

# VOLVO EA05-021

<u>Record #</u>	<u>Customer</u>	<u>Month</u>
3	✓ [REDACTED] OK	8-05
5	✓ [REDACTED] OK	8-05
24	[REDACTED] OK	8-05
29	[REDACTED] OK	8-05
30	[REDACTED] OK	8-05
35	[REDACTED] OK	8-05
36	[REDACTED] OK	8-05
42	[REDACTED] OK	8-05
44	[REDACTED] OK	8-05
58	[REDACTED] OK	8-05
64	[REDACTED] OK	8-05
65	[REDACTED] OK	8-05
69	[REDACTED] OK	8-05
70	[REDACTED] OK	8-05
80	[REDACTED] OK	8-05
93	[REDACTED] OK	8-05
97	[REDACTED] OK	8-05
98	[REDACTED] OK	8-05
101	[REDACTED] OK	9-05
104	[REDACTED] OK	9-05
105	[REDACTED] OK	9-05
110	[REDACTED] OK	9-05
112	[REDACTED] OK	9-05
113	[REDACTED] OK	9-05
117	[REDACTED] OK	9-05

(NO)

Record #

CUSTOMER

Month

<u>Record #</u>	<u>CUSTOMER</u>	<u>Month</u>
123	✓ [REDACTED]	9-05
142	✓ [REDACTED]	9-05
143	✓ [REDACTED]	9-05
144	✓ [REDACTED]	9-05
152	✓ [REDACTED]	9-05
153	✓ [REDACTED]	9-05
154	✓ [REDACTED]	9-05
167	✓ [REDACTED]	9-05
170	✓ [REDACTED] not home ok	10-05
171	✓ [REDACTED] ok	10-05
173	✓ [REDACTED]	10-05
175	✓ [REDACTED] ok	10-05
176	✓ [REDACTED] ok	10-05
177	✓ [REDACTED]	10-05
178	✓ [REDACTED]	10-05
181	✓ [REDACTED] ok	10-05
X 184	✓ [REDACTED]	10-05
188	✓ [REDACTED]	10-05
189	✓ [REDACTED] ok	10-05
190	✓ [REDACTED] ok	10-05
192	✓ [REDACTED] ok	10-05
198	✓ [REDACTED] ok	10-05
200	✓ [REDACTED]	11-05
201	✓ [REDACTED]	11-05
206	✓ [REDACTED]	11-05

Record #

CUSTOMER

Month

X 208

214

215

233

X 236

X 252

255

256

260

261

264

X 265

268

270

274

X 275

X 276

279

X 281

283

✓ [REDACTED] ok  
✓ [REDACTED] ok  
✓ [REDACTED] ok

✓ [REDACTED] ok  
✓ [REDACTED] ok  
✓ [REDACTED] ok  
✓ [REDACTED] ok  
✓ [REDACTED] ok

✓ [REDACTED] ok  
✓ [REDACTED] ok  
✓ [REDACTED] ok

✓ [REDACTED] ok

✓ [REDACTED] ok

11-05

11-05

11-05

11-05

11-05

12-05

12-05

12-05

12-05

12-05

12-05

12-05

12-05

(NO)

(NO)

November 06, 2005

RECEIVED

NOV 14 2005

Grand Island, New York

CUSTOMER CARE

Volvo Cars of North America, Inc.  
Customer Service Department  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914 1(800) 458-1552

RE: VIN YV1LZ56D2X

Date of Purchase: 09.07.01 Odometer reading: 15515 miles  
Current Mileage: 73110 miles

Retailer's Name: Volvo of Westport  
556 Post Road East  
Westport, CT 06880

I purchased this car from my son in September 2001. He purchased it new at the above retailer in 1999.

The following is in response to two messages left at my office from Margaret in Volvo Customer Service regarding this problem. I have not spoken to her personally as I was out of the office. I am dissatisfied with Volvo's response that the dealer did not replace the ETM because it did not need it. It does need it; it is a known safety defect. The fact that it has not failed yet does not make it less of a problem. As the service person told me it could happen at any time, there are no warning signs. How is that not a problem? Do I have to wait until the car stalls on a highway and the cars behind me plow into me before Volvo will do something?

When I stopped at the service center initially, he immediately said it sounds like the ETM. I made an appointment to have it replaced for an estimated cost of \$900.00. As I said before in my letter of September 20<sup>th</sup> my car is not under warranty. I was not asking Volvo to pay for the ETM. Instead, I was charged \$797.00 for 'cleaning' the PVC breather system. That did NOT address the ETM safety defect. How can Volvo say I don't need the ETM replaced? It is defective and a potential hazard. As I said, I am very disappointed because I am still driving a ticking time bomb. I cannot in good conscience sell this car with a known safety defect even if I could. Who would buy such a car?

