



**Volvo Cars of North America, LLC**

July 30, 2004

Mr. Thomas Z. Cooper, Chief  
Vehicle Integrity Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
Room 5326  
400 Seventh Street, S.W.  
Washington, D.C. 20590

NVS-212jfa  
RQ04-004

Dear Mr. Cooper:

This letter and its enclosures comprise the first part of the response of Volvo Cars of North America, LLC (VCNA) to your June 9, 2004 request for information relating to Preliminary Evaluation RQ04-004, received on June 9, 2004. As per Volvo's agreement with NHTSA, this letter summarizes our response to questions 1 - 7. As agreed the responses for the remaining questions will be provided by August 31, 2004.

In order to respond to RQ04-004, Volvo undertook a thorough and diligent search. Volvo in good faith reviewed all available documentation within its control to answer NHTSA's questions 1 - 7 pertaining to the alleged loss of headlight function of the subject vehicles model year 1998 Volvo S/V/C70's excluded from Volvo Recall 94 and model year 1999 Volvo S/V/C70's. In Volvo Recall 94 the headlight switch was replaced. We spoke to a variety of affected persons, in the United States and Sweden, who in the course of their daily business are responsible for the various items related to the request. They, in good faith, conducted a thorough search for the information. Our response is based upon this diligent and thorough search.

We have provided below and as separate enclosures (a combination of hardcopy and electronic documents), answers to questions 1 - 7 using the documentation and systems available to us that in the normal course of business contain the type of information that was requested from us. Please note that for the purpose of this PE we are using data up through and including June 9, 2004 when our search began for this information.

1. State, by model and model year, the number of subject vehicles Volvo has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Volvo, state the following:

- a. Vehicle identification number (VIN);
- b. Model;
- c. Model Year;
- d. Date of manufacture;
- e. Date warranty coverage commenced; and
- f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

*The table and the complete information for the "subject" vehicles is provided to NHTSA on the enclosed CD-ROM, in Microsoft Access format. Please note that for certain vehicles data may be missing. After a thorough and diligent search we were unable to obtain this data.*

2. State the number of each of the following, received by Volvo, or of which Volvo is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators; *The total consumer complaints are comprised of 13 VOQ Reports and 36 Customer Care Reports. This would total 49 reports. However, one of the Volvo Customer Care reports is also a VOQ report (VIN YV1LZ5 [REDACTED]) so the total is actually 48 unique vehicles / 49 reports; [ 48 unique vehicles / 49 reports ]*
  - b. Field reports, including dealer field reports; [ 0 ]
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports; [ 1 Possible ]
  - d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports; [ 0 ]
  - e. Property damage claims; [ 0 ]
  - f. Third-party arbitration proceedings where Volvo is or was a party to the arbitration; and, [ 0 ]
  - g. Lawsuits, both pending and closed, in which Volvo is or was a defendant or codefendant. [ 0 ]

For subparts "a" through "g" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g" provide a summary description of the alleged problem and causal and contributing factors and Volvo's assessment of the problem, with a summary

of the significant underlying facts and evidence. For items f and g, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

**2C. Reports Involving a crash. Consumer Complaints**

**Summary description of the alleged problem**

*Customer call states Always at the dealer for headlights and interior lights. Last night was driving and had to avoid an on coming car. He thought she was a motorcycle. Both headlights were out. She ran off the road and had an accident. Just before accident highway was dark in front of her. Saw her orange light on dash come on.*

**Causal and contributing factors**

*Limited information indicates that the headlight circuit may be a causal or contributing factor. However, without more information it cannot be determined if the headlight switch is in fact a causal and/or contributing factor. It is also possible that the headlight bulb is the causal and/or a contributing factor.*

**Volvo's assessment of the problem**

*Limited information indicates that a loss of headlight function occurred.*

**Significant underlying facts and evidence**

*The only underlying facts and evidence available is the Customer Details Report for Catherine Wilson dated February 13, 2001 included with this submission.*

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Volvo's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. Whether a crash is alleged;
  - j. Whether a fire is alleged;
  - k. Whether property damage is alleged;
  - l. Number of alleged injuries, if any; and
  - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

*This information is provided to NHTSA on the enclosed CD-ROM, in Microsoft Access format. To protect the privacy of the individuals please treat these VINs confidentially.*

**Please note:**

- ◆ *The Volvo identifier for the Customer Care cases (Consumer Concerns) in this submission is the customer name.*
- ◆ *In many of the Customer Care cases we do not have "vehicle mileage at the time of the incident" or "incident date". When available, this information has been provided. Otherwise, the report date that has been provided is the date that Volvo was made aware of the alleged occurrence.*

*There are no alleged fires, property damage claims, injuries or fatalities within the scope of Request Numbers two and three above.*

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Volvo used for organizing the documents.

