

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

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11563613
Date: Friday, January 5, 2024 6:32:58 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Thursday, January 4, 2024 8:35 PM
To: nhtsa.webmaster@dot.gov
Cc: [REDACTED]
Subject: [EXTERNAL] - Fwd: Thanks for Letting Us Know About Your Safety Problem

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Madam/Sir,

I wanted to follow up on my NHTSA issue # 11563613 submitted earlier and mention that I intended to upload a series of documents during the submission of this case, but the Upload Document function was not working properly. For now, I am attaching a copy of my email exchange with Volvo Cars North America Customer Care, as well as documentation pointing to the excessive oil consumption that was well known to Volvo, but concealed and denied for many years.

My vehicle is now with a Volvo dealership where they ran tests and confirmed severe engine damage due to excessive oil consumption and I am awaiting Volvo's approval to cover all repairs and the cost of a vehicle replacement for the duration of the repair. I have contacted Volvo several times, but they have been slow in their response and useless so far. In addition, when I first raised this issue in Feb. 2021, Volvo diligently denied, concealed, and buried my case by deeming the oil consumption test as within normal, when it clearly was not the case.

I am writing to NHTSA to request the launching of an investigation on this matter and I will gladly provide additional documentation, as needed. A simple Internet search will reveal all the lawsuits filed against Volvo and their settlement, but it seems there are many others in my situation who are left helpless by Volvo. Volvo was involved in several class lawsuits in 2021 and also in 2022-2023, both of which ended in settlements. It is clear Volvo has been aware of the excessive oil consumption, in fact starting with the very first service performed on my vehicle at 10,000 miles the service document clearly indicates the administration of 8 quarts of oil instead of the owner's manual recommendation of 5.8 quarts. They have been administering significantly more oil than recommended to decrease the likelihood of vehicles running out of oil between oil changes to be

performed 10,000 miles apart.

My next step is to contact the NY Attorney General's office with regards to this matter and I plan to also release all the information to several national newspapers and media channels.

Thank you!

[REDACTED]

----- Forwarded message -----

From: <NHTSA-ODI-Consumer-Communication@service.govdelivery.com>

Date: Thu, Jan 4, 2024 at 5:15 PM

Subject: Thanks for Letting Us Know About Your Safety Problem

To: [REDACTED]

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11563613](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153

(Please have your ODI number referenced above available.)

- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>

(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

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 Virus-free. www.avg.com

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[asrcfederal.com](https://www.asrcfederal.com) | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.





[REDACTED]

From: [REDACTED]
Sent: Thursday, January 4, 2024 11:46 AM
To: Volvo Customer Care
Cc: [REDACTED]
Subject: RE: 2014 Volvo S60 Oil consumption issues [ID # [REDACTED]]

Importance: High

Dear Rosalie,

Thanks for following up. I spoke with Motorcars Volvo right after I spoke with you and as of this morning, they did not have the case. I don't know when it was sent their way, but it would be great if you could please confirm you spoke with them as well and that they now have the case.

As for the rental assistance, I am sorry, but I am afraid here are a few holes in your theory and reasoning.

The excessive oil consumption was discovered in July 2020 by the Volvo dealer in Albany. I opened up a case shortly after that 3 + years ago about this issue, but at that time Volvo, along with their network of dealers and services were too busy denying and concealing any responsibility and wrong-doing.

The excessive oil consumption was concealed at each oil change by administering 7 (and even 8 quarts) of oil instead of the factory recommended 5.8 quarts, to reduce the likelihood of the vehicle running out of oil in between oil changes.

In addition, Volvo was also doing their due diligence to make all oil consumption tests look normal, despite clear evidence of excessive oil consumption based on photos of at least 1.5 quarts of oil level drop on the dipstick before and after the "normal" oil consumption test, as well as by ignoring and denying claims of ridiculous amounts of oil (as much as 12 quarts) added in between oil changes.

It was not until exactly a year ago (Jan 4, 2023) when Volvo could no longer deny and conceal the situation in response to numerous customer complaints and class action lawsuits, and started to reach out to owners with regards to the excessive oil consumption, extended warranty to 8 + years and 100K miles, and also issued Technical Journals to their services on how to repair the issue.

So please explain to me where and what I did wrong at any time? I have serviced the vehicle by the clock, as recommended by Volvo and as recommended in the owner's manual, and only at Volvo service facilities (as demonstrated by all the service records I already sent you on Jan 2nd in two batches)? Volvo's ignorance and denial for years on end led to a regularly serviced motor by Volvo service facilities being ruined due to severe damage caused by the excessive oil consumption concealed and denied by Volvo over and over again Where did that get me in return? A ruined engine due to Volvo's denial and ignorance.

I am afraid the time has come for Volvo to take responsibility for their actions by covering all repair costs and providing a car rental / vehicle replacement provided for the duration of the repair. I have been stuck 250 miles away from home and work for 3 days now, which is unacceptable.

And BTW, apology NOT accepted! This is utter shame for the Volvo brand that for nearly a century has spoken for performance and reliability – Volvo should be ashamed of their poor component design (piston rings and more) that caused the excessive oil consumption and even more ashamed of their behaviour and approach in handling this dangerous flaw and deceiving their loyal customers.

Regards,

[REDACTED]
--

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[Rochester Institute of Technology](#)

Rochester NY
[REDACTED]

From: Volvo Customer Care <volvo1@mailac.custhelp.com>
Sent: Thursday, January 4, 2024 10:45 AM
To: [REDACTED]
Subject: 2014 Volvo S60 Oil consumption issues [ID # [REDACTED]]



Rosalie

01/04/2024 10:45 AM

Hello [REDACTED]

As per our telephone conversation, we have opened a case on your behalf to Motorcars Volvo Cars and upper management. Please note each case is reviewed on a case-by-case basis; we will follow up with you as soon as we receive a response.