I have an additional problem that I did not mention originally because it seemed so minor by comparison. Occasionally, I cannot remove the key from the ignition. I was told I spilled a drink in it and it had goopy black stuff in it. At no time did I spill a drink in the car. If I had, it would have been impossible to spill it sideways with enough force to enter the ignition to cause that kind of problem. I find it reprehensible to blame the car owner when Volvo cannot explain a problem. It still is not fixed. It still occurs intermittently but not as often.

Additionally, just prior to taking my car in on October 26<sup>th</sup> for the annual inspection, the battery warning light was coming on during the first few minutes each time I drove the car. They replaced the battery after a battery and alternator test showed the battery was 'weak'. The battery light still comes on. Whatever the problem is, it was NOT fixed.

My final complaint is very awkward to say the least. My husband took the car in for the inspection because I work. He dropped it off at my office and picked up his car. When I got in the car after work I discovered a wrapped *Depends Guards for Men* just to the left of the gearshift. I can only surmise this was some kind of reprisal for complaining to Volvo. I am appalled at the crassness of such a tactic. If Volvo is trying to send me a message, I got it, you do not value or respect your customers.

Sincerely,



Copy to: Jim Culligan Volvo

**ROBERT L. SASS**

1207 BIRCH STREET  
UNIONDALE, NY 11553-2007  
(516) 486-7586

E-MAIL: bob@bobsass.us

RECEIVED

NOV 2 2005

CUSTOMER CARE

October 29, 2005

Customer Relations Department  
7 Volvo Drive  
Rockledge, NJ 07647

Gentlemen:

I realize that warranties have time limits and that normally expenses incurred after the expiration are the responsibility of the customer. However, I believe that there are definitely circumstances that should override such constraints.

I own a 2000 Volvo S-80/T-6 that I purchased from Volvoville in Massapequa, NY. I took delivery at the factory in Gothenburg on September 10, 1999. There were several reasons for my choosing a Volvo, but the most important was Volvo's reputation for safety and reliability. The current mileage on the vehicle is considerably below average. We only have driven 42,000 miles in the six years we have owned the car, which in Volvo years makes it practically a new car. Several months ago an incident occurred which challenged both the safety and the reliability of the car.

While my wife was driving the engine suddenly and without warning shut off. Fortunately at the time there was no vehicle directly behind her and she was able to coast to the road's edge. After less than a minute she was able to restart the car. Obviously this could have been a disastrous situation. We were unable to replicate the incident at the time. Two weeks ago the same condition occurred again and 10 days later it repeated itself. Each of these occurrences could have been disastrous and we brought the car to Volvoville on October 28 with instructions that we did not want the car back until the problem was identified and corrected.

The service department was solicitous and efficient. They called us back later in the day and informed us that the problem was a "faulty electronic throttle housing" which they would replace with my approval. The cost to me was \$855.21. We picked up the car this morning and I assume that this will not happen again. However I don't believe that a "top of the line" Volvo should have a part that is so unreliable after only 42,000 miles as to require replacement. I feel very strongly that I should not be charged for this repair even though the car is beyond the warranty period. We were very lucky not to be involved in a serious accident due to a defective expensive part and I believe that this should be the responsibility of Volvo not of me.

Very truly,  
[Redacted Signature]

cc: Volvo Factory

VOLVO

# VOLVOVILLE

Massapequa, L.I.

5700 MERRICK RD. MASSAPEQUA, NY 11758

(516) 798-4800

SALES • SERVICE • PARTS • LEASING • OVERSEAS DELIVERY  
BODY AND COLLISION WORK SPECIALISTS

VOLVO

58117	JEFFREY	10/29/05	VOL451745
UNIONDALE, NY	MSASS	42,352	WHITE/289/B
	08/10/99		
	VVITSD06Y1		
	111111111	267/435	10/28/05
			NO: 42354

**JOB # 1 2040Z** INSPECT ENGINE. THROTTLE BODY. 2-BO TECH(S) 200. 245.00  
 CUSTOMER STATES: VEHICLE WILL STALL BUT COMES TO A STOP  
 WHEN SLIDING DOWN ON HOT ENGINE. INTERMITTENT ...  
 ACCESS-DIAGNOSTIC TRIGGER CODE: NONE STORED  
 REPLACE FAULTY ELECTRONIC THROTTLE HOUSING  
 DOWNLOAD NEW SOFTWARE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8544347-8	THROTTLE BODY	581.10	581.10
JOB # 1	1	8536793-9	BRACKET	4.11	4.11
JOB # 1	1	9438290-8	ETX RELOAD	25.00	25.00
<b>JOB # 1 TOTAL PARTS</b>					<b>610.21</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>					<b>855.21</b>

**DEALER DISCLAIMER OF WARRANTIES**  
 Any repairs on the product and parts are made at the discretion of the manufacturer. All between the manufacturer and the buyer, the product is sold "AS IS" and the dealer is not responsible for the safety and performance of the product or with the buyer. The dealer does not warrant or guarantee, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor warrants any other person is responsible for any safety or compliance with the rules of said products. This disclaimer by the dealer is in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