*This information is provided to NHTSA on the enclosed CD-ROM. The associated documents/letters for Hugo Lopez are provided as a hardcopy.*

- *Regarding our Customer Care (consumer complaint) records*
  - *Faxes from retailers about the closings (results of repair or request for assistance etc.) from the retailer were and are transcribed into the electronic record of the complaint.*
  - *We have conducted a thorough and diligent search of our customer complaint records for this PE submission.*
    - *We have provided a copy of a letter, email (if the complete email text is not included in the customer complaint text) or associated document. The associated documents/letters are provided electronically for the following customers:*



5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Volvo to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Volvo's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;

- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to the claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

*This information is provided to NHTSA on the enclosed CD-ROM. In some cases the phone number of the facility is not provided. These phone numbers can be provided upon request.*

6. Describe in detail the search criteria used by Volvo to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Volvo on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Volvo offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

*The search criteria used by Volvo to identify the claims identified in our response to Request No. 5 was a two-part search. Reports that included the part numbers associated with the alleged defect were generated, and then these reports were searched using text to ensure that the reports submitted referred to alleged loss of headlight (headlamp) function. It is important to note that the claim text is written by non-technical people. The following part numbers were used in the search:*

Part Numbers

8849766  
8849808  
8801773 -  
8801774  
8801777 -  
8801778  
8822023  
8822024  
8822027  
8822028  
9162967  
9162958  
9472473  
9472474  
9472475  
9472476  
9472477

*Labor operations and descriptions applicable to the alleged defect in the subject vehicles*

*include Labor Operation Number 36404 (Control Panel Lamp Switch Module, Replace.) Problem codes and descriptions applicable to the alleged defect in the subject vehicles include Symptom Code - 5S (No Function) and Cause Code - 10 (Defective Component.) Problem codes at Volvo are used for very specific uses, not for all uses. Labor Operation Number 36404, Symptom Code 5S and Cause Code 10 were not used for our search. The claim search was based on the part numbers listed in this document. Model year 1998-9 subject vehicles were covered by a new vehicle warranty of four (4) years or 50,000 miles. Volvo did not provide extended warranty coverage options for the subject vehicles.*

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Volvo has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Volvo is planning to issue within the next 120 days.

*Volvo has issued no service, warranty or other documents related to the alleged defect in the subject vehicles to any dealers, regional or zone offices, field offices, fleet purchasers or other entities.*

**PLEASE NOTE:** *For the above items #1 through #7, the reports included with this submission are reports that allege a loss of headlight (headlamp) function, or in other words, a loss of headlight function associated with alleged headlight switch failure. It should be noted that for the subject vehicles daytime running lamps (DRLs) are connected to the headlight switch and for model years 1998 and 1999 they are incorporated into the low beam headlight circuit. The DRLs are actually a function of the headlight switch and when activated the low beam headlights act as DRLs. Therefore, when a failure of the Volvo daytime running lamps was alleged in regards to the headlight switch these reports were included.*

*We would be glad to provide any additional information you may require or to discuss any aspect of this response. As agreed the second and final part of our response is now due on August 31, 2004. If there are any questions or clarifications please contact Diana Lidgett or myself.*

Sincerely yours,

VOLVO CARS OF NORTH AMERICA, LLC  
Customer Service

*Diana L. Lidgett on behalf of William Shapiro, P.E.*

William Shapiro, P.E.  
Manager, Regulatory and Product Compliance

Enclosure

J  
RECEIVED  
JUL 30 2001

**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD**

**CUSTOMER RELATIONS**

**HUGO LOPEZ,**

Consumer,

vs.

CASE NO.: 2001-0428/MIA

**VOLVO CARS OF NORTH AMERICA**

Manufacturer.

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**ORDER DISMISSING CASE AND CLOSING FILE**

THIS CASE came before the New Motor Vehicle Arbitration Board upon approval of the Consumer's request for arbitration. The hearing in this case was postponed at the Consumer's request because the parties were negotiating a settlement. The Consumer has failed to notify the Board Administrator of this matter as required by the Order postponing the hearing. Therefore, it is

ORDERED that the Consumers' request for arbitration is considered withdrawn and this case is hereby DISMISSED and the file shall be closed.

