



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

October 31, 2024

NHTSA Headquarters
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Re: Volvo Car USA
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

Joanna Zychowska

Joanna Zychowska
Citizen's Advocate
Consumer Protection Division
Joanna.Zychowska@ilag.gov
(312) 590-9178

enclosure

RV



Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Please read before filling out this form:

Complete the form below to file your complaint with our office. **Note that you must complete all the required fields in order for your complaint to be accepted.** When filling out this form, if you have any additional supporting documents, you will need to upload them electronically on the section/tab at the top of this form titled "**Additional Documents**". Please prepare the corresponding documents before attachment to your complaint.

Sections/Tabs:

The Consumer Complaint online submission form has five sections. The sections of this form can be navigated to by clicking the tabs at the top of this form.

The section/tab names at the top part of this form are:

- **Contact Information** - This section is where you will fill out all contact information regarding your complaint.
- **Transaction** - All transaction related information will need to be filled out on this tab.
- **Description** - Describe the relief you are seeking and describe the transaction and your complaint in detail.
- **Additional Documents** - This section is where you can upload additional documents related to the complaint you are filing.
- **Read before submission** - Please read each point and agreement before submitting.

NOTICE

Complaint forms are public records, which are subject to the Freedom of Information Act, just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without compromising your privacy.

Your Information

Title

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Other

First Name *

[Redacted]

Last Name *

[Redacted]

Address *

Street Address

[Redacted]

City

Palatine

State

IL

Zip Code

[Redacted]

Daytime Phone Number *

[Redacted]

Evening Phone Number

County

E-mail *

[Redacted]

☐ I am a senior citizen ☐ I am a veteran ☐ I am a service member

Name of seller or provider of service

Name of seller or provider

Volvo Car USA

Seller or provider address

Street Address

1800 Volvo Pl

City

Mahwah

Zip Code

07430

State

NJ

Website

<http://www.volvocars.com/us>

Phone Number

(800) 458-1552

☒ I have complained to the company or individual

Person contacted

Shalena

Phone Number

(201) 735-8340

Would you like to add additional seller or provider's name?

☒ Yes ☐ No

Additional seller or provider of service involved in transaction

Name of seller or provider

Patrick Volvo Cars

Seller or provider address

Street Address

1600 E Higgins Rd

City

Schaumburg

Zip Code

60173

State

IL

Website

<https://www.patrickvolvocars.com>

Phone Number

(847) 605-4005

☐ I have complained to the company or individual

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Transaction" Tab.

C) Transaction

☐ I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

C) Information about transaction

Date of Transaction

11/06/2021

☐ I signed a contract

Date contract was signed

11/06/2021

☐ This product or service was advertised

Amount paid to date or down payment

\$22,041.28

Method of payment

- | | | |
|---|--|--|
| ☐ Cash | ☐ Money Order | ☐ Check |
| ☐ Credit Card | ☐ Debit Card | ☐ Bank Draft |
| ☐ Wire Transfer | ☐ Automatic Debit | ☐ Cryptocurrency |
| ☐ Mobile App (Zelle/Pay Pal/Etc.) | ☐ Prepaid/reload credit or debit cards | ☐ Other (please specify) |
| ☐ Cash and financing | | |

Where did the transaction take place?

- ☐ At my home ☐ By mail ☐ Trade show - convention - home show ☐ By facsimile ☐ There was no transaction ☐ Over the telephone
- ☐ Over the Internet ☒ At the firm's place of business

Other

Please specify

Total cost of product and or service

\$22,041.28

☐ I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Description" Tab.

Description

Is this regarding a motor vehicle?

☒ Yes ☐ No

For complaints regarding motor vehicles

Make

Model

Year

☐ New ☐ Used

☐ As-Is ☐ Warranty

Purchase Date

11/06/2021

Mileage at Purchase

60,909

Current Mileage

83,656

Name of Extended Warranty

Extended Warranty P10183: IST Oil Consumption Replace; Model Year
2013-2016 S60, 2015-2016 V60, V60CC and XC60, 2016 XC70, S60CC and S60L

Expiration Date

01/05/2024

Complaint Description

Briefly describe the transaction and your complaint *

On November 6, 2021, I purchased my dream car, a 2016 Volvo s60 Cross Country, proud to own a vehicle from a company known for their safe and reliable vehicles. In April of 2022, a class action case [REDACTED] v. Volvo Car USA, LLC, Volvo Cars of North America, LLC, and Volvo Personvagnar AB) was issued against Volvo due to a KNOWN-TO-VOLVO DESIGN FLAW in their engines which could lead to engine failure. The case was settled out of court in early 2023 and Volvo issued an extended warranty for vehicles owners to take preventative measures against potential engine failure. Although my car is listed under the extended warranty, I was never sent any notice of it from Volvo. On June 26, 2024, while driving on a highway, at speed limit, my 2016 Volvo s60 Cross Country's engine failed. I learned about the Extended Warranty from a National Highway Traffic Safety Administration Quality Bulletin (attached as Volvo-NHTSA_quality_bulletin-migacz.pdf) while researching the issue with my car online. I contacted Volvo Customer Care to ask why I was not sent notice and what they could do. I was told that to open a case with Volvo I would need a diagnostic from a dealership. On August 5, 2024, I took my car in for a diagnostic at Patrick Volvo Cars in Schaumburg, IL, from who I also purchased the car in 2021. August 6, 2024 I received a partial diagnostic and was told that they would require 10x the original diagnostic price to find the root of the issue in the engine. On the same day, I called Volvo customer care and opened a case. After weeks of little to no communication, on September 3 Volvo denied my case. I was not provided any opportunity to communicate over the phone with my case manager at Volvo - only after she sent me the decision did I receive a call from her to learn Volvo does not care about my side of the story. To keep this brief, please view attached documents, specifically "Volvo_Customer_care_Email_Chain-[REDACTED].pdf" and "Volvo_Events_Timeline-[REDACTED].pdf" for more detailed information about this issue. Thank you.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.) *

I am seeking for Volvo to repair the engine in my car, which has a design flaw that Volvo has been aware of and failed to notify me of. Had I been notified, I would have been informed to take preventative measures to avoid my current situation.

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Additional Documents" Tab.

Additional Documents



Please submit any additional documents that relate to this consumer complaint.

* All supporting documents must be uploaded before your complaint is submitted.

Do not submit duplicate complaints. Submitting duplicate complaints may only slow down the processing of such complaint.

Add Additional Documents

Volvo_Technician_Walkthrough_08-06-[REDACTED].p4	23.48MB
Volvo_Events_Timeline-[REDACTED].pdf	76.35KB
Volvo-NHTSA_quality_bulletin-[REDACTED].pdf	759.18KB

Volvo_maintenance_records		740.82KB
Volvo_repair_estimates_08-0	f	4.25MB
Volvo_Original_Diagnostic_0	pdf	6.51MB

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Read before submission" Tab.

Read before submission

Read the following before submitting

- ☒ 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.
- ☒ I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

- ☐ Please do not send this complaint to the business.
- ☐ I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

You have made it to the last section of this complaint form. If you are ready to submit your form, press the "Submit" button. If you would like to review your information before submitting. Click on each section tab or any of them and review your information before pressing Submit.

* Remember that all supporting documents must be uploaded in the Additional Documents tab before your complaint is submitted.

Please do not submit duplicate complaints, doing so may only slow down the processing of such complaint.

Quality Bulletin

TITLE:

Extended Warranty P10183: I5T Oil Consumption Replace; Model Year 2013-2016 S60, 2015-2016 V60, V60CC and XC60, 2016 XC70, S60CC and S60L

GROUP:**21****CAT/NO:****P10183****ISSUING DEPARTMENT:****Product, Safety and Compliance****CAR MARKET:****United States****REVISIONS:****Q&A changes****Engine code 10 added to VEP4****ISSUE DATE:****2023-01-24****STATUS DATE:****2023-03-02****Page 1 of 10**

"Right first time in Time"

BULLETIN REFERENCE

- A. EXTENDED WARRANTY P10183 DESCRIPTION**
- B. COVERAGE**
- C. OIL CONSUMPTION TESTING AND DOCUMENTATION**
- D. PARTS REPLACEMENT**
- E. INTERNAL ENGINE DAMAGE INSPECTION AND REPLACEMENT**
- F. ENGINE REPLACEMENT**
- G. ENGINE OIL SUPPLEMENT AND INFORMATION TO CUSTOMER**
- H. CUSTOMER-PAID REPAIRS OR REPLACEMENT OF COMPONENTS**
- I. RETAILER SUPPORT**
- J. QUALITY BULLETIN INSTRUCTIONS**
- K. TECHNICIAN COMPETENCY REQUIREMENT**
- L. CLAIM SUBMISSION**
- M. APPENDIX I5T**
- N. CUSTOMER QUESTIONS AND ANSWERS**

A. EXTENDED WARRANTY P10183 DESCRIPTION

Volvo Cars USA, LLC on behalf of Volvo Car Corporation, has decided to launch an Extended Warranty Program, P10206 + P10183 for vehicles equipped with I5T engines, exhibiting excessive engine oil consumption.