**JOB # 2 3540Z** LIGHTING. BULBS. TECH(S) 267. 4.63  
 CUSTOMER STATES: BRACKET LIGHT BULB FAILURE  
 REPLACE RIGHT SIDE BRACKET BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	968826-1	BULB	4.63	4.63
<b>JOB # 2 TOTAL PARTS</b>					<b>4.63</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					<b>4.63</b>

**LIMITED EXPRESS WARRANTY**  
 THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 1000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.  
 SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)  
 APPROVED REVISED ESTIMATE OF \$1 OF \$995.00 (+TAX) ON 10/28/05 AT 08:00am  
 BY MR. SASS COMMENTS APPROVED

TERMS: CASH ON DELIVERY  
 APPROVED (CHECK/CC)  
 A STORAGE CHARGE OF \$25.00 PER DAY BEGINS 24 HOURS AFTER NOTIFICATION OF COMPLETED WORK.

* [ ] CASH [ ] CHECK# [ ] CREDIT CARD *	TOTAL LABOR	245.00
* [ ] CHARGE CUST# [ ] AMEX *	TOTAL PARTS	614.74
* DATE: BY:	TOTAL SHIELD	0.00
	TOTAL G.O.B.	0.00
	NETAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00

**X**  
 CUSTOMER'S ONLY USE  
 NYS REPAIR SHOP NO. R7088322

VOLVOVILLE STRIVES TO PROVIDE EXCELLENT SERVICE TO ALL ITS CUSTOMERS. YOU WILL BE RECEIVING A CALL FROM VOLVO N.A., AND SHOULD YOUR RESPONSE NOT BE ONE OF COMPLETE EXCELLENCE, PLEASE CALL EITHER JOANNE GRUND OR LETCH NEST AT 516 798-4800.

**TOTAL INVOICE \$ 869.74**

CUSTOMER SIGNATURE  
*Callie D'Orzako*

RECEIVED

AUG 15 2005

CUSTOMER CARE

August 11, 2005

Volvo Cars of North America, LLC.  
Seven Volvo Drive  
Rockleigh, NJ 07647

Subject: 1999 Volvo S70 AWD, Vin#YV1LF56D6X2 [REDACTED]

To Whom It May Concern:

Being a five time Volvo owner, I do understand the value of my purchases. However, that perception is changing with this particular car. I am a firm believer of the suggested routine maintenance checks, and have had the following performed:

7500 mile - \$102.31  
15000 mile - \$201.20  
22500 mile - \$128.79  
30000 mile - \$490.48  
45000 mile - \$218.40  
52500 mile - \$145.25  
60000 mile - \$500.34

Outside of this are all my routine oil changes, brake pads, battery replacement, and even sway bar links. The things I haven't experienced with the other Volvos are replacement of a fuel pump 8/2/04 for \$955.99, replacing gasket #3514546 and sealing ring #30637866 10/6/04 for \$300.83, and now the most recent frustration being the replacement of the BTM on 8/5/05 for \$1329.83. This is all with a current mileage reading of 77,950. My understanding is that there may be a pending Service Action in the near future. I would like to know if that is a possibility, as the quality of this vehicle has certainly not matched that of the other cars we have previously owned. We passed one of our Volvos down to a family member who has over 300,000 miles on it.



I would certainly appreciate any feedback you can share to reestablish my faith in your product or affirm my position that this may not be a product for me in the future. Thank you for your time.

Sincerely,



Roscoe, IL



August 2, 2005

Volvo Cars of North America, Inc.  
Customer Service  
P.O. Box 914  
Rockleigh, NJ 07647

RECEIVED

AUG 8 2005

CUSTOMER CARE

I am writing to complain about a problem I experienced with my 1999 Volvo V70 Station Wagon. Mine is the same problem that was reported in an Associated Press release of August 1, 2005, describing an investigation by the National Highway Traffic Safety Administration. For a period of several days prior to having a repair on November 12, 2004, my car would lose speed or completely stall while being driven. The Electronic Throttle System (ETS) light would come on. I would try to get to the side of the road before the car came to a stop. Then, if I waited a few minutes and tried to start the engine, it would start and the ETS light would go off. I called the Volvo dealer's service department to inquire about the severity of the problem and the urgency of having a correction. I was told that usually waiting and attempting a restart would work and I could have it checked at my next service interval, I was also told that if I removed the gas cap and replaced it that the problem might not reoccur. This supposedly had something to do with air being trapped during the last fill-up.

