INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

OFFICE OF THE ATTORNEY GENERAL
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

www.law.ga.gov
(404) 458-3800

Writer's Direct Dial: 404-651-8600

July 11, 2023

[redacted]
Owner
[redacted]
Albany, Georgia [redacted]

Re: Reference File Numbe[redacted]
Business Name: North Point Volvo

Dear [redacted]

The Office of the Attorney General, Consumer Protection Division received your complaint regarding North Point Volvo. 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 review. Please direct all future correspondence to that agency at the following address:

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.gov

Thank you for bringing this situation to our attention.

Sincerely,

H. Logan
Customer Service Specialist
Office of the Attorney General
Consumer Protection Division

cc: National Highway Traffic Safety Administration (w/attachment)

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SUMMARY OF COMPLAINT

AGCPD reference file number: [redacted]
Date complaint received: 5/5/2023

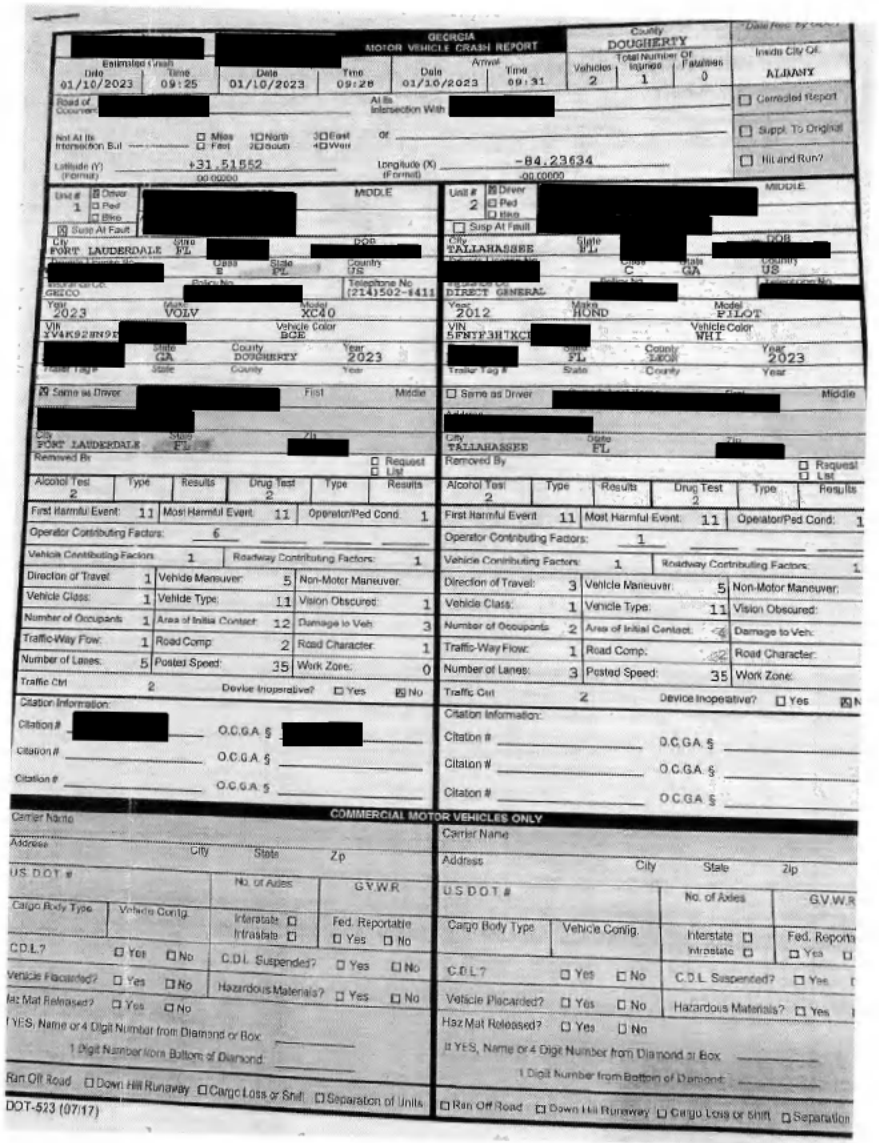
Consumer name: [redacted]
Address: [redacted] Albany, Georgia [redacted]
Phone(s): [redacted]
E-mail: [redacted]

Name of business: North point Volvo Cars
Address: 1570 Mansell rd Alpharetta Georgia 30009
Phone: 678-365-0600

Month / Year of transaction: 2023

Complaint details as submitted:

I purchased new car on 1/9/23, it had an OPEN RECALL FOR BRAKE FAILURE, the next morning 1/10/23 at 9:15 am I had brake failure resulting in hitting a car that was totaled with injuries, my car was in body shop 120 days. Recall was not announced until 01/25/23



GEORGIA MOTOR VEHICLE CRASH REPORT

County: DOUGHERTY | Inside City Of: ALBANY

Date of Crash: 01/10/2023 | Time: 09:25 | Date Arrived: 01/10/2023 | Time Arrived: 09:28 | Date Dept: 01/10/2023 | Time Dept: 09:31 | Vehicles: 2 | Total Number Of Injured: 1 | Fatalities: 0

Road of Crash: [redacted] | At Its Intersection With: [redacted]

Not At Its Intersection But ____ Miles ☐ East ☐ North ☐ South ☐ West of ____

Latitude (Y) (Format): +31.51552 | Longitude (X) (Format): -84.23634

☐ Corrected Report ☐ Suppl. To Original ☐ Hit and Run?

Unit # 1 — ☒ Driver ☐ Ped ☐ Bike — ☒ Susp At Fault

[redacted] MIDDLE

City: FORT LAUDERDALE | State: FL | DOB: [redacted]

Class: E | State: FL | Country: US

Insurance Co.: GEICO | Policy No.: [redacted] | Telephone No.: (214)502-4411

Year: 2023 | Make: VOLV | Model: XC40

VIN: YV4K92BN9P[redacted] | Vehicle Color: BGE

Tag #: [redacted] | State: GA | County: DOUGHERTY | Year: 2023

☒ Same as Driver: [redacted] First Middle

Address: [redacted]

City: FORT LAUDERDALE | State: FL | Zip: [redacted]

Removed By: ☐ Request ☐ List

Alcohol Test	Type	Results	Drug Test	Type	Results
2			2		

First Harmful Event: 11 | Most Harmful Event: 11 | Operator/Ped Cond: 1

Operator Contributing Factors: 6

Vehicle Contributing Factors: 1 | Roadway Contributing Factors: 1

Direction of Travel:	1	Vehicle Maneuver:	5	Non-Motor Maneuver:	
Vehicle Class:	1	Vehicle Type:	11	Vision Obscured:	1
Number of Occupants:	1	Area of Initial Contact:	12	Damage to Veh:	3
Traffic-Way Flow:	1	Road Comp:	2	Road Character:	1
Number of Lanes:	5	Posted Speed:	35	Work Zone:	0

Traffic Ctrl: 2 | Device Inoperative? ☐ Yes ☒ No

Citation Information:

Citation # [redacted] O.C.G.A. § [redacted]

Citation # ____ O.C.G.A. § ____

Citation # ____ O.C.G.A. § ____

Unit # 2 — ☒ Driver ☐ Ped ☐ Bike — ☐ Susp At Fault

[redacted] MIDDLE

City: TALLAHASSEE | State: FL | DOB: [redacted]

Class: C | State: GA | Country: US

Insurance Co.: DIRECT GENERAL | Policy No.: [redacted]

Year: 2012 | Make: HOND | Model: PILOT

VIN: 5FNYF3H[redacted] | Vehicle Color: WHI

Tag #: [redacted] | State: FL | County: LEON | Year: 2023

☐ Same as Driver: [redacted] Middle

Address: [redacted]

City: TALLAHASSEE | State: FL | Zip: [redacted]

Removed By: ☐ Request ☐ List

Alcohol Test	Type	Results	Drug Test	Type	Results
2			2		

First Harmful Event: 11 | Most Harmful Event: 11 | Operator/Ped Cond: 1

Operator Contributing Factors: 1

Vehicle Contributing Factors: 1 | Roadway Contributing Factors: 1

Direction of Travel:	3	Vehicle Maneuver:	5	Non-Motor Maneuver:	
Vehicle Class:	1	Vehicle Type:	11	Vision Obscured:	
Number of Occupants:	2	Area of Initial Contact:	4	Damage to Veh:	
Traffic-Way Flow:	1	Road Comp:	2	Road Character:	
Number of Lanes:	3	Posted Speed:	35	Work Zone:	

Traffic Ctrl: 2 | Device Inoperative? ☐ Yes ☒ No

Citation Information:

Citation # ____ O.C.G.A. § ____

Citation # ____ O.C.G.A. § ____

Citation # ____ O.C.G.A. § ____

COMMERCIAL MOTOR VEHICLES ONLY

Carrier Name:

Address: City: State: Zip:

U.S. D.O.T. #: No. of Axles: G.V.W.R.