B. COVERAGE

Volvo Cars Extended Warranty is limited to 8 years from the date of delivery or 100,000 miles (whichever occurs first) covering parts replacement and labor to address excessive oil consumption.

Quality Bulletin P10183

NOTE: Eligibility for parts replacement under this Extended Warranty is dependent on the results of the retailer performed engine oil consumption test, which will be performed at no cost to the customer.

This Extended Warranty Program will provide out of pocket repair reimbursement for the cost of replacement parts and labor related to Excessive Engine Oil Consumption. Under the terms of this warranty, only an authorized Volvo retail facility can repair or replace defective parts under the terms of this Extended Warranty program when the following conditions are met:

1. Customers may seek reimbursement for repair costs associated with excessive engine oil consumption outside Volvo Cars New Cars Warranty. This offer is valid six (6) months from release (date of mailing) for out-of-pocket cost covered by Customer for repairs performed on the vehicle before eight (8) years from date of first use and less than 100,000 miles.
2. Customers may be granted parts replacement associated with engine oil consumption outside Volvo Cars New Cars Warranty. This offer is applicable for eight (8) years from the date of delivery or 100,000 miles, whichever comes first. Before completing any repairs, Retailers can verify vehicle eligibility for this Extended Warranty Program using Warranty Vehicle Inquiry, TIE or VIDA.

NOTE: RETAILER MUST CONFIRM VEHICLE ELGILBILITY PRIOR TO BEGINNING THE REPAIR FOR THIS EXTENDED WARRANTY.

Vehicle eligibility must be confirmed:

- Vehicle Inquiry – Warranty Vehicle Inquiry where the message “IST Oil Consumption EXT WTY P10183” will appear for eligible vehicles. Eligibility can also be confirmed in TIE.
- **Only vehicles with this message are eligible for this Extended Warranty.**

If you have any questions concerning this Extended Warranty, please send them to recall@volvocars.com.

IMPORTANT NOTE: Direct marketing of this Warranty Enhancement is strictly prohibited! Non-compliance with this policy may result in a claim debit. This Extended Warranty is subject to all the terms and conditions set forth in the Volvo Cars Warranty Policy & Procedures Manual (WPPM). For example, improper maintenance, lack of required maintenance, the use of fluids other than those specified in the Warranty and Maintenance Guide, or repairs to vehicles which are currently or were previously titled as “scrap”, “salvage”, or “dismantled” may not be covered by the New Vehicle Limited Warranty or this Extended Warranty. This Extended Warranty only provides coverage for the originally equipped engine.

C. OIL CONSUMPTION TESTING AND DOCUMENTATION

Retailers will need to perform an engine oil consumption test to determine eligibility for part replacement.

- Procedures for the oil consumption test security tape application can be found in TIE QB packages.

IMPORTANT: All warranty claim submitted will require a signed Oil Consumption Test form attached to the claim when submitting for P10183.

D. PARTS REPLACEMENT

If the Engine Oil Consumption test determines excessive oil consumption, the engine needs to be inspected for internal damage. Only the piston rings (IST) or complete engine assembly are to be replaced under the terms of this Extended Warranty Program. See Quality Bulletin P10183.

E. INTERNAL ENGINE DAMAGE INSPECTION AND REPLACEMENT

1. For IST engines, the connecting rod bearings needs to be checked (reference Appendix 1).
 - If the bearing damage **does not** match the NOK images in Appendix 1 and no crankshaft damage is detected, replace the piston rings as per VIDA instruction. The engine **cannot be replaced**.
 - If the bearing damage has caused crankshaft damage, **Prior Approval must be obtained in order to replace the engine**.

F. ENGINE REPLACEMENT

For vehicles requiring an engine replacement, **Prior Approval must be obtained through a Support Needed Vehicle Report in TIE**. High Resolution images of the damaged area and the VIN must be submitted.

A vehicle Report must be completed for each engine replacement. Retailer must include the Vehicle Report number on the claim when processing.

Any warranty claims for engine replacement that do not include the relevant Vehicle Report number will be denied

IMPORTANT: Engines replaced under the terms of this extended warranty program will be requested back to TMA for physical inspection. Engine replacements outside the terms herein and engines that fail TMA inspection will be debited.

G. ENGINE OIL SUPPLEMENT AND INFORMATION TO CUSTOMER

IMPORTANT: It is of utmost importance that the following is explained to the customer: **Adding the incorrect engine oil will cause future engine damage.**

Quality Bulletin P10183

Repair order statement

Your Volvo's engine has been repaired per the guidelines set forth in the Extended Warranty Program. The use of full synthetic engine oil meeting the minimum ACEA A5/B5 is required. Lower quality oils may not offer the same fuel economy, engine performance, or engine protection as full synthetic oil. Refer to the warranty and service records information booklet for information on oil change intervals and oil type requirements. Volvo recommends the use of Castrol Edge Professional oil in your vehicle. SAE 0W-20 (4-cylinder engines) SAE 5W-30 (5cylinder engines).

The statement above is to be added to the Repair Order (RO). The customer must sign the RO and copy of the signed RO must be retained for a time period of ten (10) years, if not the claim may be debited.

H. CUSTOMER-PAID REPAIRS OR REPLACEMENT OF COMPONENTS

If a customer has previously paid for repair to address excessive engine oil consumption, please have them mail a copy of the repair order, proof of payment, and proof-of-ownership to the following address for reimbursement consideration:

Volvo Customer Care Center
1800 Volvo Place
Mahwah, NJ 07430

Or by phone at 1-800-458-1552. 24 hours a day, 7 days a week. Customers can also contact Volvo Customer Care by going to <http://volvocars.us/support>.

The customer's name, address, and telephone number(s) should be included in the request. The customer should allow for 6-8 weeks for processing.

I. RETAILER SUPPORT

Address your questions to Volvo Recall support via email. Reference QB No. P10183 or P10186 and send to: recall@volvocars.com.

J. QUALITY BULLETIN INSTRUCTIONS

Please refer to the QBI instruction in TIE.

K. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 3 – Certified Tech.

Quality Bulletin P10183

L. CLAIM SUBMISSION

Extended Warranty P10183 claims should be submitted using the LONG FORM application only.

Claim Type: P10183
Cause Code: 10
CSC Code: AZ
Main OP: 98581-2 or 98583-2
Failed Part: 8889951

<u>Operation Number</u>	<u>Repair Description</u>	<u>QTY</u>	<u>Models</u>	<u>Labor Time</u>
98581-2	Piston rings replace acc. to QB	1	S60	11.3
			S60 AWD	12.0
			V60	12.0
			XC60	12.0
			XC70	12.0
98583-2	Engine replace acc. To QB	1	S60	10.6
			S60 AWD	11.2
			V60	11.2
			XC60	11.1
			XC70	11.1

* For I5T the connecting rod bearings need to be checked, if the bearing damage does not match the NOK images in Appendix 1 in the Warranty Policy Bulletin and no crankshaft damage is detected, replace the piston rings. The Engine should not be replaced. If bearing damage has caused crankshaft damage, the Engine should be replaced.

* Both Piston and engine replacement operation labour times include additional time for internal engine damage inspection.

