

**Abbott, John**

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**From:** Lidgett, Diana (D.L.) [dlidgett@volvocars.com]  
**Sent:** Wednesday, February 18, 2004 8:05 AM  
**To:** Abbott, John  
**Subject:** Customer Care Report Update

Hello John,

I have attached the recent customer care reports that may be applicable to the Volvo 850 Fuel Leak Investigation (EA-03008.)

Please let me know if you also require a new database / spreadsheet with this information.

<<customercare reports Aug5toFeb4 EA03008final.pdf>>

Best regards,

Diana Lidgett  
Manager, Compliance Programs  
Regulations and Compliance  
Volvo Cars of North America, LLC  
201 766 7300, ext. 7249

Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer VOLVO VILLAGE  
Customer [REDACTED]  
VIN No. YV1L85544T [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 11/21/2003 to 12/04/2003

**Notebook 1**

( UOVS104 [REDACTED] 1/29/2004 18:17:04 )

1999 850 YV1L85544 [REDACTED]

PER CUST:

\*HAVE BEEN WAITING SINCE NOV 2003 FOR REPLY TO  
INSPECTION REPORT ON FUEL TANK THAT WAS SENT OUT  
\*CUST STILL OWNS THE CAR AND WANTS INFO ON  
TANK INSPECTION REPORT

WRITER ADVISED:

\*APOLOGIZED FOR HER PROBLEM  
\*WAS TOLD SHE HAD SOLD THE CAR  
\*SORRY FOR THE DELAY IN RESPONSE  
\*WILL FOLLOW UP FOR INFO AND SHE WILL BE CONTACTED BY THE RETAILER

OPEN TO REGION

PLEASE FAX GLOSE TO MARGARET 800-802-3970 OR EMAIL: MHADNOTT@VOLVOCARS.COM OR PHONE 800-458-1582 EXT 1878  
KEN KINCORTZ IS ANM

( UOVS104 Margaret Hadnot 1/29/2004 14:18:43 )

DEBORAH HAMMANN, SVCE MGR ADVISED:

\*THOUGHT ODUG WAS TO SPEAK WITH THEM  
\*THEY HAVE BEEN REMOVED FROM THE CAR  
\*THEIR NAME HAS BEEN TAKEN OFF AS OWNERS OF THE CAR

WRITER GAVE HER CUST PHONE NUMBER

SHE WILL FOLLOW UP, RESOLVE AND NOTIFY CUST SVCE OF GLOSE

( UOVS104 Margaret Hadnot 2/2/2004 12:00:33 )

MEMO FROM DEBORAH HAMMANN, BAI AT RETAILER:

[REDACTED] were spoken to on Friday.

\*We explained that there would be no reports available from Volvo.  
\*We told them that Volvo requests parts to be returned for periodic testing  
and there are no reports available to the dealership.  
\*Please close this contact.

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer VOLVO VILLAGE  
Customer [REDACTED]  
VIN No. YV1L8E544 [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 11/21/2003 to 12/04/2003

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**Notebook 2**

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**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer VOLVO VILLAGE  
Customer [REDACTED]  
VIN No. YV1LS5544 [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issues Date 11/21/2003 to 12/04/2003

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**Notebook 1**

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( UOVS801 JOHN LESCRDART 11/21/2003 14.40.38 )  
YV1LS5544T1302383 1006 850

- customer:  
- original owner, wife Judy calls  
- fuel tank was leaking  
- took to Volvo Village for repairs 8/22  
- retailer sent tank out for inspection  
- no word back on tank report yet

**REQUESTS:**

- report on tank failure
  - COST ASSISTANCE FOR REPAIR
- WRITER:**
- WILL FORWARD FOR REVIEW
  - EXPECT FOLLOW UP FROM SERVICE MANAGER WITHIN 3-4 BUSINESS DAYS

OPEN TO REGION  
ATTN: SERVICE MANAGER FAX CLOSING TO  
800-892-3870 JOHN L X 1932  
closecan@volvocars.com

( UOVS801 JOHN LESCRDART 12/1/2003 14.56.48 )  
MESSAGE LEFT FOR SERVICE MANAGER: PLEASE CLOSE/UPDATE  
( UOVS801 JOHN LESCRDART 12/4/2003 13.48.10 )  
John,

Please close this contact. I will speak to Ken Knorz when he returns from vacation. I am checking history and I believe the customer has sold this vehicle.