Meanwhile, with regard to loaner, as our retailers are privately owned and operated business franchises, loaner availability is mediated by the retailers. Please note Volvo's New Car Warranty offers no guarantee of alternate transportation, however, in the event our retailers do not have a loaner vehicle to provide, Volvo will review rental assistance requests on a case-to-case basis after diagnosis of your vehicle. Please note, opening a rental assistance ticket does not guarantee approval. If your vehicle is out of warranty parameters, rental assistance is unlikely.

Med vänliga hälsningar!

Yours Sincerely,

Rosalie

Volvo Specialist | Customer Care

[REDACTED]
01/02/2024 01:04 PM

And here is the second batch of service documents (Apr 2021 – Sept 2023).

Thank you!

[REDACTED]

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From: [REDACTED]
Sent: Tuesday, January 2, 2024 1:01 PM
To: Volvo Customer Care <volvo1@mailac.custhelp.com>
Cc: [REDACTED]
Subject: RE: 2014 Volvo S60 Oil consumption issues [ID # [REDACTED]] - Service Documents 1/2
Importance: High

Dear Rosalie & Colleagues,

I am following up with an update from the service at Volvo Motorcars in Bedford OH where I took my vehicle after the numerous cylinder misfires on Dec. 24 2023.

The mechanics performed several tests on the vehicle and detected no compression in cylinder # 1 caused by damage to the valves (a hole in one of the valves) and also faulty piston rings, which have been causing the excessive oil consumption all along that led to the current

issues. The service mechanics recommend the replacement of all piston rings, valves and cylinder head, and they will also inspect the cylinder bores and liners for scoring.

I let the service advisor know that I opened **this case** [REDACTED] **with VCNA and they asked for the case to be routed to the Volvo Motorcars dealership in Bedford OH where my vehicle currently is after being taken there a few days ago. Their phone number is 440 439 8400 and the service advisor I have been communicating with is Rick. He is expecting this case to be forwarded to their dealership.**

Lastly, for everyone's convenience and for the sake of record completeness, I am attaching all service records performed on the vehicle thought the entire life of the vehicle – all services were performed by Volvo dealers and they all clearly state that every oil change consisted of 7 and often times 8 quarts of oil being administered instead of the Volvo recommended 5.8 quarts documented in the owner's manual). I am also attaching additional documentation that clearly points to excessive oil consumption. Note that due to the size of the files, I will send these over 2 or 3 emails, depending on the attached file size.

Please acknowledge receipt of this email and sharing of the case with the Service Department at Volvo Motorcars in Bedford OH (440 439 8400).

Thank you!

[REDACTED]

--

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
Rochester NY [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, January 1, 2024 3:34 PM
To: Volvo Customer Care <volvo1@mailac.custhelp.com>
Cc: [REDACTED]
Subject: RE: 2014 Volvo S60 Oil consumption issues [ID #: [REDACTED]]

Dear Rosalie,

Thanks for reaching out.

Let me start by saying that this is NOT the first case I have opened with VCNA. I opened a case in Feb. 1st, 2021 – case number [REDACTED] – for the same matter: excessive oil consumption, which was detected by a Volvo service dealer while the vehicle was under extended warranty. I have been the sole owner of the vehicle: I first leased the vehicle, then purchased the lease and at the same time, I purchased the extended warranty for \$2,500.

The Volvo technician documented (see attached) that the oil level was low to the extent that 4 quarts of oil needed to be added before the oil level was brought back within normal range.

The technician also documented that the vehicle was NOT due for an oil change, not for another 2,200 miles. The most recent oil change had been performed 7,600 miles earlier when 7 quarts of oil were charged and administered during the oil change, as documented by the service record document I can provide.

During Sept 2020 and Jan 2021, over 5,600 miles driven, I monitored the oil level at least once a week and documented (through date and time-stamped photos of the dip stick, vehicle mileage, and amount of oil added in increments of 1 quart) that I added 8-9 quarts of oil (over 5,600 driven miles) in order to maintain the oil level within normal range.

In Jan 2021, I went back to Volvo with all these documents and asked for an oil consumption cost. They conducted the test, but starting with 7 quarts of oil, instead of the owner's manual recommended 5.6 quarts. The 7 quarts of oil raised the oil level on the dip stick to 1 inch above the maximum mark. 1000 miles later when I returned for the test, the oil level on the dip stick was 1 inch lower, which corresponds to 1.5 quarts. Nevertheless, the Volvo service technician who performed the test stated that the amount of oil consumed was 250 mL and hence within the normal range. When I showed him the photos of the oil level before and after the 1000 miles driven that clearly showed a 1 inch (1.5 quarts) oil consumption, the technician dismissed ever looking at those photos and also withheld all oil consumption test documents, except for a final report stating normal oil consumption.

At that time (Feb. 2021), given the large discrepancy between the excessive oil consumption I was experiencing and the "within normal consumption" deemed by the Volvo dealer, I opened the above case with VCNA in Feb. 2021. At that time, I emailed copies of all service records scanning the entire life of the vehicle, since I have been the sole owner of the vehicle, all of which were performed by Volvo dealers. At that time, VCNA reached out to the dealer who performed and documents the "normal" oil consumption test and turned back saying there were no concerns. Nevertheless, all service records show that for every oil change 7 (or even 8 quarts) of oil were administered instead of the 5.6 quarts recommended in the owner's manual. All of the above have been happening because all along, for years, VCNA, together with

the dealers, service advisors and technicians, were too busy hiding the excessive oil consumption on their motors installed on S60 vehicle models dating 2013 – 2016.