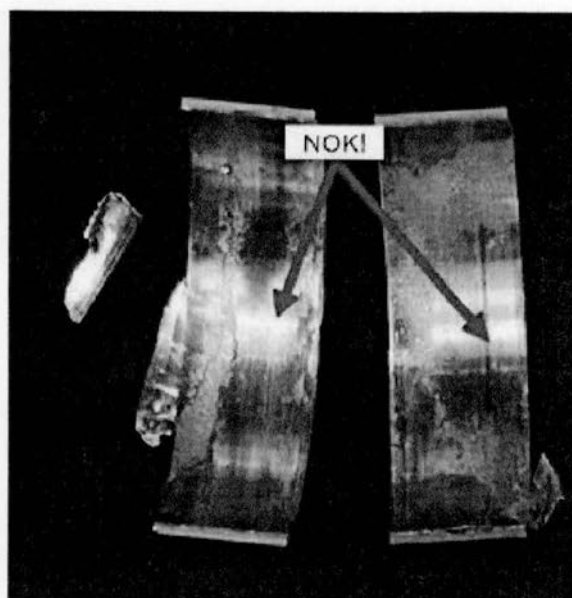
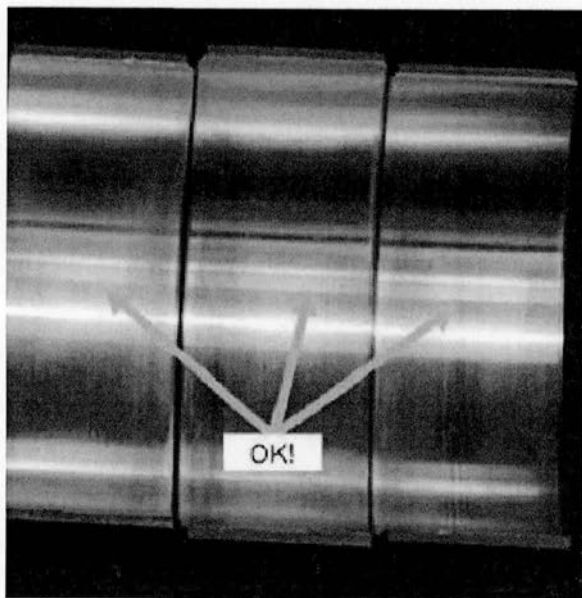
*Engine replacements claimed under this QB requires prior approval authorization through a Support Needed Vehicle Report in TIE. High Resolution images of the damaged area and the VIN must be submitted.

*Engines replaced under the terms of this extended warranty program will be requested back to TMA for physical inspection. Engine replacement outside the terms herein and engines that fail TMA inspection will be debited.

Quality Bulletin P10183

M. APPENDIX I5T

OK connection rod Bearing / NOK Connecting rod Bearing (damages) (I5T).



N. CUSTOMER QUESTIONS AND ANSWERS

Q1: What is the condition?

A1: In these vehicles, Volvo has received some reports where vehicles may exhibit excessive engine oil consumption. Although the Engine is covered by Volvo's New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Volvo value the customers' ownership experience. Volvo is now extending the warranty coverage for parts replacement related to excessive oil consumption*.

*Eligibility for this warranty work is dependent on the results of a retailer performed engine oil consumption test.

Q2: What is the Extended Warranty Coverage?

A2: Volvo Cars Extended Warranty is limited to 8 years from the date of delivery or 100,000 miles (whichever occurs first) covering parts replacement and labor to address excessive engine oil consumption.

Q3: What is Volvo going to do?

A3: Owners of vehicles covered by this Extended Warranty Program will receive an owner notification letter via first class mail starting in late-January 2023. If the owner states he/she is experiencing the described condition, they will be advised to contact a local authorized Volvo retailer to have an engine oil consumption test performed to determine eligibility for parts replacement. If eligible, the Volvo retailer will perform parts replacement in accordance with the applicable Quality Bulletin under the terms of this Extended Warranty Program.

Q3a: What is involved in the oil consumption test?

A3a: An authorized Volvo retailer will change the oil in the vehicle to initiate the oil consumption test. The retailer will then seal the system and request that the owner return to the same retailer in 620 – 1,240 miles or if the low oil lamp (VEP4 engine only) is illuminated, whichever comes first. Upon return, the retailer will confirm how much oil the vehicle has consumed. If the quantity consumed is in excess of the amount permitted, the vehicle will be eligible for repair under the terms of this Extended Warranty Program.

Notes:

- If there is evidence of tampering with the sealed system, the test will be void.
- If the vehicle has oil leaks when the test is requested, they will need to be addressed before the oil consumption test can be initiated. The cost to cover these repairs are not covered under the terms of this Extended Warranty Program.

Q3b: Is oil consumption normal?

A3b: As noted in the owner's manual, it is normal for the engine to consume engine oil during normal operation. Oil is used to continually lubricate and cool internal engine components during operation. Trace amounts of oil are present in the combustion chamber during the combustion process. Therefore, a small amount of oil is consumed during normal operation. By performing an oil consumption test, an authorized Volvo retailer will be able to determine whether a vehicle is eligible for repair under this Extended Warranty Program for an excessive engine oil consumption issue.

Q4: Which vehicles are covered by this Extended Warranty Program?

A4: There are approximately 78,186 vehicles covered by this Extended Warranty Program.

15T

MODEL(S)	ENGINE CODE(S)	Chassis Range	Years
XC70	61	0235035 - 0271425	2016
XC60	61	0628064 - 0926129	2015 - 2016
S60	61	0192287 - 0416045	2013 - 2016
V60	61	0186084 -0326019	2015 - 2016
S60L	61	0085118 - 0113794	2016
V60CC	61	0000025 - 0019713	2015 - 2016
S60CC	61	0000019 - 0002106	2016

Quality Bulletin P10183

VEP4

MODEL(S)	ENGINE CODE(S)	Chassis Range	Years
S80	26, 40	0181063 - 0199213	2015 - 2016
XC70	40	0186021 - 0270910	2015 - 2016
XC60	26, 40, 49	0559707 - 0928330	2015 - 2016
S60	26, 40, 49	0297740 - 0415959	2015 - 2016
V60	26, 40, 49	0185883 - 0326049	2015 - 2016
S60L	40	0085110 - 0113925	2016
XC90	A2, 10	0000364 - 0095350	2016
*XC90	A2, 10	Engine Serial No. < 1501327	2016

*Vehicles after engine Serial No. 1501327 already have updated piston/rings.

Q5: What should I do if I believe my vehicle has excessive engine oil consumption?

A5: If the Customer believes the vehicle has excessive engine oil consumption, please contact any authorized Volvo retailer to have an Engine Oil Consumption test performed. If the vehicle is found to be consuming excessive oil, it will be eligible for parts replacement under the terms of this extended warranty program.

Q5a: What if a retailer performs the engine oil consumption test and the vehicle does not qualify for warranty work?

A5a: Any authorized Volvo retailer will perform an engine oil consumption test at no charge to determine if the vehicle is eligible for repair under this Extended Warranty Program. The test will be performed free of charge regardless of the results.

Q5b: If the vehicle passes the oil consumption test how often can I have the vehicle re- checked?

A5b: If the vehicle does not qualify for repair after the oil consumption test is performed, under the terms of this Extended Warranty Program, an additional oil consumption test can be requested.

Q5c: Will Volvo pay for my oil change?

A5c: If the vehicle is within the terms of this extended warranty program and it will require an oil change to complete the oil consumption test. Volvo will provide the oil change free of charge.

Q6: What if an owner has NOT experienced this condition but would like to have the parts replaced?

A6: This Extended Warranty Program only applies to vehicles that have exhibited the condition described under the terms of this Extended Warranty Program.

Q7: How long will the warranty work take?

A7: If the condition is present on the vehicle, the warranty work will take approximately 2 days to complete, however, due to service scheduling a Volvo retailer may require the vehicle for a longer period.

Q8: What if a customer has previously paid for repairs on their vehicle?

A8: Owners that have previously paid for repairs to address excessive engine oil consumption should refer to the owner letter for reimbursement consideration instructions.

Q9: The Oil consumption test was initiated, however when the customer returned to the retailer they were out of the specified range. Can the customer have another test performed?

A9: No, it is up to the customer to monitor the driving distance and make sure to book a follow up visit to meet the conditions in this test. If the retailer cannot meet the customers need the retailer needs to absorb the cost for a new test.

Q10: Do I need to return to the same retailer to have the results of the consumption test confirmed?

A10: Yes, we ask that the Customer return to the same retailer to have the second portion of your test completed.

Q11: What if the oil consumption test was started prior to the release of the Extended Warranty?

A11: If the oil consumption test was started prior to the release of the extended warranty. The test will be accepted. Please add the following statement to piston ring/engine repair claim text, "Oil consumption test was started prior to release date of extended warranty."

Q12: The Oil consumption test initiated, however when the customer returned to the retailer their vehicle was beyond 8 years 100,000 miles. Is the vehicle still eligible for the piston ring repair?

A12: Yes, since the oil consumption test was started prior to vehicle going beyond the 8/100,000 parameter, the vehicle is still eligible for the piston ring repair.

Quality Bulletin P10183

Q13: My vehicle currently has engine damage and requires repair before I can have the test performed. Will Volvo cover the cost?

