

CP 10500934-2171



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

April 15, 2013



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

APR 24 2013

[Redacted]
FORT LEE NJ [Redacted]

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

Re: VOLVO NORTH AMERICA
File Number: 03-19-13G0000097652

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

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NM
42913
SMD



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: <u>Fort Lee</u> STATE: <u>New Jersey</u> ZIP CODE: [REDACTED] HOME TELEPHONE NUMBER: [REDACTED] WORK TELEPHONE NUMBER: [REDACTED] * E-MAIL ADDRESS: [REDACTED] * NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.	BUSINESS: <u>Volvo North America</u> ADDRESS: <u>1 Volvo Drive</u> CITY: <u>Rockleigh</u> STATE: <u>NJ</u> ZIP CODE: <u>07647</u> TELEPHONE NUMBER (1): <u>(800) 458-1552</u> <small>(include area code)</small> TELEPHONE NUMBER (2): _____ <small>(include area code)</small>
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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) Automotive Recall

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 ~50,000
- d. Date of Purchase 9/2007 With Warranty With Service Contract As Is
- e. Make Volvo Model C70 Year 2007

3. Name of company you dealt with: Kundest Volvo Dealership

4. Name and title of company agents or employees you dealt with: n/a

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.

I received a recall notice in the mail my car was involved in. As part of the recall if the work done was already completed & paid for out of pocket they will reimburse. So as requested I sent my work order & receipt to get reimbursed. I've been chasing Volvo for reimbursement for too long and convinced they are trying to exhaust me. They keep referring me back & forth from one department to another. They tell me they will call back and never do. They even offered a partial reimbursement but I'm entitled to a full reimbursement under this recall, I was referred here by the department of Highway Traffic Safety. Thank you for helping

6. The amount of loss involved in this complaint: \$ 222.²⁴/_{xx}. Please provide a breakdown of these losses:

Repair, replace recalled part & service. All shown on work order included.

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.

[Redacted Signature]

03/14/2013
Date

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

2013031412

8/24/11



Volvo Cars of North America, LLC

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

IMPORTANT EXTENDED WARRANTY NOTICE

YV1MC682473 [redacted] P205B012009P20 204026-01
*****AUTO**MIXED AADC 481 24/1/4578

Alpine, NJ [redacted]



February 13, 2009

877-382-4357

x 44537078

Dear [redacted]

State Attorney General Office

Subject: Crankcase Oil Trap and Ventilation Hose Extended Warranty *(800)242-5888*

Volvo Cars of North America, LLC has discovered that in certain model year 2004 through 2008 S40, V50, C70 and C30 vehicles, the material in the PCV oil trap pressure control diaphragm and the crankcase ventilation hose may become cracked due to long-term exposure to the crankcase environment. As the registered owner of this Volvo vehicle, your satisfaction with our product is very important to us. This letter is to inform you that Volvo is voluntarily initiating Extended Warranty Program 205.

Under extended warranty program 205, Volvo is extending the warranty of the crankcase oil trap and ventilation hose for 10 years or 120,000 miles / 193,000 kilometers, whichever comes first, from the date your vehicle was originally placed in service for the condition described below.

The extended warranty covers the following condition:

Cracking of the Crankcase Oil Trap Pressure Control Diaphragm and Crankcase Ventilation Hose due to long-term exposure to the crankcase environment. If this condition should occur, the check engine light may illuminate and there may be an unusual noise coming from the engine.

Why is Volvo extending the warranty on the Crankcase Oil Trap and Crankcase Ventilation Hose?

If your vehicle exhibits this condition during the extended warranty period, Volvo will replace the Crankcase Oil Trap and Ventilation Hose at no charge to you.

What conditions might be evident if the condition is present?

The Check Engine Light may illuminate, and there may be a noise coming from the engine.

If my check engine light comes on, what do I do?

If your vehicle exhibits the conditions mentioned above, contact your nearest authorized Volvo retailer to schedule an appointment for a diagnosis. If your vehicle is within 10 years or 120,000 miles, whichever comes first, from the date your vehicle was originally placed into service, and the diagnosis determines the reason for the check engine light is part of the above mentioned condition: the crankcase oil trap and ventilation hose will be replaced at no charge to you.