Cargo Body Type: Vehicle Config.: Interstate ☐ Intrastate ☐: Fed. Reportable ☐ Yes ☐ No

C.D.L.? ☐ Yes ☐ No | C.D.L. Suspended? ☐ Yes ☐ No

Vehicle Placarded? ☐ Yes ☐ No | Hazardous Materials? ☐ Yes ☐ No

Haz Mat Released? ☐ Yes ☐ No

If YES, Name or 4 Digit Number from Diamond or Box: ____

1 Digit Number from Bottom of Diamond: ____

Ran Off Road ☐ Down Hill Runaway ☐ Cargo Loss or Shift ☐ Separation of Units

DOT-523 (07/17)

COMMERCIAL MOTOR VEHICLES ONLY

Carrier Name:

Address: City: State: Zip:

U.S. D.O.T. #: No. of Axles: G.V.W.R.

Cargo Body Type: Vehicle Config.: Interstate ☐ Intrastate ☐: Fed. Reportable ☐ Yes ☐

C.D.L.? ☐ Yes ☐ No | C.D.L. Suspended? ☐ Yes

Vehicle Placarded? ☐ Yes ☐ No | Hazardous Materials? ☐ Yes

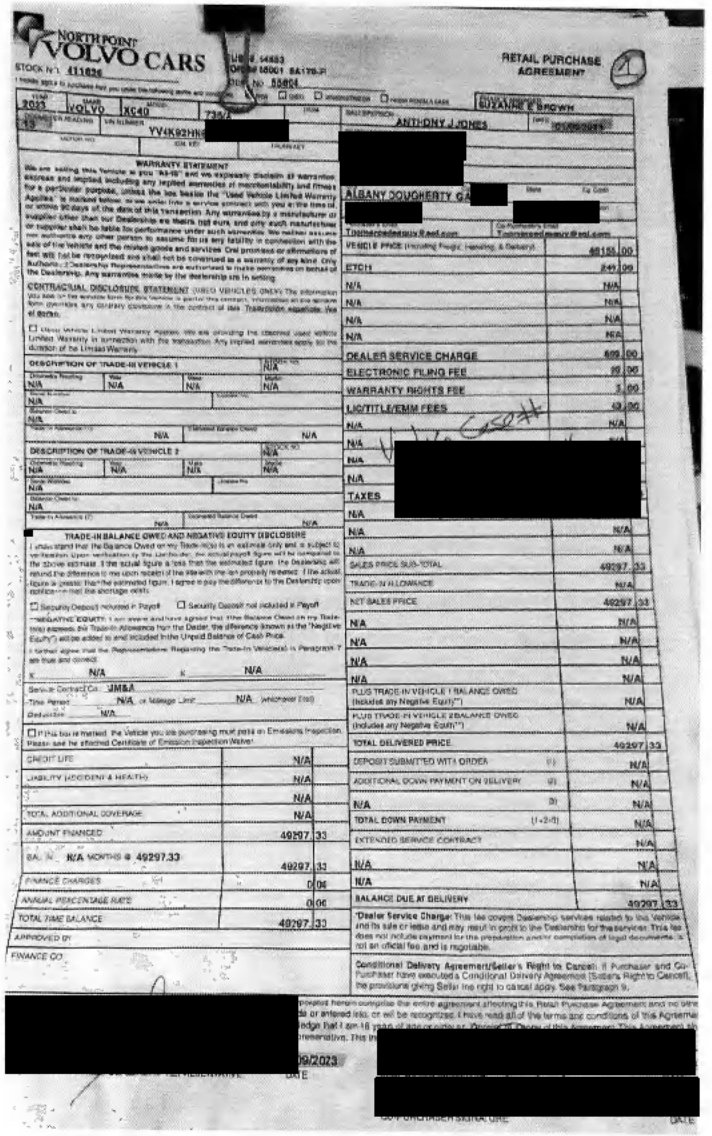
Haz Mat Released? ☐ Yes ☐ No

If YES, Name or 4 Digit Number from Diamond or Box: ____

1 Digit Number from Bottom of Diamond: ____

☐ Ran Off Road ☐ Down Hill Runaway ☐ Cargo Loss or Shift ☐ Separation

[redacted]



NORTHPOINT VOLVO CARS

RETAIL PURCHASE AGREEMENT

STOCK N°: 411826

YEAR	MAKE	MODEL	TRIM
2023	VOLVO	XC40	

VEHICLE IDENTIFICATION NUMBER: YV4K92HH[redacted]

