

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

JUL 24 2013

CL-10532516-6322

P.O. Box 30213
LANSING, MICHIGAN 48909

July 12, 2013

Refer to AG No.: 2013-cp06202214361-A

Suburban Volvo of Troy
1795 Maplelawn Dr.
Troy, MI 48084

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email5@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

slk

✓ cc: National Highway Traffic Safety Administration

ET
7/26/13
SMD

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2013-cp06202214361-A

Submitted: 6/20/2013 10:14:11 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.:
Your Street Address: [REDACTED] City: Troy
Your State: MI Zip Code: [REDACTED]
Your County: Oakland
Your Home Phone: [REDACTED] Your Work Phone: Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: Suburban Volvo
Street Address: 1795 Maplelawn Dr City: Troy
State: MI Zip Code: 48084
County: Oakland Phone: 2484582000
Fax Number: E-mail Address:
Web Site Address: <http://www.suburbanvolvo.com/> Product Offered: Cars
Primary Jurisdiction: Repairing Motor Vehicles

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name:
Street Address: City:
State: MI Zip Code:
County: Phone:
Fax Number: E-mail Address:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: 2005 Volvo S40

Vehicle VIN No.: YVIMS682252 [REDACTED]

Complaint Information

Incident Date\Time: 6/20/2013 1:00:00 AM
Incident Location:
Approximate Monetary Value:
Did you sign a contract?
Where did you sign this contract?
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint?
Did you complain directly to the business? True
What was the response from the business? Will not cover repairs
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

Dear Office of the Attorney General Consumer Services Division: I am writing to ask for your help on a problem that I am having with my Volvo. I have been unable to resolve this issue myself and with the help of my parents at our Volvo dealership, Suburban Volvo in Troy. I have been driving a 2005 Volvo S40 since we bought it new back in 2005. In the spring of 2007 I noticed that it had an issue with water leaking in the car and soaking the floor mats behind the driver's seat. I initially thought that it was due to a problem with the door not creating a seal, but after repeatedly drying out the carpet and inspecting the doors and windows carefully, I continued to find the carpet in the back seat wet without explanation. A few years down the road—and I'm not sure why this hadn't been diagnosed much earlier—our Volvo dealership let us know during a routine service stop that the issue was due to a known defect in the sunroof drains that caused them to become clogged and flood the car's floor (under the carpet), where important electrical components were stored. Although the drainage clogs could be cleared it would only be a temporary fix due to the defect, and the dealership let us know that the car's electrical systems were likely already damaged from all of the leaking—something that would cost over \$5000 to fix. Because I am a recent college graduate who is not making nearly enough money to have these repairs done or buy a new car, I have been driving my car since and taking care to park it in garages or cover it with a tarp whenever possible to prevent further flooding. For a couple of years now I have noticed relatively minor problems due to the lasting water damage on the electrical system (reduced and inconsistent performance, random error messages appearing and disappearing, etc), but in the past couple of weeks the driving issues have become much, much worse and power will occasionally cut out completely when I'm driving, making me pull over to restart the car over and over until it's able to run normally. In addition to being incredibly frustrating this is kind of scary and not safe at all, so I did some research and found out that the defective sunroof drain leaking and leading to flooding and electrical damage is a common issue among several Volvo makes, including the 2005 S40. In April 2013, class-action suits against Volvo were certified in six states over this exact issue. I am very frustrated because I feel that my car is on the verge of being junked due to problems from a known design defect that I have no control over and I am not sure why Volvo would not be responsible for the repairs when this appears to be a very common problem. I have discussed this issue with Suburban Volvo, where we bought the car, and they are unwilling to fix the electrical problems because Volvo will not compensate them for the repairs. My car has about 95,000 miles on it and has not had any other major issues, so I was hoping that I would be able to drive it for years to come. Thank you in advance for any help that you can give me. Sincerely, [REDACTED]

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913

*** 07/16/13 LANSING MI 48913 ***

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1R \$ 00.36⁰
0006554385 JUL 15 2013
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National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
West Building
Washington, D.C. 20590

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