Rather than wait for the next service interval, I stopped at the dealer's service department to make a further inquiry. At this time I was told that it should be fixed immediately because it could occur at highway speeds and the immediate loss of engine power would create a safety hazard. The service technician said that although my car was out of warranty, he would check for a service bulletin that might allow it to be corrected at Volvo's expense. Since none was found, I paid \$744.17 to have the Electronic Throttle System module replaced (copy of invoice attached).

Judging from the NHTSA investigation, this appears to be a too-common occurrence and should have been handled as a recall by Volvo. Thus, I am asking for reimbursement of my costs for correcting this safety problem. I am also filing a complaint with the NHTSA, as well as copying them on this letter.

I have owned seven Volvos, beginning with a 1980 DL, and have had favorable experience prior to this 1999 V70. In the interval from about 85,000 miles to the current 115,000 miles, I have had to replace an air conditioning compressor, have had power window failures, and currently have a "Check Engine" light condition that the On Board Diagnostics indicate to be a faulty catalytic converter. The response that I get from the dealer's service personnel is that none of these parts should fail, but invariably some do fail, and that it is my misfortune to have experienced several problems while the mileage is still quite low for a Volvo. I have gone to two independent auto service businesses that have each specialized in Volvos for more than twenty-five years. Both have told me that because of the number of failures they are aware of with catalytic converters of this vintage, it must be due to a quality problem and should be addressed even though the car is out of the 80,000-mile warranty. This is not a safety problem, but does present an environmental concern. I intend to write the Environmental Protection Agency and inquire as to whether this is a problem for their concern.

I hope you can address the reimbursement of the cost of the ETS and also make allowance for replacing the catalytic converter, both of which would restore my faith in Volvo quality and make it more likely that I might purchase another Volvo.

Sincerely,

Raleigh, NC

CC:

National Highway Traffic Safety Admin.  
Office of Defects Investigation  
400 Seventh Avenue, S.W.  
Washington, DC 20590



## Office of Defects Investigation

## VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10131087

## Your Complaint Information

## Consumer Information

Name : [REDACTED]  
 Org. Name : [REDACTED]  
 Address : [REDACTED]  
 City, State, Zip : Raleigh, NC [REDACTED]  
 USA  
 Daytime Phone : [REDACTED] Ext :  
 Evening Phone : [REDACTED] Fax :  
 Email : [REDACTED]

[top](#)

## Complaint Information

Description : Malfunctioning of the Electronic Throttle System (ETS) on my 1999 Volvo V70 Station Wagon caused me to lose power or stall completely while driving. It happened several times prior to having the ETS replaced. It occurred for me at low speeds and in light traffic allowing me to get off the road. I was able to restart the engine after a short time interval. It could have been a major safety hazard if I had this failure at highway speeds and in traffic. This occurred several months ago and has been repaired at my expense, but on reading an Associated Press article today on an investigation of this problem by the NHTSA, I am submitting this as another instance of the problem being investigated.

Incident Date : 11/12/2004 Fire : No  
 Num. Failures : 10 Property Damage : No  
 Num. Deaths : 0 Crash : No  
 Num. Injured : 0 Police Report : No  
 Referral Source : MEDIA

[top](#)

## Vehicle Information

VIN : YV1LW5568X [REDACTED] Purchase Date : 3/25/1999  
 Manufacturer : VOLVO CARS OF N.A. LLC

<b>Year, Make and Model :</b>	1999/VOLVO/V70	<b>Original Owner :</b>	Yes
<b># of Cylinders :</b>		<b>Trans. Type :</b>	AUTOMATIC
<b>Engine Size :</b>		<b>VehicleDetails Usage :</b>	RECREATIONAL
<b>Cruise Control :</b>	Yes	<b>AntiLock Brakes :</b>	Yes
<b>Current Mileage :</b>	115000	<b>Speed :</b>	25
<b>Failure Mileage :</b>	104900	<b>Powertrain :</b>	FRONT WHEEL DRIVE
<b>Body Style :</b>	STATIONWAGON	<b>Fuel System :</b>	FUEL INJECTION
<b>Fuel Type :</b>	GAS	<b>Vehicle Type :</b>	PASSENGER CAR

Vehicle Component Information

**Component 1:** FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM      **OEM:** No

Vehicle Dealer Information

**# Dealer :** 1  
**Name :** Wever Bros., Inc.      **Dealer Type :** SALES DEALER  
**Address :** 4409 Capital Blvd.  
 Raleigh  
 NC 27604  
**Dealer Phone:** 919-876-8511      **Dealer Fax:**  
**Email:**

102

001-10131087

9198472271

88294

# Weaver Bros., Inc.

Authorized Volvo Sales & Service  
4409 CAPITAL BLVD. RALEIGH, N.C. 27604

\*INVOICE\*

818-878-8611

RALEIGH, NC  
HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 103 TONY SCOTT