Since Feb. 2021, when I hit a dead end with VCNA thanks to VCNA continuing to cover up the excessive oil consumption and inherent design flaw, I had no other choice but to keep monitoring oil level and top up as needed in between oil changes (I continued performing all services at Volvo dealers, but more frequently than every 10,000 miles). During Feb. 2021 and Dec 2023, over 30,000 miles, I added 7 – 8 six packs of Mobil 5W 30 oil, which amounts to ~ 42-48 quarts of oil in addition to performing several oil changes at Volvo dealerships. Same as always, all oil changes performed by Volvo dealers consisted of 7 or 8 quarts of oil being administered, which would cause the oil level on the dip stick to be at least 1 inch above the maximum of the allowable range.

The latest update on the vehicle is as follows: in Nov. 2023, the catalytic converter reported several error codes pointing to below minimal performance, to no surprise, given several years of Volvo denied and covered up excessive oil consumption. Moreover, on Dec. 24, 2023, I had several misfires on Cylinder # 1 and Cylinder # 3 while driving on the highway through NY, PA and OH. I took the vehicle to a Volvo dealer in OH where they first tried to replace the coil packs and spark plugs, but to no solution. The service technician confirmed that Cylinder # 1 was dead and not firing at all and he asked me if I noticed any unusual excessive oil consumption, because these vehicles have been known to consume oil excessively, to the extent that starting in Jan 2023, Volvo started contacting owners about excessive oil consumption and offering extended warranty up to 10 years and 150,000 miles to cover major repairs due to excessive oil consumption. All spark plugs were severely fouled for 25,000 miles (spark plugs are not recommended to be changed sooner than 40,000 miles), due to the prolonged excessive oil consumption. The vehicle is still with the Volvo dealer in OH for them to conduct additional compression tests this coming week.

To recap and summarize:

1. the excessive oil consumption was detected by a Volvo dealer in July 2020 with the vehicle under extended warranty;
2. the excessive oil consumption was monitored by the owner and confirmed by adding 8-9 quarts over 5,600 miles;
3. the oil consumption test conducted by Volvo in Jan-Feb 2021 was deemed normal, although photos of the dip stick oil level showed a 1 inch drop corresponding to 1.5 quarts in oil consumption over 1000 miles;
4. a case was opened with VCNA in Feb. 2021 (redacted) 8) for excessive oil consumption, but the entire case was buried by VCNA and the Capital Volvo of Albany dealer who performed the oil consumption test;
5. over 30,000 driven miles during Feb 2021 and Dec 2023, 42-48 quarts of oil were added to maintain the oil within normal range IN ADDITION to several regular oil changes performed by Volvo dealers during Apr 2021 and Sept 2023. At each oil change performed by Volvo, 7 quarts of oil were charged and administered to the motor, as documented by the service documents. This was the case for EVERY OIL CHANGE SERVICE throughout the entire life of the vehicle, starting with the very first oil change at 10,000 miles, when the owner's manual clearly states that the S60 T5 motor requires 5.6 quarts of oil and clearly NOT 7 quarts;
6. in Nov 2023 due to the prolonged excessive oil consumption denied, covered up and buried by Volvo and its service advisors and mechanics, the catalytic converter performance became compromised;
7. in Dec 2023, also due to the prolonged excessive oil consumption denied, covered up and buried by Volvo and its service advisors and mechanics, the spark plugs were severely fouled and cylinder # 1 was diagnosed as dead, with permanent misfire, and the vehicle is currently with a Volvo dealer pending further tests. Given the state of the vehicle, no oil consumption test can be performed, as the vehicle is not running due to damage caused by prolonged excessive oil consumption. Sadly, VCNA was made aware of this issue 3 years ago (case redacted), but they decided to deny it and cover it up, as they have been doing for years, together with the dealer who conducted the oil consumption test;
8. given the above facts, for which I have all documents on record, I expect Volvo to cover all engine-related repairs needed, as well as the replacement of the catalytic converter, which was compromised due to the excessive oil consumption. I will happily provide any documentation on my previous communications with VCNA in Feb 2021, as well as copies of all service

records throughout the life of the vehicle, all performed at Volvo service dealerships.

I can also confirm that I am aware of and in possession of several Technical Journals issued by Volvo to their service dealers with regards to how to fix the piston rings and other components to correct the excessive oil consumption. I am also aware of and in possession of several direct communications issues by Volvo in 2023 about the excessive oil consumption in response to many complaints from Volvo drivers about excessive oil consumption and engine failure.

It is quite disappointing that Volvo has decided to compromise their 100 + year reputation of reliability and performance by concealing and denying the now widely known excessive oil consumption issues. Unfortunately, much of my 10 + year Volvo experience has been regrettable at best. It seems that since 2022, in response to thousands of complaints from Volvo owners about the excessive oil consumption, Volvo has decided to selectively address these issues, but where was Volvo's commitment to their customers like myself in 2020 and 2021 when I raised the issue several times, but Volvo was too busy denying everything and covering it up?

Look forward to your response.

Regards,

—

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Rochester NY
[REDACTED]
[REDACTED]

From: Volvo Customer Care <volvo1@mailac.custhelp.com>

Sent: Monday, January 1, 2024 10:46 AM

To: [REDACTED]

Subject: 2014 Volvo S60 Oil consumption issues [ID #: [REDACTED]]

[REDACTED]
01/02/2024 01:02 PM

Dear Rosalie & Colleagues,

I am following up with an update from the service at Volvo Motorcars in Bedford OH where I took my vehicle after the numerous cylinder misfires on Dec. 24 2023.

