KFD4	2004 AND NEWER 3750 MILE FACTORY SERVICE			
		9451 CC 0.50		33.66	33.66
	1	1275810 8 FILTER INSERT	13.74	11.03	11.03
	1	977751 7 GASKET	1.61	1.61	1.61
	7	8889956 5/6 CYL OIL	3.00	1.95	13.65
		1 COUP COUPON DISCOUNT	8.00	8.00	-8.00
		DISC DISCOUNT			
		9451 CDI 0.00		-12.00	-12.00

72199 0.50 DONE - WILL NEED FRT. BRAKEPAD CK NEXT SERVICE - 25%
REMAINING TODAY - ALSO OBSERVED CLUNK W/ SHIFTING PARK TO REVERSE - NEEDS
UPPER ENGINE TORQUE MOUNT - EST. \$235.00 (1.0) ...

B	**DYER VALUE ADDED SERVICE**	COMPLIMENTARY EXTERIOR WASH**			
	CCW DONE				
		801 CC 0.00		0.00	0.00

C	WAIT				
	NL DONE				
		801 CC 0.00		0.00	0.00

D	CUST. REQUESTS EST. FOR SPARE MASTER KEY - NO REMOTE				
	DECL *****CUSTOMER HAS BEEN ADVISED OF NEEDED				
	REPAIRS AND DECLINE TO REPAIR AT THIS				
	TIME*****				
		9451 CC 0.00		0.00	0.00

	72199 EST. \$100.00 FOR SEPARATE MASTER KEY ONLY - W/OUT				
	REMOTE - INCLUDES PROGRAMMING				

E	DO NOT RESET SERVICE LIGHT - WILL WAIT FOR 60 K SERVICE				
	\$100! HOLD AS PER CUST. - WILL RESET @60 K				
		9451 CC 0.00		0.00	0.00

E CUST. ADVISED WIPER BLADES CHATTER - EST. & RPT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE STATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT VERIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, express or implied, including but not limited to, merchantability, or fitness for a particular purpose. Seller neither assumes nor solicited any other person to assume for it any liability in connection with the sale of the item.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED: _____ DATE: _____

CUSTOMER SIGNATURE _____

CUSTOMER COPY

Print

JUL 12 10:50 AM



Mercedes-Benz

Jackson Automotive

4781 Riverside Dr. P.O. Box 4548
Macon, GA 31208
(478) 477-4858



COPIES/ORDER NO	11396	APRICH	MARK HORTON	295	973	10/16/09	WORKING	VOCS20929
		LABOR RATE			73,224	COLOR		
		YEAR/MAKE/MODEL	04/VOLVO/XC90/4DR SUV FWD AT SR 75			DELIVERY DATE	08/25/04	
		VIN	YV1CY59H541			SALES ORDER NO.	7223	
		DATE				10/16/09		
								NO: 73135

JOB# 1 CHARGES

LABOR
 CUSTOMER STATES CHECK ENGINE INDICATION ON
 WAS TOLD CONDITION PERTAINED TO OIL TRAP BOX
 FOUND CODE ECM 130A, FAULTY TRACED. ONLY PROBLEM FOUND
 WAS DIRTY THROTTLE MODULE
 PERFORMED BG INDUCTION SERVICE
 RESET CODES, OPERATION NORMAL AT THIS TIME

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	4058	INTAKE SPRAY	13.38	13.15	13.15
	1	2112	FMO. KIT	55.94	81.65	81.65
				TOTAL - PARTS		64.80

JOB# 1 TOTALS
 LABOR 98.00
 PARTS 64.80
JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 162.80

JOB# 2 CHARGES

LABOR
 ADVISE OF COST TO REPLACE REAR WIPER ARM
 BROKEN
 REPLACED ARM AND WIPER ASSEMBLY

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	30649040-0	30649040- WIPER BLA	19.17	17.25	17.25
	1	8659602-2	WIPER ARM	63.58	58.43	58.43
				TOTAL - PARTS		75.68

JOB# 2 TOTALS
 LABOR 19.00
 PARTS 75.68
JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 96.28