COACH	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE/INPUT	TAO	
M SVL	99	VOLVO V70 WAGON	YV1LH558X2		104416/104416		
REG. DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25MAR1999		24MAR2003	WALT 12NOV04		80.00	CASH	12NOV2004
REG. CHG: [REDACTED] OPTIONS: STK:2827 DLR:7701 ENG:B52545							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES HTS LIGHT ON ST FAULT TRACE HTS LIGHT, REPLACED ELECTRONIC THROTTLE MODULE AND DOWNLOAD SOFTWARE							
				500			
						160.00	160.00
1	8544347	0	THROTTLE BODY		551.59	551.59	551.59
1	8536753	9	GASKET		2.58	2.58	2.58
1	9438296	3	BTM RELOAD		30.00	30.00	30.00
PARTS:	584.17	LABOR:	160.00	OTHER:	0.00	TOTAL LINE A:	744.17

\*\*\*\*\*



*Handwritten signature:* Tony Scott

The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repair charges.

DESCRIPTION	TOTALS
LABOR AMOUNT	160.00
PARTS AMOUNT	584.17
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER LABOR & MATERIALS	9.60
TOTAL CHARGES	753.77
LESS SERVICES/DISCOUNTS	0.00
SALES TAX	40.82
PLEASE PAY THIS AMOUNT	794.55

X

CUSTOMER COPY

*certified*

8/2/2005

To:  
The Service Manager,  
DALZELL MOTOR CO., INC.  
825 Providence Hwy. Rto. 1  
Dedham, MA 02026

RECEIVED

AUG 5 2005

CUSTOMER CARE

and

Office of the President  
Volvo Cars of North America, Inc.  
7 Volvo Drive  
Rockleigh, NJ 07647

Sent by registered mail, signature receipt requested.

Copy to:  
Massachusetts Department of Environmental Protection  
1 Winter Street,  
Boston, MA 02108

**RE: Warranty on Electronic Throttle Module**

Dear Sirs/Madams,

This letter is a result of unsuccessfully attempting to resolve this issue by telephone with the service manager of Dalzell Motor Co., Inc. and Volvo Cars of America, Inc. customer service person Eve.

My Volvo V70, year 2000 VIN YV1LW61J2Y [redacted] owned by [redacted] required replacement of the Electronic Throttle Module in order for the car to operate safely, and in order to comply with the emission requirements of the Commonwealth of Massachusetts. The vehicle registration is MA license no. S4PR30

The problem that warranted the repair was:

ETS light coming on, accompanied by unresponsive throttle and engine surging, which was totally independent of throttle operation. The first occurrence of the problem in June at about 69,500 miles was corrected by shutting down the engine as per the Volvo S70/V70 instruction booklet page. The light did not remain on so as per the manual, the car was not taken to a dealer for inspection.

The problem became frequent and occurred again on 7/23/2005, after which I made an appointment with Dalzell Motor Company. The problem occurred again on 7/26/05 after

which, because of safety concerns, I did not use the vehicle until 8/1/2005 when I drove the vehicle to the Volvo retailer Dalzell Motor Company. While driving the vehicle to Dalzell the problem occurred once again in heavy morning traffic where I once again, experienced a hazardous situation while getting to a breakdown lane. The incidents on 7/26 and 7/23 also caused the check engine light to come on. This light went out after about 12 hours or the next day. In each case the problem disappeared after the engine was shutdown.

My regular repair shop explained that repairs for problems with these symptoms could only be repaired by a Volvo retailer. They further explained that this is because Volvo limits the only ability to load software into their controllers to their retailers.

I then contacted Dalzell Motor Company to perform the repair.

The problem was diagnosed and repaired by Dalzell Motor Company, Inc. on 8/1/2005. The invoice VOCS201805, describes the repair as replacing the Electronic Throttle Module and downloading software.

The Dalzell Service Manager decided that this repair was not covered under any warranty and I was charged \$860.99 for the repair.

I had specifically pointed out to the service manager that:

1. The Volvo 2000 USA/Canada Warranty and Service Records Information booklet describes, on pages 39 and 42 the 8 year/80,000 mile warranty Federal Regulations emission warranty.
2. The problem that required the repair existed prior to the car reaching the 7 year/70,000 miles limit and that the car arrived at the dealer with mileage 70,790 because:
  - The Volvo handbook page 22, suggests restarting the car after an ETS light occurrence and only if the problem persists, contact a Volvo dealer. The problem first occurred at about 69,500 miles.
  - The availability of an appointment at the Volvo retailer.

I also contacted the Volvo Cars of North America, Inc. customer service representative and spoke to Eve on both the 1<sup>st</sup> and 2<sup>nd</sup> of August. I requested that the repair be covered under warranty and that I believed that both the 7 year/ 70,000 mile and 8 year/80,000 mile warranty applies for the reasons above.

Eve's answer, which she declined to put in writing, was that neither warranty applied. She said that she represents Volvo management and specifically Arthur Duliung, area after sales manager.

