

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10500934
Date: Tuesday, April 02, 2013 10:36:29 AM
Attachments: [2013_03_28_11_45_10.pdf](#)

EQ-10500934-3974

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, April 02, 2013 10:19 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10500934

From: [REDACTED]
Sent: Thursday, March 28, 2013 11:49 AM
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10500934

To Whom This Concerns,

Attached is the completed form as well as additional pertinent information. Please let me know what else I can do to assist you in your investigation. thank you very much

Sincerely,

[REDACTED]
[|dataquality@dot.gov](mailto:dataquality@dot.gov)

-----Original Message-----

From: EVOQ <EVOQ@dot.gov>
To: [REDACTED]
Sent: Thu, Mar 28, 2013 11:02 am
Subject: FW: NHTSA: Follow up to ODI Complaint: 10500934



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



(202) 366-1767

Form Approved: O.M.B. No. 2127-0008



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
01-MAR-2013	Reference No. 10500934

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City FORT LEE	State NJ	Zip Code

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV1MC68247J	Make VOLVO	Model C70	Model Year 2007
Date Purchased May 23, 2007	Dealer's Name and Telephone Number Kundert Volvo of Englewood (201) 567-2300		Engine: T5 No: Cylinders 5
Original Owner <input checked="" type="checkbox"/>	Dealer's City Englewood	State NJ	Zip Code 07631
Transmission Type 6 speed manual	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Yes
			Incident Date(s) 01-FEB-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 48000	Failure Speed 5
--------------------------------------	--------------------------	--------------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Original equipment	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2007 VOLVO C70. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, THE BRAKES BECAME HESITANT TO RESPOND. ADDITIONALLY, THE PARKING BRAKE WOULD NOT ENGAGE. THE FAILURE RECURRED INTERMITTENTLY WHEN THE CONTACT WAS TRAVELING AT VARIOUS SPEEDS. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE REAR CALIPER SEIZED AND WOULD NEED TO BE REPLACED. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 08V101000 (SERVICE BRAKES, HYDRAULIC) BUT WAS ADVISED BY THE MANUFACTURER THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 48,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Customer Number: 41626

Invoice No: 26331



Kundert Volvo

Englewood • Hasbrouck Hts.

186 Engle Street
Englewood, NJ 07631
Sales: (201) 567-2300
Parts: (201) 567-3133 Service: (201) 567-4240
Fax: (201) 567-9211
www.EnglewoodVolvo.com

INVOICE

DUPLICATE 1
PAGE 3

ALPINE, NJ

Home: Bus: Cell:
Email: HOME

SERVICE ADVISOR: 806 GIL BONILLA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for a Volvo C70T5.

Table with columns: SECTION, OPCODE, TECH, TYPE, LIST, NET, TOTAL. Includes repair details for a stone chip repair.

G** Calipers - RightRear - Replace
CAUSE: FOUND THE RIGHT REAR CALIPER SEIZED. WAS NOT HOLDING THE BRAKE ROTOR.
BR35 Calipers - RightRear - Replace
10 10 Percent Discount
1 36000903 BRAKE CALIPER,
1 9437433 BRAKE FLUID
1 1 CLEANER
PARTS: 273.95 LABOR: 172.90 OTHER: -44.69
51369 FOUND THE RIGHT REAR CALIPER SEIZED. WAS NOT HOLDING THE BRAKE ROTOR. REPLACE THE RIGHT REAR CALIPER. BLEED THE CIRCUIT.

H** Turbo Control Valve - Replace
CAUSE: FOUND DTC ECM 603C TURBO CONTROL-PRESSURE TOO HIGH-NOT ACTIVE FAULT. FOUND DEFFECTIVE DATE CODE.
EN146 Turbo Control Valve - Replace
10 10 Percent Discount
1 30670449 SOLENOID VALVE
PARTS: 91.30 LABOR: 133.00 OTHER: -22.43
51373 FOUND DTC ECM 603C TURBO CONTROL-PRESSURE TOO HIGH-NOT ACTIVE FAULT. FOUND DEFFECTIVE DATE CODE. INSTALL NEW TURBO CONTROL VALVE.

I** replace battery
CAUSE: FOUND THE BATTERY LEAKING ACID FROM THE NEGATIVE BATTERY POST. FOUND THE BATTERY CASE CRACKED.
03 battery
10 10 Percent Discount
1 30772226 BATTERY
PARTS: 170.00 LABOR: 66.50 OTHER: -23.65
51373 FOUND THE BATTERY LEAKING ACID FROM THE NEGATIVE BATTERY POST. FOUND THE BATTERY CASE CRACKED. INSTALL NEW BATTERY & CLEAN

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

STORAGE @ \$35.00 PER DAY 24 HOURS AFTER REPAIRS ARE COMPLETED
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEE'S PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, REWARDS DISCOUNT, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED... SAVE INITIALS

Customer Copy

Customer Number: 41626

Invoice No: 26331



Kundert Volvo

Englewood • Hasbrouck Hts.

