

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Updated Documents for ODI Complaint #10862587
Date: Tuesday, June 07, 2016 6:41:25 AM
Attachments: [NHTSA form 10862587.pdf](#)
[Volvo emails.pdf](#)
[volvo repair all docs 042716.pdf](#)
[Volvo Maintenance docs.pdf](#)

Sent: Friday, June 03, 2016 4:28 PM

Subject: FW: Updated Documents for ODI Complaint #10862587

Questionnaire.

From: [REDACTED]
Sent: Friday, June 03, 2016 3:25 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Updated Documents for ODI Complaint #10862587

Dear Sirs:

Please find the attached documents to support my claim. They include:

- NHTSA form 10862587.pdf — updated form you provided
- Volvo Repair All Docs 042716.pdf — A letter to the manufacturer sent on April 27, 2016, after the Sarasota dealer told me that Volvo would NOT be repairing the vehicle (as required by my manufacturer warranty).
- Volvo emails.pdf — Emailed correspondence between myself and the manufacturer's Customer Service Center in NJ
- Volvo Maintenance Docs.pdf — Copies of invoices I could find. There were additional visits to the dealer attempting to repair the problem (I have the dates noted on my personal calendar). The dealer could confirm the additional dates.

If you have further questions, please let me know. Thank you for your consideration.

Regards,

[REDACTED]



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
02-MAY-2016	Reference No. 10862587

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address			[REDACTED]		[REDACTED]	
City		State	Zip Code		Evening Telephone Number	
SARASOTA		FL	[REDACTED]			

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side YV4952CF5C1 [REDACTED]		Make VOLVO	Model XC90	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 24-FEB-2015
	<input type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 284000 BACK OVER PREVENTION: CAMERA SYSTEM, VISIBILITY/WIPER (PWS), 353500 EQUIPMENT: ELECTRICAL: NAVIGATIONAL SYSTEM(GLOBAL POSITIONING SYSTEM)	Failure Mileage 44013	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 VOLVO XC90. THE CONTACT STATED THAT THE REAR BACK UP CAMERA AND GPS SYSTEM WORKED INTERMITTENTLY. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER APPROXIMATELY SIX TIMES WHERE THE TECHNICIAN DIAGNOSED THAT THE VEHICLE NEEDED A SOFTWARE UPDATE AND THE MULTIMEDIA MODULE AND CAMERA NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE MANUFACTURER INFORMED THE CONTACT THAT DUE TO THE SOFTWARE COMPANY GOING OUT OF BUSINESS, THEY WOULD NO LONGER TRY TO REPAIR THE VEHICLE. THE FAILURE MILEAGE WAS 44,013.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Subject: Back up camera [ID #: [REDACTED]]
Date: Thursday, May 19, 2016 at 11:34:34 AM Eastern Daylight Time
From: Volvo Customer Care Team
To: [REDACTED]

Betty

05/19/2016 11:34 AM

Hello [REDACTED]

I have forwarded this communication to Sacha. I will contact you as soon as he response.

Kind Regards,

Betty

Volvo Car USA

201-784-4910

[REDACTED]
05/18/2016 07:30 PM

Dear Betty:

I was contacted by Ms. Kristian Quaquarucci, the General Manager of Volvo of Tampa. She was directed to contact me by Sasha.

She sent me a price for me to trade-in my defective Volvo for a lesser Volvo (XC60) than the one I have.

The "deal" she presented required me to trade-in my vehicle for another vehicle, and I would be required to pay over \$17K. I do not understand why Volvo would think I would want another Volvo and pay that much money. I explained to Kristian that I am not willing to pay more than \$10K for another Volvo with this trade-in. Kristian explained that she did not believe it was her responsibility to pay out of her pocket that amount of money, she gained nothing from that. I agreed with her. It should be the manufacturer who produced the vehicle that has to pay.

We have come to an impasse. I am not willing to pay the money you want for another Volvo. Therefore, I am formally requesting you repair the Navigation System/Backup camera of my existing Volvo.

The warranty expired on September 30, 2015, or at 50,000 miles. The defect was reported on February 24, 2015, when it had 46,013 miles on it. According to my warranty, on Page 37:

"What is Warranted: Volvo warrants that repairs required to Volvo passenger vehicles due to defects

in material or workmanship and occurring under normal use will be made at no charge for parts and/or labor during the warranty period.”