**I maintain that:**

**The 7year /70,000 mile warranty applies.**

**There is public knowledge of this problem occurring in Volvo 2000 models from 40,000 miles. See related article from the Los Angeles Times by Myron Levin on May 3 2005.**

**There is public knowledge that Volvo was aware of this problem with the ETM prior to the cars manufacture yet this module was used. See same LA Times article.**

**Volvo and Dalzell are aware that this problem is common and is independent of the mileage on the vehicles and are withholding this information from the consumer Volvo service bulletin 2511 of Dec 01 1999 states:**

**"Summary: SOME MODELS MAY HAVE A CONDITION WHERE THE CHECK ENGINE AND ELECTRONIC THROTTLE SYSTEM LIGHTS ON THE DASH PANEL MAY ILLUMINATE".**

**I specifically asked Dalzell Motor Company in writing on delivering the car for repair to inform me of any related service bulletins. No information was provided!**

**The warranty covers a problem that occurs prior to 7 years/ 70,000 miles. It does not require that the vehicle be delivered to a Volvo Retailer prior to 70,000 miles.**

**The Volvo vehicle manual page 22 is misleading and misinforming which creates hazardous situations for the vehicle occupants. Its information resulted in delays in getting the vehicle to the retailer.**

**The vehicle had 70,790 miles when it arrived at the dealer. 1 12% over 70,000 miles. An insignificant amount considering that according to public knowledge the unit was designed for a life of 100,000 miles. See same LA Times article.**

**In addition I maintain that:**

**The 8 year /80,000 mile warranty applies.**

**The car would not pass a MA inspection with the check engine lamp lit.**

**The electronic control unit described in the warranty is general and applies to the complete control system and not a specific module. There is no specific component named electronic control unit. (I am an engineer with 30 years experience in control and embedded computer systems, familiar with distributed controller architectures as used by Volvo. With my experience as a technical expert and the evidence I have found in Volvo documentation and my vehicles, I firmly believe that a court of law would agree with my interpretation.**



## Request to Honor Warranties

As such, I expect Volvo Cars of North America, Inc. and/or Dalzell Motor Company Inc to consider my reasoning and dissatisfaction and to respond within 7 days of receipt of this letter informing me that the repair as described in the invoice (attachment A) is covered by either or both warranties and that payment will be promptly refunded.

If Volvo Cars of North America, Inc. and/or Dalzell Motor Company Inc. do not respond or do not agree to the warranty coverage within the 7 day time period, I will have no choice to take actions which may include but not be limited to:

- Legal Action in Stoughton MA Small Claims Court with a claim for triple damages and costs under MA Chapter 94A consumer protection laws. I am confident that I will win this action especially with the clear evidence of intent to mislead. I will ensure that the hearing will be documented and published so as to help consumers with a similar plight.
- Legal action for unfair enrichment.
- Help consumers by making every effort to publicize how Volvo and their authorized retailer are dealing with this expensive and dangerous problem
- Offer my personal experience with Volvo and expertise as a controls engineer and embedded software engineer with 30 years experience, to parties who are experiencing similar difficulties with their Volvos.
- Create a web site [www.volvog-unsafe.org](http://www.volvog-unsafe.org) or similar, which helps Volvo owners who may experience similar problems with Volvo. Use my Internet skills to ensure that the web site is easily found.
- Create a blog on my experience with Volvo and Dalzell Motor
- Accurately describe my experiences with Volvo and Dalzell in my extensive online networking community as well as my local networking community in Sharon MA and surrounding communities. (These communities have, at present, a proportionately high percentage Volvo ownership.)
- Make complaints to various consumer organizations, state organizations, safety organizations and business organizations.

As an owner of 2 Volvo's I am personally extremely disappointed in the response I have received so far from Volvo and your retailer. I bought my cars for safety reasons and now find that Volvo knowingly included a defective module that creates unsafe situations in my cars. Furthermore Volvo is hiding behind misleading information and is not admitting their mistake thereby endangering consumers. Volvo is unfairly enriching themselves and their retailers by taking advantage of ETM failures and allowing only their retailers to replace these units.

Yours sincerely,

[REDACTED]

# facsimile transmittal

To: Eric - Volvo Cars of America      Fax: 800 992 3971

---

From: [REDACTED]      Date: 8/3/2005

---

Re: ATM Replacement      Pages: 4

---

CC:

Urgent     For Review     Please Comment     Please Reply     Please Recycle

Note: Attached please find a copy of the invoice from Dalzell Motors for the repair of the ETCM on my Volvo.

Also attached please find a document that confirms our conversation whereby Volvo Cars of America has decided to refund the amount of the repair.

Within 7 days, please send a check for the repairs or sign the document and return by mail.

Payment, or the written agreement to make the payment as described in the document, is required to halt the claim procedures that were initiated on 8/3/05 prior to your offer to refund the amount of the repair.