Thank You,

Deborah Hamman  
dhamman@volvovillage.com

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** VOLVO VILLAGE  
**Customer** [REDACTED]  
**VIN No.** YV1LS5544 [REDACTED]  
**Subject Type** Vehicle  
**Issue Type** Complaint  
**Issue Date** 11/21/2003 to 12/04/2003

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***Notebook 2***

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**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer  
Customer  
VIN No. YV1LS6543T  
Subject Type Vehicle  
Issue Type Complaint  
Issues Date 10/16/2003 to 10/22/2003

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**Notebook 1**

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( U023286 JAYE LINNIN 10/16/2003 8.55.48 )  
LETTER TO VIC DOOLAN  
STATES:  
YV1LS6543T1510286 1006 050 68K  
SEE PRIORS...  
NOTICED A GAS LEAK 5/14/03 BROUGHT TO VOLVO OF SANTA MONICA  
THERE WAS A CRACK IN THE GAS TANK  
TANK WAS NOT AVAILABLE AND HAD TO BE ORDERED  
TONY MARINO SERVICE MGR AGREED TO REIMBURSE FOR RENTAL CAR  
SHE SPOKE WITH PRESEN KLUIG PTS AND HE ASSURED HER EVERYTHING POSSIBLE WAS BEING DONE AND VOLVO WOULD PAY 50% OF RENTAL  
SHE HAS CONTACTED FRANK CEGACCI AMM REGARDING HER REIMBURSEMENT  
NOW THE CHECK ENGINE LIGHT IS ON AND SHE BROUGHT HER VEHICLE TO AN INDEPENDENT WHO INDICATED THERE IS A SMALL LEAK IN FUEL TANK &  
REQUESTING 100% REIMBURSEMENT FOR RENTAL AND FOR COSTS INVOLVED WITH THIS REPAIR OR SHE WILL ARRANGE FOR ARBITRATION  
WRITER; VOICEMAILED FRANK CEGACCI AMM TO REVIEW  
( U023286 JAYE LINNIN 10/22/2003 12.15.16 )  
WRITER; SPOKE WITH FRANK C.  
CHECK WENT OUT LAST WEEK  
SPOKE WITH CUSTOMER  
SHE RECEIVED A CHECK THIS WEEK FOR 550.00  
FEELS SHE SHOULD BE REIMBURSED 100% SINCE SHE HAD TO WAIT SO LONG FOR THE CHECK AND REPAIRS  
EXPLAINED RENTAL AND LOANER POLICY  
THIS WAS AS AN EXTENSION OF GOOD FAITH VOLVO REIMBURSED CUSTOMER  
NOT HAPPY WILL CONTACT THE BETTER BUSINESS BUREAU REGARDING PRACTICES  
NOTED CUSTOMERS CONCERNS

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer GOLD COAST VOLVO  
Customer [REDACTED]  
VIN No. YV1L85558V [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 12/03/2003 to 12/04/2003

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**Notebook 1**

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( UOT2003 SUSAN CAMPBELL 1/21/2004 12.94.39 )  
customer calls see prior 054 341 0790  
054 088 7850 ext.213  
we were to pay for gas tank leak repair  
customer does not received credit on her card  
pls call customer to advise about credit  
pls fax close: 800 892 3870 la fax  
susan c ext 1983  
ecomp088@volvocars.com  
( UOT2003 SUSAN CAMPBELL 1/22/2004 9.01.05 )  
aw mika new service mgr  
he will handle reimbursement for customer  
he will call customer today

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** GOLD COAST VOLVO  
**Customer** [REDACTED]  
**VIN No.** YV1LS6558V[REDACTED]  
**Subject Type** Vehicle  
**Issue Type** Complaint  
**Issue Date** 12/03/2003 to 12/04/2003