“The Warranty Period — Four (4) Years/50,000 Miles/80,000 Km: The warranty period for repairs is four (4) years or 50,000 miles/80,000 kilometers, whichever occurs first.”

On Page 57, second paragraph, “The warranty repairs should be completed in a reasonable amount of time, not to exceed thirty (30) days.”

It has now been 15 full months since this issue was first reported, far surpassing the 30 day repair time Volvo indicates it will take to make any repair. To execute this repair, I recommend we use this letter as the start date of the "30 day repair time" Volvo documented it should take to repair one of their vehicles under their warranty.

I will send a copy of this email to the Federal Trade Commission so they are aware of this warranty issue and my request. I have already filed a complaint and want to keep them abreast of what is transpiring.

Regards,

[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Friday, May 13, 2016 at 10:28 AM
To: [REDACTED] [REDACTED]
Subject: Back up camera [ID #: [REDACTED]]

[REDACTED]
05/17/2016 03:45 PM

Thank you for responding, Betty. As I said, I do not have a long list of criteria: navigation is priority #1. Second is exterior color: white (or gray ~ not silver). Third is interior leather color: prefer tan. That's it.

Please let me know the best option. Thank you for your time.

Regards,

[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Tuesday, May 17, 2016 at 2:04 PM
To: [REDACTED] <[REDACTED]>
Subject: Back up camera [ID #: [REDACTED]]

Betty

05/17/2016 02:04 PM

Hello [REDACTED]

Per Sacha We cannot do anything on a demo. In most cases with current incentives we can likely do a new XC60 at a better deal than a demo. He will search to see what we have in the area with your criteria in new car and let you know what he comes up with. I will keep you posted.

Betty
Volvo Car USA
201-784-4910

Betty

05/13/2016 10:28 AM

Hello [REDACTED],

I am happy to hear we are working towards a solution. I have forwarded this information to Sacha. I will contact you as soon as I hear back from him.

Kind Regards,

Betty
Volvo Car USA
201-784-4910

[REDACTED]
05/13/2016 10:15 AM

Dear Betty,

I spoke with Sasha yesterday (5/12/16) at great length about my vehicle. He advised me to contact you because of his travel schedule.

Sasha presented two options, one of which was to trade out my existing vehicle for one similar. The most comparable vehicle in 2016 is the XC60. The caveat that I am aware of is that it does not have a third row seat, which was one of my requirements back in 2011 when I purchased my existing vehicle. However, the size of the XC60 is the most similar to what I already have, and I am not willing to drive a larger vehicle like the 2016 XC90 which is longer and wider than the 2012.

I have researched dealers in my area. I am interested in the following vehicle from the Volvo of Tampa store: Stock [REDACTED] I understand this is a demo vehicle, and it has been discounted for the general public. Sasha indicated he would take my car at a trade-in value of between \$19K-20K. I am requesting the \$20K value as I have new tires on this vehicle that I purchased recently and were very expensive. Sasha indicated that he would sell me a Volvo from any dealer at the dealer cost minus the incentives. Please advise the total price I would be charged if I elected to trade-out my vehicle for this one.

Betty, if you know of a similar vehicle to this one, I would consider that one, as well. My only criteria is that the vehicle is white and has a navigation system. This is the same criteria I had when I purchased the XC90.

I am willing to purchase a demo/used vehicle, as long as it does not have over 12K miles on it. My intent is to turn this vehicle over to my [REDACTED] son (in 2 years), my focus continues to be his safety. In addition, I am not going to purchase another vehicle from Craig Constable of Volvo Sarasota. I will drive 100 miles to buy one from another dealer, if necessary. The Service Department and Joe Rice have always been exceptional, so I will continue to use Volvo Sarasota to service my vehicle.

I am hoping you will give me a price that is fair to me, as a consumer who purchased a vehicle that now has a manufacturer defect that Volvo will not repair. I have been patient for over a year waiting for the fix. I am not happy that I now have to spend money on another vehicle when repairing the defect would have been free to me.

If you have any questions, please email or call [REDACTED] at your earliest convenience. Thank you for your assistance with this issue.