DONE and ORDERED this 26th day of July, 2001.

FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Copies furnished to:

Consumer

Manufacturer

**Office of the Attorney General  
Lemon Law Arbitration Program**

This agency is required under the Florida Lemon Law to maintain statistical information on all disputes submitted to the Florida New Motor Vehicle Arbitration Board. Such information includes prehearing settlements and their value, if applicable.

Pursuant to §681.1095(16), Florida Statutes (1997), a manufacturer must verify the settlement terms for disputes approved for arbitration when requested by this agency.

A settlement has been reported to this agency by the consumer for the case listed below. We are requesting that you complete and return this form to this agency within 10 days of its receipt. In addition to the form, you may submit any document evidencing the settlement terms entered into by your company and the consumer. The information should be faxed to (850) 488-7295 or mailed to:

Office of the Attorney General  
Lemon Law Arbitration Program  
The Capitol  
Tallahassee, Florida 32399-1050

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**SETTLEMENT TERMS**

**MANUFACTURER** Volvo Cars of North America

**CASE #** 2001-0428/MIA

**CONSUMER'S NAME** Hugo Lopez

**VIN** YV1LS35A2K2603191

1. What type of settlement did your company and the consumer enter into? (Please check all that apply)

refund  replacement vehicle  trade assistance  repair

warranty extension  buyer's certificate  other

(If other, please specify \_\_\_\_\_)

2. If your company agreed to provide a replacement vehicle, indicate the type of vehicle your company provided or has agreed to provide. If your company agreed to provide trade assistance, indicate the type of vehicle the consumer acquired.

**YEAR** \_\_\_\_\_ **MAKE** \_\_\_\_\_ **MODEL** \_\_\_\_\_

July 26, 2001



**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD  
Lemon Law Arbitration Program**

**NOTICE OF ARBITRATION**



Consumer,

vs.

Case No.: 2001-0428/MIA  
Date Approved: 04/26/2001

Volvo Cars of North America  
Customer Affairs Department  
Volvo Drive  
Rockleigh, NJ 07647,

Manufacturer.

**YOU ARE HEREBY NOTIFIED** that the Request for Arbitration filed by the above-named consumer has been approved for arbitration before the Florida New Motor Vehicle Arbitration Board. A hearing shall be scheduled within 40 calendar days of the date of approval indicated above. A Notice of Hearing stating the date, time and location of the hearing will be mailed to you at a later date. The case has been assigned to the Board's Miami region. The case number is 2001-0428/MIA and it shall be stated on all communications concerning this case. Please read carefully all information enclosed with this Notice. It will help you prepare and present your case to the Board. Any further questions or correspondence regarding your case, or any change of address, should be directed to Mr. Richard Scott or Ms. Beth Greenfield-Mandler, Board Administrator(s), at (954)712-4600, Office of the Attorney General, Lemon Law Arbitration Program, 110 Southeast Sixth Street, Ninth Floor, Fort Lauderdale, Florida 33301.

**TO THE CONSUMER:** You must submit current proof of insurance on the vehicle which is the subject of this case to the Board Administrator at the address given above prior to the date of your hearing, or bring such proof with you to the hearing. If you leased or financed your vehicle, please bring to the hearing verification of the number and amount of payments made to the lessor or lienholder. *Please read all of the information contained in this Notice.*

Arbitration hearings are open to the public. If you want to observe a hearing before attending your own, call the Board Administrator at the number above to find out whether any hearings are scheduled. For more information about the Lemon Law, please refer to the publication entitled "Consumer Guide to the Florida Lemon Law," which was given to you at the time you purchased/leased your vehicle, or visit the Attorney General's web site at <http://legal.firm.edu> and click on the "Lemon Law" button.

**PREHEARING SETTLEMENTS:** The Manufacturer may attempt to resolve a dispute with the Consumer before the hearing. This is called a settlement. The parties are free to negotiate and agree to any settlement that is satisfactory to them. It is suggested that the Manufacturer be requested to put the terms of a settlement offer in writing and that a definite time for completion of the settlement be included. If an offer is made by the Manufacturer and the Consumer would like to know how the offer compares with what the arbitration board might award during a hearing, the Consumer may contact the board administrator assigned to their case and request this information. The Consumer must contact the board administrator to advise of the settlement negotiations so that any scheduled hearing may be postponed, pending the outcome of the settlement negotiations. Settlement agreements are NOT confidential and the parties will be requested to verify the settlement terms to the Office of the Attorney General.