JOB# 3 CHARGES

LABOR
 OK BRAKES
 BRAKES OK AT THIS TIME
 SHM THICKNESS ON FRONT SHM ON REAR

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 REPLACE UPPER END MOUNT



Mercedes-Benz

Jackson Automotive

4781 Riverside Dr. P.O. Box 4548
Macon, GA 31208
(478) 477-4858



WORK ORDER NO. 11396	TECHNICIAN MARK HORTON	295	WB NO 973	INVOICE DATE 10/16/09	WORKER NO VOC920929
CUSTOMER NAME [REDACTED]		ADDRESS [REDACTED]		PHONE 75,124	VEHICLE MAKE SILVER/OAK
CITY/STATE/ZIP MCDONOUGH, GA		YEAR/MAKE/DESCRIPTION 04/VOLVO/XC90/4DR SUV FWD AT SR 7s		DATE OF PURCHASE 08/23/04	VEHICLE TYPE 7223
VIN YV1CY59H541		MILEAGE [REDACTED]		SALES TAX 10/16/09	PRODUCTION CODE
SUBSIDIARY WORK		WORK CENTER		NO: 73135	

WORK/CRACKED
REPLACED UPPER END MOUNT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT	PRICE		
	1	8649597-5	ENGINE MOUNTING	72.98		63.37		
						TOTAL - PARTS	63.37	
JOB# 4 TOTALS						LABOR	117.00	
						PARTS	63.37	
JOB# 4 JOURNAL PREFIX						WCS	JOB# 4 TOTAL	180.97
MISC	CODE	DESCRIPTION	CONTROL NO					
JOB # A	61C	SHOP SUPPLIES					13.95	
						TOTAL - MISC	13.95	
COMMENTS								
WAIT [REDACTED]								
TOTALS								
						TOTAL LABOR	236.20	
						TOTAL PARTS	203.85	
						TOTAL SUBLET	0.00	
						TOTAL G.D.G.	0.00	
						TOTAL MISC CHG	13.95	
						TOTAL MISC DISC	0.00	
						TOTAL TAX	12.83	
						TOTAL INVOICE \$	488.23	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 11:26AM

The Reynolds and Reynolds Company, 20070000
PRINTED ON DEMAND



Mercedes-Benz

Jackson Automotive

4701 Riverside Dr. P.O. Box 454B
Macon, GA 31208
(478) 477-4868



Customer No. 11396	Technician MARK HORTON	Est No. 295	Order No. 2707	Invoice Date 02/04/11	Invoice No. VOC535275
	License No. [REDACTED]	License No. [REDACTED]	Invoice Total 102,273	Color SILVER/OAK	Stock No. [REDACTED]
	Year/Make/Model 04/VOLVO/XC90/4DR SUV FWD AT SR 7S			Deliver Date 08/25/04	Stock No. [REDACTED]
Customer Name MCDONOUGH, GA				Invoice Order No. 7223	Stock No. [REDACTED]
	Vehicle ID No. VVICY59M541			Invoice Date 02/04/11	
					NO: 102274

JOB# 1 CHARGES

LABOR
3,750 MILE OIL SERVICE
CHANGE ENGINE OIL AND FILTER
NORMAL MAINTENANCE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	PK1276810	OIL CHANGER	27.95	27.95	27.95
	1	1278810-8	FILTER INSERT	0.00	0.00	0.00
	1	W80F	WASHER FLUID	0.00	0.00	0.00
	7	Q-1-09-0031	DRIVE CLEAN	0.00	0.00	0.00
	1	977751-7	GASKET	0.00	0.00	0.00
TOTAL - PARTS						27.95

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
MCD	GIFT CARD REBATE		-26.00
TOTAL - MISC			-26.00