The mechanics performed several tests on the vehicle and detected no compression in cylinder # 1 caused by damage to the valves (a hole in one of the valves) and also faulty piston rings, which have been causing the excessive oil consumption all along that led to the current issues. The service mechanics recommend the replacement of all piston rings, valves and cylinder head, and they will also inspect the cylinder bores and liners for scoring.

I let the service advisor know that I opened this case [REDACTED] with VCNA and they asked for the case to be routed to the Volvo Motorcars dealership in Bedford OH where my vehicle currently is after being taken there a few days ago. Their phone number is 440 439 8400 and the service advisor I have been communicating with is Rick. He is expecting this case to be forwarded to their dealership.

Lastly, for everyone's convenience and for the sake of record completeness, I am attaching all service records performed on the vehicle thought the entire life of the vehicle – all services were performed by Volvo dealers and they all clearly state that every oil change consisted of 7 and often times 8 quarts of oil being administered instead of the Volvo recommended 5.8 quarts documented in the owner's manual). I am also attaching additional documentation that clearly points to excessive oil consumption. Note that due to the size of the files, I will send these over 2 or 3 emails, depending on the attached file size.

Please acknowledge receipt of this email and sharing of the case with the Service Department at Volvo Motorcars in Bedford OH (440 439 8400).

Thank you!

[REDACTED]

--

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

E-mail: [REDACTED]

[REDACTED]
Rochester NY [REDACTED]
[REDACTED]

From: [REDACTED] >
Sent: Monday, January 1, 2024 3:34 PM
To: Volvo Customer Care <volvo1@mailac.custhelp.com>
Cc: [REDACTED]
Subject: RE: 2014 Volvo S60 Oil consumption issues [ID #: [REDACTED]]

Dear Rosalie,

Thanks for reaching out.

Let me start by saying that this is NOT the first case I have opened with VCNA. I opened a case in Feb. 1st, 2021 – case number [REDACTED] – for the same matter: excessive oil consumption, which was detected by a Volvo service dealer while the vehicle was under extended warranty. I have been the sole owner of the vehicle: I first leased the vehicle, then purchased the lease and at the same time, I purchased the extended warranty for \$2,500.

The Volvo technician documented (see attached) that the oil level was low to the extent that 4 quarts of oil needed to be added before the oil level was brought back within normal range. The technician also documented that the vehicle was NOT due for an oil change, not for another 2,200 miles. The most recent oil change had been performed 7,600 miles earlier

when 7 quarts of oil were charged and administered during the oil change, as documented by the service record document I can provide.

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[REDACTED]
Rochester NY [REDACTED]
[REDACTED]

From: Volvo Customer Care <volvo1@mailac.custhelp.com>

Sent: Monday, January 1, 2024 10:46 AM

To: [REDACTED]

Subject: 2014 Volvo S60 Oil consumption issues [ID # [REDACTED]]

[REDACTED]
01/01/2024 03:34 PM

Dear Rosalie,

Thanks for reaching out.

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The Volvo technician documented (see attached) that the oil level was low to the extent that 4 quarts of oil needed to be added before the oil level was brought back within normal range. The technician also documented that the vehicle was NOT due for an oil change, not for another 2,200 miles. The most recent oil change had been performed 7,600 miles earlier

when 7 quarts of oil were charged and administered during the oil change, as documented by the service record document I can provide.

During Sept 2020 and Jan 2021, over 5,600 miles driven, I monitored the oil level at least once a week and documented (through date and time-stamped photos of the dip stick, vehicle mileage, and amount of oil added in increments of 1 quart) **that I added 8-9 quarts of oil (over 5,600 driven miles) in order to maintain the oil level within normal range.**

In Jan 2021, I went back to Volvo with all these documents and asked for an oil consumption cost. They conducted the test, but starting with 7 quarts of oil, instead of the owner's manual recommended 5.6 quarts. The 7 quarts of oil raised the oil level on the dip stick to 1 inch above the maximum mark. 1000 miles later when I returned for the test, the oil level on the dip stick was 1 inch lower, which corresponds to 1.5 quarts. Nevertheless, the Volvo service technician who performed the test stated that the amount of oil consumed was 250 mL and hence within the normal range. When I showed him the photos of the oil level before and after the 1000 miles driven that clearly showed a 1 inch (1.5 quarts) oil consumption, the technician dismissed ever looking at those photos and also withheld all oil consumption test documents, except for a final report stating normal oil consumption.

At that time (Feb. 2021), given the large discrepancy between the excessive oil consumption I was experiencing and the "within normal consumption" deemed by the Volvo dealer, I opened the above case with VCNA in Feb. 2021. At that time, I emailed copies of all service records scanning the entire life of the vehicle, since I have been the sole owner of the vehicle, all of which were performed by Volvo dealers. At that time, VCNA reached out to the dealer who performed and documents the "normal" oil consumption test and turned back saying there were no concerns. Nevertheless, all service records show that for every oil change 7 (or even 8 quarts) of oil were administered instead of the 5.6 quarts recommended in the owner's manual. All of the above have been happening because all along, for years, VCNA, together with the dealers, service advisors and technicians, were too busy hiding the excessive oil consumption on their motors installed on S60 vehicle models dating 2013 – 2016.

Since Feb. 2021, when I hit a dead end with VCNA thanks to VCNA continuing to cover up the excessive oil consumption and inherent design flaw, I had no other choice but to keep monitoring oil level and top up as needed in between oil changes (I continued performing all services at Volvo dealers, but more frequently than every 10,000 miles). During Feb. 2021 and Dec 2023, over 30,000 miles, I added 7 – 8 six packs of Mobil 5W 30 oil, which amounts to ~ 42-48 quarts of oil in addition to performing several oil changes at Volvo dealerships. Same as always, all oil changes performed by Volvo dealers consisted of 7 or 8 quarts of oil being administered, which would cause the oil level on the dip stick to be at least 1 inch above the maximum of the allowable range.

