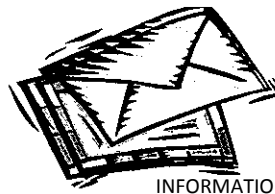


NHTSA ccmMercury Routing Slip



CL-10536636-6720

Printed: 8/19/2013

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

NHTSA #: ES13-003446

XREF #:

Delivery: CRT

Rec'd Date: 8/19/2013

Doc Type: GEN

Address To: NHTSA

Referred By: NPO-011

Doc Date: 8/11/2013

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] RE RIGHT FRONT COIL SPRING BROKEN

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date: 8/19/2013

Most Recent Comment:

Author:

[REDACTED]
[REDACTED]

EAST BOSTON, MA [REDACTED]

Tel: [REDACTED] **Fax:** **E-mail:**

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	8/19/2013		8/19/2013
NVS-010	INFORMATION	8/19/2013		8/19/2013

AUG 20 2013

NM
082013
TGW

[REDACTED]
East Boston
MA [REDACTED]
August 11, 2013

Volvo of the Americas LLC
Consumer Relations Support
1300 Volvo Penta Drive
Chesapeake, VA 23320

Dear Sir/Madam:

I am a proud and until now the happy owner of a 2006 Volvo XC 70. Last week while driving I heard a banging and rattle noise on the right side of the car. I drove the car home and fearing something horrible would happen if I continued to drive the car.

I called my dealership, Delzell Motor Co, Inc. Dedham, MA, explained the problem and asked their advice. They thought it was best to have the car towed to their dealership because they did not know what the problem was and that I would be safer having the car towed.

I had the car towed to Dalzell Motor Co., Inc. Dedham, MA where upon inspection they found the right front coil spring was broken.

The mileage on the car is 46,984 miles which is very low and I have had it maintained and serviced only at Dalzell Motor Co. Inc. Dedham MA.

I talked to various people in the automobile industry and as I guessed it could have been more serious if I continued to drive the car such a puncturing a tire or worse. There was no wheel or tire damage to the car which leads me to think there maybe a weakness in the suspension.

I believe with the extremely low mileage I should receive some monetary consideration on the repair bill and the cost of towing that I paid and believe that some reimbursement would satisfy me and restore my faith in owning a Volvo.

As a past Jeep Grand Cherokees owner and other brands of cars I choose Volvo because of its reputation. The car has been maintained and I have respected the dealership's recommendations on service and maintenance I feel it is your turn to reciprocate and strongly feel that this should not have happened and also believe that this was a safety issue

Enclosed are the bills I paid regarding this situation and thank you in advance for your anticipated help with this issue.

CC: National Highway Safety Administration
Volvo On Call Roadside Assistance

Sincerely,

[REDACTED]
Volvo Owner
YV4SZ592861 [REDACTED]
Basic Warrantee
4 Years or 50,000 miles.

ES13-003446

CUST# 2753

3953

DALZELL MOTOR CO., INC.

825 Providence Hwy. Rte. 1

Dedham, MA 02026

(781) 329-1100

Toll Free 800-64-VOLVO

INVOICE

PAGE 2

EAST BOSTON, MA

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 202 COLIN R AYERS

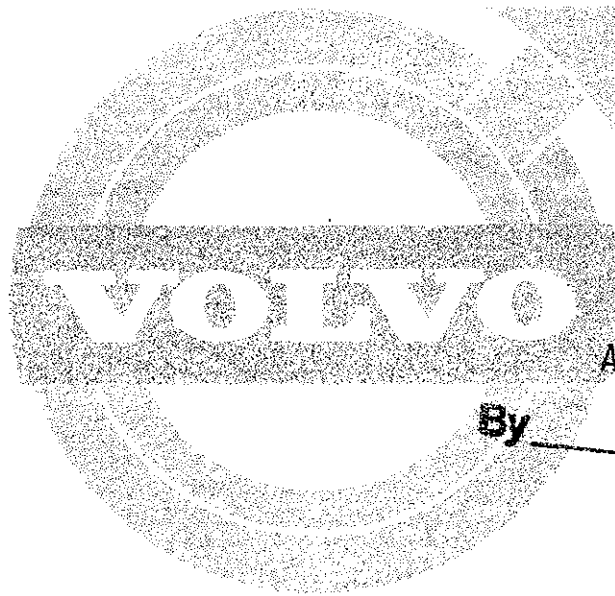
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/TAUPE	06	VOLVO XC70	YV4SZ592861	90AD	46984/46985	T1687

