



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

May 15, 2024

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Autobarn Volvo of Oak Park
File No [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Terryne McClurge

Terryne McClurge
Citizen's Advocate
Consumer Protection Division
Terryne.McClurge@ilag.gov
[REDACTED]

enclosure



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name	[REDACTED]	County	IL
Address	[REDACTED] chicago IL [REDACTED]	Phone (Daytime)	[REDACTED]
		Phone (Evening)	[REDACTED]
		Email Address	[REDACTED]
Senior Citizen	No		
Veteran	No		
Service Member	No		

NAME OF SELLER/PROVIDER OF SERVICE

Name	Autobarn Volvo Vars Oak Park
Address	1140 Garfield st oakpark IL 60304
Phone	(708)786-6560x
Website	volvooakpark.com
Complained to company?	Yes
Person	Dennis Daun- General Manager
Phone	(708)848-8500x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name	
Address	IL
Phone	
Website	
Complained to Company?	No

TRANSACTION INFORMATION

Transaction Date	2023-05-22	Total cost	\$649.61
Signed a contract?	No	Amount paid to date	\$649.61
Product was advertised?	No	Method of payment	Credit Card:
		Transaction Location	At the firm's place of business:
Registered a dispute with the credit card company	No		

COMPLAINT DESCRIPTION

I am writing to bring to your attention a critical matter regarding my 2016 XC60, which I purchased from Auto Barn Volvo Cars Oak Park. I followed all prescribed maintenance protocols and relied solely on their dealership for servicing. Yet there have been recurring instances of maintenance issues that necessitate immediate attention. Despite my unwavering loyalty and strict compliance, there have been persistent issues with the vehicle, particularly the repeated illumination of the oil light. Below is the history of my vehicle to illustrate the recurring nature of the issues: May 22, 2023: Complaint of oil light illumination returned - I was advised by staff that the oil consumption test needed to be redone - piston rings replaced, lower radiator hose, and drive tensioner all needed to be replaced to fix the problem- Staff up-charged me for items that weren't required to fix oil consumption. The oil consumption was covered under warranty, but staff charged me an additional \$649.61. September 19, 2023: Returned because oil light returned - staff stated the car needed more oil, and that the last oil consumption test was successful. After intaking my car staff stated they would redo the oil consumption test, and recommended a spark plug change stating they may be the reason the light has returned. Once again the service was "covered" under warranty, but I was charged \$80.58. October 18, 2023: Engine light on - car brought in for damaged rear light - staff recommended maintenance on brakes, gearbox, and lamp body- staff repeated oil consumption test, and told me engine light was on do to oil consumption, they said they added more oil and everything was okay. I paid \$3220.60. February 1, 2024: Engine light on - no oil pressure warning- staff recommended topping oil and replaced engine filter, stating it was the result of low oil due to the oil consumption. I was charged \$58.75. April 20, 2024: Engine light returned - initially staff once again stated it was due to oil consumption. Now, they are attempting to charge me for the impact of the oil consumption on the turbocharger. It is evident from this timeline that despite repeated visits to their

OFFICE INFORMATION

Reference Number

Date Submitted:

OAG Office:

Language:

Print Date

May 1, 2024 3:12 PM

CHI

English

May 2, 2024 7:16 AM

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KWAME RAOUL
ATTORNEY GENERAL
STATE OF ILLINOIS
115 S. LaSalle Street
Chicago, IL 60603

SECRET

State of Illinois

Therese McChurche
1200 New Jersey Ave SE
Washington, DC 20590

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dealership and the replacement of piston rings, lower radiator hose, drive tensioner, spark plugs, and various other maintenance procedures that their staff recommended, the issue has persisted. On each occasion, their employees attributed the issue to a recall on oil consumption and proceeded to replace the piston rings. Regrettably, despite these purported repairs, the oil and engine light has continued to illuminate, necessitating multiple return visits to their dealership. During each visit, I was assured that the problem was solely related to oil consumption and that the vehicle had been adequately repaired. However, the issue persists, with Auto Barn Volvo Cars Oak Park now asserting that the turbocharger is damaged. It is unjust and unreasonable to hold consumers accountable for repair costs associated with recurring issues, especially when the dealership has not effectively resolved the root cause. The piston rings play a crucial role in maintaining proper compression within the engine cylinders. When compromised, they can allow oil to leak into the combustion chamber, leading to adverse effects on the engine and turbocharger. Excessive oil consumption due to faulty piston rings can result in carbon deposits on the turbocharger's turbine blades, disrupting airflow and reducing performance. Additionally, oil leakage into the combustion chamber can cause incomplete combustion, forming harmful deposits on the turbocharger's components. The presence of oil in the intake system can further contaminate the turbocharger's bearings and seals, leading to premature wear and eventual failure. In summary, the dealership negligence failed to diagnose issues with the turbocharger, which compromised its performance and longevity.

REQUESTED RELIEF

Given these circumstances, I am respectfully for them to assume full responsibility for the repair costs associated with the damaged turbocharger and promptly rectify this matter. I believe that I have been grossly overcharged for unnecessary services and mislead to believe that these additional services was required to fix my oil consumption problem. I have several issues with their negligence, and their deceptive labor charges, including one particularly distressing issue, where my son and I consumed a tainted drink from their hot chocolate machine, that had several ants floating in it.

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number: [REDACTED]	Date Submitted: May 1, 2024 3:12 PM	OAG Office: CHI	Language: English	Print Date: May 2, 2024 7:16 AM
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