A13: Repair coverage under this program is dependent on the result of the retailer performed engine oil consumption test. At this time, it has not been determined the vehicles engine damage is a result of excessive engine oil consumption. If the vehicle can be repaired so the engine oil consumption test can be performed, the cost to cover these repairs are not covered under the terms of this Extended Warranty Program. Following any necessary repairs, the retailer will complete the engine oil consumption test. If it is determined that the vehicle has excessive engine oil consumption due to the conditions described in the Extended Warranty Program, repair will be performed at no charge to the Customer. Cost for repair outside the conditions in the Extended Warranty will not be reimbursable.

Q14: Can I have a rental vehicle until the repair can be performed?

A14: A confirmed diagnosis of an excessive oil consumption issue by a Volvo retailer does not pose any safety concerns. Therefore, you may continue to drive your vehicle until the engine oil consumption issue can be addressed. Please be sure to check the oil level frequently as recommended in your vehicle's Owner's Manual and add engine oil as needed.

Q15: Are there any special circumstances when I can have a rental vehicle?

A15: Any rental considerations are to be reviewed by a regional representative prior to authorization. If approved, on a limited case by case basis Volvo will provide a rental vehicle free of charge until the repair can be performed.

Q16: What are the warranty terms for a vehicle that was repaired per the extended warranty program?

A16: The warranty coverage for this Extended Warranty Program is the remainder of the Extended Warranty or 90 days whichever is greater.

Q17: What if an owner has additional questions or concerns?

A17: Owners with questions or concerns are asked to please contact Volvo Customer Care by phone at 1-800-458-1552. 24 hours a day, 7 days a week. Owners may also contact Volvo Customer Care by going to <http://volvocars.us/support>.

4 Needs Immediate Attention

GENERAL

! Exterior Lights	Repair Estimate:	\$90.09
replace both license plate bulbs		

CUSTOM RECOMMENDATION

! The vehicle has no compression on cylinder 1.	Repair Estimate:	\$2,101.00
I will need to perform a tear down of the engine. This time is considered labor only. I will not have a full parts estimate until I inspect the cylinder head. I don't know what the happened between the customers original misfire, iridium tt plug installation, and the installation of the volvo factory plugs and coils. This labor is tear down only. I would need additional time to reassemble the motor if the customer defers and major parts replacement and wants take with misfire the way it came in.		

Tear
Down -

! We have no history of service being done here since the used car purchase.	Repair Estimate:	\$0.00
According to the oil change sticker in the car. It was due at 70909 miles on 11-08-2022		

! Customer requested estimate on a cylinder head replacement.	Repair Estimate:	\$8,240.12
Cylinder head replacement after the r and r of the head for inspection. This is an estimate there could be a few more parts needed not included in the volvo list. This will depend on parts breaking and oil and othe small items not listed. Please add the timing belt kit, drive belts, and tension pulley to the cylinder head estimates. This labor time is the additional added to the tear down time of 8 hours.		

Rebuild -
in Addition to
tear down

4 Needs Attention Soon

BRAKES AND TIRES



Front Brake Pads

Left Front - 5MM Right Front - 5MM

Based on a visual inspection

Repair Estimate:

\$0.00

CUSTOM RECOMMENDATION



I will complete a more comprehensive mpi if the customer wants to go forward with the cylinder head tear down and inspection.

The main concern still needs additional diagnosis time. And I will know what other items are needed to put together a better quote for the customer.

Repair Estimate:

\$0.00



ENGINE REPLACEMENT

Replace engine complete and reinstall old cylinder head partial on the old motor to get an acceptable core return. This labor time is also in addition to the tear down cylinder head inspection. The vehicle will need an alignment after which is additional and a few other miscellaneous parts.

Repair Estimate:

\$16,802.15

Replacement -
in Addition to
tear down

2

B

C

C

O

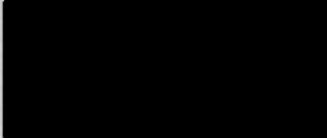
Multi-Point Inspection Summary

Tuesday, August 06, 2024 03:40 PM

RO [REDACTED]



CUSTOMER INFORMATION



CAR INFORMATION

Volvo

2016 S60

YV4612UM0G2 [REDACTED]

Mileage: 83649

Tag # T2814

SERVICE ADVISOR INFO

Nick Colon

(815) 991-4404

TECHNICIAN

Chris Snyder

ORIGINAL CUSTOMER REQUESTS RECOMMENDATIONS



CUSTOMER STATES ON STEADY CODE P0301 SHAKING WHEN DRIVING

ecm-p030000/100/300. i monitored the misfires it was on cylinder 1. i swapped coils and the misfire stayed on cylinder 1. i spoke with nick and the customer told him he replaced the plugs and coils. the misfire changed from originally on cylinder 3 and moved to cylinder 1. i performed a compression test and found cylinder one at 50psi. all other cylinders were around 200psi. i found the original plugs in the left rear door panel pocket when doing the recall. they are in aftermarket denso iridium tt boxes. the vehicle has volvo plugs in it now. the customer stated to nick colon that the car had an original misfire on cylinder 3 and moved to cylinder 1. this may be related to installation of the aftermarket spark plugs. please see added recs for a quote on an additional tear down of the motor for more diagnosis needed.

Original Approved:	\$0.00
Total Approved:	\$0.00
Repair Estimate:	\$230.94

OTHER



INBOUND

Original Approved:	\$0.00
Total Approved:	\$0.00



RECALL 10029

Original Approved:	\$0.00
Total Approved:	\$0.00



RECALL R89978

Original Approved:	\$0.00
Total Approved:	\$0.00

3 Needs Immediate Attention

GENERAL

 Exterior Lights replace both license plate bulbs	Repair Estimate: \$90.09
--	--------------------------

CUSTOM RECOMMENDATION

 The vehicle has no compression on cylinder 1. I will need to perform a tear down of the engine. This time is considered labor only. I will not have a full parts estimate until I inspect the cylinder head. I don't know what the happened between the customers original misfire, iridium tt plug installation, and the installation of the volvo factory plugs and coils. This labor is tear down only. I would need additional time to reassemble the motor if the customer defers and major parts replacement and wants take with misfire the way it came in.	Repair Estimate: \$2,101.00
 We have no history of service being done here since the used car purchase. According to the oil change sticker in the car. It was due at 70909 miles on 11-08-2022	Repair Estimate: \$0.00

2 Needs Attention Soon

BRAKES AND TIRES

 Front Brake Pads Left Front - 5MM Right Front - 5MM Based on a visual inspection	Repair Estimate: \$0.00
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CUSTOM RECOMMENDATION

 I will complete a more comprehensive mpi if the customer wants to go forward with the cylinder head tear down and inspection. The main concern still needs additional diagnosis time. And I will know what other items are needed to put together a better quote for the customer.	Repair Estimate: \$0.00
--	-------------------------

2 Passed Inspection

BRAKES AND TIRES

- ✓ Rear Brakes
 - Left Rear - 7
 - Right Rear - 7
- ✓ Tire Tread Depth
 - Left Front - 9/32"
 - Right Front - 9/32"
 - Left Rear - 9/32"
 - Right Rear - 9/32"

OTHER COMMENTS

SUMMARY OF VISIT:

Total Estimate:	\$2,541.61
-----------------	------------

	Approved	Declined	Undecided
Pre-approved amount:	\$0.00	-	-
Recommended amount:	\$0.00	\$0.00	\$2,201.85
Misc. Shop Supplies (maximum charge \$64.93):	\$0.00	\$0.00	\$108.71
Taxes:	\$0.00	\$0.00	\$231.06
Total:	\$0.00	\$0.00	\$2,541.61

2016 Volvo s60 Cross Country

In this document you will find receipts detailing the purchase of oil and/or oil filters for my car,
Volvo s60 Cross Country 2016.

