



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

March 16, 2023

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Volvo of North America
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

ANTHONY OGLE
Consumer Services Unit Supervisor
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

CONSUMER COMPLAINT FORM
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

RECEIVED

MAR 07 2023

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File your complaint online at <https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> for faster processing. The Washington State Office of the Attorney General, Consumer Resource ~~CONSUMER PROTECTION DIVISION SEATTLE~~ complaints that involve either Washington state residents or businesses located in Washington state. Information marked with * is required.

I. YOUR INFORMATION

* Last Name: [REDACTED] * First Name: [REDACTED] Middle Initial: [REDACTED]
* Address: [REDACTED] * City: Kennewick * State: WA [REDACTED]
[REDACTED]
* E-Mail Address: [REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (Optional): [REDACTED]

If English is not your first language, what is your first language? (Optional):

For our statistics, please select your age group (Optional): ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☒ 59+ ☐ Under 18

II. BUSINESS(ES) YOU ARE FILING COMPLAINT AGAINST

* Business Name: VOLVO CARS USA
* Address: 1800 VOLVO PL * City: Mahwah * State: NJ * Zip: 07430
* Business Phone: (800) 458 1552 E-Mail: Website:

Names/addresses/phone numbers of other businesses you are filing this complaint against:

Transaction date: Amount in dispute: \$

State your complaint and how the business can resolve your complaint:

Bad motor - Volvo was AWARE OF the problem with these motors when they sold the cars AND INSTRUCTED the Dealer service to tell customers that oil consumption is normal

Please see letter & attached copy of class action

WE ARE REQUESTING that VOLVO cover 1/2 the cost of repair - we were quoted \$17,000 at the Volvo Dealer - we can afford \$8500 - 1/2 the cost our car has about 130,000 miles so we feel 1/2 is fair

February 28 2023
RE: 2016 Volvo xc70

I am writing to see if there is any way that you can help me. We bought a Volvo new in 2016 that was supposed to be our last car since we are senior citizens. It was meticulously cared for and still looks brand new. It had all of its scheduled service and oil changed at the dealer about every 6000 miles until Covid and the protests in Portland. We brought it to the Volvo dealer in Corvallis and had some oil changes performed locally. It started using oil and Volvo said that is normal for these and to just keep it full – so we did.

We have since found that there is a class action lawsuit alleging that Volvo intentionally tried to conceal the defect causing a serious safety risk.

We were driving it to University Hospital for my wife's cancer treatment and it just lost all power right in front of a semi truck on the freeway. We managed to get it off the road and had it towed to an ASE certified shop near by. They diagnosed it as a blown cylinder and needs a new motor since there were lots of metal pieces in the oil.

I called Volvo in Portland which is the closest dealer since the Spokane dealer closed up. They said a new motor is \$17,000 and suggested I call Volvo customer service at the 800 number. I called them and they said I have to tow it to a authorized Volvo dealer and have it diagnosed by them before they will determine if they will do anything.

I called the dealer back and Rich said they will charge me \$165/hour and it will take at least 2 hours and probably a lot more – maybe 5 or 6 to diagnose it. This will cost me \$250 for towing and \$330 to \$990. And if they don't fix it, another \$250 to tow it back home.

I called the 800 number again and explained the situation to Chanisa and asked if I could get a commitment that they would cover ½ the cost of a new motor if it is determined to be the ring problem. She said no so I asked if I could talk to a manager and was told that managers don't talk to customers.

I did some research and found out that this is a common Volvo problem that they apparently have tried to hide. They sent out an extended warranty notice to customers for 100000 miles or 8 years. My car is 7 years but 135000 miles so they will not do anything.

There is a class action lawsuit case # [REDACTED] in New Jersey for this problem now. I enclosed the first 6 pages of it. I also enclosed a second document describing the class action and the hidden defect in this engine type.

I am not a complainer or trouble maker but I feel I was really misled about the quality of this car and the probability of the engine going bad even if you keep the engine oil full and the lack of customer service.