Regards,
[REDACTED]

Dear Betty,

The following lists how much effort I have made to communicate with Volvo:

- 4/27/16 - Originally faxed document and emailed
- 4/28/16 – Left voice message for Betty
- 4/29/16 – Betty returned my call and informed me of Volvo's position (as documented below as I recall it)
- 5/2/16 – Email sent to Volvo asking for written verification of their position
- 5/5/16 – Second request to Volvo asking for written verification
- 5/6/16 – Betty sent email advising a manager would call me on 5/9/16, I requested he/she write me instead
- 5/10/16 – No phone call or email, requesting written confirmation for the third time.

Betty, please respond to my email as requested below. Thank you.

Regards,
[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Friday, May 6, 2016 at 1:33 PM
To: [REDACTED] >
Subject: Back up camera [ID #: [REDACTED]]

[REDACTED]
05/10/2016 07:30 PM

Dear Betty,

The following lists how much effort I have made to communicate with Volvo:

- 4/27/16 - Originally faxed document and emailed
- 4/28/16 – Left voice message for Betty
- 4/29/16 – Betty returned my call and informed me of Volvo's position (as documented below as I recall it)
- 5/2/16 – Email sent to Volvo asking for written verification of their position
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- 5/6/16 – Betty sent email advising a manager would call me on 5/9/16, I requested he/she write me instead
- 5/10/16 – No phone call or email, requesting written confirmation for the third time.

Betty, please respond to my email as requested below. Thank you.

Regards,

[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Friday, May 6, 2016 at 1:33 PM
To: [REDACTED] >
Subject: Back up camera [ID #: [REDACTED]]

[REDACTED]
05/06/2016 04:01 PM

Dear Betty:

There's really nothing left to talk about. You were perfectly clear on Volvo's position, I just want to confirm I correctly understand it. I would prefer he email me so I have Volvo's response in writing.

Regards,

[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Friday, May 6, 2016 at 1:33 PM
To: [REDACTED]
Subject: Back up camera [ID #: [REDACTED]]

Betty

05/06/2016 01:33 PM

Hello [REDACTED]

Our area manager wishes to speak with you directly. He will be calling you on Monday. If you have a preferred time and number please provide this and I will be happy to pass this on.

Kind Regards,

Betty

Volvo Car USA

201-784-4910

[REDACTED]
05/05/2016 10:15 AM

Betty, I haven't heard from you. I ask again, please respond to the information below and confirm this is how Volvo Corporation would like to handle my issue. Thank you.

Regards,

Betty:

Thank you for returning my call this past Friday, April 29. I would like to confirm in writing the details of our conversation so I make sure I understand where Volvo stands on the issue with my vehicle. This is what I believe you told me:

1. The Volvo company is never going to fix the GPS/backup camera in my vehicle. The GPS/backup camera does not work, you are aware of it, but you will not pay a software technician to find the bug so this feature in my vehicle works correctly. Volvo, as the manufacturer knows that less than 100 vehicles have the same issues.
2. The Volvo company is not going to buy my vehicle from me. It is up to me, the consumer with the defective vehicle who purchased this vehicle new and as the only owner, to trade it in and accept the lower value because of this defect.

This is an abbreviated version of what I believe I was told. Please respond and confirm these are factual statements. If you would like to add to the above, please do so right away. Thank you.

Regards,

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

Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>

Date: Thursday, April 28, 2016 at 9:27 AM

To: [REDACTED] >

Subject: Back up camera [ID #: [REDACTED]]

[REDACTED]
05/02/2016 04:00 PM

Betty:

Thank you for returning my call this past Friday, April 29. I would like to confirm in writing the details of our conversation so I make sure I understand where Volvo stands on the issue with my vehicle. This is what I believe you told me:

1. The Volvo company is never going to fix the GPS/backup camera in my vehicle. The GPS/backup camera does not work, you are aware of it, but you will not pay a software technician to find the bug so this feature in my vehicle works correctly. Volvo, as the manufacturer knows that less than 100 vehicles have the same issues.
2. The Volvo company is not going to buy my vehicle from me. It is up to me, the consumer with the defective vehicle who purchased this vehicle new and as the only owner, to trade it in and accept the lower value because of this defect.

This is an abbreviated version of what I believe I was told. Please respond and confirm these are factual statements. If you would like to add to the above, please do so right away. Thank you.