Maintenance Records

Oil change #1:

Advance Auto Parts
Store # 06432
1770 North Rand Road
Palatine, IL 60074 (847) 991-1267
11/09/22 REG 04 TRN# 0987 Brandon R

Description	Qty	Price	Extend
OIL FILTER 1 EA MBL 1 11654642	1	27.99	27.99

Sub Total	27.99
Tax	2.80
Total	30.79

MasterCard 30.79

EMV MODE OFF - NO TAG VALUES

Change---> 0.00

Oil change #2: (included: photo from date of oil change)

Advance Auto Parts
Store # 06432
1770 North Rand Road
Palatine, IL 60074 (847) 991-1267
07/26/23 REG 04 TRN# 2929 Freddie T

Description	Qty	Price	Extend
EDGE HM 5W-30 5 QT 5 QT C 11481244	1	28.18	28.18
EDGE HM 5W-30 1 QT CSTR L 11153419	1	12.99	12.99
OIL FILTER 1 EA MBL 1 11654642	1	15.81	15.81
CABIN AIR FILTER 1 EA CQBL 10709158	1	34.99	34.99
WASHER FLUID -25F 1 EA RA 7150024	1	6.99	6.99

Sub Total	98.96
Tax	9.90
Total	108.86

MasterCard 108.86

EMV MODE OFF - NO TAG VALUES

Change---> 0.00



Oil Change #3: (oil purchased earlier, date of maintenance aligns with filter purchase)

Advance Auto Parts
Store # 04051
123 N Northwest Highway
Palatine, IL 60067 (847) 358-2525
02/04/24 REG 02 TRN# 5684 Alex T

Description	Qty	Price	Extend
OIL FILTER 1 EA MBL 1 11654642	1	22.99	22.99
Sub Total			22.99
Tax			2.30
Total			25.29
MA MasterCard			25.29

EMV MODE OFF - NO TAG VALUES

Change---> 0.00

15:52:35 09/26/24 Sales Audit - TRANSACTION DETAIL PAGE 1

Warehouse: 387 Sales Date: 10/06/23 Reg#: 10 Trans Type: Tender
Time: 19:30 Tender: 416
Total: 638.63 Operator: 1 Block:
Tax: 49.78 Resale Total:

ptl/
#7 Item Description Amount Units Excl

451879 MOBIL 5W30 SYNTHETIC 43.49 1 A
/OIL 210000127413 10.00 1+
/OIL 210000127413 10.00 1+
451879 MOBIL 5W30 SYNTHETIC 43.49 1 A

*** END OF REPORT ***

Oil change #4:

Advance Auto Parts
Store # 04051
123 N Northwest Highway
Palatine, IL 60067 (847) 358-2525
06/25/24 REG 03 TRN# 6245 Christopher J

Description	Qty	Price	Extend
MOBIL 1 EP 5W-30 5 QT MBL 10618119	2	35.34	70.69
OIL FILTER 1 EA MBL 1 11654642	1	12.29	12.29
Sub Total			82.98
Tax			8.30
Total			91.28
MA MasterCard			91.28

EMV MODE OFF - NO TAG VALUES

Change---> 0.00

[REDACTED]
2016 Volvo s60 Cross Country

Timeline of events involving my 2016 Volvo s60 Cross Country engine failure and communication with Volvo Customer Care. This can also be found, with additional context, in my email chain with the Volvo Customer Care employees - find attached document: "Volvo_Customer_care_Email_Chain [REDACTED].pdf"

Timeline:

6/25/2024

- Performed oil change at home at 83,250 miles. Since I purchased this vehicle in November 2021, I have performed oil changes, roughly every 5,000 miles, on a regular basis, using the Volvo recommended oil and filters.

6/26/2024

- 4 pm I depart for my two and a half week road trip
- 8 pm Engine fails, while driving at speed limit, on I94 outside of Kalamazoo, Michigan. The engine light comes on, the car starts shaking and displays the message "Reduce speed or shift up." I manage to safely pull over on the side of the highway. I do not turn the car off. I change to park>reverse>neutral back to drive, no changes.
- 8:10 pm I called my father from the Speedway gas station (5250 S 9th St, Kalamazoo, MI 49009) to ask for advice. I research the message being displayed by the car online, linking it to possibly being an engine issue. I locate the nearest AutoZone (4536 Stadium Dr, Kalamazoo, MI 49008) to get my codes read.
- 8:40 pm AutoZone employee reads my codes and the print out shows two p301, a P303 and a P300 codes. At the employee's suggestion, we replaced the spark plug on cylinder 3 with the Iridium TT version, as they did not have any OEM Volvo spark plugs in stock. This did not resolve any issues. The new spark plug cost \$11.
- 9:35 pm I called the hotel I had already booked in Port Huron, Michigan to cancel my stay, with no refund, and book a new hotel in Kalamazoo as my car is still not functioning properly. A loss of \$75.48 on the hotel in Port Huron. A cost of \$93.24 on the hotel in Kalamazoo.
- 10:00 pm I check into my hotel.

6/27/2024

- 7:06 am I have returned to the same Autozone, this time to change the rest of my spark plugs, again using the Iridium TT version. All of my original spark plugs are labeled 1-5 (cylinders from left to right in the engine bay), placed into the Iridium TT boxes and stored safely in the door card of the driver-side rear seat. This did not resolve the issue. The remaining 4 spark plugs cost \$44.

- I decided the next step was to find a mechanic to diagnose further than I was capable of on my own. I found a mechanic in Kalamazoo, Michigan specializing in international vehicles. The diagnostic cost \$150.

- 11:00 am Mechanic informs me they found a compression issue in cylinder 1.

- Okayed by mechanic to drive back home to Palatine, Illinois at no more than 65 mph.

- 4:11 pm I return home and book a rental vehicle to use in place of my Volvo, now parked in the garage.

- 5:35 pm Rental car picked up. I returned home to unpack my Volvo and pack into the rental car.

- 7:06 pm On the road, the rental vehicle began shaking at speeds of 65 mph and higher.

- 8:08 pm Returning home, I called the rental company to request a new vehicle. With all local retailers closing at 8 pm, I had to go to the airport rental facility 45 minutes away.

- 9:45 pm Replaced rental vehicle, moved belongings from old car to new car and drove 45 min home.

06/28/2024

- 4:00 am Depart for my trip, again, drive 14 hours to Montreal. I have now missed one of the three nights I was to stay at my airbnb. The missed night amounted to a loss of \$119.09

07/13/2024

- Return home from my trip and return the rental vehicle. The rental cost came to \$1,335.13

07/18/2024

- My father ordered OEM Volvo spark plugs and coils while I was out of town. On July 18, we replaced the Iridium TT plugs with the new OEM Volvo plugs and replaced the original coils with the new OEM Volvo coils. My Volvo was driven no more than 2 miles to test the new equipment, then parked back in the garage. This did not resolve any issues. A cost of \$242.53 for the plugs and coils.

07/30/2024

- Initial call to Volvo Customer Care to gauge what we needed to do to open a case. My information was not left with the representative, as they could not open any cases without a diagnostic from the dealer.

08/05/2024

- 1 pm I had a diagnostic appointment with Patrick Volvo Service Center in Schaumburg, Illinois. I tried my best to explain that I had left for a trip and the engine failed while driving and I had to replace the spark plugs using the resources I had in Kalamazoo, and replace them again after returning home.

08/06/2024

- 9:49 am I received a text with a link to a video from Patrick Volvo of the technician, Chris, walking through what he has found - a compression issue on cylinder 1. *(Please find the video attached with the file name: "Volvo_Technician_Walkthrough_ [REDACTED] mp4")*

- 4:05 pm I contacted Advisor to make sure he would be onsite to review findings. Drove to the dealer and discussed with the Advisor current diagnostic and what else was needed to find the issue causing compression. I asked for estimates on repair of the engine and an estimate for a worse case scenario, engine replacement. Advisor said he could provide those the following day. *(Please find diagnostic documents attached with file name: "Volvo_Original_Diagnostic_ [REDACTED] pdf")*

08/07/2024

- 2:06 pm Advisor emails over estimates. *(Please find estimate documents attached with file name: "Volvo_repair_estimates_ [REDACTED] pdf")*

- 4:08 pm I called the Volvo Customer Care hotline and opened a case with the representative Darlene. I am told that I will be able to provide a more detailed explanation of my story to the case manager, who is more experienced with these matters. Darlene said they would be able to answer my questions as well. I was told to leave my car at the dealership.

- 5:16 pm I called the advisor at Patrick Volvo to let them know we filed a case with Volvo corporate and are awaiting a case number. My vehicle was to remain at the dealership. I inquired about a courtesy vehicle.

08/08/2024

- I picked up the courtesy vehicle from Patrick Volvo.

08/11/2024

- 7:05 pm Received the first email from Shalena with my case number.

08/12/2024

- 12:07 pm I replied to Shalena's email asking to speak with her over the phone, where I planned to provide her with detailed information about my experience with the engine failure and correct the information I received from the dealer in my diagnostic report. I provided my phone number for her to reach me at.

08/14/2024

- 4:07 pm I called the number in Shalena's signature, leaving a message asking for a callback as I would like to ask questions about the process of the case.

- 4:29 pm I called the Volvo Customer Care hotline and tried to ask them my questions about the procedure of the case, only to be told Shalena would be the best person to answer these questions. The representative tried to transfer me, but Shalena was unavailable. I was told that the representative would inform Shalena that I would like to talk over the phone and said they would inform her to call me the following day.