Hopefully you can help me get this resolved.

Thank you

[REDACTED]
[REDACTED]
Kennewick Wa
[REDACTED]

in Newswire

Published on April 21, 2022

Class Action Alleges Volvo Engine Piston Defect Increases Oil Consumption, Poses Fire Risk

by **Corrado Rizzi**

Last Updated on August 30, 2022

Buchanan et al. v. Volvo Car USA, LLC et al.

• [Read Complaint](#)

FILED: APRIL 15, 2022 • § 2:22-CV-02227

A class action alleges Volvo concealed a defect plaguing the piston rings, pistons and/or piston heads in the 2.0L four-cylinder and 2.5L five-cylinder engines found in certain 2013-2016 vehicle models.

DEFENDANT(S)

- Volvo Cars of North America, LLC
- Volvo Car USA, LLC
- Volvo Personvagnar AB

LAW(S)

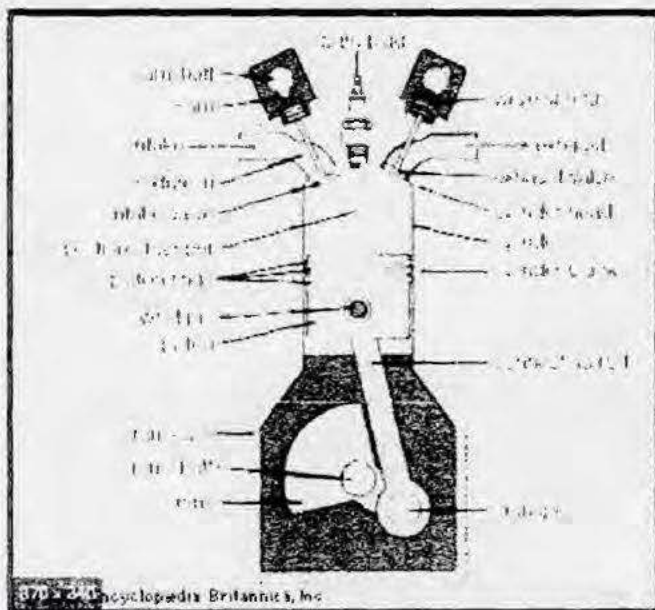
- Magnuson-Moss Warranty Act
- Illinois Consumer Fraud and Deceptive Business Practices Act
- New York General Business Law
- Missouri Merchandising Practices Act

STATE(S)

New Jersey

and ignite, the lawsuit states. Moreover, the alleged defect can cause a Volvo engine to consume excessive amounts of oil and a piston or pistons to crack, fracture or splinter, according to the suit.

More specifically, the oil control ring, i.e. the lowest ring on the piston, is defective and does not allow the oil from the cylinder wall to drain, the complaint alleges.



According to the lawsuit, the continual burning of oil over time can damage an engine's piston rings and piston heads and allow even more oil to ignite, causing further damage to the pistons and other components. Per the case, the problem may

The filing explains that in an internal combustion engine, the piston is a fast-moving metal component contained within a cylinder. Piston rings attached at the head of the piston make the piston "gas-tight," and the piston's purpose is to transfer force from expanding gas in the cylinder to the crankshaft via a piston rod and/or connecting rod, according to the suit. During normal engine operation, a piston is subject to tremendous forces and heat, the case adds.



Further still, the oil consumption issue also causes shrapnel from fragments of the piston rings, as they degrade, or from the piston head, to circulate throughout an engine, causing even more damage, according to the filing.

the alleged piston defect. The suit claims that the automaker was sufficiently aware of the issue yet failed to inform the public.

The lawsuit looks to cover all individuals in the United States who bought or leased any 2013-2016 Volvo vehicle equipped with a 2.0L four-cylinder or 2.5L five-cylinder engine.

Get class action lawsuit news sent to your inbox – sign up for ClassAction.org's free weekly newsletter here.