JOB# 1 TOTALS

LABOR	18.00
PARTS	27.95
MISC	-26.00
JOB# 1 TOTAL	19.95

JOB# 2 CHARGES

LABOR
REAR WIPER ARM INOP
EST FOR REPAIR \$129.00
NO REPAIR

JOB# 2 TOTALS

JOB# 2 TOTAL	0.00
---------------------	-------------

JOB# 3 CHARGES

LABOR
PASS MIRROR DAMAGED
EST FOR MOTOR AND GLASS ASSEMBLY \$337.04
EST FOR ENTIRE HOUSING AND MOTOR ASSEMBLY \$724.48
NO REPAIR AT THIS TIME

JOB# 3 TOTALS

JOB# 3 TOTAL	0.00
---------------------	-------------

JOB# 4 CHARGES

LABOR
CUSTOMER STATES BRAKE PEDAL GOES DOWN TOO FAR SINCE LAST VISIT



Mercedes-Benz

Jackson Automotive

4781 Riverside Dr. P.O. Box 4548
Macon, GA 31208
(478) 477-4858

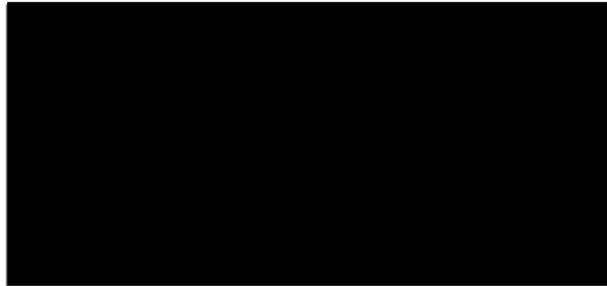


WORK ORDER NO 11396	AGENTS MARK HORTON	295	2707	DATE 02/04/11	VEHICLE NO VOC35275																
	LOCATION 102,273			COLOR SILVER/OAK																	
	YEAR / MAKE / MODEL 04 / VOLVO / XC90 / 4DR SUV FWD AT SR 75			DATE OF PURCHASE 08/25/04																	
OWNER NAME MCDONOUGH, GA	VIN YV1CY59H541			SALES PERSON NO 7223																	
	KEY NO			DATE 02/04/11																	
					MO: 102274																
<p>NO ABNORMALITIES NOTICED DURING TEST DRIVE NO REPAIR</p> <p>JOB# 4 TOTALS.....</p> <p>JOB# 4 JOURNAL PREFIX VOC3 JOB# 4 TOTAL 0.00</p> <p>MISC.....CODE.....DESCRIPTION.....CONTROL NO..... 2.00 JOB # A 61C SHOP SUPPLIES TOTAL - MISC 2.00</p> <p>COMMENTS MALTER</p> <p>RECOMMENDATIONS VEH NEEDS REAR MAIN SEAL EST \$1612.00 NEEDS OIL TRAP BOX/OBSTRUCTED \$727.23 FUEL FILTER \$142.52 WIPER BLADES \$40.85</p> <p>TOTALS.....</p> <table> <tr><td>TOTAL LABOR.....</td><td>18.00</td></tr> <tr><td>TOTAL PARTS.....</td><td>27.95</td></tr> <tr><td>TOTAL SUBLET.....</td><td>0.00</td></tr> <tr><td>TOTAL G.O.B.....</td><td>0.00</td></tr> <tr><td>TOTAL MISC CHG.....</td><td>2.00</td></tr> <tr><td>TOTAL MISC DISC.....</td><td>26.00</td></tr> <tr><td>TOTAL TAX.....</td><td>1.68</td></tr> <tr><td>TOTAL INVOICE \$</td><td>23.63</td></tr> </table> <p>THANK YOU FOR YOUR BUSINESS!!</p> <p>CUSTOMER SIGNATURE _____</p> <p>DUPLICATE INVOICE</p>						TOTAL LABOR.....	18.00	TOTAL PARTS.....	27.95	TOTAL SUBLET.....	0.00	TOTAL G.O.B.....	0.00	TOTAL MISC CHG.....	2.00	TOTAL MISC DISC.....	26.00	TOTAL TAX.....	1.68	TOTAL INVOICE \$	23.63
TOTAL LABOR.....	18.00																				
TOTAL PARTS.....	27.95																				
TOTAL SUBLET.....	0.00																				
TOTAL G.O.B.....	0.00																				
TOTAL MISC CHG.....	2.00																				
TOTAL MISC DISC.....	26.00																				
TOTAL TAX.....	1.68																				
TOTAL INVOICE \$	23.63																				
PAGE 2 OF 2	CUSTOMER RECEIPT	[END OF INVOICE]	11:28AM	The Reynolds and Reynolds Company																	