186 Engle Street
Englewood, NJ 07631
Sales: (201) 567-2300
Parts: (201)567-3133 · Service: (201) 567-4240
Fax: (201) 567-9211
www.Englewoodvolvo.com

INVOICE

DUPLICATE 1
PAGE 3



ALPINE, NJ

Home: [Redacted] Bus: [Redacted] Cell: [Redacted]
Email: [Redacted] HOME

SERVICE ADVISOR: 806 GIL BONILLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PASSION-RE	07	VOLVO C70T5	YV1MC68247J [Redacted]	[Redacted]	51369 51373	T374D	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY07			13:00 25FEB13			CASH	27FEB13
R.O. OPENED	READY	OPTIONS: STK:271227 ENG:2.5_LITER TRN:AUTOMATIC/MANUAL 3)GREEN-TEAM/					
25FEB13	27FEB13						

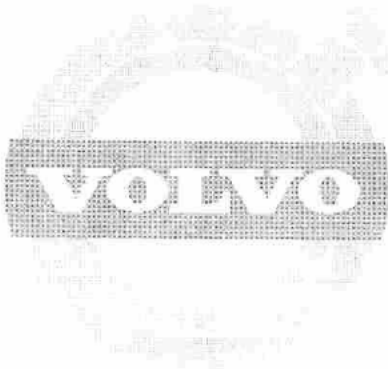
SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

NEGATIVE BATTERY CABLE TERMINAL.

CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER

10.00

#374d created 2013-02-23
02:52:00pm taken by CI aus
Nagy



I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS. <input checked="" type="checkbox"/>	DESCRIPTION	TOTALS
	LABOR AMOUNT	372.40
	PARTS AMOUNT	535.25
	REWARDS DISCOUNT	-90.77
	SUBLET AMOUNT	0.00
	MISC. CHARGES	10.00
	TOTAL CHARGES	826.88
	LESS INSURANCE	0.00
	SALES TAX	57.88
	PLEASE PAY THIS AMOUNT	884.76

STORAGE @ \$35.00 PER DAY 24 HOURS AFTER REPAIRS ARE COMPLETED

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEE'S PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED . . . SAVE INITIALS

SERVICE INVOICE #2 ELF XSIBC

Customer Copy

9

9

9

KUNDEBT VOLVO OF ENGLEWOOD
186 ENGLE ST
ENGLEWOOD, NJ 07631
2015672300
389900001380490

Merchant ID: 028100154111
Term ID: 005

Ref #: 003

Sale

XXXXXXXXXX

AMEX

Entry Method: Swiped

02/27/13

17:14:42

Inv #: 026331

Appr Code: 547878

Apprvd: Online

Batch#: 058002

Total:

\$ 884.76

Customer Copy
THANK YOU!



FROM WEEHAWKEN
TO WAYNE
NO ONE SELLS
MORE VOLVOS

I NEED YOUR HELP PLEASE!!!!

YOU MIGHT BE SURVEYED BY VOLVO CARS NORTH AMERICA TO
GRADE OUR SERVICE DEPARTMENT AND MY PERFORMANCE.

IF YOU FEEL YOU CANNOT ANSWER THIS SURVEY WITH A TOP RESPONSE OF
“OUTSTANDING” PLEASE CONTACT MYSELF OR OUR SERVICE AND PARTS
DIRECTOR, BRIAN CICORIA AT (201) 567 4240 EXT 2190

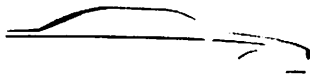
THIS SURVEY IS MY PERSONAL REPORT CARD ANY
RESPONSE LESS THAN OUTSTANDING IS FAILING!!!!

**PLEASE HELP ME WITH
A TOP RESPONSE OF
OUTSTANDING!!!!**

THANK YOU FOR YOUR HELP AND FOR YOUR BUSINESS! IF
THERE IS ANYTHING I CAN DO FOR YOU, PLEASE DO NOT
HESITATE TO CONTACT ME AT 201510 3730 OR
“BONILLAG@KUNDERT.COM”

VOLVO

CERTIFIED BODY & PAINT SERVICE CENTER



GIL BONILLA
DRIVE SAFELY – VOLVO FOR LIFE.

From: [REDACTED]**To:** bonillag <bonillag@kundert.com>**Subject:** survey for invoice 26331, customer 41626**Date:** Wed, Mar 6, 2013 12:11 pm

Gil,

I received a survey for a recent brake problem among other issues I experienced on 1 of my 2 Volvo C70s. My 2007 Volvo C70 had a recall regarding a problem with the rear brake. I didn't find out about this recall until after I got the costly service repair and did a little research on my own. I received contradicting information that my 2007 C70 is part of this recall but not this particular vin#. Either way the safety problem experienced on a car with 50,000 miles is exactly the same problem that should be addressed by the recall that at the very least must be broadened to cover more vin#. I don't believe it is a coincidence both the problem I experienced and the recall are identical. While the issue is being investigated a refund for the full amount paid would be the right thing. I called Volvo of North America and they just passed the buck and said it is the dealership's responsibility. Please help correct my experience. thank you

Sincerely,

[REDACTED]

Volvo ignored my calls & email