Jack Chadovitz

.....



**DALZELL MOTOR CO., INC.** VOCS201805  
 825 PROVIDENCE HWY. RTE 1  
 DEDHAM, MA 02026  
 (781) 329-1100  
 www.dalzellvolvo.com

VOCS201805

CELL: 339-706-3583

1205  
 MATTHEW GARRON  
 08/01/05  
 VOCS201805  
 91.00 54PR30 70,790 GREEN/  
 SHARON, MA  
 00/VOLVO/V70/5 DOOR WAGON  
 YVILW61JZY2  
 08/01/05  
 NO: 70799

\*\*\*\*\*  
 CASH  CHECK CK NO. [ ]  
 VISA  MASTERCARD  DISCOVER  
 OTHER  CHARGE  
 \*\*\*\*\*

TOTAL LABOR... 227.00  
 TOTAL PARTS... 198.56  
 TOTAL SUBLET... 0.00  
 TOTAL G.P.C... 0.00  
 TOTAL MISC CHG... 5.00  
 TOTAL MISC DISC... 0.00  
 TOTAL TAX... 29.93  
**TOTAL INVOICE \$ 860.99**

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

**SERVICE, SALES, PARTS**

**SALES HOURS**

Monday - Thursday  
 9:00 - 6:00  
 Friday  
 9:00 - 4:00  
 Saturday  
 9:00 - 5:00  
 Sunday  
 10:00 - 3:00

**PARTS AND SERVICE HOURS**

Monday - Friday  
 9:00 - 5:00  
 Saturday  
 9:00 - 4:00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

*Matthew Garron*

**FACT**  
 BY: .....

THANK YOU FOR THIS OPPORTUNITY TO  
 SERVE YOU! IT IS OUR #1 GOAL TO MAKE  
 ALL THE REPAIRS REQUESTED ON THE  
 REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IN OUR SPARE PARTS  
 FACTORY TELL YOUR MECHANIC AND  
 PLEASE TELL US IMMEDIATELY!





**DALZELL MOTOR CO., INC.** VOCS201805  
 825 PROVIDENCE HWY. RTE. 1  
 DEDHAM, MA 02026  
 (781) 329-1100  
 www.dalzellvolvo.com

VOCS201805

CELL: 339-206-3584

1205  
 MATTHEW GARRON  
 91.00 34PA30 70,790  
 00/VOLVO/V70/5 DOOR WAGON  
 YV1LWG132Y2  
 08/01/05  
 VOCS201805  
 08/01/05  
 NO: /0793

**JOB# 1 CHARGES**

LABOR  
 JOB 1 20V0220 CHECK ENGINE LIGHT TECH(S):25 0.00  
 CUSTOMER STATES CHECK ENGINE LIGHT ON  
 SEE OTHER LINE FOR ETS LIGHT  
 SEE OTHER LINE

JOB# 1 TOTALS 0.00

JOB# 2 CHARGES

LABOR  
 JOB 2 20V0201 FUEL SYSTEM CONCERN TECH(S):25 227.50  
 CUSTOMER STATES CHECK ETS WARNING LIGHT IS ON - SEE TECH NOT  
 FOUND FUEL SYSTEM CONCERN - THROTTLE BODY  
 REMOVED AND REPLACED - THROTTLE BODY - RESET CODES ROAD TESTED

PROTS

QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	8644347-8	THROTTLE BODY	582.62	582.62
	8636753-9	BASKET	2.94	2.94
	5438258-3	ETK RELOAD	33.00	33.00
TOTAL - PARTS				598.56

JOB# 2 TOTALS 227.50  
 598.56

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 826.56

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

**SERVICE, SALES, PARTS**

**SALES HOURS**  
 Monday - Friday  
 8:30 - 5:30  
 Saturday  
 9:00 - 4:00  
 Sunday  
 12:30 - 3:00

**PARTS AND SERVICE HOURS**  
 Monday - Friday  
 8:30 - 5:00  
 Saturday  
 9:00 - 4:00

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. IT IS OUR AIMS TO PERFECT ALL THE FEELINGS REQUESTED ON THE REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS NOT FACTORY TELL YOUR FRIENDS - WE PLEASE TELL US IMMEDIATELY.

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
JOB 4 A	HAZARDOUS WASTE REMOVAL		5.00
TOTAL - MISC			5.00

COMMENTS  
 CHECKED CODES FOUND IN SYSTEM FOR THROTTLE BODY - REMOVED AND REPLACED WITH NEW ONE



8/3/2005

Volvo Cars of North America, Inc.  
7 Volvo Drive  
Rockleigh, NJ 07647

This document confirms that.