Regards,

[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Thursday, April 28, 2016 at 9:27 AM
To: [REDACTED]
Subject: Back up camera [ID #: [REDACTED]]

[REDACTED]
05/02/2016 03:30 PM

Thank you for returning my call this past Friday, April 29. I would like to confirm in writing the details of our conversation so I make sure I understand where Volvo stands on the issue with my vehicle. This is what I believe you told me:

1. The Volvo company is never going to fix the GPS/backup camera in my vehicle. The GPS/backup camera does not work, you are aware of it, but you will not pay a software technician to find the bug so this feature in my vehicle works correctly. Volvo, as the manufacturer knows that less than 100 vehicles have the same issues.
2. The Volvo company is not going to buy my vehicle from me. It is up to me, the consumer with the defective vehicle who purchased this vehicle new and as the only owner, to trade it in and accept the lower value because of this defect.

This is an abbreviated version of what I believe I was told. Please respond and confirm these are factual statements. If you would like to add to the above, please do so right away. Thank you.

Regards,

[REDACTED]

From: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Reply-To: Volvo Customer Care Team <volvo1@mailmw.custhelp.com>
Date: Wednesday, April 27, 2016 at 4:45 PM
To: [REDACTED] >
Subject: ID #: [REDACTED]

[REDACTED]
04/28/2016 04:28 PM

The attached file contains an inbound fax image.
You may view it with any viewer that supports TIF.
Have a nice day!
PLEASE DO NOT REPLY TO THIS EMAIL.

Pages Received : 8
Time Received : Wed, Apr 27, 2016 06:15PM EDT
Duration : 165
Remote CSID : 941 922 1510
DID : 8666319059
transactionID : 27185288-97649652

For any support, service requests, or additional fax numbers, etc. please call:877-243-3949 or (203) 601-3333 or send an email to etac@crc.net. Thank you.

The information in this E-mail message, and any files transmitted with it, is confidential and may be legally privileged. It is intended only for the use of the individual(s) named above. If you are the intended recipient, be aware that your use of any confidential or personal information may be restricted by governmental authority. If you, the reader of this message, are not the intended recipient, you are hereby notified that you should not further disseminate, distribute, or forward this E-mail message. If you have received this E-mail in error, please notify the sender and delete the material from any computer. Thank you.

===== image File Attachment =====
97649652.tif, 467616 bytes, Added to incident

Betty
04/28/2016 09:27 AM

Hello [REDACTED],

Thank you for contacting Volvo Car USA.

I am responding to your letter regarding your back up camera. Volvo is looking into this and I will update you as soon as I have more information. If you wish to discuss this in more detail I can be reached at your convenience at the number listed below.

Kind Regards,

Betty

Volvo Car USA
201-784-4910

Poller User Import

04/27/2016 04:54 PM

Hi, my name is Faye. How may I help you?

[REDACTED] I would like to send a letter to your American headquarters with an issue. I have the mailing address from your web site. Is there an email address I can mail it to, as well?

Faye: Hi [REDACTED], the email address is customercare@volvoforlife.com

[REDACTED] Thank you.

[REDACTED] Can you tell me where I can find the warranty information on the web?

Faye: Sure, what year is your car?

[REDACTED] 2012

Faye: and model?

[REDACTED] XC-90 R-design

Faye: <http://volvo.custhelp.com/app/manuals/ownersmanualinfo/year/2012/model/XC90>

[REDACTED] thank you, Faye.

Faye: It is my pleasure! Best of luck to you

[REDACTED] disconnected ('Concluded by Agent').

Administrator

04/27/2016 04:45 PM

Thank you for contacting Volvo Car USA's Customer Care Center.

Our team is looking into your email right now and will respond to you within 24 hours.

If you would prefer to speak to a Volvo representative, please call us during our regular business hours listed below. Please refer to this ID# [REDACTED]. This will help us quickly locate and review your correspondence.

If your inquiry requires immediate attention, please contact our Customer Care Center at 1-800-458-1552

Hours of Operation:

8:30 a.m. - 5:00 p.m. (ET)

Monday through Friday

Drive Safely,

Volvo Car USA, LLC.

[REDACTED]
04/27/2016 04:45 PM

I am mailing the attached letter today. I am also going to fax it. Please respond promptly. Thank you.