SALESPERSON: ANTHONY J JONES

BUYER'S NAME: SUZANNE E BROWN

ALBANY DOUGHERTY GA [redacted]

WARRANTY STATEMENT

We are selling this Vehicle to you "AS-IS" and we expressly disclaim all warranties, express and implied, including any implied warranties of merchantability and fitness for a particular purpose, unless the box beside the "Used Vehicle Limited Warranty Applies" is marked below, or we enter into a service contract with you at the time of, or within 90 days of, the date of this transaction. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and any such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services. Oral promises or affirmations of fact will not be recognized and shall not be construed as a warranty of any kind. Only Authorized Dealership Representatives are authorized to make warranties on behalf of the Dealership. Any warranties made by the dealership are in writing.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY): The information you see on the window form for this Vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale. Transmission, equipment, year of Vehicle.

☐ Used Vehicle Limited Warranty Applies: We are providing the covered used vehicle Limited Warranty in connection with this transaction. Any implied warranties apply for the duration of the Limited Warranty.

DESCRIPTION OF TRADE-IN VEHICLE 1

Odometer Reading	Year	Make	Model
N/A	N/A	N/A	N/A

Stock No.: N/A
Model No.: N/A
Color: N/A
Body Number: N/A
License No.: N/A
Balance Owed to: N/A
Trade-In Allowance (1): N/A
Estimated Balance Owed: N/A

DESCRIPTION OF TRADE-IN VEHICLE 2

Odometer Reading	Year	Make	Model
N/A	N/A	N/A	N/A

Stock No.: N/A
Model No.: N/A
Color: N/A
Body Number: N/A
License No.: N/A
Balance Owed to: N/A
Trade-In Allowance (2): N/A
Estimated Balance Owed: N/A

TRADE-IN BALANCE OWED AND NEGATIVE EQUITY DISCLOSURE

I understand that the Balance Owed on my Trade-In(s) is an estimate only and is subject to verification. Upon verification by the Lienholder, the actual payoff figure will be compared to the above estimate. If the actual figure is less than the estimated figure, the Dealership will refund the difference to me upon receipt of the title with the lien properly released. If the actual figure is greater than the estimated figure, I agree to pay the difference to the Dealership upon notification that the shortage exists.

☐ Security Deposit returned in Payoff ☐ Security Deposit not included in Payoff

NEGATIVE EQUITY: I am aware and have agreed that if the Balance Owed on my Trade-In(s) exceeds the Trade-In Allowance from the Dealer, the difference known as the "Negative Equity") will be added to and included in the Unpaid Balance of Cash Price.

I further agree that the Representations Regarding the Trade-In Vehicle(s) in Paragraph 7 are true and correct.

X N/A X N/A

Service Contract Co: UMBA
Time Period: N/A or Mileage Limit: N/A (whichever first)
Deductible: N/A

☐ If this box is marked, the Vehicle you are purchasing must pass an Emissions Inspection. Please see the attached Certificate of Emission Inspection Waiver.

CREDIT LIFE	N/A
DISABILITY (ACCIDENT & HEALTH)	N/A
	N/A
TOTAL ADDITIONAL COVERAGE	N/A
AMOUNT FINANCED	49297.33
84 N/A MONTHS @ 49297.33	49297.33
FINANCE CHARGES	0.00
ANNUAL PERCENTAGE RATE	0.00
TOTAL TIME BALANCE	49297.33

APPROVED BY:
FINANCE CO:

VEHICLE PRICE (Including Freight, Handling, & Delivery)	48155.00
ETCH	849.00
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
DEALER SERVICE CHARGE	699.00
ELECTRONIC FILING FEE	99.00
WARRANTY RIGHTS FEE	3.00
LIC/TITLE/EMM FEES	42.00
N/A	N/A
N/A	N/A
N/A	N/A
TAXES	[redacted]
N/A	
N/A	N/A
N/A	N/A
SALES PRICE SUB-TOTAL	49297.33
TRADE-IN ALLOWANCE	N/A
NET SALES PRICE	49297.33
N/A	N/A
N/A	N/A
N/A	N/A
N/A	N/A
PLUS TRADE-IN VEHICLE 1 BALANCE OWED (Includes any Negative Equity**)	N/A
PLUS TRADE-IN VEHICLE 2 BALANCE OWED (Includes any Negative Equity**)	N/A
TOTAL DELIVERED PRICE	49297.33
DEPOSIT SUBMITTED WITH ORDER (1)	N/A
ADDITIONAL DOWN PAYMENT ON DELIVERY (2)	N/A
N/A (3)	N/A
TOTAL DOWN PAYMENT (1+2+3)	N/A
EXTENDED SERVICE CONTRACT	N/A
N/A	N/A
N/A	N/A
BALANCE DUE AT DELIVERY	49297.33