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***Notebook 2***

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Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer GOLD COAST VOLVO
Customer
VIN No. YV1L85558
Subject Type Vehicle
Issue Type Complaint
Issue Date 12/03/2003 to 12/04/2003

Notebook 1

(UOV818) Jenni Kaiser 12/3/2003 16:44:11
YV1L85558V1368003 1007 864

- Customer states
- called Customer cars a few days ago
- told consultant of problem with gas tank
- vehicle had horrible smell of gas
- gas leaking from top of gas tank
- told by consultant to bring to retailer
- told repairs should be covered under warranty
- brought vehicle to retailer
- received call from retailer that it is not the tank that is leaking
- gasket around the top of the tank is leaking
- this repair would not be covered under warranty
- repair cost will be \$400.00
- feel this is a safety issue just the same
- delayed repair with retailer
- REQUEST REVIEW FOR COST ASSISTANCE

- Writer
- aplogize
- will document
- will forward to retailer \ region
- can review

OPEN TO RETAILER \ REGION
PLEASE CONTACT WRITER WITH UPDATE \ CLOSE WITHIN 48 HOURS
1-800-488-1562 EXT 1970 OR EMAIL JKAISER7@VOLVOCARS.COM

THANK YOU
SENT EMAIL TIM CLUTTER \ AMM
(UOV818) Jenni Kaiser 12/4/2003 11:57:06

Your message
To: Clutter, Tim (T.)
Subject: OPEN CONTACT \ GOLD COAST \ LEAKING GAS TANK ON 850 \ CUSTOMER: JOHN
Sent: 12/3/2003 4:48 PM

was read on 12/4/2003 11:34 A
(UOV818) Jenni Kaiser 12/4/2003 12:54:14

Received email from Tim Clutter \ amn
Jenni,
I tried to call the B/M this morning, but he is out sick. I spoke to the dispatcher, and she said the B/M covered this repair as a goodwill gesture, so you can close this case.
Thanks,

Tim Clutter
(UOV818) Jenni Kaiser 12/5/2003 11:26:57
Received call from customer requesting update on request
emailed Tim Clutter \ do not believe customer was provided goodwill on repair
Received email from Tim Clutter

Jenni,
You are right. This car has 111,000 miles on it. The fuel tank was not leaking, in fact, there was not an actual fuel leak at all. The vent hose that goes to the filler neck is

## Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer GOLD COAST VOLVO  
Customer [REDACTED]  
VIN No. YV1LS55581 [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issues Date 12/03/2003 to 12/04/2003

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### Notesbook 2

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tech was already in there, they went ahead and replaced the fuel pump and sending unit seal since there was no additional labor involved. This is a different situation from the leaking fuel tank issue. I feel that at this time and mileage that this should remain ok.

Thanks,

Tim

( UOY8106 JOHN WILLETS 12/04/2003 9:26:00 )

Issue# 132885

From: OvrBoard111@aol.com<OvrBoard111@aol.com>

To: customerservice@volvousa.com

Date: 12/01/2003 5:18:18 PM

Subject: URGENT SAFETY ISSUE

Dear Sirs:

We were just informed by our mechanic that the gas tank in our 1997 Volvo 850 Sedan had to be replaced due to a leak. He informed us that in his experience, Volvo he kindly respond as soon as possible if you will cover the costly replacement expense and if so, advise us as to the procedure involved. Our son needs to use this car to or  
[REDACTED]

Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer GOLD COAST VOLVO  
Customer [REDACTED]  
VIN No. YV1LS558V[REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issues Date 12/03/2003 to 12/04/2003

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**Notebook 1**

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( UOV8129 William Clark 12/15/2003 8.53.50 )

1997 854

111K YV1LS558V1388002

CUSTOMER STATES:

- \* CUSTOMER FOLLOWING UP ON OUR 12-3-03 CONTACT
- \* VEHICLE IS EMITTING STRONG SMELL OF GASOLINE
- \* CUSTOMER UNDER IMPRESSION THAT REPAIRS ON SUSPECTED FUEL LEAKAGE WOULD BE COVERED BY VOLVO DUE TO A SAFETY ISSUE
- \* CUSTOMER STATES THAT SERVICE MANAGER (STEVE BERGERS) CONFIRMED THAT FUMES WERE FROM LEAKS IN HOSE AND GASKET AROUND THE FUEL TANK, NOT THE FUEL TANK ITSELF
- \* CUSTOMER AUTHORIZED THE REPAIR BUT STILL UNDER IMPRESSION THAT HER 12-3-03 CONTACT TO US WOULD HELP ASSIST IN COST OF REPAIRS

( UOV8129 William Clark 12/15/2003 10.56.18 )

WRITER:

- \* APOLOGIZED
- \* WROTE LETTER EXPLAINING THAT PROBLEM WITH CAR WAS DIAGNOSED BY GOLD COAST VOLVO.
- \* RETAILER DETERMINED THAT PROBLEM WAS RESULT OF A FAULTY VENT HOSE, NOT A DEFECT IN FUEL TANK
- \* CONFIRMED THAT WE SENT AN ELECTRONIC MESSAGE TO RETAILER BACK ON 12-3 TO RELAY HER CONCERNS ABOUT CAR
- \* EXPLAINED THAT CAR IS OUT OF WARRANTY AND THAT WE WOULD BE UNABLE TO OFFER COST ASSISTANCE

( UOV8129 William Clark 12/15/2003 13.08.51 )

WRITER:

- \* PER SUSAN, WE WILL COMPLY WITH CUSTOMER'S REQUEST FOR COST ASSISTANCE
- \* MY LETTER TO CUSTOMER WILL NOT BE SENT
- \* SUSAN WILL FOLLOW-UP ON CONTACT WITH CUSTOMER

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer GOLD COAST VOLVO  
Customer [REDACTED]  
VIN No. YV1LS5558V [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 12/03/2003 to 12/04/2003

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***Notebook 2***

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**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer**

**Customer**

**VIN No.** YV1LS55185

**Subject Type** Vehicle

**Issue Type** Complaint

**Issue Date** 11/12/2003 to 11/12/2003

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**Notebook 1**

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(UCV822 Jordan peakoff 11/12/2003 18.18.54)

1996 850 SEDAN

YV1LS55185223340

CUSTOMER STATES:

- WANTS TO KNOW OF ANY OUTSTANDING RECALLS WITH HIS VEHICLE
- HAD TO REPLACE THE FUEL TANK
- REPLACED AT AN INDEPENDENT MECHANIC
- ALSO WANTED TO LET VOLVO KNOW OTHER MANUFACTURERS HAVE LIFETIME WARRANTIES ON THE SEAT BELTS
- FEELS VOLVO SHOULD LOOK INTO THAT TO KEEP UP WITH OTHER BRANDS

WRITER:

- DOCUMENT AND FORWARD CONCERNS TO VOLVO MANAGEMENT
- EXPLAINED NO OUTSTANDING RECALLS WITH THE CAR
- IF A RECALL IS LAUNCHED IN THE FUTURE FOR FUEL TANKS HE CAN PRESENT HIS RECEIPT TO VOLVO FOR REIMBURSEMENT
- MANAGEMENT WILL REVIEW THE COSTS AT THAT TIME
- EXPLAINED VOLVO'S WARRANTY FOR THE SEAT BELT IS 6 YEARS/ UNLIMITED MILEAGE

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer

Customer

VIN No.

YV1LS55186

Subject Type Vehicle

Issue Type Complaint

Issue Date 11/12/2003 to 11/12/2003

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***Notebook 2***

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## Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer

Customer

VIN No. YV1LS55058

Subject Type Vehicle

Issue Type Complaint

Issue Date 10/01/2003 to 10/08/2003

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### Notebook 1

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( UDVS128 Maria Igno 10/1/03 14.38.55 )

1995 800 GL 178K YV1LS55058200004

CUSTOMER:

- She has a crack in gas tank and she wants to know which type gas tank is in her vehicle
- She has always taken car to independent mechanic - he needs to know if tank is "old or new" type
- To replace an old type gas tank, it would require a converter piece - costs \$100 over the price of gas tank
- Gas tank replacement cost is \$250 - \$400.