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07AUG06 DD		06AUG2010	17:00 01AUG13		105.00	CASH	02AUG13

R.O. OPENED READY OPTIONS: STK:N19002 DLR:3634 ENG:3893128
TRN:AUTOMATIC

12:44 01AUG13 16:57 02AUG13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BRAKE WEAR ESTIMATE, FRT - 8MM							
/ REAR-8MM LEFT							



PAID

AUG 03 2013

By

DISCOVER

WARRANTY STATEMENT: PURSUANT TO MASSACHUSETTS LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR.

***SHOP SUPPLY COSTS:** We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$9.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	388.50
PARTS AMOUNT	284.39
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	9.00
TOTAL CHARGES	681.89
LESS INSURANCE	0.00
SALES TAX	18.33
PLEASE PAY THIS AMOUNT	700.22

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: 2753

3953

DALZELL MOTOR CO., INC.

825 Providence Hwy. Rte. 1

Dedham, MA 02026

(781) 329-1100

Toll Free 800-64-VOLVO

INVOICE

PAGE 1

EAST BOSTON, MA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 202 COLIN R AYERS

SERVICE ADVISOR: 202 COLIN R AYERS									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
BLACK/TAUPE	06	VOLVO XC70		YV4SZ592861	90AD	46984/46985		T1687	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO	RATE	PAYMENT	INV. DATE	
07AUG06 DD		06AUG2010	17:00 01AUG13			105.00	CASH	02AUG13	
R.O. OPENED		READY		OPTIONS: STK:N19002 DLR:3634 ENG:3893128					
				TRN:AUTOMATIC					

12:44 01AUG13 16:57 02AUG13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM 45,000 MILE MAINTENANCE SERVICE

07 70 SERIES MAINT.

25 CPV

1	8888889	EXPENDABLES	9.00	9.00	9.00
7	8889954	CASTR GTX, 5W-30	4.20	4.20	29.40
1	977751	GASKET	0.96	0.96	0.96
1	1275810	FILTER INSERT	10.93	10.93	10.93
1	30630752	POLLEN FILTER	38.51	38.51	38.51

SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE 15000, 45000, 75000, 135000--- OIL FILTER AND ENGINE OIL: REPLACE COOLANT FLUID LEVEL:

CHECK/ADJUST SERVICE REMINDER INDICATOR (SRI): CHECK/RESET POWER STEERING FLUID LEVEL: CHECK/ ADJUST TIRES:CHECK PRESSURE, WEAR AND CONDITION BRAKE FLUID LEVEL: CHECK BRAKE PADS: CHECK WEAR ALL WIPER BLADES: CHECK WASHER FLUID LEVEL: CHECK/ADJUST BATTERY TEST: CHECK ELECTROLYTE LEVEL CABIN AIR FILTER: REPLACE PARKING BRAKE: CHECK/ADJUST DIAGNOSTIC CODES/SERVICE REMINDER INDICATOR:CHECK RESET EXTERIOR LIGHTING CONTROLS, CHECK DOORS, HOOD, TRUNK, SUNROOF; LUBRICATE HINGES, LATCHES ETC. FUEL LINES, CHECK FOR DAMAGE / LEAKS TIRES : ROTATE IF NECESSARY SUSPENSION/STEERING: CHECK SPARK PLUGS: REPLACE AIR FILTER: REPLACE

B CUSTOMER STATES THAT THERE IS A BANGING / RATTLE NOISE WHEN EVER THE VEHICLE IS IN MOTION, DOES NOT HAVE TO BE BUMPY ROADS

60 SUSPENSION/STEERING

25 CPV

1	31200372	FRONT SPRING	151.26	151.26	151.26
1	30683637	SPRING SEAT	44.33	44.33	44.33

FOUND RIGHT FRONT COIL SPRING BROKEN, REPLACED, ROADTEST - OK.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

9.00

WARRANTY STATEMENT: PURSUANT TO MASSACHUSETTS LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR.