**DISCOVERY** (the exchange of information between the parties): The Manufacturer can inspect the Consumer's vehicle before the arbitration hearing according to the procedure explained at paragraphs (9) through (14) of the publication, *Hearings Before the Florida New Motor Vehicle Arbitration Board*, enclosed with this Notice, and the parties may obtain copies of documents from each other as explained at paragraph (19) of the publication. No other discovery can be conducted unless permitted by the Board.

**PREHEARING INFORMATION SHEET:** Both parties must complete the enclosed Prehearing Information Sheet as instructed on the Sheet. It is the responsibility of the consumer and each manufacturer to complete the Prehearing Information Sheet and mail it so as to insure that the original Sheet and all attachments are received by the Board at the address specified on the Sheet, with a copy to be received by the opposing party no later than 5 days prior to the date of the hearing. (You will receive a Notice of Hearing giving the hearing date.) If more than one manufacturer is named above, each named manufacturer must receive a copy of the Prehearing Information Sheet with attachments from the consumer and every other named manufacturer no later than 5 days prior to the date of the hearing. Be certain to retain a copy of the Prehearing Sheet and any attachments for your own use at the hearing. Any amended prehearing information sheets will be deemed to supersede all previously submitted prehearing information sheets.

**SUBPOENAS:** Subpoenas for witnesses or documents, if required, may be issued by the Board Administrator upon written request to the Board. You must send your written request for subpoena to the Board Administrator far enough in advance of the hearing to allow for service prior to the hearing. You do not have to know when your hearing is scheduled to request a subpoena. Upon receipt of the request, a subpoena will be issued to you at the time the hearing is scheduled. See page 4 of *Hearings Before the Florida New Motor Vehicle Arbitration Board* for further details regarding subpoena requests.

**FILING VIA FACSIMILE:** The filing of papers via facsimile (fax machine) is permitted only when necessary to meet a filing deadline. Facsimiles of more than 10 pages will not be accepted. All facsimile documents must be followed by original documents or "hard copies" via regular or express mail, whichever is appropriate. Facsimiles received after 5:00 p.m. Eastern Time will be considered filed the next business day.

**TO THE MANUFACTURER:** If the subject vehicle is a leased vehicle, please bring verification of the amount of the purchase price to the hearing. Enclosed with your copy of this Notice is a copy of the consumer's Request for Arbitration form and supporting documents, and a Manufacturer's Answer to be completed and filed with the Board Administrator at the address given on the Answer form within 15 days of your receipt of this Notice. An Answer filed by mail or courier service will be considered to be filed when postmarked by the United States Postal Service or when the courier's shipping date is affixed. No other form is permitted.

The Board Administrator will send a copy of the Manufacturer's Answer to the consumer upon receipt of the completed form. If more than one manufacturer is named in this Notice, then each manufacturer must serve a copy of the Manufacturer's Answer upon the other. Any amendments to the Answer must be served upon the consumer and any other manufacturer, if applicable, by the manufacturer whose Answer is amended.

**PLEASE NOTE:** Arbitration is an informal process; it is not court. Most issues involved in the claim will be addressed at the arbitration hearing, unless otherwise provided in the Board's procedures or deemed necessary by the Board.

**IMPORTANT:** You should retain and bring to the hearing copies of all forms and documents you have submitted. If you have not done so and are in need of additional copies, you should contact your Board Administrator at (954)712-4600, and request copies far enough in advance of the hearing to allow for receipt prior to the hearing date. The Consumer should plan to bring the motor vehicle to the hearing. If this is not possible, notify the Board Administrator immediately.