08/15/2024

- No call from Shalena

- 12:44 pm I called Shalena's number from her email signature, no answer.
- 1:50 pm I called the advisor at Patrick Volvo to ask about the courtesy vehicle (this was the due date listed on the agreement), he said not to worry and to hold onto the courtesy vehicle as a verdict has not been issued yet from Volvo.

08/21/2024

- 11:00 am Shalena replies to my email from August 12 stating that if I would like to talk to her and provide additional details, to send her my availability for the week between the hours of 8-5pm EST.

08/27/2024

- 11:56am I replied to Shalena's email from August 21, telling her I was out of town at a workshop the previous week which is why I didn't reply sooner. I provided my availability with multiple time slots for the week.

09/02/2024

- 6:35 pm I sent a follow up email to Shalena, providing her new time slots for the week for when we could speak over the phone.

09/03/2024

- 4:13 pm Shalena sends an email informing me my case was denied.
- 4:17 pm I called Volvo customer care and asked them to provide me with Shalena's immediate supervisor's contact information. After many attempts to get in contact with Shalena, I was frustrated that I couldn't get a hold of her and confused how it was possible for a decision to be made without any input from my end. The representative could not provide me with the supervisor's contact information, but marked my request in the file.

09/04/2024

- 9:01 am For the first time, Shalena calls me. Due to being indisposed at the moment, I missed her call.
- 9:22 am I returned the call and left a message letting her know I would still like to talk to her and was available.
- 10:34 am I sent a follow up email about the missed call, letting her know I was available to talk.

09/05/2024

- 9:58 am I called Shalena's number from her signature and she picked it up. I began to ask the questions I've had about the procedure of the case since August 7. I provided her an account of the issue from my end using the dates and times listed above, my multiple attempts to contact her and shared how confused I am on why I have been ignored since the start. She informed me that to Volvo my side of the story does not matter, the entire case is in the hands of the dealer and what they say. I informed her that the dealership's information is full of holes and assumptions that are not true or based on fact. I tried to explain to the dealer the issues with their information, but my attempts were ignored. Shalena replied that whatever the dealer says

is taken as fact because this is the first time they are seeing the vehicle, so they do not know what has been or not been done. She did not reach out to me because by the time she planned to, a decision had been made which is why she sent an email on September 3 at 4:13pm to update me. She explained that her job is to open the case on Volvo's end for me but the decision is made at a higher power of the regional group, she has no input on the decision. Also this being a goodwill case, the regional group has no obligation to share a reason for the denial. She mentioned importance in brand loyalty - which I countered, asking how this can be measured if my brand loyalty is in my family's history of owning Volvos and recommending this car brand through word-of-mouth to friends and family looking to buy a car - always stating my belief in Volvo's safety and reliability. I was told that to Volvo this does not matter. What they look for in brand loyalty is through dealership maintenance. I was also told that because I had not approved the further teardown of my vehicle's engine to see the root of the problem, a cost which would be 10 times the original listed price for a diagnostic at Patrick Volvo, that Volvo could not link my engines failure to the design flaw that 2016 Volvo's with a 2.5L 5 cylinder engine have.

**2016 Volvo S60- GW Engine repair request [ID #: [REDACTED]]**

Fri, Sep 27, 2024 at 8:09 PM

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

Good evening Alexis,

Please find a PDF attached with maintenance records.

Sincerely,
[REDACTED]

On Tue, Sep 10, 2024 at 9:03AM Volvo Customer Care <volvo1@mailac.custhelp.com> wrote:

**Alexis**

09/10/2024 10:03 AM

Hi [REDACTED]

Please forward me over a PDF copy of all your maintenace records.

Thank you.

Med vänliga hälsningar!

Yours Sincerely,

Alexis

Volvo Specialist | Customer Care

Announcing 'Volvo Roadside Plus' Learn More

Shalena

09/07/2024 02:53 PM

Good Afternoon [REDACTED]

I appreciate your update.

2016 S60
[REDACTED]

Per our conversation, I advised you of the review process and also the final decision regarding possible Good Will Assistance towards your repair. If you have any questions related to your repair as I advised please feel free to contact your Service Dept for direction as your review is closed at this time. We are sorry for any inconvenience.

Respectfully,

Med vänliga hälsningar!

Yours Sincerely,

Shalena
Volvo Specialist | Customer Care
201-735-8340

[REDACTED]
09/05/2024 10:51 PM

Hello,

Shalena, I ask you to please forward this email to the correct department.

I sincerely hope that with the information below, Volvo will reconsider fixing my car's engine due to the design flaw.

Earlier today, September 5, after weeks of trying to get in contact with Shalena, the case manager assigned to me, my call finally got through. During my preliminary call with Volvo customer care on August 6, I was told that I would be able to share more information from my end with my case manager once they were assigned to me. As I was not given the opportunity to do so until today, after a decision had been made about my case, I am sharing all the information I have about this case in this email. Below is a detailed timeline starting from when I experienced engine failure to my conversation with Shalena earlier today.

6/25/2024

- Performed oil change at home at 83,250 miles. Since I purchased this vehicle in November 2021, I have performed oil changes, roughly every 5,000 miles, on a regular basis, using the Volvo recommended oil and filters.

6/26/2024

- 4 pm I departed for my two and a half week road trip
- 8 pm Engine fails, while driving at speed limit, on I94 outside of Kalamazoo, Michigan. The engine light came on, the car started shaking and displayed the message

"Reduce speed or shift up." I managed to safely pull over on the side of the highway. I did not turn the car off. I changed to park>reverse>neutral and back to drive, no changes.

- 8:10 pm I called my father to ask for advice, while parked at the Speedway gas station (5250 S 9th St, Kalamazoo, MI 49009). I research the message being displayed by the car online, linking it to possibly being an engine issue. I locate the nearest AutoZone (4536 Stadium Dr, Kalamazoo, MI 49008) to get my codes read.

- 8:40 pm AutoZone employee reads my codes and the print out shows two p301, a P303 and a P300 codes. At the employee's suggestion, we replaced the spark plug on cylinder 3 with the Iridium TT version, as they did not have any OEM Volvo spark plugs in stock. This did not resolve any issues. The new spark plug cost \$11.

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- 10:00 pm I check into my hotel.

6/27/2024

- 7:06 am I have returned to the same Autozone, this time to change the rest of my spark plugs, again using the Iridium TT version. All of my original spark plugs are labeled 1-5 (cylinders from left to right in the engine bay), placed into the Iridium TT boxes and stored safely in the door card of the driver-side rear seat. This did not resolve the issue. The remaining 4 spark plugs cost \$44.

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07/13/2024

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07/30/2024

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08/05/2024

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08/08/2024

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08/11/2024

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08/15/2024

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09/03/2024

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09/05/2024

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As I shared with Shalena on the phone today, the diagnosis I received from the dealership on August 6, on paper and in the video, had assumptions and misinformation that were accepted as fact by Volvo. When I brought in the car for a diagnostic, I shared my story with the engine failure and what had happened but after receiving the results from the diagnostic, I could tell it was ignored. On the paper copy of the diagnostic, under "Custom recommendation > The vehicle has no compression on cylinder 1," the description states that the technician didn't "know what the happened between the customers original misfire, iridium tt plug installation, and the volvo factory plugs and coils." In the diagnosis video, the technician has pulled out the five Iridium TT boxes, which were stored in my rear passenger door card, now laying on his desk as he restates what was written about not being sure what happened between the different plugs in the car. In the video, the technician also states the advisor told him that when I "got the car originally" the car was misfiring on cylinder three. This language concerns me as it insinuates the advisor thinks I have been driving with a cylinder misfire since November 2021, when this same dealership sold me the car. The next bullet point on the paper copy states that "according to the oil change sticker in the car. It was due at 70909 miles

on 11-08-2022." I purchased this car with that sticker already in the vehicle, seeing as it is tucked away in the top left corner of the windshield, it has not bothered me since. As I described above in the timeline, my father and I perform our own oil changes roughly every 5,000 miles using the recommended oil and filters. Upon receiving the diagnosis, my main focus was to contact Volvo customer care, create a case and dispute the diagnosis claims made by the dealer to my case manager, assuming my input as the owner of this vehicle would be deemed important to providing a proper final decision. Not until today, September 5, was I made aware that Volvo will not consider my input at all.