The latest update on the vehicle is as follows: in Nov. 2023, the catalytic converter reported several error codes pointing to below minimal performance, to no surprise, given several years of Volvo denied and covered up excessive oil consumption. Moreover, on Dec. 24, 2023, I had several misfires on Cylinder # 1 and Cylinder # 3 while driving on the highway through NY, PA and OH. I took the vehicle to a Volvo dealer in OH where they first tried to replace the coil packs and spark plugs, but to no solution. The service technician confirmed that Cylinder # 1 was dead and not firing at all and he asked me if I noticed any unusual excessive oil consumption, because these vehicles have been known to consume oil excessively, to the extent that starting in Jan 2023, Volvo started contacting owners about excessive oil consumption and offering extended warranty up to 10 years and 150,000 miles to cover major repairs due to excessive oil consumption. All spark plugs were severely fouled for 25,000 miles (spark plugs are not recommended to be changed sooner than 40,000 miles), due to the prolonged excessive oil consumption. The vehicle is still with the Volvo dealer in OH for them to conduct additional compression tests this coming week.

To recap and summarize:

1. the excessive oil consumption was detected by a Volvo dealer in July 2020 with the vehicle under extended warranty;
2. the excessive oil consumption was monitored by the owner and confirmed by adding 8-9 quarts over 5,600 miles;

3. the oil consumption test conducted by Volvo in Jan-Feb 2021 was deemed normal, although photos of the dip stick oil level showed a 1 inch drop corresponding to 1.5 quarts in oil consumption over 1000 miles;
4. a case was opened with VCNA in Feb. 2021 [REDACTED] for excessive oil consumption, but the entire case was buried by VCNA and the Capital Volvo of Albany dealer who performed the oil consumption test;
5. over 30,000 driven miles during Feb 2021 and Dec 2023, 42-48 quarts of oil were added to maintain the oil within normal range IN ADDITION to several regular oil changes performed by Volvo dealers during Apr 2021 and Sept 2023. At each oil change performed by Volvo, 7 quarts of oil were charged and administered to the motor, as documented by the service documents. This was the case for EVERY OIL CHANGE SERVICE throughout the entire life of the vehicle, starting with the very first oil change at 10,000 miles, when the owner's manual clearly states that the S60 T5 motor requires 5.6 quarts of oil and clearly NOT 7 quarts;
6. in Nov 2023 due to the prolonged excessive oil consumption denied, covered up and buried by Volvo and its service advisors and mechanics, the catalytic converter performance became compromised;
7. in Dec 2023, also due to the prolonged excessive oil consumption denied, covered up and buried by Volvo and its service advisors and mechanics, the spark plugs were severely fouled and cylinder # 1 was diagnosed as dead, with permanent misfire, and the vehicle is currently with a Volvo dealer pending further tests. Given the state of the vehicle, no oil consumption test can be performed, as the vehicle is not running due to damage caused by prolonged excessive oil consumption. Sadly, VCNA was made aware of this issue 3 years ago (case [REDACTED]), but they decided to deny it and cover it up, as they have been doing for years, together with the dealer who conducted the oil consumption test;
8. given the above facts, for which I have all documents on record, I expect Volvo to cover all engine-related repairs needed, as well as the replacement of the catalytic converter, which was compromised due to the excessive oil consumption. I will happily provide any documentation on my previous communications with VCNA in Feb 2021, as well as copies of all service records throughout the life of the vehicle, all performed at Volvo service dealerships.

[REDACTED]
Rochester NY [REDACTED]
[REDACTED]

2013 Volvo S60 Oil consumption issues [ID #: [REDACTED]]

Rosalie

01/01/2024 10:45 AM

Hello [REDACTED]

Thank you for contacting Volvo.

We are sorry to hear of your concern. We are sorry to hear of your concern. With regard to Oil Consumption concern here is the protocol to follow;

- prior to the oil consumption test, you might be asked to provide any/all purchase documents and service/repair history,
- the retailer will perform at least 2 oil consumption tests,
- the cost of the test is non-negotiable & non-refundable,
(after your first test, you will have to drive your vehicle for couple of miles then bring it back to get the oil weighed to determine how much was lost)
- the price for the oil consumption test varies between retailers (as Volvo retailers are privately owned and operated),
- if the retailer finds the vehicle is in range of excessive oil consumption, they will explain the process to follow and work directly with you to review a request to Volvo for assistance towards repairs,
- any potential good will consideration will be at a minimal particularly if the vehicle is currently out of manufacturer warranty parameters
- if the retailer finds the vehicle is not in range of excessive oil consumption, assistance towards repairs will not be provided.

if your vehicle has not been inspected in the last 30 days by an [authorized Volvo retailer](#), please schedule an appointment and respond directly to this email with your information so we can open a case for review on your behalf.

Med vänliga hälsningar!

Yours Sincerely,

Rosalie

Volvo Specialist | Customer Care

Cory

01/01/2024 06:51 AM

Hello [REDACTED]!

Thank you for reaching out to Volvo Customer Care. We have received your request for a follow-up. Please allow 24-48 business hours for a follow-up.

Med vänliga hälsningar

Yours Sincerely,

Cory

Volvo Customer Care

[REDACTED]
12/30/2023 04:35 PM

Thanks Sebastian – just a small correction: it's a 2014 Volvo S60 NOT 2013.

Thanks!

2013 Volvo S60 Oil consumption issues [ID #:]

Sebastian

12/30/2023 04:32 PM

Hello ,

This is Sebastian from Volvo Roadside, as discussed please allow about 24-48 hours for a customer service representative to contact you in regards to your case.

Case number: 6

Med vänliga hälsningar!