7/12/2012

To: NEW JERSEY CONSUMER AFFAIRS

Fr:





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:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: MCDONOUGH
STATE: GEORGIA ZIP: [REDACTED]
HOME TELEPHONE NUMBER: [REDACTED]
WORK TELEPHONE NUMBER: [REDACTED]
E-MAIL ADDRESS: [REDACTED]

BUSINESS: VOLVO CARS OF NORTH AMERICA, LLC
ADDRESS: 1 VOLVO DRIVE PO BOX 914
CITY: Rockleigh
STATE: NEW JERSEY ZIP: 07647
TELEPHONE NUMBER (1): 1-800-458-1552
TELEPHONE NUMBER (2): 1-800-550-5658

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

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

- [X] Automotive [X] 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 [X] 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 [X] Used
b. [] Purchased [] Leased
c. Purchase Price \$20,000.00 (TIME OF PURCHASE) Current Mileage 35,956
d. Date of purchase 01/26/2012 [] With Warranty [] With Service Contract [X] As Is
e. Make VOLVO - SUV Model XC-90 Year 2004

3. Name of company with which you dealt: GWINNETT SUZUKI, 2960 SATELLITE BLVD, DULUTH, GEORGIA 30096

4. Name and title of company agents or employees with whom you dealt: BRENT DHUYVETTERS, SALESPERSON

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.

COMPLAINT RELATED TO XC 90 VEHICLE REPAIR- LEMON LAW / RECALL REPAIR

1. OWNER TOOK VEHICLE (XC-90) IN FOR SERVICE AS THE CHECK ENGINE LIGHT WAS ON. VEHICLE WAS TAKEN TO DYER & DYER FOR SERVICE. SERVICE VISIT DIAGNOSED THE CRANKCASE VENT SYSTEM HOP HAS PRESSURE - NEEDS FLAME TRAP BOX. OWNER DID NOT HAVE SERVICE THERE AS DYER & DYER WAS A HORRIBLE EXPERIENCE. SERVICE DATE 02 OCT 2009.

2. OWNER THEN TOOK VEHICLE TO JACKSON AUTOMOTIVE TO HAVE VEHICLE SERVICE. TECHNICIANS AT JACKSON AUTOMOTIVE DID NOT GET THE SERVICE MESSAGE IDENTICAL TO DYER & DYER. THEY STATED AND PERFORMED CHECK AND FOUND CODE ECM 130A. FAULT TRACED ONLY PROBLEM FOUND PERFORMING BG INDUCTION SERVICE, RESET CODES. SERVICE DATE 16 OCT 2009. BEFORE PURCHASING THE VEHICLE, KELLEY BLUE BOOK STATED THE PERIODIC PROBLEMS ON THE XC-90 WERE THE INTAKE VALVES, LEAK DETECTION PUMP AND CRANKCASE VENTILATION HOSE UNDER THE INTAKE MANIFOLD. THIS IS THE EXACT ISSUE WE'RE DEALING WITH WITH OUR VEHICLE. WE HAVE ONLY HEARD OF THE QUALITY AND DEPENDABILITY FOR THE VOLVO NAME AND BRAND.