2001-0428/na

For Office Use Only



Office of the Attorney General  
Request for Arbitration  
by the  
Florida New Motor Vehicle  
Arbitration Board

Indicate Date:  
Filed (DCS) 4.18.01  
Ineligible \_\_\_\_\_  
Returned \_\_\_\_\_  
Rejected \_\_\_\_\_  
Withdrawn \_\_\_\_\_  
Referred to AG APR 25 2001  
Approved APR 26 2001  
AG Case # 2001-0428/na

I. Consumer Information  
1. Purch  
2. Addr  
City:  
3. Home

II. Dealer, Lessor, or Lending Institution Information  
4. Dealer Name: Deal Volvo  
Address: 3650 Bird Rd  
City: Miami-Jade State: FL Zip Code: 33133  
Lessor, bank, or lending institution to which monthly payments are made:  
Volvo Finance North America Loan or Acct. # [Redacted]  
Address: P.O. BOX 371408  
City: Pittsburg State: PA Zip Code: 15250

III. Relief Requested (Check one only)  
5. If successful, I prefer to receive:  A refund  
 A replacement vehicle  
APR 17 2001  
Division of Consumer Services  
Lawson-Cox

RECEIVED



**VII. Previous Arbitration (by State Board Only)**

25. Is this your first request for arbitration by the Florida New Motor Vehicle Arbitration Board for this vehicle? Yes  No

If no, was previous application: Withdrawn by you  Rejected by screening agency

If neither withdrawn nor rejected, what happened?

\_\_\_\_\_  
\_\_\_\_\_

Did you have a hearing? Yes  No  Case Number: \_\_\_\_\_

If you had a hearing and lost, explain how your circumstances have significantly changed to now qualify your vehicle for a refund or replacement (add a separate sheet of paper if necessary).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VIII. Price Information**

Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle (including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.). Include verification of monthly payments made.

26. Did you incur any reasonable expenses (e.g., towing, rental car, repair bills, postage, etc.) as a direct result of the defect(s) for which you were not reimbursed? Yes  No

If yes, please attach copies of receipts, invoices, etc.

**IX. Verification**

False official statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in §§775.082, 775.083, and 775.084, Florida Statutes.

I hereby request arbitration of my case by the Florida New Motor Vehicle Arbitration Board. I certify that all statements made in connection with this request for arbitration are true and correct to the best of my knowledge. I understand that this document and its attachments are public records.

\_\_\_\_\_  
\_\_\_\_\_

Signature (Second Consumer)

Date

2/10/01

21. Was the vehicle out of service for repair of one or more of the problems described in Question 17 for a cumulative total of 30 or more calendar days? Yes  No

If yes, how many days? \_\_\_\_\_

Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 10 in writing after 15 or more days out of service? Yes  No

If yes, date(s) the manufacturer and/or conversion company received notification:

Manufacturer: 1-29-01 Conversion Company: \_\_\_\_\_

If no, explain why: \_\_\_\_\_

22. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle? Yes  No

If no, explain why: \_\_\_\_\_

23. Is the problem(s) about which you are complaining the result of an accident, abuse, neglect, modification or alteration by someone other than the manufacturer, conversion company or an authorized service agent (the dealer): Yes  No

#### VI. Participation In Certified Manufacturer Program

24. Did you participate in a state-certified manufacturer's informal dispute settlement program? Yes  No

If yes, what was the name of the program? \_\_\_\_\_  
(BBB/AUTOLINE, etc.)

Date the program received your claim \_\_\_\_\_

Date of your hearing (if applicable) \_\_\_\_\_ Mileage \_\_\_\_\_

Did that program render a decision? Yes  No

If no, explain why: \_\_\_\_\_

If yes, were you satisfied with the decision of the program? Yes  No

Date of final decision or action? \_\_\_\_\_  
You must attach copies of: your claim, postal receipt or letter from the program acknowledging receipt, and the decision of the program, if applicable.

**Information Regarding Problem(s) with Vehicle**

**NOTICE:** You must provide proof at the hearing of answers given in this section.

17. List each problem (other than routine maintenance and minor warranty repairs), that was first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim substantially impairs the use, value or safety of the vehicle. Give the dates of three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary.

Do not list the same problem twice. Please attach copies of all relevant repair orders.

Problem	Date 1	Date 2	Date 3
1. <u>Dead Battery</u>	<u>9/30/99</u>		
2. <u>Dead Window switch</u>	<u>9/30/99</u>		
3. <u>Bulb and socket failure</u>	<u>2/24/99</u>	<u>1/31/00</u>	<u>10/10/00</u>
4. <u>Head lamp bulb burned out</u>	<u>4/13/00</u>	<u>5/30/00</u>	
5. <u>Headlight switch not working</u>	<u>9/21/00</u>		
6. <u>Car would not start (starter)</u>	<u>2/13/01</u>	<u>4/3/01</u>	

18. Did you notify the manufacturer (not the dealer) identified in Question 8 in writing after three or more repair attempts for the same problem(s)? Yes  No

If yes, date the manufacturer received notification: 1-29-01

- a. (Answer only if applicable.) Did you notify the conversion company identified in Question 11 in writing after three or more repair attempts? Yes  No

If yes, date the conversion company received the notification: \_\_\_\_\_

Attach a copy of the motor vehicle defect notification form or other written notification and postal receipt indicating when the manufacturer and/or conversion company received the notification.