Regards,

[REDACTED]

[REDACTED]

Sarasota, FL [REDACTED]

[REDACTED]

Volvo of Sarasota

Volvo of Sarasota
 7576 S. Tamiami Trail
 Sarasota, FL 34231
 Phone: 941-924-1212
 Fax: 941-929-2200



0102140C350095 ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH RICE	398	TAG NO. 66R	INVOICE DATE 02/12/15	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 45,397	COLOR ICE WHT/OFF	STOCK NO. [REDACTED]
SARASOTA, FL [REDACTED]	YEAR / MAKE / MODEL 12/VOLVO/XC90/XC90 FWD ASR7			DELIVERY DATE 09/30/11	DELIVERY MILES 57
[REDACTED]	VEHICLE I.D. NO. YV4952CF5C1 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 02/11/15	MILEAGE OUT
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 45397

LABOR & PARTS
 J# 1 7V0Z ELECTRICAL DIAG TECH(S):731 INTERNAL
 C/S: NAVI SYSTEM ISN'T OPERATING PROPERLY
 SPECIAL ORDER PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 85VOZZ45 45,000 MILE SERVICE TECH(S):731 WARRANTY
 CUSTOMER REQUEST 45,000 MILE FACTORY MAINTENANCE
 FACTORY MAINTENANCE
 REPLACE ENGINE OIL & FILTER
 RESET SERVICE REMINDER
 CHECK & ADJUST COOLANT LEVEL
 CHECK & ADJUST POWER STEERING FLUID LEVEL
 CHECK & ADJUST WASHER FLUID LEVEL
 CHECK ALL WIPER BLADES
 REPLACE CABIN AIR FILTER
 CHECK BRAKE FLUID LEVEL
 CHECK BRAKE PADS & DISCS
 CHECK TIRE PRESSURES, CONDITION & WEAR
 PERFORM MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	30750013-2	OIL FILTER INSE		WARRANTY
JOB # 2	1	977751-7	GASKET		WARRANTY
JOB # 2	7	8889954-7	5W-30 CASTROL		WARRANTY
JOB # 2	1	8888889-6	EXPENDABLES		WARRANTY
JOB # 2	1	1189943-2	WW SOLVENT		WARRANTY
JOB # 2	1	30630752-1	POLLEN FILTER		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 10VOZZ23 WIPER BLADES TECH(S):731 WARRANTY
 CUSTOMER STATES WIPERS ARE LEAVING STREAKS ON WINDSHIELD
 LEAVING STREAKS ON WINDSHIELD
 REPLACE WINDSHIELD WIPER BLADES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	31333413-8	WIPER BLADE KIT		WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 10VOZZ24 REAR WIPER BLADE TECH(S):731 WARRANTY
 CUSTOMER STATES REAR WIPER IS LEAVING STREAKS ON GLASS
 STREAKING REAR GLASS
 REPLACE REAR WIPER BLADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	31333449-2	WIPER BLADE		WARRANTY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X

Volvo of Sarasota

Volvo of Sarasota
 7576 S. Tamiami Trail
 Sarasota, FL 34231
 Phone: 941-924-1212
 Fax: 941-929-2200



FOR INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH RICE	398	TAG NO. 44E	INVOICE DATE 02/24/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 46,013	COLOR ICE WHT/OFF	STOCK NO. [REDACTED]
SARASOTA, FL [REDACTED]	YEAR / MAKE / MODEL 12 / VOLVO / XC90/XC90 FWD ASR7			DELIVERY DATE 09/30/11	DELIVERY MILES 57
[REDACTED]	VEHICLE I.D. NO. Y V 4 9 5 2 C F 5 C 1 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/24/15	MILEAGE OUT	
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 46013

LABOR & PARTS

J# 1 17VOZ ELECTRICAL DIAG TECH(S): 731 WARRANTY
 CUST STATES THE NAVIGATION SYSTEM IS INOP AT TIMES
 FUNCTION TEST MULTIMEDIA SYSTEM, FOUND INTERNAL ELECTRICAL
 FAILURE
 REPLACED MULTIMEDIA MODULE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 36050112-6 EXCHANGE MM DU	WARRANTY 0.00
JOB # 1 TOTAL PARTS 0.00	
JOB # 1 TOTAL LABOR & PARTS 0.00	

J# 2 23VOZ SUSPENSION TECH(S): 731 WARRANTY
 CUST STATES THERE IS A SQUEAKING KNOCKING NOISE FROM FRONT
 END
 NOISE FROM FRONT BRAKES, BRAKE PADS ARE BELOW SPECS AT 2MM,
 FRONT ROTORS ARE BWLOW SPECS AT 34MM
 REPLACED FRONT BRAKE PADS & ROTORS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 1 30793943-9 BRAKE PAD KIT	WARRANTY
JOB # 2 2 31400893-9 BRAKE DISC	WARRANTY
JOB # 2 TOTAL PARTS 0.00	
JOB # 2 TOTAL LABOR & PARTS 0.00	