3. OWNER VEHICLE SERVICE HAS BEEN CURRENTLY PERFORMED BY JACKSON AUTOMOTIVE. DURING A SERVICE VISIT, JACKSON AUTOMOTIVE DETERMINED THAT IT WAS ACTUALLY AS DYER & DYER HAD DIAGNOSED EARLIER. SERVICE MANAGER RUSTY SUDDETH STATED THAT THEY RARELY SEE THIS ISSUE AS VOLVO CHANGED ITS DESIGN TO REMEDY THIS. MR. SUDDETH ENCOURAGED ME TO CONTACT TO THE LOCAL VOLVO VP AND REQUEST THAT THE SERVICE BE TAKEN CARE BY VOLVO. WE WERE TOLD THAT THE VEHICLE IS NOT WARRANTY AND THERE IS NO HELP FOR US. WE HAVE CONSISTENTLY MAINTAINED THE SERVICE ON THE VEHICLE AND FIND THIS TO BE MORE OF A MANUFACTURER DEFECT AND SOMETHING AS TOLD BY A VOLVO REPRESENTATIVE (JACKSON AUTOMOTIVE) THAT WE COULD NOT HAVE DONE ANYTHING TO CAUSE THIS TO FAIL. IT IS CONSISTENT WITH THE REPORTS FOR THE XC-90 AND WE WOULD LIKE FOR VOLVO NORTH AMERICA TO MAKE ALL THE REPAIRS AS IT PERTAINS TO THE FLAME TRAP BOX, INTAKE VALVES, AND SEALS. WE WILL BE PROVIDING THE REQUESTED INFORMATION DOCUMENTING THE VISITS. AS VALUED CUSTOMERS WHO STILL OWN AND WILL PURCHASE AGAIN, WE WANT VOLVO TO STAND BEHIND ITS PRODUCT, ITS NAME AND WHAT HAS MADE VOLVO GREAT-DEPENDABILITY. THIS SHOULD HAVE BEEN A RECALL AS DOCUMENTED BY KELLEY BLUE BOOK AND PULLED/REPAIRED BY VOLVO. THIS IS A LEMON ISSUE AND WE WANT VOLVO TO BE HELD ACCOUNTABLE FOR NOT VALUING THEIR PRODUCT AND PUTTING SOMETHING OUT ON THE ROAD THAT IS NOT SAFE IN ADDITION TO A COSTLY REPAIR. DOCUMENTATION IS CURRENTLY BEING PROVIDED TO VALIDATE OUR CLAIMS.

WE ARE VERY CONCERNED THAT UPON OUR OWNERSHIP OF THE VEHICLE WITH PUTTING ONLY ROUGHLY 35, 243 OF OUR MILES WE WERE FACED/CONFRONTED WITH A MAJOR VEHICLE REPAIR.

PURCHASE MILEAGE OF VEHICLE:	35,956
TOTAL MILEAGE AT INITIAL DIAGNOSIS:	72,199 (DYER & DYER) CRANK VALVES, INTAKE AS PREVIOUSLY DISCUSSED
INDUCTION SERVICE CUSTOMER TOLD	
CODE ECM 130A - DIRTY THROTTLE	
MODULE MILEAGE	33,134 (JACKSON AUTOMOTIVE)
VALVE ISSUE RESURFACE MILEAGE:	102,273 (JACKSON AUTOMOTIVE)

WE ARE VERY CONFIDENT THAT VOLVO CAN AND WILL MAKE AMENDS FOR THEIR BRAND, THEIR PRODUCT AND THEIR NAME. THIS IS UNACCEPTABLE TO OWN A VEHICLE WITH AN OUTSTANDING NAME, BRAND, AWARDS FOR SAFETY, DEPENDABILITY AND RELIABILITY; BUT TO HAVE A KNOWN MAJOR MECHANICAL ISSUE, DOCUMENTED, PUBLISHED AND NOT BE ADDRESS THRU A RECALL OR SOME OTHER WAY. WE ARE VALUED CUSTOMERS AND IT IS OUR EXPECTATION THAT THE STATE OF NEW JERSEY WILL COME TO OUR AID. THE OVERALL CRAFTSMANSHIP (OTHER ITEMS PAULINO INTERIOR CEILING LINER) JUST HAVE NOT BEEN MEASURED UP TO WHAT WE EXPECTED WHEN WE PURCHASED THE VEHICLE. THIS HAS BEEN A HUGE DISAPPOINTMENT FOR US.