For Reimbursement
Information, see page 2

STRAUSS DISCOUNT AUTO

Store: 069
144 ROUTE 46 EAST
LODI NJ 07644
1-973-614-1122
Inspect/Repair Fac# 000104-000104

Document #: 20104135
Document Type: WORKORDER
Create Date: 12/23/2008
Print Date: 12/23/2008
Salesman ID: 035985

CUSTOMER INFORMATION	VEHICLE INFORMATION	EXTERIOR CONDITIONS TO NOTE
JACKSON DR [REDACTED]	2007/VOLVO/C70/2.5L 2521cc	
ALPINE NJ [REDACTED]	YV1MC68247J [REDACTED] U#	
Contact#: [REDACTED] X CELL	In: 39297 Out: 39297	Customer Initial:

Customer States:
CUSTOMER REQUEST DRIVABILITY DIAG
STATES CHECK ENGINE LIGHT IS ON
REVS UP A LIL MAKING LOUD ENGINE NO
ISE AS WELL

Technician's Findings:
VACUUM LINE WAS RUBBING ON CAM GEAR
AND RIPPED HOLE IN LINE REVING HIG
H DUE TO VACUUM LEAK
LINE REPAIRED AND RE SECURED TO VAL
VECOVER

CHECK AND ADVISE

ENGINE STILL HAS INTERNAL WHISTLE N
OISE, NO LONGER REVS HIGH AND RUNS
SMOOTH WITH LINE REPAIRED
REC DEALER

Qty	SKU	Map Save	Description	Warr Mo.	Part \$	Labor \$	Total \$
Job	315006	S A	DRIVEABILITY DIAGNOSTIC	3		88.00	88.00
		S A	COMPUTER DIAG			88.00	
		S A	TREAD DEPTH SPECIFICATIONS				
		S A	LF _8/32 RF _8/32				
		S A	LR _8/32 RR _8/32				
		S A	AIR PRESSURE ADJUSTED TO:				
		S A	FRONT _32_ REAR _32_				

Tech ID: 013631

Qty	SKU	Map Save	Description	Warr Mo.	Part \$	Labor \$	Total \$
Job	315022	S A	MISCELLANEOUS UNDER HOOD	3	19.98	100.00	119.98
		S A	R&R VACUUM LINE			100.00	
2.0	281299	S A N	KW/VAC HOSE 7/32"XFT.-BULK 50'	12	9.99		

Tech ID: 013631

Authorization:

Estimate	Amount	Date	Time	Employee	Phone	Customer	Auth.#
Original	222.54	12/23/2008	17:55	CANGIALOSI, ANTHONY	[REDACTED]	[REDACTED]	[REDACTED]

I acknowledge notice and oral approval of an increase in the original estimate Price.

[REDACTED]
(Customer Signature)

M.A.P Codes

R = Required, S=Suggested, A=Accepted, D=Declined

(Customer Signature) [REDACTED]

PAID CASH

I hereby authorize that the herein stated and approved items on the estimate be provided, as well as all incidental work to perform the above repair. The job and materials are for the use of the vehicle for the purpose of driving, stopping, or otherwise in any way. The customer shall be responsible for any loss or damage to the vehicle, or any property or on the vehicle, or any damage from fire, theft, collision, accident, or otherwise. All repairs are on the basis of the customer's acknowledgment and agreement to the estimate and the work to be performed on the vehicle. The repair liability hereby for is all related work to those printed on this work order. I acknowledge that all recommendations for the repairs made by the family and being made for the purpose of the safe operation of the vehicle and of it's parts to not accept a repair unless and until I have received a repair. I do not accept any liability for the repair.

Total Taxable Parts:	19.98
Total Taxable Labor:	188.00
Total Non-Tax Parts:	
Total Non-Tax Labor:	
WorkOrder SubTotal:	207.98
Tax:	14.56
Total Due:	222.54

To Whom This Concerns,

A long time ago I mailed in the requested information attached and never heard back. I forgot myself until I recently came across the paperwork. Again I am mailing in the requested information to the address provided in order to get refunded for the engine work I had to pay out of pocket because at the time was not a known problem with my car. Please mail a check for the amount I paid shown on the work order and receipt attached \$222.54 to;

[REDACTED]

**Alpine, New Jersey [REDACTED]
USA**

Call me if there is any problems at [REDACTED] Please confirm once having been received to my email [REDACTED]com thank you