WRITER:

- Explained that information will be documented in system
- Stated that the file will be reviewed because a gas tank leak is a serious matter
- She will be contacted in 3 to 4 business days
- ( UDVS128 Maria Igno 10/8/2003 18.07.58 )
- SPOKE W/AMM, RICK BROWN
- Did mechanic find any damage to gas tank; did outside influence caused the crack
- Let customer know Volvo to pick up cost of parts and customer to pay for labor
- SPOKE W/
- Mechanic told her the crack was due to "dry rot"
- Explained to customer that Volvo will pay for parts; she is to pay for labor costs
- Customer agreeable to this
- Asked her to call Powell Volvo, speak to a.m.
- LHM FOR S.M. AT POWELL VOLVO, MARTIN SULLIVAN

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer**

**Customer**

**VIN No.** YV1LS55056

**Subject Type** Vehicle

**Issue Type** Complaint

**Issue Date** 10/01/2003 to 10/08/2003

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**Notebook 2**

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**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer VOLVO NORTH SCOTTSDALE  
Customer [REDACTED]  
VIN No. YV1LS5718P [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issues Date 11/06/2003 to 11/09/2003

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**Notebook 1**

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( U0V8109 THOMAS POWERS 11/06/2003 15:47:43 )  
CUST CALLS THE [REDACTED]  
SEE PRIOR [REDACTED] CALLED EARLIER REGARDING LEAKING GAS TANK  
cust asks about help on part  
04 860 120k  
owned 3 yrs  
had done at independent  
seam had split and could not bring to retailer  
does service at retailer  
has 120 k miles zero need week  
asks aboy help again  
writer discusses  
calls emm rick brown  
has cust fax bill to rick  
cust's mechanic has plik  
RICK WANTS TANK BROUGHT TO RETAILER  
WILL INSPECT AND REIMBURSE  
COST OF PARK CUST WILL PAY LABOR COSTS  
CUST VERY HAPPY

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** VOLVO NORTH SCOTTSDALE  
**Customer** [REDACTED]  
**VIN No.** YV1LS5716P [REDACTED]  
**Subject Type** Vehicle  
**Issue Type** Complaint  
**Issue Date** 11/08/2003 to 11/08/2003

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***Notebook 2***

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## Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer

Customer

VIN No. YV1L85508F

Subject Type Vehicle

Issue Type Complaint

Issue Date 11/19/2003 to 11/19/2003

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### Notebook 1

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( UCVS103 THOMAS POWERS 11/19/2003 11.37.24 )

Dear Sirs,

I am the original owner of a 1984 850 Volvo with 125,000 miles. I have meticulously maintained the car per the Volvo service schedule. I recently developed a leak in the upper side of the gas tank. There is a plastic plug here which has failed and cracked. This plug is not attached to anything and is not used for anything but may have been used in the tank manufacturing process. I am concern about the safety issued of this car and the many other 850's on the road. Has there been a design change in later model 850's or 870's to correct this potential problem? Can you address this issue. I believe this to be a serious safety problem which Volvo should be made aware. I want Volvo to correct this design failure which should not have happened. I look forward to your response.

