



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102
September 27, 2018



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Gregory Turner
Assistant Deputy of Enforcement
Consumer Service Center

GT/tg

NM
10/16/18
AS



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Date Reviewed: _____

Log # [REDACTED]

Referred. To

Complaint Status: Open - In Review

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Consumer [REDACTED]
Andover MA [REDACTED]

Subject: **Volvo Cars North America,
LLC**
1 Volvo Dr
Rockleigh NJ 07647

Consumer Comments

In January of 2017 I purchased a pre-owned Volvo 2015.5 S80 Volvo from a Volvo dealership in Massachusetts. The car was certified by Volvo, under warranty and I purchased an extended warranty from Volvo. I have made several calls to Consumer and BBB agencies in NJ and MA and was told by NJ Consumer Affairs to file my complaint here. Almost immediately after my purchase the car began having front end issues. The dealership was helpful and replaced my tires and provided an alignment at no charge. Soon after similar issues-bumpy ride and car unable to drive straight presented themselves again. I was told Rims were damaged. I spent \$800 to have rims straightened. Car was OK and soon after same issues presented themselves. I brought car back to dealership and they were not able to detect the problem. I paid \$100 for another alignment and wheel balancing. The same problems soon presented themselves again. I was told rims were damaged. I paid another \$800. to fix the rims. Same problems presented themselves again. I paid \$400 to straighten rims. I was told I again need new tires. I was told another rim is damaged. I was told car needs to be aligned again. I had 2 different dealerships look at car to find out root cause and they could not. I filed a case with Volvo Corporate and they refuse to help. This is my second Volvo S80 (and I did not have these issues with it) and my families 10th Volvo (we did not experience these issues with any of them). My mother currently has the exact same car and does not have these issues. There is something very wrong with this car and I am exhausting my time and money trying to get it fixed. I am filing this complaint to have Volvo determine why these same rim, tire and alignment issues keep occurring since I purchased it and have them fixed.

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



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