Yours Sincerely,

Sebastian

Volvo Specialist | Customer Care

Announcing 'Volvo Roadside Plus' [Learn More](#)



Specifications

Oil volume

Engine model

		Volume (incl. filter)
3.0T (6 cyl.)	B6304T4	7.18 US qts (6.8 liters)
T12 (5 cyl.)	B5254T12	5.8 US qts (5.5 liters)

Other fluids and lubricants

Fluid	System	Volume	Specification
Transmission oil ^A	Automatic (TF-80SC)	7.4 US qts (7 liters)	Transmission fluid AW-1
Coolant	3.0T T5	9.4 US qts. (8.9 liters)	Coolant with corrosion inhibitor mixed with water (50/50 mix), see packaging.
Air conditioning	All models	1.7 lbs (770 g)	Refrigerant: R134a (HFC134a), PAG oil
Brake fluid		0.63 US qts (0.6 liters)	DOT 4 boiling point >536 °F (>280 °C)
Power steering		1.26 US qts (1.2 liters)	Power steering fluid WSS M2C204-A2 or equivalent product.
Washer fluid		6.8 US qts (6.5 liters) 4.7 US qts (4.5 liters) ^B	Use a washer antifreeze recommended by Volvo, mixed with water.
Fuel tank volume		17.8 US gallons (67 liters)	

^A Under normal driving conditions the transmission oil does not need changing during its service life. However, it may be necessary under adverse driving conditions.

^B Models without headlight washers

This information was documented and prepared by C. A. Linte, Vehicle Owner: VIN: YV1612FS7E2 [REDACTED].

Note: all oil readings were recorded prior to engine start in the morning, on a flat surface, or after the motor was off for at least 4 hours.

July 31st, 2020:

Mileage: 98756

The Capital Volvo crew discovered that the oil level was low by more than 5 quarts (they added over 5 quarts to bring the oil level to where it should have been).

Aug. 31st, 2020:

Mileage: 101011

At 2250 miles after topping up on July 31st, the Capital Volvo crew checked the oil level and added 1.5 – 2 quarts to bring the level to where it should be. Service adviser suggested to keep an eye on it and if needed, at a later date, start an oil consumption test.

Sept. 28th, 2020

Mileage: 104152

Oil Change @ Capital Volvo – oil and filter were changed and a fresh oil supply (7 quarts according to the service record) – note that 7 quarts put the oil level on the dipstick about 1 in over the op max line. I was scheduled to come back 10,000 miles later (at 114,000) unless oil was low or oil light turned up, and keep an eye on the oil level on the dipstick.

Oil Level: after oil change (7 quarts fresh supply)



Nov. 23rd, 2020

Mileage: 107424



Oil Level – this is the oil level after 3272 miles following oil change on Sept. 28th



=====

Nov. 24th, 2020 – added 1 quart of oil

Mileage: 107428



Oil Level – after adding 1 quart of oil



=====

Nov. 24th, 2020 - added 1 more quart of oil (so total 2 quarts added)

Mileage: 107435



Oil Level – after adding 1 more quart of oil (so in total 2 quarts added from the low level recorded on Nov. 23rd)



Conclusion: 2 quarts were added to bring the oil level to max after 3272 miles (from 104152 to 107435), but note that after the Sept. 28th oil change, the oil level was 1 inch above the max line, so much more than 2 quarts of oil were consumed over the 3272 miles. However, for consistency in readings, I am only topping up to the max line.

=====

Dec. 23rd, 2020:

Mileage: 108070



Oil Level – this is after only 650 miles after the 2 quarts had been added to bring the oil level to max (see above)



=====

Dec. 30th, 2020:

Mileage: 108551



Oil Level – this is roughly 500 miles later from the above reading (the level dropped from the max line at 107435 to now at 108551 miles)



=====

Dec. 30th, 2020 – added 2 quarts of oil to bring level back to max

Mileage: 108569



Oil Level – after adding 2 quarts of oil – this put the level back to the max line



Conclusion: 2 quarts were added to bring the oil level back to max after 1134 miles driven (from 107435 to 108569) – so 2 quarts were consumed over 1134 miles.

=====

Jan. 22nd, 2021:

Mileage: 109687



Oil Level – this is how much oil is missing (likely 1.5 -2 quarts, as 1 quart is ~ 3 XX) after 109687-108569 = 1118 miles



I did not top up the oil, as I was going in for the service on Jan. 28th, 2021, but the consumption is roughly 1.5 – 2 quarts over 1118 miles.

Summary: During Sept. 28, 2020 (104152 miles) through Dec. 30, 2020 (108569 miles), over a distance of ~ 4500 miles, I've added 4 quarts of oil, but recall that the oil level after the fresh oil change was 1 inch above the max line, which amounts to 1.5 – 2 quarts, so the overall actual consumption was closer to 5.5 quarts.

During Dec. 30, 2020 (108569 miles) and Jan. 22, 2021 (109687 miles), the oil level dropped again as shown above by ~ 1.5 quarts over a distance of 1120 miles.

Over a distance of roughly 6000 miles, the overall oil consumption was close to 7 quarts (essentially close to an engine full of oil) over 5600 miles. Note that oil services are recommended at 10,000 miles, and it is reasonable to assume that there should still be a significant amount of oil present in the engine even at the time of oil service. So this study clearly shows that, without any doubt, the motor is consuming oil at a significant rate that is dangerous and unsafe.

Brief Vehicle History and Oil Consumption History: VIN#: YV1612FS7E2 [REDACTED]

I have been the sole owner of the vehicle. I leased the vehicle as new for 3 years, then purchased the vehicle at the end of the lease and also purchased the extended warranty.