Nashville, Tn

CUST CALLS

WRITER AND AND OWNER DISCUSS

DONE AT INDEPENDENT

TANK NOT AVAILABLE

THANKED CUST FOR CALL

DOCUMENTATION HELPS VOLVOIDENTIFY ISSUES THAT NEED TO BE EXAMINED FOR FUTURE IMPROVEMNT

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer**  
**Customer** [REDACTED]  
**VIN No.** YV1L85508F [REDACTED]  
**Subject Type** Vehicle  
**Issue Type** Complaint  
**Issues Date** 11/18/2003 to 11/18/2003

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*Notebook 2*

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### Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer GOLD COAST VOLVO  
Customer [REDACTED]  
VIN No. YV1L856146 [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 10/28/2003 to 10/30/2003

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#### Notebook 1

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( U0V927 Samuel Di Liberto 10/28/2003 12.08.00 )  
1996 650 SEDEN  
YV1L8561461280996 35K MILES  
CUSTOMER  
- SMELLED GAS IN GARAGE  
- PULLED CAR AROUND BLOCK AND FOUND PUDDLE OF GAS  
- INDEPENDENT DIAGNOSED GAS TANK LEAKING  
- DEMANDS VOLVO TO PAY FOR PART - KNOWS OTHER PEOPLE WITH SAME PROBLEM  
- THIS IS A SAFETY ISSUE AND WILL CONTACT NHTSA  
WRITER:  
- APOLOGIZED FOR SITUATION  
- WILL OPEN CASE FILE TO DEALER FOR REVIEW  
- PROVIDED NAME AND EXTENTION NUMBER  
OPEN TO REGION - ATTENTION AMM AND SERVICE MANAGER  
PLEASE REVIEW CASE AND CONTACT SAM TO CLOSE  
PHONE: 1-800-458-1288 X 1688  
EMAIL: SDILIBER@VOLVOCARS.COM  
( U0V927 Samuel Di Liberto 10/29/2003 15.25.10 )  
CONTACTED TIM AMM:  
- GOODWILL NEW GAS TANK  
- DEALER WILL CALL CUSTOMER  
( U0V927 Samuel Di Liberto 10/30/2003 11.27.08 )  
left message with customer  
closing contact

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** GOLD COAST VOLVO  
**Customer** [REDACTED]  
**VIN No.** YV1LS5514S [REDACTED]  
**Subject Type** Vehicle  
**Issue Type** Complaint  
**Issue Date** 10/28/2003 to 10/30/2003

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***Notebook 2***

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### Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

**Dealer**

**Customer** [REDACTED]

**VIN No.** YV1L955155 [REDACTED]

**Subject Type** Vehicle

**Issue Type** Complaint

**Issue Date** 09/26/2003 to 09/26/2003

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**Notebook 1**

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(LIVS112 FRANK BRESCIA 9/26/03 12:41:46)

1906 B90 sedan yv1l9551551189192

customer states:

\* has issues with gas tank having a coast split

\* is there a recall?

writer

\* no recall in our system

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer**

**Customer**

**VIN No.**

YV1LS55158

**Subject Type** Vehicle

**Issue Type** Complaint

**Issues Date** 09/26/2003 to 09/26/2003

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**Notebook 2**

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## Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer BROADWAY VOLVO  
Customer [REDACTED]  
VIN No. YV1LS5518F [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 10/03/2003 to 10/06/2003

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### Notebook 1

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( UCVS804 Margaret Hadnot 10/3/03 15.57.05 )  
1999 850 YV1LS5518P2003778

PER CUST:

\*HAD FUEL LEAK AND FUEL PUMP WAS REPLACED MAY 2003  
\*SHORTLY AFTER HAD LEAK AGAIN AND REPAIRED  
\*LAST WEDNESDAY HAD LEAK AGAIN AND DEALER REPLACED THE FUEL TANK  
\*COST WAS \$886, QUITE EXPENSIVE  
\*CUST WAS TOLD BY VOLVO BY SOMEONE IN THE INDUSTRY  
BECAUSE VOLVO NEEDS TO KNOW THE DANGER AND BELIEVE VOLVO  
KNOWS OF THE CONCERN; NEEDS TO LOOK INTO

WRITER ADVISED:

\*APOLOGIZED FOR HER PROBLEM

\*SORRY FOR THE REPAIR NEEDED

\*WILL HAVE HER REQUEST REVIEWED AND SHE WILL BE CONTACTED BY THE RETAILER

OPEN TO REGION

PLEASE FAX CLOSE TO MARGARET 800-602-9070 OR EMAIL: MHADNOTT@VOLVOCARS.COM OR PHONE 800-468-1552 EXT 1075

MEMO TO RICK BROWN, AMM

( UCVS804 Margaret Hadnot 10/5/03 10.57.02 )

MEMO FROM Tony Salvemini, Service Manager, Broadway Volvo:

Telephone (820)792-1070 ext.120

Fax (820)792-8014

tonys@broadwayvolvo.com

\*Regarding [REDACTED], the vehicle did have a fuel leak from the tank.