OPEN DOCUMENT

Corrado Rizzi

corrado@classaction.org

Corrado Rizzi is the Senior Managing Editor of ClassAction.org.

About ClassAction.org

ClassAction.org is a group of online professionals (designers, developers and writers) with years of experience in the legal industry.

Learn More

("VCUSA"), Volvo Cars of North America, LLC ("VCNA"), and Volvo Personvagnar AB ("Volvo AB") (collectively "Volvo" or "Defendants"). The allegations herein are based on personal knowledge as to Plaintiffs' own experiences and are made as to other matters based on an investigation by counsel, including analysis of publicly available information.

2. This is a consumer class action concerning a failure to disclose material facts and a safety concern to consumers.

3. Defendant Volvo AB designed and manufactured the Class Vehicles, Defendant VCUSA imported, manufactured, distributed and marketed the Class Vehicles, and Defendant VCNA imported, distributed, warranted, marketed, and sold the Class Vehicles through its extensive network of authorized dealerships in the United States. Defendant VCNA also provides service and maintenance for the Class Vehicle at dealers and service providers nationwide, and trains dealers and services providers, using information provided by Volvo AB.

4. Defendants sold, directly or indirectly, through their agent dealers and other retail outlets, the Class Vehicles throughout the United States, without disclosing that the Class Vehicles were equipped with defective 2.0L 4-cylinder or 2.5L 5-cylinders engines ("Subject Engines").

5. Volvo wrongfully and intentionally concealed a defect in the design, manufacture, and/or workmanship of the piston rings and/or pistons/piston heads in the Subject Engines. Here, the piston rings cannot properly clear engine oil off the side of the cylinder wall during the downstroke and instead push that oil up where it can coat the top of the piston head, enter the combustion chamber, and ignite ("Piston

compression within the engine cylinder and causes the remnants of the pistons to circulate throughout the fuel system of the Class Vehicles. These failures often occur before the engine reaches 75,000 miles, resulting in a lifespan well short of the class members' expectations and the industry standard for similar engines. In fact, the Subject Engines were designed to reach a minimum of 200,000 miles of use with proper maintenance. As such, the integral engine components such as the piston rings and piston heads, are designed and expected to last the lifetime of the engine.

11. The Piston Defect is inherent in each Class Vehicle and was present at the time of sale.

12. Volvo undertook affirmative measures to conceal the Piston Defect through, among other things, Technical Journals ("TJs") that VCNA issued to its authorized repair facilities (but not to the class members themselves).

13. Volvo was sufficiently aware of the Piston Defect from: pre-production testing; design failure mode analysis; aggregate purchases of replacement piston rings, pistons, and engines; class member calls to its customer service hotline; and customer complaints made directly to its agent dealers. However, this knowledge and information was exclusively in the possession of Volvo and its network of dealers who are Defendants' agents for repairs and, therefore, unavailable to consumers.

14. The Piston Defect is material because it poses a serious safety concern. As attested by Class Members in scores of complaints to the National Highway Traffic Safety Administration ("NHTSA"), and other online forums, the Piston Defect can impair any driver's ability to control his or her vehicle and greatly

III. ACKNOWLEDGEMENT & SIGNATURE (Required)*

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to disclosure in response to requests for public records and my complaint and all related documents may be disclosed to the public. Complaint information received by this office will be exported into the Federal Trade Commission's (FTC) database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide. The Attorney General's Office may refer complaints to a more appropriate agency.

By signing this complaint form, I understand that the Washington State Attorney General's Office will contact the business(es) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the business(es) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By submitting this consumer complaint, I understand that the Attorney General cannot answer legal questions or give legal advice to me and cannot act as my personal lawyer.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals. _____

Signature: _____ Date: 3-2-2023 City: Kennewick State: WA

Please Read Important Information: If your complaint is submitted without the above acknowledgment and declaration signatures, we will not be able to process but will keep on file in our complaint database as a public record.