J# 3 17VOZ50 *ELEC. ACCESSORIES TECH(S): 731 INTERNAL
 CUST STATES BOTH LEFT & RIGHT BLISS LIGHTS WILL FLASH
 RANDOMLY AT TIMES
 ISSUE IS RELATED TO MULTI-MEDIA SCREEN REPLACEMENT LINE 1

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 3 TOTAL PARTS 0.00	
JOB # 3 TOTAL LABOR & PARTS 0.00	

COMMENTS
 CUSTOMER REQUESTED A LOANER created 2015-02-11 03:47:00pm taken by
 Joseph Rice

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X

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The Reynolds and Reynolds Company ERALZRNVE_G033986 Q (06/08)

Volvo of Sarasota

Volvo of Sarasota
 7576 S. Tamiami Trail
 Sarasota, FL 34231
 Phone: 941-924-1212
 Fax: 941-929-2200



FOR INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH RICE	398	TAG NO. 217J	INVOICE DATE 06/10/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,962	COLOR ICE WHT/OFF	STOCK NO. [REDACTED]
SARASOTA, FL	YEAR / MAKE / MODEL 12/VOLVO/XC90/XC90 FWD ASR7			DELIVERY DATE 09/30/11	DELIVERY MILES 57
[REDACTED]	VEHICLE I.D. NO. Y V 4 9 5 2 C F 5 C 1 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 06/05/15	MILEAGE OUT
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 49962

LABOR & PARTS
 # 1 1740Z ELECTRICAL DIAG TECH(S) 731 INTERNAL

INSTALL NEW SOFTWARE DISC
 PERFORMED NAVIGATION SYSTEM SOFTWARE DOWNLOAD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00

2+23VOZ SUSPENSION TECH(S) 731 WARRANTY

KNOCKING NOISE COMING FROM THE FRONT END
 TEST DRIVE VEHICLE IN VERIFIED KNOCKING NOISE HOWEVER UNABLE
 TO VERIFY ORIGIN, ATTACHED CHASSIS EARS & TEST DROVE, FOUND
 NOISE COMING INTERNAL STEERING RACK ASSEMBLY
 REPLACE POWER STEERING RACK & PERFORM WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	36050016-9	STEERING BOX, E	WARRANTY
JOB # 2	1	30741424-3	POWER STEERING	WARRANTY
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
 CUSTOMER REQUESTED A LOANER created 2015-05-28 04:32:00pm taken by Joseph Rice

TOTALS

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)]	TOTAL LABOR....	0.00
"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]."	TOTAL PARTS....	0.00
*****	TOTAL SUBLET...	0.00
YOU MAY SOON BE RECEIVING A SURVEY FROM GENERAL MOTORS OR VOLVO CUSTOMER RELATIONS. THIS SURVEY IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT ANSWER THE QUESTIONS AS *COMPLETELY SATISFIED* OR *EXCELLENT SERVICE*, PLEASE CONTACT CORKY HANSON(CADILLAC) AT 941-922-1571, OR JOE RICE(VOLVO) AT 941-924-1211.	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

METHOD OF PAYMENT ()CASH ()CHECK ()M/C-VISA ()DISC ()AM EXP

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X

CUSTOMER SIGNATURE

www.sunsetautogroup.com

Volvo of Sarasota

Volvo of Sarasota
 7576 S. Tamiami Trail
 Sarasota, FL 34231
 Phone: 941-924-1212
 Fax: 941-929-2200



[REDACTED]

01:02 P00CS18983 ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	JOSEPH RICE	398	TAG NO.	57	INVOICE DATE	11/17/15	INVOICE NO.	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	53,432	COLOR	ICE WHT/OFF	STOCK NO.	[REDACTED]
SARASOTA, FL	[REDACTED]	YEAR / MAKE / MODEL	12/VOLVO/XC90/XC90 FWD ASR7				DELIVERY DATE	09/30/11	DELIVERY MILES	57	
[REDACTED]	[REDACTED]	VEHICLE I.D. NO.	YV4952CF5C1 [REDACTED]				SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	[REDACTED]	
[REDACTED]	[REDACTED]	F.T.E. NO.	[REDACTED]	P.O. NO.	[REDACTED]	R.O. DATE	11/17/15	MILEAGE OUT	[REDACTED]		
RES [REDACTED]	BUSINESS PHONE	COMMENTS									