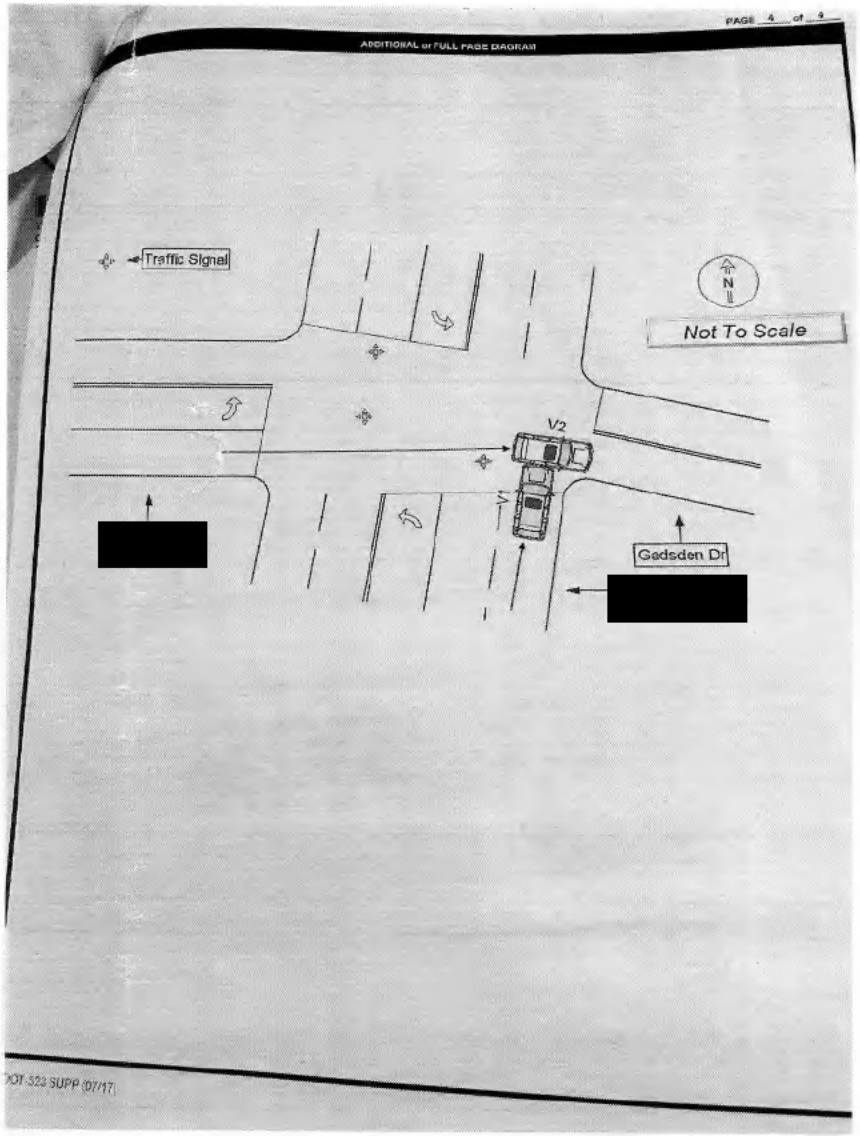
*Dealer Service Charge: This fee covers Dealership services related to this Vehicle and its sale or lease and may result in profit to the Dealership for the services. This fee does not include payment for the preparation and/or completion of legal documents. It is not an official fee and is negotiable.

Conditional Delivery Agreement/Seller's Right to Cancel: If Purchaser and Co-Purchaser have executed a Conditional Delivery Agreement (Seller's Right to Cancel), the provisions giving Seller the right to cancel apply. See Paragraph 9.

[redacted] 09/2023
DATE

[redacted]
CO-PURCHASER SIGNATURE DATE

[redacted]


PAGE 4 of 4
ADDITIONAL or FULL PAGE DIAGRAM
Traffic Signal
N
Not To Scale
V2
V1
Gadsden Dr
[redacted]
[redacted]
DOT-323 SUPP (07/17)

[redacted]

GEORGIA DEPARTMENT OF LAW
Consumer Protection Division
2 Martin Luther King, Jr. Drive, S.E.
Suite 356
Atlanta, Georgia 30334

PRESORT

ZIP 30334
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(NEF)

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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