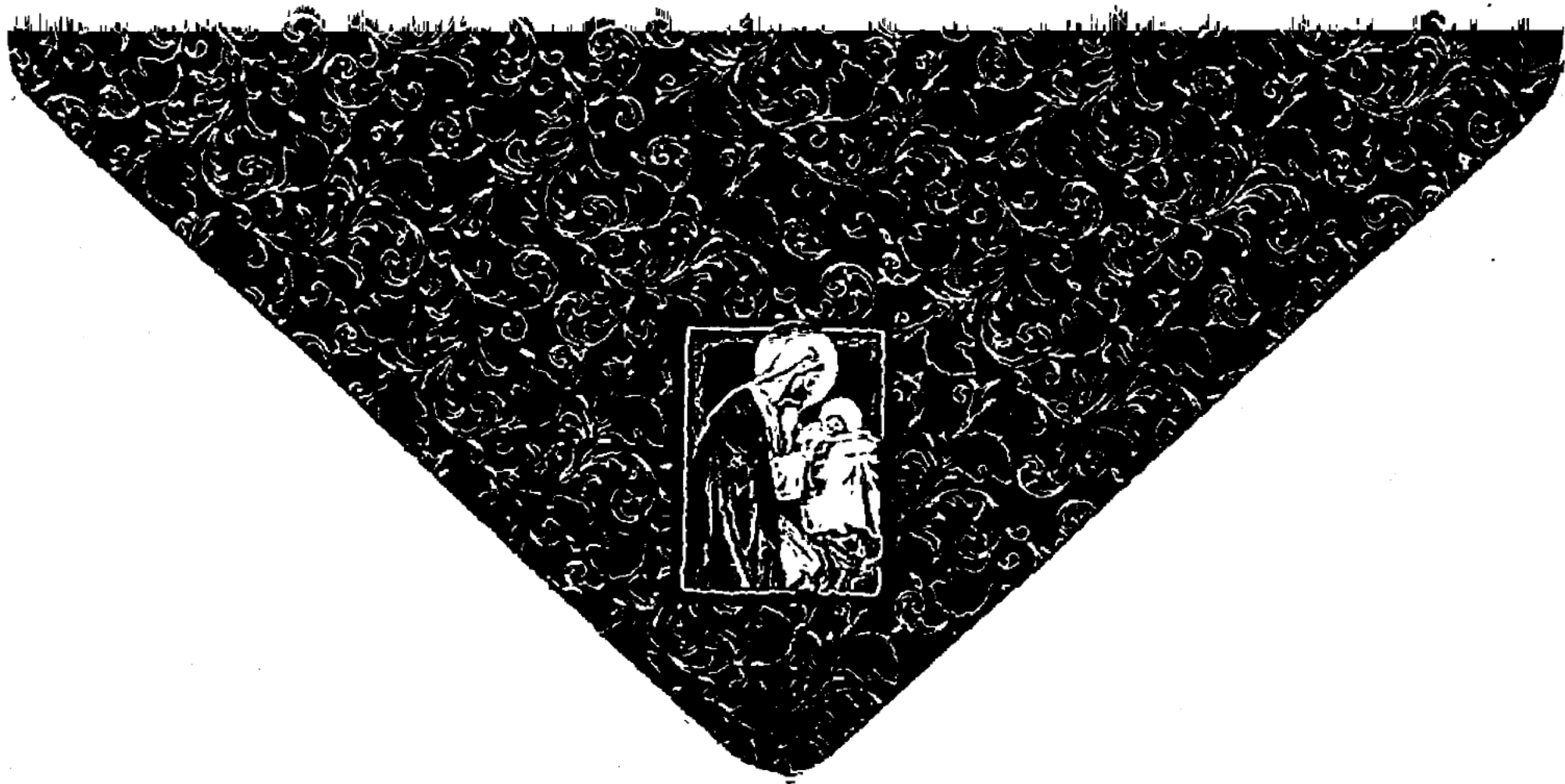
Sincerely,

[REDACTED]

From: [REDACTED]
Alpine, NJ
USA



To: New Jersey Office of the Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
USA



3620&MEJ

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



018H26507618

\$00.660

04/17/2013

Mailed From 08648

US POSTAGE

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