I performed all the recommended services every 10,000 miles as scheduled by Volvo and as documented by all enclosed service records and more than 80% of the miles driven since I leased the vehicle as new have been highway miles.

At 97,000 miles on July 31st, 2020 (roughly 7000 miles after the 90,000 mile service when a 7 quart fresh oil supply, as documented in the 90k service record in March 2020), I went to the Volvo dealership in Albany (Capital Volvo) for a tire blow-out and that's when I was notified of the severely low oil level – no oil on the dipstick, as documented in their report (see enclosed 97k_record_low_oil), and the addition of 4 quarts of oil to bring the oil level into range. So at least 4 quarts of oil had been consumed since the last oil service 7000-7500 miles earlier. Note that a fresh supply of 7 quarts puts the oil level ~ 1 inch above the max line.

The service adviser documented the low oil level and the added oil (see 97k service record) and advised to keep an eye on it and come by in 2000 miles to check the oil and determine whether a formal oil consumption test is needed.

At 101,000 miles (Aug 31st, 2020), roughly 3000 miles after the last oil top-up on July 31st, 2020, I stopped by the dealer and they said the oil level as low by ~ 1- 1.5 quarts. They advised to come back for an oil service in 2k – 3 k miles, and go from there.

On Sept. 28th, 2020 I went in for the oil service – oil level was not checked, but a fresh supply of oil was put in (7 quarts as documented) – this put the oil level ~ 1 inch above the max line, as previously mentioned. I was advised to keep an eye on the oil level and come back for next service in 10,000 miles unless severely low oil level is detected.

During Sept. 28th, 2020 and Jan. 22nd, 2021, several oil readings were recorded, along with mileage and all oil additions (4 quarts) – a detailed report is appended for your review, containing dates, mileage records and oil level pictures. The conclusion of this self-conducted oil consumption study was that 6 – 7 quarts of oil were consumed over 6000 miles (remember that after dealer oil change, the oil level was 1 inch above the max line on the dipstick, which amounts to roughly 1.5 – 2 quarts).

On Jan. 28th 2021 at 110,026 miles I went in to Capital Volvo to start an oil consumption test – the service consultant added a fresh supply of oil (7 quarts) and I am due back for measurements 1000 miles later (~111026 miles) – this will most likely be on Feb. 5 – 8, 2021.

In summary, I've been a happy and proud Volvo owner for the past 7 years, and I've very much enjoyed the vehicle and performed all the recommended services on time and in their entirety. But the oil consumption has been quite severe. Oil consumption is unfortunately a known issue with these vehicles and engines on the S60. I've spoken with quite a few Volvo owners who have experienced the same issues once the vehicle climbed over 60k or 70k miles, to the point that it becomes unsafe to drive 10,000 miles in between the recommended oil changes, as also documented in the attached exhibits. Volvo vehicles have a reputation for long-lasting endurance, much beyond 100,000 miles, so unfortunately such a severe oil consumption rate at such a young age for a Volvo vehicle with a price tag of close to \$45,000 is a bit disheartening.

I look forward to hearing from you and I trust I can rely on your help and assistance with this matter, so thank you for all your consideration and help! Please feel free to contact me any time if you need any additional information!

Thank you!

[REDACTED]

T: [REDACTED]

E: [REDACTED]

TEK AUTOMOTIVE GROUP LLC

dba Capital Volvo of Albany

Authorized Volvo Cars Retailer

347 New Karner Road

Albany, New York 12205

Tel: 518-452-1100 Fax: 518-456-0718

www.capvolvo.com

CUSTOMER #:

INVOICE

PAGE 1

VOLVO

N.Y.S. REGISTERED REPAIR SHOP NO. 7102046

HENRIETTA, NY

HOME:

BUS:

CELL:

SERVICE ADVISOR: 482 ADAM PALENIK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	VOLVO S60	YV1612FS7E2		98756/98756		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL13 DD			17:00 31JUL20		130.00	CASH	31JUL20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES BLEW OUT TIRE

MB4 MOUNT AND BALANCE 4 TIRES. (\$129.95+tax)

483 CV

4 CON15499670000 235/45R17

4 TIRE TAX RECYC.FEE

129.95	129.95
178.75	150.00
2.50	2.50
	10.00

98756 FRONT RIGHT TIRE WAS BLOWN OUT. MOUNTED AND BALANCED 4 TIRES

B** PERFORM WORLD CLASS MULTI POINT INSPECTION

MPI PERFORM WORLD CLASS MULTI POINT INSPECTION

483 IVSP

98756 COMPLETED MPI

C** Perform Four Wheel Alignment With Before and After Printout). (\$149.95+tax)

4WA Perform Four Wheel Alignment With Before and After Printout). (\$149.95+tax)

483 CV

149.95 149.95

98756 1.50 FOUND REAR TIRES TO HAVE ABNORMAL EDGE WEAR ON THE INNER EDGE OF THE TIRES. PERFORMED 4 WHEEL ALIGNMENT

D** TECH NOTED: THE VEHICLE WAS LOW ON OIL

MISC VEH WAS DOWN 4 QUARTS TECH ADDED OIL CUST WILL TAKE BACK TO HIS DEALERSHIP

483 IVSP

(N/C)

98756 DURING VEHICLE INSPECTION, TECHNICIAN CHECKED OIL LEVEL AND FOUND NO OIL ON THE DIP STICK. ADDED 1.5 QUARTS INITIALLY AND CHECKED OIL LEVEL AGAIN AND STILL FOUND NO OIL ON THE DIPSTICK. PROCEEDED TO ADDED 2.5QTS AND CHECK OIL LEVEL AGAIN AND FOUND THAT OIL LEVEL WAS BACK TO FULL. IN TOTAL, THE VEHICLE WAS 4.0QTS LOW ON OIL AND ACCORDING TO OIL CHANGE STICKER THE VEHICLE IS NOT DUE FOR SERVICE FOR ANOTHER 2,200 MILES. INSPECTED VEHICLE FOR OIL LEAKS AND FOUND NO VISIBLE OIL LEAKS