MO: 53432

LABOR & PARTS

J# 1 10V01 7,500 MI SERVICE TECH(S):731 89.97
 52,500 MILE SERVICE
 CUSTOMER REQUEST
 COMPLETED 7,500 MILE SERVICE AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	PK32	8 QUART OIL CHANGE	38.95	38.95
JOB # 1	1	30750013-2	OIL FILTER INSE	****	****
JOB # 1	1	977751-7	GASKET	****	****
JOB # 1	9	8889954-7	5W-30 CASTROL	****	****
JOB # 1	1	8691415-7	SERVICE 2.0 UPG	0.02	0.02
JOB # 1 TOTAL PARTS					38.97
JOB # 1 TOTAL LABOR & PARTS					128.94

J# 2 17V0Z ELECTRICAL DIAG TECH(S):731 INTERNAL
 CUST STATES BACK-UP CAMERA WON'T TURN ON AT TIMES WHEN
 PUTTING INTO "R"
 PERFORMED SOFTWARE DOWNLOAD, ADVISED CUSTOMER TO MONITOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		12.89
JOB # 1	V10	VOLVO 10% LABOR COUPON		-12.89
TOTAL - MISC				0.00

COMMENTS-
 CUSTOMER REQUESTED A LOANER created 2015-11-12 09:07:00am taken by Joseph Rice

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X _____

www.sunsetautogroup.com

The Reynolds and Reynolds Company EPALZFRINVE GO33986 Q (09/09)

April 27, 2016

Volvo Car USA LLC
1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Attention: Volvo Customer Care Center

Dear Sir/Madame:

I purchased my new 2012 Volvo XC90 R-Design vehicle (VIN #YV4952CF5C1 [REDACTED] on September 30, 2011, and am the original owner. I bought this specific vehicle because of its stellar reputation for being one of the safest vehicles on the road. I have two teenage sons who would be learning to drive in this vehicle; their safety is my priority.

On February 12, 2015, I took the vehicle in for a problem with the backup camera/GPS system. The backup camera window comes up when it is placed in Reverse, the backup camera stays on when you put it into Drive, and then the GPS doesn't work. It was not repaired that day at their first attempt to fix it. I returned to the dealership four more times (2/24/15, 3/11/15, 6/10/15, and 11/17/15), and they attempted to fix it each time to no avail. This issue has only gotten worse; sometimes when I put the car from Drive into Park, the GPS window comes up and the backup camera comes on ~ while in Park.

I went into the dealership on February 8, 2016, almost one full year after the issue was first reported. I was informed that there is no fix for this issue, and there will never be one. This is a software issue, and the company that wrote the program went out of business. This problem can be fixed; Volvo has to hire a company to look at the software, find the bug in the system, and change it so it works properly. My husband just sold his software company; I know this option will be expensive. I have also been informed that only about 100 customers have this issue with their Volvo vehicle. Therefore, Volvo Corporation has refused to repair this bug.

According to your web site and documentation: *"From Design, Engineering, and Manufacturing to support activities in Parts, Service, and Sales, high standards have been set to help insure your satisfaction and pride as an owner of a Volvo."*

I am assuming my high standards are different than yours; I purchased a product that I expected would outperform my husband's Chevrolet. Sadly, it doesn't even meet that standard.

Satisfaction and pride? This is both my husband and my first Volvo. We are neither satisfied nor proud of our vehicle.

I have patiently waited for Volvo to repair this safety feature. What would make me happy? Here is the original answer to this question in order of preference:

1. Repair the software bug in my Volvo and let me move on. It would be free to me, and I don't have to incur any expenses. Unfortunately, I have been informed that this is not possible.
2. A free car. I am neither selfish nor stupid. I know you are not going to give me a free car.
3. Trade out this vehicle you refuse to repair for one with the same safety features I originally wanted and purchased back in 2011. I want my children to benefit from these features the Volvo XC90 has.

On February 8, 2016, I advised Craig Constable, the Sales Manager of Volvo of Sarasota (who sold me my car originally), and Joe Rice, the Service Manager, my above preferences. I explained that the only way I would walk away "satisfied" is if Volvo swapped out my existing vehicle with a 2016 fully functioning XC90.

