

C.L-10677140-9437

• San Marcos • CA •

Volvo Cars of North America, LLC

1 Volvo Drive

PO Box 914

Rockleigh, New Jersey 07647

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

JAN 15 2015

Attn: Volvo Customer Care Center

RE: Broken Fuel Pump—2004 XC 90, VIN YV1CZ91H041—Volvo Safety Recall No. R220

We are the original owner of the above vehicle purchased in New York State and now registered in California. Last Friday evening we noticed a strong gasoline smell in the garage. It was so strong we moved the vehicle outside to prevent an explosion and fire. Since local Volvo dealers are closed on Saturdays and given the potentially dangerous gasoline situation we took the vehicle to the local Volvo mechanic—Ohana Automotive at 751 San Marcos Boulevard #101, San Marcos, CA 92078.

The fuel pump was found to be cracked and leaking gasoline into a recessed area on the fuel tank and down the tank. Given the dangerous situation and our need for the vehicle we authorized the mechanic to make the necessary repairs. Attached is the invoice for the work performed and a picture of the broken fuel pump in the box that the new Bosch fuel pump came in.

We have subsequently discovered that a recall was issued for this problem—NHTSA Campaign ID 09V483000 PE 09039. Had we been informed of this recall we would have contacted our Volvo dealer to rectify the problem but we were never informed of the recall. Perhaps because we purchased the vehicle in New York but have resided in California for the last 5 years.

Since this problem definitely seems to be covered by the above referenced safety recall and we were never informed of the recall, we are requesting that Volvo honor the fuel pump replacement under the recall notice and reimburse us for the cost of the repair.

Please contact me if you have any questions or require anything further.

Cc: National Highway Traffic Safety Administration

ET
1/20/15
SMD

OHANA Automotive

751 San Marcos Blv #101 SAN MARCOS
(760)471-4800

SAN MARCOS, CA ASAN M

Home:

RO:
PO:
DATE IN: 1/03/15
DATE OUT: 1/03/15

Lic #:	Mileage In: 109785
Vin: YV1CZ91H041	Mileage Out:
Trans: Automatic	Engine:
Vehicle: 2004 Volvo Xc90	CTCS: 490

Labor

CHECK FOR FUEL SMELL-FOUND TOP OF FUEL PUMP TO BE
CRACKED AND LEAKING FUEL INTO RECESSED AREA OF
FUEL TANK AND DOWN TANK 0.00
REPLACE BROKEN FUEL PUMP 570.00

Parts

FUEL PUMP	1.00	473.34	473.34
FUEL PUMP/LEVEL SENSOR O-RINGS	2.00	15.00	30.00

RECOMMENDED REPAIRS

LABOR:	570.00
PARTS:	503.34
SUBLET:	0.00
WASTE:	0.00
OTHER:	0.00
TAX:	40.27
TOTAL:	1,113.61
PAID:	1,113.61
BALANCE	0.00

I acknowledge notice and oral approval of an increase in the original estimated price.

Payments

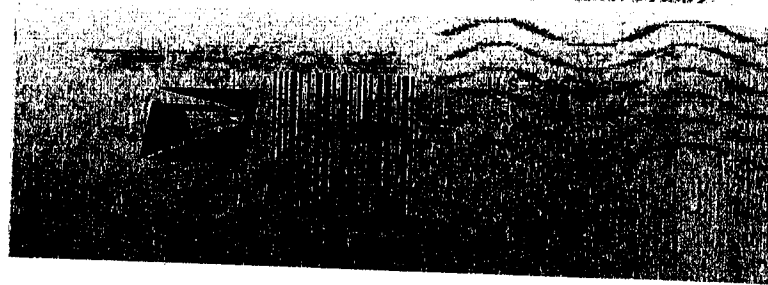
1/03/15	500.00
1/03/15	613.61

I HEREBY AUTHORIZE THE ABOVE WORK BE DONE ALONG WITH THE NECESSARY MATERIALS. I AGREE THAT SOUTH BAY AUTOHAUS IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THIS VEHICLE OR ANY ARTICLES LEFT IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND CONTROL. SOUTH BAY AUTOHAUS MAY OPERATE THIS VEHICLE ON STREETS, HIGHWAYS AND ELSEWHERE FOR THE PURPOSE OF TESTING, INSPECTION AND DELIVERY AT OWNERS RISK. ALL WARRANTY PARTS AND LABOR IS 90 DAYS OR 3,000 MILES, WHICH EVER COMES FIRST THIS EXCLUDES INCIDENTAL COSTS SUCH AS TOWING, TRAVEL, OR CAR RENTAL.

I AGREE TO THE TERMS AND CONDITIONS ABOVE X _____ DATE: _____



San Marcos, CA



National Highway Safety Administration
1200 New Jersey Avenue SE
West Building
Washington D.C. 20590

20590

