



CL-10585891-9038

GOVERNOR'S OFFICE OF CONSUMER PROTECTION

April 8, 2014

APR 21 2014

[REDACTED]
Acworth, Georgia [REDACTED]

Re: Reference File Number 345077

Business Name: Jim Ellis Volvo of Marietta

Dear [REDACTED]

The Georgia Governor's Office of Consumer Protection has received your complaint regarding Jim Ellis Volvo of Marietta. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for further review. Please direct all future correspondence to them at the following address:

Mr. David L. Strickland, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.dot.gov>

Thank you for bringing this situation to our attention.

Sincerely,

A handwritten signature in cursive script, appearing to read "A. Aragon".

A. Aragon
Customer Service Representative

JDS:aa

cc: National Highway Traffic Safety Administration

ET
42814
SMD



GOVERNOR'S OFFICE OF CONSUMER PROTECTION

SUMMARY OF COMPLAINT

Reference file number: 345077

Date complaint received: 3/14/2014

Date summary generated: April 8, 2014

Name of consumer: [REDACTED]

Address: [REDACTED]

Acworth, Georgia [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

Name of business: Jim Ellis Volvo / Volvo of Marietta

Address: 1195 Cobb Parkway South

Marietta, GA 30060

Phone: 866-950-7386

E-mail:

Year of transaction: 2014

Month of transaction:

Complaint details as submitted:

The engine on our 2005 Volvo XC90 broke down. Initial independent mechanic believed problem was due to a declared design flaw by Volvo in 2005 models and advised we tow vehicle to Volvo dealership to confirm. Dealership has had our car for 3 weeks now and determined the cause of the engine breaking down was in fact due to the design flaw. Corporate Volvo office advised the issue was not problematic enough for Volvo to issue a recall, but that problems would be evaluated on a case by case issue. Corporate Volvo execs advised Marietta Volvo to rebuild the engine instead of replacing it. Marietta Volvo is charging us \$2,200.00 to rebuild. I believe we should not have to pay for any repairs since Volvo confirmed the breakdown was due to the design flaw.



GOVERNOR'S OFFICE OF CONSUMER PROTECTION

2 Martin Luther King, Jr. Dr. • Suite 356 • Atlanta, Georgia 30334-4600

PRESORT

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04/09/2014

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Mr. David L. Strickland, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590

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