I took the Kelly Blue Book trade-in value of my vehicle at the time (between \$22,348 - \$25,309), and rounded it to \$25,000 because I had just put new tires on this car for \$1,000. I took the cost of an XC90 on the Sarasota lot (\$49,759), subtracted the trade-in value, and suggested Volvo Corporation and I split the balance (\$12,380 each). I have attached a copy of the Kelly Blue Book printout from February 8 plus a copy of a XC90 they had on the lot that was priced at \$49,759 at that time.

I thought it was fair to split the difference because: (a) I do not want to purchase a new vehicle, and (b) I did nothing wrong but want the safety features the vehicle offered.

After not hearing from Volvo for the past two months, I emailed Joe Rice at the dealership on April 24 (attached) and asked them to just cut me a check for \$26,750. I stated that I would take the money to another car dealership and buy another car outright. The Lexus dealer has been very cooperative and their corporation has a good reputation. My faith in Volvo is gone.

Craig called me back today. He advised me he absolutely **will not** cut me a check and buy my vehicle outright. He insulted me with this counter-offer of the following TRADE-IN value to buy another Volvo:

Trade-in value	\$17,300
Tax Benefit	1,038
Loyalty refund	1,000
Trade assist from Volvo	<u>4,000</u>
Total:	\$23,338

This offer is offensive. I am the customer; I paid for this vehicle in good faith that it would last with our family for the next 6-8 years while my sons learned to drive. Craig said that this low trade-in value amount is due to the fact that my sideswipe accident that appears on my carfax. My "sideswipe" accident was an incident that cost about \$1,500 to repair for the left front quarter panel to be fixed, repainted. It was cosmetic damage that did not include the engine at all. I advised Craig that the real issue is selling this vehicle with safety features that do not work; it has nothing to do with cosmetic damage that was repaired over a year ago.

As you can see by the attached Kelley Blue Book (trade-in value of \$19,896) and Edmonds car value Book (trade-in value of between \$22,386-\$25,185) information, the trade-in value he has offered is a low-ball offer. He stated that this is the best he can do. This is the best?

It is not my fault by any means that you have a bug in your software. I have been patient waiting for a fix, now I know there will not be one. I cannot believe that this is how Volvo treats their customers. At this point, I do not want to own another Volvo, ever. I would like you to buy this vehicle that you refuse to repair from me. I am asking that you please cut me a check for the trade-in value of my vehicle (\$23,000 – a mid-price value as I just spent \$1,000 on new tires) plus the tax savings I would have received (\$1,610) for a total of \$24,610.

I am disappointed with the response I have received to date. If you have questions or would like to discuss this, please call me at your convenience. Thank you for your cooperation.

Enclosures

Cc: Håkan Samuelsson, President and Chief Executive Officer
Björn Annwall, Senior Vice President, Marketing, Sales and Customer Service



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Trade-in Value
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Subject: Volvo XC90

Date: Sunday, April 24, 2016 at 5:02:35 PM Eastern Daylight Time

From: [REDACTED]

To: Joe Rice

CC: [REDACTED]

Good Afternoon, Joe:

I'm assuming from the lack of response of the team there that you don't want to accept the deal I presented in February that would have been acceptable to me. Therefore, I would like Volvo of Sarasota to buy my XC90 since you and Volvo Corporation refuse to repair the functions I purchased in this vehicle. As a reminder, the backup camera/GPS issues were reported to your dealership in February of 2015. Over the past 14 months after four attempts to repair it, you have acknowledged there is no fix available for this software issue, and there will never be one.

I'm going to buy a car at another dealer; I would like the trade-in value of my car from Volvo since it's necessary to disclose this car's safety features do not work properly. I won't get the full value by no fault of my own.

According to Kelly Blue Book, my car's trade-in value is approximately \$25,000. The additional cost out of my pocket I will pay in taxes because I'm not trading it is: \$1,750. Therefore, I am requesting that Volvo of Sarasota cut a check to me for \$26,750.

Needless to say, I am disappointed. I expected more from a vehicle produced by the Volvo Corporation with it's stellar reputation. Please let me know when the check is ready, I will drop off my car with the title. Thank you.

Regards,

[REDACTED]



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2012 Volvo XC90

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Mileage: 58000

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Trade-In Range
\$22,386 - \$25,185
Trade-In Value
\$23,786



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