6. The amount of loss involved in this complaint is \$ _____ Please provide a breakdown of these losses:
 SEE AMOUNT QUOTED BY CURRENT SERVICE DEALER JACKSON AUTOMOTIVE. THE AMOUNTS ARE LESS THAN \$2,000 FOR THE FLAME TRAP BOX AND SEALS

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.

7/12/2012
Date

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

12/2/05



2960 Satellite Blvd.
Duluth, GA 30096
(770) 817-3333 Fax (770) 817-3334

CONTRACT TO PURCHASE

Stock No. 129132
Salesperson BRENT DHUYVETTERS
Date 1/26/2008 Del. Date _____

Customer Name _____ Co/Buyer _____
Street/City/State/Zip Code _____ MCDONOUGH GA _____ County HENRY
Res. Phone _____ Bus Phone _____ Cell _____
Description of Unit 2004 VOLVO XC90 YV1CY69H541
YEAR MAKE MODEL VIN NUMBER
No. of Doors _____ No. of Cyl. 6 D.O.B. _____ Drivers Lic. No. _____
Mileage 35,000 D.O.B. _____ Drivers Lic. No. _____
Customer's Present Ins. Co. STATE FARM Agent RICK TAYLOR Ph. No. _____
Policy No. _____ Coverage: Liability Comp. Collision PIP

TRADE INFORMATION

Year _____ Make _____ Model _____
Vin. No. _____
Tag _____ Decal _____ Mileage _____
Lien Holder _____
Address _____
Phone _____ Good Till _____
Person Verified With _____ Verified By _____
Customer guarantees good title, no salvage or flood damage title accepted

USED VEHICLE DISCLAIMER

GWINNETT SUZUKI, hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use damages for loss of time, loss of profits, or income, or any other incidental damages.

The information on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale.

Cust. Sig. _____
Date _____
X _____
X _____
Salesman _____ Date _____

SELLING PRICE \$	18,152.40
1. Total Price	18,152.40
2. Credit Invest. Fee	
3. Used Car Allowance	N/A
4. Difference	18,152.40
5. Delivery Expense	499.00
6. Georgia Sales Tax % <u>7.00</u>	1,305.80
7. Title & Emission Fee	43.00
8. Warranty Rights Fee	N/A
9. Net Sales Price	20,000.00
10. Add Pay Off	N/A
11. Rebate	N/A
12. Less Cash Received	N/A
13. Balance to Contract	20,000.00

Terms of Agreement and Certification

I (Customer) agree to purchase the above described vehicle on the terms stated in this Contract and in the Delivery agreement signed with this Contract. I agree that I shall be responsible for any and all damage incurred as a result of the use of the vehicle immediately upon taking possession of the vehicle. I certify that I am at least 18 years of age. I further acknowledge receipt of a copy of this order, and I have read, understood and agreed with all terms and conditions of this order.

I hereby authorize you to obtain any credit information needed and to retain this information together with this statement in your files.

In the unlikely event that the customer has a dispute with GWINNETT SUZUKI, customer hereby agrees that the dispute shall be settled by arbitration, the Better Business Bureau of Metropolitan Atlanta.

Customer Sig. _____
Accepted By _____
Bus Manager _____



Find a Car:

New Used

Make:

Model:

Find by Category:

Category:

Home

New Cars

Used Cars

Used Car Listings

Trade-In Values

Compare

Reliability Ratings

Safety Ratings

Decision Guide

Sell Your Car

CARFAX Reports

Certified Pre-Owned

Future Cars

My Research

My Car

Finance

Insurance

Reviews & Articles

Pictures & Videos

Add to My MSN

+ Add Auto News

+ Add Local Traffic

Used Cars

2004 Volvo XC90



View More Photos

Kelley Blue Book Price \$23,300 - \$27,400
Reliability **★★★★**

MSN Ratings

Expert **8.4** User **9.1**

Overview Prices Features & Specs Photos Reviews Safety Reliability

Reliability Ratings

Reliability data provided by Industry-leading Automotive Information Systems. For more information, consult the Reliability FAQ or read About Reliability Ratings.