\*The advisor states the repair went over normal with the customer.

\*She did state that it was expensive.

\*As she told you, her friend instructed her to call Volvo.

\*I have already called Rick Brown, and he instructed me to e-mail you with a response.

\*There was really nothing abnormal with the vehicle other than a leak did develop.

\*If there is anything else I can do, please feel free to contact me.

WRITER APOLOGIZED TO CUST AND ADVISED

REPAIR WAS NORMAL AND HAS BEEN NOTED

Last Refreshed on Monday, February 09, 2004

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** BROADWAY VOLVO  
**Customer** [REDACTED]  
**VIN No.** YV1L85516F [REDACTED]  
**Subject Type** Vehicle  
**Issue Type** Complaint  
**Issue Date** 10/03/2003 to 10/06/2003

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***Notebook 2***

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Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer FRESNO LINCOLN MERCURY VOLVO  
Customer [REDACTED]  
VIN No. YV1L8654XT [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 09/23/2003 to 09/25/2003

**Notebook 1**

( U023308 Kathleen Natale 9/23/03 17.09.06 )

APPROX 114K MILES

CUST STATES HIS FUEL TANK IS SPLIT AND FEELS THIS IS A SAFETY ISSUE AND IS SEEKING GOODWILL ASSISTANCE TOWARDS THE REPAIR

\*CUST STATES THE REPAIR WOULD COST APPROX \$800.00

\*CUST STATES THE RETAILER STATES THEY WOULD NOT BE AN OPPORTUNITY FOR ASSISTANCE

BUT CUST WANTS TO HEAR THAT FROM OUR MOUTHS PRIOR GOING TO NHTSA.

ATTENTION SERVICE MANAGER PLEASE REVIEW WITH AMM AND RESPOND TO KATHLEEN WITHIN 48 HOURS.

48 HOUR GOODWILL REQUEST FOR FUEL TANK REPLACEMENT

TO KATHLEEN 800-485-1552 EXT 1034 OR FAX 800-882-9970

EMAIL KNATALE@VOLVOCARS.COM

( U023308 Kathleen Natale 9/24/03 11.49.04 )

\*cwt called again and states

Tech states- split at the seam and the gas came out and sprayed on exhaust pipe unable to drive.

\*writer called retailer ask them to hold on as the tank will be asking back for inspection

( U023308 Kathleen Natale 9/24/03 12.05.01 )

Writer left a message for Al K explaining the situation and asked for goodwill assistance

( U023308 Kathleen Natale 9/24/03 14.01.23 )

\*Writer received verbal approval for goodwill from Al Keuler

\*writer contacted Wade at retailer and he will be calling the customer to give him the good news

\*Wade has a concern - he has another fuel tank that has been sitting ready to ship for 3 months now, they cannot find anyone who is will to take the risk and ship it due possible hazardous conditions.

( U023308 Kathleen Natale 9/25/03 14.08.08 )

\*CUST CALLED TO STATE HE IS VERY HAPPY AND WILL CONSIDER TO PURCHASE ANOTHER VOLVO IN THE NEAR

FUTURE AND USE THIS DEALER FOR SERVICE IN THE FUTURE

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** FRESNO LINCOLN MERCURY VOLV

**Customer** [REDACTED]

**VIN No.** YV1LS554XT [REDACTED]

**Subject Type** Vehicle

**Issue Type** Complaint

**Issue Date** 08/23/2003 to 08/25/2003

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***Notebook 2***

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**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