Mail Complaints To:

OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
800 5TH AVENUE, SUITE 2000 SEATTLE, WASHINGTON 98104-3188
PHONE 1-800-551-4636 OR (206) 464-6684



EXTENDED WARRANTY NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

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Kennewick, WA



February 3, 2023

Dear Volvo Owner,

Subject: Excessive Oil Consumption – Extended Warranty

Volvo Car USA LLC on behalf of Volvo Car Corporation, has voluntarily decided to extend warranty coverage on vehicles exhibiting excessive Engine Oil Consumption for certain model year 2013-2016 60, 70, 80, and 90 series vehicles equipped with a 4- or 5-cylinder engine. Volvo will extend the warranty coverage for excessive Engine Oil Consumption to 8 years, 100,000 miles (whichever comes first) from the original in-service date. Coverage is dependent on the results of the retailer performed Engine Oil Consumption Test.

Why is Volvo extending coverage on excessive oil consumption?

At Volvo, your satisfaction with our products and services is of utmost importance. Volvo takes pride in producing a quality vehicle, and our efforts are supported by a strong retailer network. At this time, Volvo is advising you of this extended Warranty Coverage to address certain issues related to excessive Engine Oil Consumption.

If your vehicle requires a top up of engine oil of 1 liter or more for every 620 miles or the illumination of the low engine oil light please contact your authorized Volvo dealer, who will perform a controlled Engine Oil Consumption Test, as outlined below.

~~Please Note:~~ It is normal for the engine to consume some oil during normal operation. Oil is used to continually lubricate and cool internal engine components during operation. If your vehicle does not exhibit the above conditions, then you do not need to take your vehicle to your authorized Volvo retailer.

If your vehicle is still under the New Vehicle Limited Warranty and experiencing the conditions outlined in this letter, the repair will be covered. If your vehicle has exceeded the New Vehicle Limited Warranty by time or mileage, the extended coverage would take effect. Replacement parts and labor under this extended warranty coverage will be performed as outlined below at an authorized Volvo retailer.

Volvo Car USA, LLC
1800 Volvo Place
Mahwah, NJ 07430
Volvocars.us

- Pennsylvania Unfair Trade Practices and Consumer Protection Law
- South Carolina Unfair Trade Practices Act
- Texas Business and Commerce Code
- Massachusetts Consumer Protection Law
- Connecticut Unfair Trade Practices Act

 New to ClassAction.org? Read our Newswire Disclaimer

Sixteen plaintiffs allege in a proposed class action that Volvo intentionally concealed a defect plaguing the piston rings, pistons and/or piston heads in the 2.0L four-cylinder and 2.5L five-cylinder engines found in certain 2013-2016 vehicle models.

The 213-page case claims that the apparent defect prevents the piston rings in an affected engine from properly clearing oil off the side of the cylinder wall during the downstroke. Instead, the piston rings push that oil up, where it can coat the top of the piston head, enter the combustion chamber

Case Spotlight

Camp Lejeune

Camp Lejeune residents now have the opportunity to claim compensation for harm suffered from contaminated water.

Read more here: [Camp Lejeune Lawsuit Claims](#)

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cause a vehicle to lose power, both incrementally over time and catastrophically at one time, due to the fact that some of the oxygen usually ignited in the combustion chamber that powers the vehicle is being used instead to burn excess oil in the cylinder.

As the piston head and cylinder head become damaged, power generated in an engine's combustion chamber is "dissipated" rather than used to spin the crankshaft to power the vehicle, the suit says.

Overall, the alleged piston defect can cause an engine to consume an excessive amount of oil given the pistons are pushing oil from the cylinder up into the combustion chamber, the complaint states. The problem may also cause the pistons and engine itself to fail due to a lack of enough oil to properly minimize friction and lubricate engine components.

The lawsuit claims that the Volvo piston defect could ultimately end up costing a driver "well over \$10,000" for parts or an entire engine replacement.