Ratings Key

- Minimal Problems
- Moderate Problems
- Significant Problems

2004 Volvo XC90 Reliability Rating

Category	Rating	Comments
Engine	<input checked="" type="checkbox"/>	Periodic problems on this vehicle are the failure of the Engine Intake Valves, Leak Detection Pump and Crankcase Ventilation Hose under the intake manifold. The cost to replace the Engine Intake Valves is estimated at \$460.00 for parts and \$1170.00 for labor. The cost to replace the Leak Detection Pump is estimated at \$200.00 for parts and \$130.00 for labor. The cost to replace the Crankcase Ventilation Hose is estimated at \$50.00 for parts and \$195.00 for labor. All prices are estimates based on \$65 per flat rate hour and do not include diagnostic time or any applicable sales tax.
Transmission & Driveline	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Steering & Suspension	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Brakes	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Heating & Air Conditioning	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Starting & Charging	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Accessories	<input checked="" type="checkbox"/>	Infrequent problems reported, all with low repair costs.
Overall	★★★★	5 out of 5

*Repair costs are based on a flat rate of \$65.00 per hour and do not include diagnostic time or any applicable sales tax.

Used Car Classifieds

There are **4203** listings nationally for the XC90. **316** are Certified Pre-Owned.

ZIP

Next Steps

More Research

- Compare
- Find Kelley Blue Book values
- All model years
- Read related articles
- Read message boards

Top Competitors

- Jeep Grand Cherokee
- Mitsubishi Endeavor
- Lexus RX 330
- Lincoln Aviator
- GMC Envoy
- Competitor Analysis

Recently Viewed

- No Viewed Cars
- My Saved Car List

Ready to Buy

- New Car Quotes
- Search Vehicle Listing

Reliability History

In the chart below, click a symbol beneath the model year headings to go directly to reliability information on the particular automotive system for that year.

Or, click a model year heading at the top of the chart to view a complete reliability report for that particular model year.

KEY: Minimal Problems Moderate Problems Significant Problems

	Click year for details: 2003	2004	2005
Engine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transmission & Driveline	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Steering & Suspension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brakes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Heating & Air Conditioning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Starting & Charging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accessories	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	■■■■■	■■■■■	■■■■■

Finding a Reliable Car

Top Certified Used Vehicle Programs

IntelliChoice, Inc.'s annual report names the top luxury and non-luxury used car programs.

Most Dependable Vehicles

Japan-based manufacturers are still tops in dependability, while domestics show improvement.

Total Quality Winners

GM and Nissan lead most segments in Strategic Vision's index measuring ownership experience.

Used Car Shopping Savvy

Consumer Reports presents ten ways to protect yourself from used-car sales tactics.

Initial Quality Winners

GM and Toyota lead the way in overall vehicle quality, according to J.D. Power and Associates.

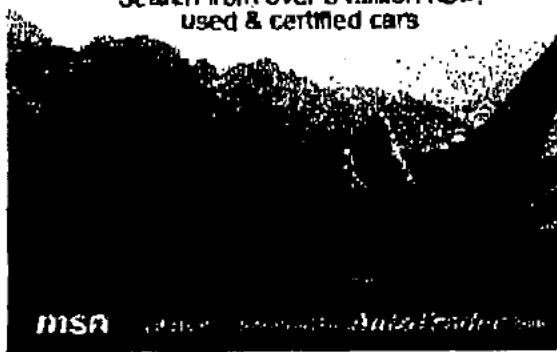
Best and Worst in Reliability

Japanese imports earned most reliability honors, while European models scored below average.

advertisement

Find the right car for you

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Next Steps: 2004 Volvo XC90

More Research

- Compare
- Find Kelley Blue Book values
- All model years
- Read related articles
- Read message boards

Top Competitors

- Jeep Grand Cherokee
- Mitsubishi Endeavor
- Lexus RX 330
- Lincoln Aviator
- GMC Envoy
- Competitor Analysis

Vehicles in your area

Enter your ZIP code:

There are **4203 XC90** listings nationally. **316** are certified pre-owned.