I am aware that in April 2022, there was a lawsuit filed against Volvo over a design flaw within the engines of model year 2013-2016 Volvos with 2.0L 4-cylinder or 2.5L 5-cylinder engines by a group of 16 plaintiffs. This class action was dismissed on May 22, 2023 due to a private settlement. The National Highway Traffic Safety Administration issued a bulletin on January 24, 2023 stating that "owners of vehicles covered by this Extended Warranty Program will receive an owner notification letter via first class mail starting in late-January 2023." Volvo failed to send me this letter despite owning my 2016 s60 Cross Country with a 2.5L 5-cylinder engine since November 6, 2021. **For 3 years I have been unknowingly driving a vehicle that has been deemed a danger to me.** Shalena mentioned that a reason for me not being sent a letter was that I am the third owner of this vehicle. Does Volvo not use VIN numbers and vehicle registration to find current owners of their vehicles, especially those who have Volvos with a known design flaw that leaves drivers in danger? I have received notices in the mail for recalls on my car doors and seatbelts from Volvo, and I understand a recall is not exactly the same, but it is clear my mailing information is linked with this vehicle and would have been accessible to Volvo when the letters went out.

In my timeline above, I have listed out all the costs I incurred, not to ask for compensation but to demonstrate the inconveniences I've dealt with, which could have been avoided had Volvo sent me notification in 2023. I have been patient over the many weeks in this process, confident this matter would be resolved. It was to my extreme disappointment and surprise that my case was denied. My family has owned Volvos for the majority of my life, I learned how to drive on my father's XC90. As a college graduate and new professional, I was beyond ecstatic that this S60 Cross Country was the first ever car I purchased on my own. Safety and reliability are the top reasons my father purchased his Volvos and it is no different for me. It feels special to be the second generation of proud Volvo owners in my family. I ask that Volvo review my case through a different lens: this car was made with a design flaw in its engine, Volvo failed to inform me of the design flaw which in turn kept me from taking preventative measures, leading to my engine failing. I am asking Volvo to reconsider its decision in my case and in goodwill assist in fixing the known design flaw in my engine, giving me a chance to continue enjoying the car and brand I greatly admire.

Thank you,
[REDACTED]

On Wed, Sep 4, 2024 at 10:34 AM [REDACTED]

wrote:

Good morning Shalena,
[REDACTED]

I apologize for missing your phone call earlier this morning at 9:01am CST. I returned your call at 9:22am, and left a message. I am available to talk and would really appreciate a call back.

Thank you,
[REDACTED]

On Tue, Sep 3, 2024 at 4:13 PM [REDACTED] wrote:

Good afternoon Shalena,

Please provide the basis of your denial at your earliest convenience.

Sincerely,
[REDACTED]

On Tue, Sep 3, 2024 at 3:13 PM Volvo Customer Care <volvo1@mailac.custhelp.com> wrote:

[REDACTED]
09/05/2024 10:44 PM

Hello,

Shalena, I ask you to please forward this email to the correct department.

I sincerely hope that with the information below, Volvo will reconsider fixing my car's engine due to the design flaw.

Earlier today, September 5, after weeks of trying to get in contact with Shalena, the case manager assigned to me, my call finally got through. During my preliminary call with Volvo customer care on August 6, I was told that I would be able to share more information from my end with my case manager once they were assigned to me. As I was not given the opportunity to do so until today, after a decision had been made about my case, I am sharing all the information I have about this case in this email. Below is a detailed timeline starting from when I experienced engine failure to my conversation with Shalena earlier today.

6/25/2024

- Performed oil change at home at 83,250 miles. Since I purchased this vehicle in November 2021, I have performed oil changes, roughly every 5,000 miles, on a regular basis, using the Volvo recommended oil and filters.

6/26/2024

- 4 pm I departed for my two and a half week road trip
- 8 pm Engine fails, while driving at speed limit, on I94 outside of Kalamazoo, Michigan. The engine light came on, the car started shaking and displayed the message "Reduce speed or shift up." I managed to safely pull over on the side of the highway. I

did not turn the car off. I changed to park>reverse>neutral and back to drive, no changes.

- 8:10 pm I called my father to ask for advice, while parked at the Speedway gas station (5250 S 9th St, Kalamazoo, MI 49009). I research the message being displayed by the car online, linking it to possibly being an engine issue. I locate the nearest AutoZone (4536 Stadium Dr, Kalamazoo, MI 49008) to get my codes read.

- 8:40 pm AutoZone employee reads my codes and the print out shows two p301, a P303 and a P300 codes. At the employee's suggestion, we replaced the spark plug on cylinder 3 with the Iridium TT version, as they did not have any OEM Volvo spark plugs in stock. This did not resolve any issues. The new spark plug cost \$11.

- 9:35 pm I called the hotel I had already booked in Port Huron, Michigan to cancel my stay, with no refund, and book a new hotel in Kalamazoo as my car is still not functioning properly. A loss of \$75.48 on the hotel in Port Huron. A cost of \$93.24 on the hotel in Kalamazoo.

- 10:00 pm I check into my hotel.

6/27/2024

- 7:06 am I have returned to the same Autozone, this time to change the rest of my spark plugs, again using the Iridium TT version. All of my original spark plugs are labeled 1-5 (cylinders from left to right in the engine bay), placed into the Iridium TT boxes and stored safely in the door card of the driver-side rear seat. This did not resolve the issue. The remaining 4 spark plugs cost \$44.

- I decided the next step was to find a mechanic to diagnose further than I was capable of on my own. I found a mechanic in Kalamazoo, Michigan specializing in international vehicles. The diagnostic cost \$150.

- 11:00 am Mechanic informs me they found a compression issue in cylinder 1.

- Okayed by mechanic to drive back home to Palatine, Illinois at no more than 65 mph.

- 4:11 pm I return home and book a rental vehicle to use in place of my Volvo, now parked in the garage.

- 5:35 pm Rental car picked up. I returned home to unpack my Volvo and pack into the rental car.

- 7:06 pm On the road, the rental vehicle began shaking at speeds of 65 mph and higher.

- 8:08 pm Returning home, I called the rental company to request a new vehicle. With all local retailers closing at 8 pm, I had to go to the airport rental facility 45 minutes away.

- 9:45 pm Replaced rental vehicle, moved belongings from old car to new car and drove 45 minutes home.

06/28/2024

- 4:00 am Depart for my trip, again, drive 14 hours to Montreal. I have now missed one of the three nights I was to stay at my airbnb. The missed night amounted to a loss of \$119.09

07/13/2024

- Return home from my trip and return the rental vehicle. The rental cost came to \$1,335.13

07/18/2024

- My father ordered OEM Volvo spark plugs and coils while I was out of town. On July 18, we replaced the Iridium TT plugs with the new OEM Volvo plugs and replaced the original coils with the new OEM Volvo coils. My Volvo was driven no more than 2 miles to test the new equipment, then parked back in the garage. This did not resolve any issues. A cost of \$242.53 for the plugs and coils.

07/30/2024

- Initial call to Volvo Customer Care to gauge what we needed to do to open a case. My information was not left with the representative, as they could not open any cases without a diagnostic from the dealer.

08/05/2024

- 1 pm I had a diagnostic appointment with Patrick Volvo Service Center in Schaumburg, Illinois. I tried my best to explain that I had left for a trip and the engine failed while driving and I had to replace the spark plugs using the resources I had in Kalamazoo, and replace them again after returning home.

08/06/2024

- 9:49 am I received a text with a link to a video from Patrick Volvo of the technician, Chris, walking through what he has found - a compression issue on cylinder 1.

- 4:05 pm I contacted the advisor to make sure he would be onsite to review findings. Drove to the dealer and discussed with the advisor current diagnostic and what else was needed to find the issue causing compression. I asked for estimates on repair of the engine and an estimate for a worse case scenario, engine replacement. Advisor said he could provide those the following day.

08/07/2024

- 2:06 pm Advisor emails over estimates.

- 4:08 pm I called the Volvo Customer Care hotline and opened a case with the representative Darlene. I am told that I will be able to provide a more detailed explanation of my story to the case manager, who is more experienced with these matters. Darlene said they would be able to answer my questions as well. I was told to leave my car at the dealership.

- 5:16 pm I called the advisor at Patrick Volvo to let them know we filed a case with Volvo corporate and are awaiting a case number. My vehicle was to remain at the dealership. I inquired about a courtesy vehicle.

08/08/2024

- I picked up the courtesy vehicle from Patrick Volvo.

08/11/2024

- 7:05 pm Received the first email from Shalena with my case number.