According to the complaint, the apparent piston defect poses a safety risk because when a piston or pistons suddenly and unexpectedly fail, a vehicle will immediately lose engine power.

"A sudden loss of power poses a clear-cut safety risk - it can prevent the driver from accelerating, maintaining speed, engaging the brakes and even adequately controlling the steering wheel, all of which drastically increase the risk of collisions, and puts other drivers, passengers and pedestrians in danger," the case states.

The lawsuit alleges defendants Volvo Car USA, LLC; Volvo Cars of North America, LLC and Volvo Personvagnar AB "undertook affirmative measures" to hide

**IN THE UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF NEW JERSEY**

ROLLIE BUCHANAN, DAVIN
CARD, KIM AND FRED MARTIN
FERGUSON, KEVIN FLYNN,
PHILIPPE GEYSKENS, ROBERT
HOFFMAN, ERIC and MARIELA
KOTOUN, ARTHUR KRICHEVSKY,
ELSIE SAKS, STEVEN SALHANICK,
MARK SILBER, ROBERT and TONI
TUBBE, and DONNA URBEN,
individually and on behalf of all others
similarly situated,

Plaintiffs,

v.

Volvo Car USA, LLC, Volvo Cars of
North America, LLC, and Volvo
Personvagnar AB, *et al.*,

Defendants.

Case No. _

INTRODUCTION

1. Plaintiffs Rollie Buchanan, Davin Card, Kim and Fred Martin Ferguson, Kevin Flynn, Philippe Geyskens, Robert Hoffman, Eric and Mariela Kotoun, Arthur Krichevsky, Elsie Saks, Steven Salhanick, Mark Silber, Robert and Toni Tubbe, and Donna Urben ("Plaintiffs") bring this action for themselves and on behalf of all similarly situated persons ("Class Members") in the United States who purchased or leased any 2013-2016 Volvo vehicle equipped with 2.0L 4-cylinder or 2.5L 5-cylinder engines ("Class Vehicles") against Volvo Car USA, LLC

Defect" or "Defect"). Specifically, the oil control ring, the lowest ring on the piston, is defective and does not properly allow the oil from the cylinder wall to drain. Over time, this continual burning of oil damages the piston rings and piston heads, allowing even more oil to ignite, further destroying the piston head, the cylinder head and other engine components. It also causes the vehicle to lose power, both incrementally over time and catastrophically at one time, because some of the oxygen usually ignited in the combustion chamber which powers the vehicle is being used to burn the excess oil in the cylinder, and as the piston head and cylinder head become damaged, power generated by the combustion is dissipated rather than being used to spin the crankshaft to power the vehicle.

6. The Piston Defect causes the engine to consume an excessive amount of oil because the pistons are pushing oil from the cylinder up into the combustion chamber. It also causes the pistons and the engine itself to fail because the pistons and other engine components that require oil to minimize friction are not adequately lubricated. The Piston Defect also results in the shrapnel of the fragments of the piston rings, as they degrade, and/or minute fragments of the piston head, to circulate throughout the engine, damaging other engine components. For example, cylinder scoring, which results in even more oil loss, is a frequent result of the Piston Defect. As a result of the Piston Defect, Plaintiffs and Class Members incur out of pocket costs to repair or replace the damaged engine parts or their entire engine. A replacement of the piston rings and/or pistons costs thousands of dollars, and the cost for replacing a Subject Engine is well over \$10,000.

compression within the engine cylinder and causes the remnants of the pistons to circulate throughout the fuel system of the Class Vehicles. These failures often occur before the engine reaches 75,000 miles, resulting in a lifespan well short of the class members' expectations and the industry standard for similar engines. In fact, the Subject Engines were designed to reach a minimum of 200,000 miles of use with proper maintenance. As such, the integral engine components such as the piston rings and piston heads, are designed and expected to last the lifetime of the engine.

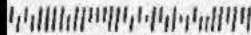
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