BR05 - 1/28/2008 8:45:05 AM

ODOMETER DISCLOSURE STATEMENT

Federal law (and state law, if applicable) requires that you state the mileage (odometer) reading on the odometer of a motor vehicle at the time of sale or transfer. It is illegal to knowingly state a false or misleading odometer reading. A false or misleading odometer reading may be a violation of state or federal law.

EXEMPT VEHICLES - This form is not required for the following vehicles:
 (1) Vehicles that are being sold or transferred for less than \$500.
 (2) Vehicles that are being sold or transferred to a family member.
 (3) Vehicles that are being sold or transferred to a charitable organization.
 (4) Vehicles that are being sold or transferred to a government agency.
 (5) Vehicles that are being sold or transferred to a business that is using the vehicle for business purposes.
 (6) Vehicles that are being sold or transferred to a person who is using the vehicle for agricultural, horticultural, or other similar purposes.
 (7) Vehicles that are being sold or transferred to a person who is using the vehicle for law enforcement purposes.
 (8) Vehicles that are being sold or transferred to a person who is using the vehicle for emergency services.
 (9) Vehicles that are being sold or transferred to a person who is using the vehicle for religious purposes.
 (10) Vehicles that are being sold or transferred to a person who is using the vehicle for educational purposes.

DATE OF SALE/TRANSFER		10/20/08	
VEHICLE IDENTIFICATION NUMBER (VIN)		[REDACTED]	
STATE		CA	
YEAR		2004	
TRANSFER FROM (SELLER/LESSOR)			
[REDACTED]			
TRANSFER TO (BUYER/LESSEE)			
[REDACTED]			
CITY AND COUNTY			
[REDACTED]			
DATE OF STATEMENT		10/20/08	
SIGNATURE OF SELLER/LESSOR		[REDACTED]	
TITLE OF SELLER/LESSOR		[REDACTED]	
TRANSFER FROM (BUYER/LESSEE)			
[REDACTED]			
STREET ADDRESS			
[REDACTED]			
CITY AND COUNTY		[REDACTED]	
STATE		CA	
DATE		10/20/08	
SIGNATURE OF BUYER/LESSEE		[REDACTED]	
TITLE OF BUYER/LESSEE		[REDACTED]	

FORM 101-1 (REVISED 10/07) YELLOW - TRANSFEREE COPY

7/12/2 12

To: NEW JERSEY CONSUMER AFFAIRS

Fr:





CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Lemon Law Unit
124 Halsey Street, 7th Floor, Newark, NJ 07102

July 19, 2012



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

Mailing Address:
P.O. Box 45026
Newark, NJ 07101
(973) 504-6226

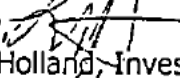
[REDACTED]
McDonough, GA [REDACTED]

Dear Consumer:

We have received your correspondence concerning the problems you are having with your used vehicle. Unfortunately, it appears that you are not entitled to relief under New Jersey's Used Car Lemon Law, N.J.S.A. 56:8-67 et seq. Your complaint is not eligible for the following reason(s):

- the vehicle was purchased in the state of Georgia.
- the vehicle cost less than \$3,000.
- the vehicle was more than seven model years old.
- the vehicle was once declared a total loss by an insurance company.
- the vehicle had an odometer reading of over 100,000 miles at time of purchase.
- the same material defect was not subject to repair three or more times during dealer warranty.
- the vehicle was not out of service for twenty (20) or more cumulative days.
- the vehicle's problem(s) no longer exist.
- the vehicle's part(s) and/or problem(s) in question are not covered by the law.
- the vehicle was covered by manufacturer's warranty at time of purchase.
- the vehicle had 60,000 to 100,000 miles on the odometer at time of purchase and a waiver of the dealer warranty was signed.

Since your complaint has not met the criteria set forth in the Lemon Law, we suggest contacting an attorney to pursue your complaint. You may contact us at (973) 504-6226 if you have any questions.

Sincerely, 
Lena M. Holland, Investigator
Used Car Lemon Law



National Highway Traffic Safety Administration
US Dept. of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
Washington, DC 20590