08/12/2024

- 12:07 pm I replied to Shalena's email asking to speak with her over the phone, where I planned to provide her with detailed information about my experience with the engine failure and correct the information I received from the dealer in my diagnostic report. I provided my phone number for her to reach me at.

08/14/2024

- 4:07 pm I called the number in Shalena's signature, leaving a message asking for a callback as I would like to ask questions about the process of the case.

- 4:29 pm I called the Volvo Customer Care hotline and tried to ask them my questions about the procedure of the case, only to be told Shalena would be the best person to answer these questions. The representative tried to transfer me, but Shalena was unavailable. I was told that the representative would inform Shalena that I would like to talk over the phone and said they would inform her to call me the following day.

08/15/2024

- No call from Shalena

- 12:44 pm I called Shalena's number from her email signature, no answer.

- 1:50 pm I called the advisor at Patrick Volvo to ask about the courtesy vehicle (this was the due date listed on the agreement), he said not to worry and to hold onto the courtesy vehicle as a verdict has not been issued yet from Volvo.

08/21/2024

- 11:00 am Shalena replies to my email from August 12 stating that if I would like to talk to her and provide additional details, to send her my availability for the week between the hours of 8-5pm EST.

08/27/2024

- 11:56am I replied to Shalena's email from August 21, telling her I was out of town at a workshop the previous week which is why I didn't reply sooner. I provided my availability with multiple time slots for the week.

09/02/2024

- 6:35 pm I sent a follow up email to Shalena, providing her new time slots for the week for when we could speak over the phone.

09/03/2024

- 4:13 pm Shalena sends an email informing me my case was denied.

- 4:17 pm I called Volvo customer care and asked them to provide me with Shalena's immediate supervisor's contact information. After many attempts to get in contact with Shalena, I was frustrated that I couldn't get a hold of her and confused how it was possible for a decision to be made without any input from my end. The representative could not provide me with the supervisor's contact information, but marked my request in the file.

09/04/2024

- 9:01 am For the first time, Shalena calls me. Due to being indisposed at the moment, I missed her call.

- 9:22 am I returned the call and left a message letting her know I would still like to talk to her and was available.

- 10:34 am I sent a follow up email about the missed call, letting her know I was available to talk.

09/05/2024

- 9:58 am I called Shalena's number from her email signature and she picked it up. I began to ask the questions I've had about the procedure of the case since August 7. I provided her an account of the issue from my end using the dates and times listed above, my multiple attempts to contact her and shared how confused I am on why I have been ignored since the start. She informed me that to Volvo my side of the story does not matter, the entire case is in the hands of the dealer and what they say. I informed her that the dealership's information is full of holes and assumptions that are not true or based on fact. I tried to explain to the dealer the issues with their information, but my attempts were ignored. Shalena replied that whatever the dealer says is taken as fact because this is the first time they are seeing the vehicle, so they do not know what has been or not been done. She did not reach out to me because by the time she planned to, a decision had been made which is why she sent an email on September 3 at 4:13pm to update me. She explained that her job is to open the case on Volvo's end for me but the decision is made at a higher power of the regional group, she has no input on the decision. Also this being a goodwill case, the regional group has no obligation to share a reason for the denial. She mentioned importance in brand loyalty - which I countered, asking how this can be measured if my brand loyalty is in my family's history of owning Volvos and recommending this car brand through word-of-mouth to friends and family looking to buy a car - always stating my belief in Volvo's safety and reliability. I was told that to Volvo this does not matter. What they look for in brand loyalty is through dealership maintenance. I was also told that because I had not approved the further teardown of my vehicle's engine to see the root of the problem, a cost which would be 10 times the original listed price for a diagnostic at Patrick Volvo, that Volvo could not link my engines failure to the design flaw that 2016 Volvos with a 2.5L 5 cylinder engine have.

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Thank you.
[REDACTED]

On Wed, Sep 4, 2024 at 10:34AM [REDACTED]

wrote:

Good morning Shalena,
[REDACTED]

I apologize for missing your phone call earlier this morning at 9:01am CST. I returned your call at 9:22am, and left a message. I am available to talk and would really appreciate a call back.

Thank you,
[REDACTED]

On Tue, Sep 3, 2024 at 4:13 PM [REDACTED] wrote:

Good afternoon Shalena,

Please provide the basis of your denial at your earliest convenience.

Sincerely,
[REDACTED]

On Tue, Sep 3, 2024 at 3:13 PM Volvo Customer Care <volvo1@mailac.custhelp.com> wrote:

[REDACTED]
09/04/2024 11:34 AM

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Thank you,
[REDACTED]

On Tue, Sep 3, 2024 at 4:13 PM [REDACTED] wrote:

Good afternoon Shalena,

Please provide the basis of your denial at your earliest convenience.

Sincerely,
[REDACTED]

On Tue, Sep 3, 2024 at 3:13 PM Volvo Customer Care <volvo1@mailac.custhelp.com> wrote:

[REDACTED]
09/03/2024 05:13 PM

Good afternoon Shalena,

Please provide the basis of your denial at your earliest convenience.

Sincerely,
[REDACTED]

[REDACTED]

Shalena

09/03/2024 04:13 PM

Good Afternoon [REDACTED]

2016 S60

We would first like to thank you for your patience while your case was opened. We have finished reviewing your case and as much as we truly desire to resolve all of our customer's requests to their satisfaction, it is not possible to meet every expectation. We regret that in this instance, Volvo Car USA cannot accommodate your request to offer assistance towards your repair. We apologize for any inconvenience in this matter.

Med vänliga hälsningar!

Yours Sincerely,

Shalena

Volvo Specialist | Customer Care

201-735-8340

[REDACTED]

09/02/2024 06:35 PM

Hello Shalena,

I hope you had a good weekend. Please find below my availability for this week (09/03 - 09/06), in EST.

Tuesday: 9:30am - 3pm

Thursday: 9:30am - 11:30am, 2:30pm - 5pm

Friday: 10:00am - 5pm

My phone number [REDACTED]

Thank you,
[REDACTED]

On Tue, Aug 27, 2024 at 10:55AM [REDACTED]

Hello Shalena,

[REDACTED] wrote:

9/27/24, 8:30 PM

Gmail - 2016 Volvo S60- GW Engine repair request [ID # [REDACTED]]

Thank you for your response to my email. I was out of town last week, and I am available to talk this week.

My availability for this week (08/27- 08/30) is below, in EST.

Tuesday: 11:30am - 3pm, 4:30pm - 5pm

Wednesday: 9am - 3:30pm

Friday: 9:30am - 5pm

My phone number is [REDACTED]

Thank you,
[REDACTED]

On Wed, Aug 21, 2024 at 10:00AM Volvo Customer Care <volvo1@mailac.custhelp.com> wrote:

[REDACTED]
08/27/2024 11:56 AM

Hello Shalena,

Thank you for your response to my email. I was out of town last week, and I am available to talk this week.

My availability for this week (08/27- 08/30) is below, in EST.

Tuesday: 11:30am - 3pm, 4:30pm - 5pm

Wednesday: 9am - 3:30pm

Friday: 9:30am - 5pm

My phone number is [REDACTED]

Thank you,
[REDACTED]

Shalena

08/21/2024 11:00 AM

Good Morning [REDACTED]

I hope all is well.

2016 S60

We are still reviewing your request if you would like to speak with me please feel free to confirm your best time frame between the hours of 8am to 5pm (EST).

Thank you
[REDACTED]

9/27/24, 8:30 PM

Gmail - 2016 Volvo S60- GW Engine repair request [ID: [REDACTED]]

Med vänliga hälsningar!

Yours Sincerely,

Shalena
Volvo Specialist | Customer Care
201-735-8340

[REDACTED]
08/12/2024 12:07 PM

Hello Shalena,

Thank you for your email. I can provide additional information over the phone. I am available throughout the day, let me know if there is a time that works best for your schedule. My phone number is [REDACTED] appreciate your assistance in this matter.

Thank you,
[REDACTED]

Shalena
08/11/2024 07:05 PM

Hello [REDACTED]

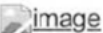
Thank you for contacting Volvo.

We are sorry to learn of your matter. Please allow us to review further once we receive an update you will be advised.

Med vänliga hälsningar!

Yours Sincerely,

Shalena
Volvo Specialist | Customer Care
201-735-8340

FIRST CLASS



US POSTAGE
ZIP 60603 \$ 001.50⁰
02 4W
0000342110 NOV 01 2024

FROM: **KWAME RAOUL**
Illinois Attorney General
115 S. LaSalle St.
Chicago, Illinois 60603

To: NHTSA Headquarters
National Highway
Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590