*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$9.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Tadpole Services Inc.
94 Conour Street
East Boston, MA 02128
1-877-554-9907

DATE	TIME ☐ A.M. ☐ P.M.	REQUESTED BY <i>Cross Country</i>	PHONE
NAME 			
ADDRESS 			
CITY <i>E. Boston</i>		STATE <i>MA</i>	ZIP
LOCATION OF VEHICLE 			
YEAR, MAKE, MODEL <i>2006 Volvo XC70</i>		COLOR <i>BLK</i>	DRIVER <i>142 - Joz</i>
STATE <i>MA</i>	LIC. PLATE NO. 	VIN # <i>YV41525928611</i>	

MILEAGE	SERVICE TIME	EXTRA PERSON	LOCATION OF VEHICLE			
FINISH	FINISH	FINISH	[REDACTED]			
START 0	START	START	YEAR, MAKE, MODEL	COLOR	DRIVER	
TOTAL 25	TOTAL	TOTAL	2006 Volvo XC70	BLK	142 - Jox	
			STATE	LIC. PLATE NO.	VIN #	
			ME	[REDACTED]	71U14SE51928611 [REDACTED]	

[illegible]

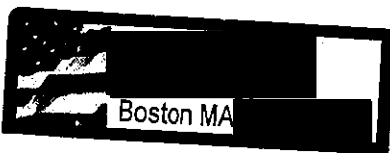
TYPE OF TOW		TOWED PER ORDER OF		REASON FOR TOW						TOWING CHARGE			
☐ SLING/HOIST TOW	☐ STATE POLICE	☐ Accident	☐ Lock Out	☐ Breakdown	☐ No Trespass					MILEAGE	66		
☒ FLAT BED/RAMP	☐ LOCAL POLICE	☐ Abandoned	☐ Tow Zone	☐ Unregistered	☐ Arrest					SERVICE TIME			
☐ WHEEL LIFT	☐ OWNER	☐ No Start	☐ Stolen	☐ Out Of Gas	☐ Impounded					EXTRA PERSON			
☐ _____	☐ DEALER	☐ Flat Tire	☐ Snow Removal	☐ Fire Lane	☐ _____					SPECIAL EQUIPMENT			

STORAGE FROM _____ TO _____ DAYS @ \$ _____	REMARKS	SPECIAL EQUIPMENT		
VEHICLE TOWED TO		STORAGE		
FIRST TOW <u>805 Providence Highway</u>		SECOND TOW		
SECOND TOW _____				
RELEASE TO SALVAGE				
		SUB-TOTAL		

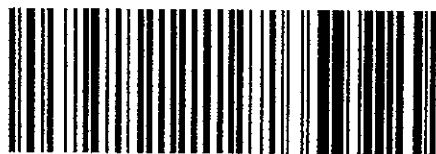
CONDITION OF VEHICLE: 1-MINOR 2-MODERATE 3-EXTREME	KEYS LEFT Y N RADIO Y N		DAMAGE RELEASE: Customer's own risk for valance and fiberglass – steering – damage caused by faulty tires – personal property left in vehicle. Towing company will not be held responsible after vehicle has been dropped.	METHOD OF PAYMENT ☐ CASH ☐ CHECK ☐ DRIVER LIC. # _____ ☐ ☐ ☐ EXP. DATE _____ CREDIT CARD # _____		
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: center;">TAX</td> <td style="width: 10%;"></td> </tr> <tr> <td style="text-align: center;">TOTAL</td> <td style="text-align: center; font-size: 1.5em;">6.6</td> </tr> </table>		TAX		TOTAL	6.6
TAX						
TOTAL	6.6					

70240

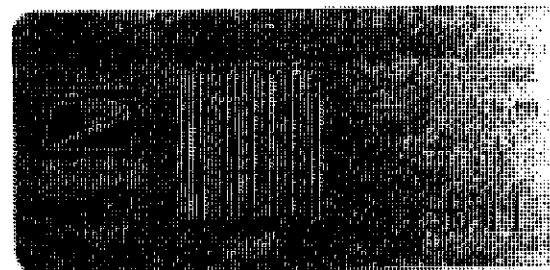
Thank You



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™



7013 0600 0002 1076 9398



W46-304

National Highway Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