1-800-63VOLVO

1-800-638-6586

[] CASH

[] CHECK # [] DISCOVER

IF NOT COVERED BY ANY ABOVE PROGRAMS, 24 HOUR TOWING IS AVAILABLE BY CALLING 785-0991 WITHIN THE IMMEDIATE CAPITAL DISTRICT. I, THE CUSTOMER, ACKNOWLEDGE PURSUANT TO OUR AGREEMENT THAT ALL WARRANTIES, EXCEPT THE LIMITED WARRANTY HEREIN, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED BY YOU, THE REPAIR SHOP. I REALIZE THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. I ACKNOWLEDGE THAT YOUR LIABILITY IS LIMITED SOLELY TO REPAIR OR REPLACEMENT UNDER THE LIMITED WARRANTY HEREIN FOR THE PERIOD STATED. YOU SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, TIME, PROFITS OR INCOME, OR FOR ANY INCONVENIENCE. A \$35.00 PER DAY STORAGE CHARGE WILL BE ADDED TO CUSTOMER'S INVOICE FOR ANY VEHICLE LEFT ON OUR PREMISES FOR LONGER THAN 3 DAYS AFTER THE REPAIRS/SERVICE HAS BEEN COMPLETED.

X CUSTOMER SIGNATURE

I, THE CUSTOMER, ACKNOWLEDGE / AUTHORIZE ADDITIONAL REPAIRS TO MY VEHICLE, ADD-ONS OR ADDITIONAL WORK FOUND WHILE PERFORMING ORIGINALLY REQUESTED WORK.

X CUSTOMER SIGNATURE

ALL SPECIAL ORDERS MUST BE PREPAID. NO RETURNS ON SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. NO REFUNDS ON ELECTRICAL PARTS. 20% HANDLING CHARGE ON ALL RETURNED PARTS. ALL RETURNS MUST BE ACCOMPANIED BY THIS BILL. ALL PARTS USED ARE MANUFACTURED AS ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS STATED OTHERWISE.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY - LABOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, BY THE DEALER - PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, BY THE MANUFACTURER. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

HAS YOUR SERVICE ADVISOR EXPLAINED YOUR REPAIRS AND CHARGES? DOES THIS INVOICE REFLECT YOUR CURRENT HOME PHONE NUMBER?

CUSTOMER COPY

TEK AUTOMOTIVE GROUP LLC

dba Capital Volvo of Albany

Authorized Volvo Cars Retailer

347 New Karner Road

Albany, New York 12205

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PAGE 2

SERVICE ADVISOR: 482 ADAM PALENIK

N.Y.S. REGISTERED REPAIR SHOP NO. 7102046

VOLVO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	14	VOLVO S60	YV1612FS7E2		98756 / 98756	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL13	DD		17:00 31JUL20		130.00	CASH	31JUL20

R.O. OPENED	READY	OPTIONS:	DLR
12:16 31JUL20	16:46 31JUL20		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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EST: 149.95 31JUL20 14:49 SA: 482

CONTACT:

SERVICE HOURS ARE 7:30AM TO 6:00PM MONDAY THROUGH FRIDAY AND SATURDAY FROM 8:00AM TO 2:00PM. WE OFFER VOLVO ROADSIDE FOR \$49.95. ASK ABOUT THE VOLVO SERVICE ADVANTAGE WHICH INCLUDES LIFETIME PARTS AND LABOR WARRANTY, COMPLIMENTARY WARNING LIGHT DIAGNOSIS, AND FREE CAR WASHES WITH EVERY VISIT.

FOR YOUR CONVENIENCE WE OFFER THE FOLLOWING
ROADSIDE ASSISTANCE PROGRAM

1-800-63VOLVO

1-800-638-6586

[] MC/VISA
[] AMERICAN EXPRESS

[] CASH
[] CHECK # [] DISCOVER

IF NOT COVERED BY ANY ABOVE PROGRAMS, 24 HOUR TOWING IS AVAILABLE BY CALLING 785-0991 WITHIN THE IMMEDIATE CAPITAL DISTRICT.
I, THE CUSTOMER, ACKNOWLEDGE PURSUANT TO OUR AGREEMENT THAT ALL WARRANTIES, EXCEPT THE LIMITED WARRANTY HEREIN, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED BY YOU, THE REPAIR SHOP. I REALIZE THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. I ACKNOWLEDGE THAT YOUR LIABILITY IS LIMITED SOLELY TO REPAIR OR REPLACEMENT UNDER THE LIMITED WARRANTY HEREIN FOR THE PERIOD STATED. YOU SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, TIME, PROFITS OR INCOME, OR FOR ANY INCONVENIENCE. A \$35.00 PER DAY STORAGE CHARGE WILL BE ADDED TO CUSTOMER'S INVOICE FOR ANY VEHICLE LEFT ON OUR PREMISES FOR LONGER THAN 3 DAYS AFTER THE REPAIRS/SERVICE HAS BEEN COMPLETED.

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DESCRIPTION	TOTALS
LABOR AMOUNT	279.90
PARTS AMOUNT	610.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	889.90
LESS INSURANCE	0.00
SALES TAX	71.19
PLEASE PAY THIS AMOUNT	961.09

HAS YOUR SERVICE ADVISOR EXPLAINED YOUR REPAIRS AND CHARGES? DOES THIS INVOICE REFLECT YOUR CURRENT HOME PHONE NUMBER?

CUSTOMER COPY