19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)? Yes  No

If yes, on what date(s)? 2/16/01

If no, explain why: \_\_\_\_\_

(Attach copies of all relevant work orders.)

20. Does the problem(s) still exist? Yes  No

If no, explain why: \_\_\_\_\_



### X. Documents

Your application will be returned to you if you did not include the following applicable documents (please check documents submitted):

- A copy of the coverage page of the warranty from the manufacturer identified in Question 8
- A copy of any warranty given by the conversion company identified in Question 10, if applicable
- Copies of relevant repair orders in your possession (Questions 17 and 19)
- A copy of the defect notification form or other written notification you sent to each manufacturer or conversion company (Questions 18 and 21)
- A copy of the postal receipt indicating when the manufacturer and/or conversion company received such notification (Questions 18 and 21)
- A copy of the claim filed with and postal receipt or acknowledgment letter from a manufacturer's state-certified program (if applicable) (Question 24)
- A copy of the decision of a manufacturer's state-certified program, if any (if applicable) (Question 24)
- A copy of the bill of sale, retail installment contract or lease agreement
- Copies of all receipts or invoices for items purchased in connection with your acquisition of the vehicle
- Copies of all receipts or invoices for expenses directly caused by the defect(s)

Be sure to make and keep a copy of this form and all attachments for your own records.

Return completed *original* form with *copies* of all applicable documents attached to:

Department of Agriculture and Consumer Services  
Lemon Law Arbitration Screening  
227 North Bronough Street  
City Centre Building, Suite 7250  
Tallahassee, Florida 32301  
1-800-321-5366

## 9 How to Submit the Defect Notification Form

The Motor Vehicle Defect Notification form in this publication is provided to help you meet the written notification requirement under the Florida Lemon Law. Type or print all information in ink in a clear, legible manner to ensure that complete information is contained on all three copies of the form.

Be sure to mark whether you are notifying the manufacturer concerning three repair attempts on the same substantial defect or condition, or concerning 15 cumulative out-of-service days for one or more substantial defects. If both situations apply, mark both categories. Be sure to state the make, model and year of your vehicle, and the Vehicle Identification Number (VIN), which is a 17-digit alphanumeric number found on the vehicle or in your sales/lease contract.

1. **White copy**—send by registered or express mail, return receipt requested, to the manufacturer (not the dealer) at the address given in your warranty or owner's manual.
2. **Yellow copy**—keep with your other important vehicle documents (e.g., sales agreement, warranty work orders, etc.).
3. **Pink copy**—send by regular mail to the Office of the Attorney General at the address listed below when you send the white copy to the manufacturer. **PLEASE NOTE:** the pink copy of the form is used by the attorney general's office for research purposes—**MAILING OF THIS FORM DOES NOT COMMENCE ARBITRATION.**

If your vehicle is a conversion vehicle or a recreational vehicle, you may have received warranties from more than one manufacturer. If this is the case, it is suggested that you send a Defect Notification form or other written notification containing the same information to each manufacturer from whom you have received a warranty.

If you need more notification forms or another copy of this publication, call the Division of Consumer Services at 1-800-321-5366 (or 850-488-2221 outside Florida). You can download the form via the Internet at the following address:

[http://legal.firm.edafflemontlaw/defect\\_notification.html](http://legal.firm.edafflemontlaw/defect_notification.html)

or write: Office of the Attorney General  
Lemon Law Research Unit  
The Capitol  
Tallahassee, Florida 32399-1050

## Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Electrical Problem: 2 batteries shorted, one sensor, one power window motor burned out, headlights burned out prematurely

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Volvo Model S70 Year 1999  
VIN YV4L116151515A12 Date of Delivery 2-20-99  
Name and City/State of selling dealer or leasing company (if applicable) Deer Volvo, Miami Florida  
Name and City/State of authorized service agent(s) attempting previous repairs Deer Volvo, Miami, Florida