Dealer VOLVO OF NASHVILLE  
Customer [REDACTED]  
VIN No. YV1LS551T [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 09/02/2003 to 09/03/2003

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**Notebook 1**

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( UOVS04 Margaret Hadnot 8/2/03 8.40.42 )  
1999 880 84K YV1LS551T1320579  
PER CUST:  
\*FILLED CAR WITH GAS THURSDAY 8/29/03 AND PARKED  
IN GARAGE  
\*NEXT MORNING HAS SMELLS OF GAS IN HER HOME  
\*IN GARAGE GAS WAS ON FLOOR AND CAR TOWED  
TO VOLVO DEALER  
\*TOLD GAS TANK LEAKING AT THE BEAM  
\*CUST REQUEST ASSISTANCE WITH REPLACEMENT  
WRITER ADVISED:  
\*APOLOGIZED FOR HER PROBLEM  
\*CAR OUT OF WARRANTY  
\*WILL HAVE HER REQUEST REVIEWED AND SHE WILL BE CONTACTED BY RETAILER  
OPEN TO REGION  
PLEASE FAX CLOSE TO MARGARET 800-982-3970 OR EMAIL: MHADNOTT@VOLVOCARS.COM OR PHONE 800-468-1558 EXT 1975  
RAY CROUCH, AMM MADE AWARE  
( UOVS04 Margaret Hadnot 8/3/03 16.04.16 )  
RAY CROUCH, AMM ADVISED:  
\*APPEARS ONE SIDE SCRAPPED AGAINST SOMETHING BUT  
TANK LEAKING AROUND BOLTS AGAINST FIRE SHIELD  
\*HE ADVISED DON SNYDER TO CONTACT THE CUSTOMER AND ADVISE  
VOLVO WILL PAY FOR PART AND SHE PAY FOR THE LABOR  
CLOSE

**Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004**

**Dealer** VOLVO OF NASHVILLE

**Customer** [REDACTED]

**VIN No.** YV1LS5517 [REDACTED]

**Subject Type** Vehicle

**Issue Type** Complaint

**Issue Date** 09/02/2003 to 09/03/2003

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***Notebook 2***

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### Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer POWER VOLVO IRVINE  
Customer [REDACTED]  
VIN No. YV1LS555X[REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 08/20/2003 to 08/21/2003

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#### Notebook 1

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( UOVS01 JOHN LERCHDAAT 8/20/03 11:18:21 )  
YV1LS555X [REDACTED] 1005 854 40k

customer:

- is original owner, has owned Volvo for 20 years
- smelled gas in garage
- determined gas leak from tank
- leak from plugs in left side of tank
- Irvine indicates 8000 for repair requests

WRITER:

- car well out of warranty
- WILL FORWARD FOR REVIEW DUE TO NATURE

OPEN TO REGION  
ATTN: SERVICE MANAGER FAX CLOSING TO  
800-882-3870 JOHN L. X 1832  
dcaason@volvoCars.com

( UOVS08 JOHN WILLETS 8/20/03 12:32:39 )  
KANAF 108508 8/19/2003 12:41:02 PM  
KANAF 112103 8/20/03 10:38:36AM  
( UOVS08 JOHN WILLETS 8/21/03 8:53:44 )  
KANAF 118894

Dear [REDACTED]

Please accept my thanks for your prompt action in responding to my contact with Volvo North America re the gas tank problem in my 850 GLT. I have picked up my car from Volvo Irvine now installed with a new gas tank to replace the one that was leaking. Please know that my wife and I appreciate the decision by Volvo to have this repair handled as a warranty work. It is a clear act showing Volvo's commitment to customer satisfaction. Thanks much!

Regards,

L.S. Yee  
Laguna Hills, CA

### Fuel Tank and fuel System Leaks June 25, 2003-February 5, 2004

Dealer POWER VOLVO IRVINE  
Customer [REDACTED]  
VIN No. YV1L8555X [REDACTED]  
Subject Type Vehicle  
Issue Type Complaint  
Issue Date 08/20/2003 to 08/21/2003

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#### Notebook 2

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