Volvo Cars of America in a conversation with [REDACTED] on 8/3/2005 has agreed to refund the amount of \$860.99 that [REDACTED] on behalf of [REDACTED] paid to Dalzell Motor Co. Inc. for the replacement of the ETM on Volvo VIN YV1LW61J2Y [REDACTED]

The payment to the Dalzell Motor Co. Inc. was made against invoice number VOCS201805, a copy of which has been received by fax by Volvo Cars of North America, Inc. from Jack Chadowitz

Payment of the refund will be made as promptly as possible and no later than September 18<sup>th</sup> 2005

Signed \_\_\_\_\_

Name \_\_\_\_\_

On behalf of Volvo Cars of North America, Inc.

**Onelio G. Ramirez**

8 Yorkshire Court  
Warren, New Jersey 07059

August 29, 2005

Volvo Cars of North America, LLC  
Attr: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey 07647

Dear Customer Care Representative:

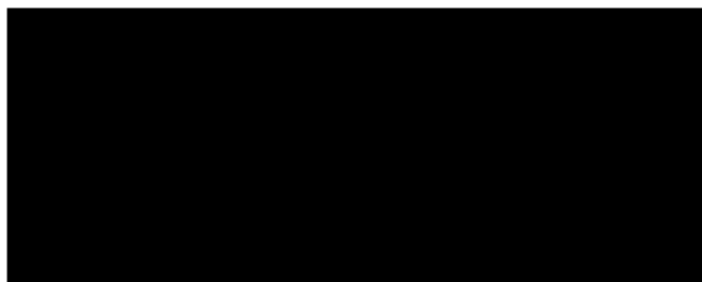
I really do hate to complain. But this is a case where I do believe I need to tell you my story. I bought my S80 T6 in April 1999 from Kundert Volvo in Hasbrouck Heights. I lived a few towns over in Saddle Brook at that time before moving to my present address in Warren, NJ.

My history with this car seems to have deteriorated after I moved to Warren and started using the service center at Bridgewater Volvo. This car has not been driven hard. In fact, it has barely over 40,000 miles and yet it feels like anything but a Volvo. It doesn't seem to matter what they do. I know far less expensive cars that feel better on the road. This is only the start. I neither have the time or the patience to go through my files and detail to you all the repair work I've had to do. Besides, you have access to all those records. The thing that pushed me over the edge was that just a few weeks ago in August, my latest repair bill came to \$2,526.32. Included in this bill was a charge of \$657.56 (before Tax) for a Throttle Module. The invoice details looked familiar. Only after I got home and looked through my files did I notice that I had just replaced the same Throttle Module a little over one year earlier for a similar charge. By the way, the oil leak which never seems to stop just keeps going. I just made another appointment today to bring the car in to repair what should have been repaired the last time.

I had no idea that some of the other electronic parts were so unreliable. I've had to pay for such stuff as Steering Wheel Modules, and Computer Chips and not to mention a motion sensor that keeps popping out from the ceiling. I can go on and on but it is just ridiculous. However, I will tell you one last thing. I purchased an extended warranty policy from Bridgewater Volvo on the four-year anniversary. The policy cost was a little over \$2,400. A deposit of \$249.50 was charged to my credit card. A similar amount was to be charged each month. The subsequent charges were never made and Volvo just decided to drop my coverage. Funny that the deposit amount was never returned to me.

This speaks volumes about a company. Somehow, I do get the impression that Kundert Volvo would have provided a different experience. As I started saying above, I never complain. However, I feel that you should be made aware of my personal track record with Volvo in case you are in a position to do something about it. Incidentally, this was my first Volvo.

Sincerely,



RECEIVED

AUG 5 2005

CUSTOMER CARE

[REDACTED]  
HIGHLAND, UTAH  
[REDACTED]

August 2, 2005

Ms. Ann Belec  
President  
Volvo Cars North America  
7 Volvo Drive  
Rockleigh, New Jersey 07647

Dear Ms. Belec:

After sending to your office my letter of May 7, 2005 (another copy of which is enclosed) and having had a telephone discussion with a Volvo representative (whose name I do not recall), I received a telephone call from another representative of your office who told me that Volvo had reviewed my situation and decided to reimburse me for one-half of the \$1,127.67 that I had spent at Ken Garff Volvo in Salt Lake City, Utah, to have the faulty throttle unit in my Volvo S80 diagnosed and replaced. Thus, I have been expecting over the past several months to receive a check from Volvo in the amount of \$563.84, but, alas, I have not yet received anything.

Could you please follow up on this matter for me, and make arrangements for the agreed upon \$563.84 reimbursement payment to be sent to me as soon as possible?

Thank you for your attention to this matter.

Sincerely,  
[REDACTED]

Enclosure

[REDACTED]  
Yonkers, NY [REDACTED]  
[REDACTED]

July 28, 2005

RECEIVED  
AUG 1 2005  
CUSTOMER CARE

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey 07647

Attn: Sophia Young

Dear Ms. Young,

Since March 10, 2005, I have had my 1999 Volvo S70 GLT in the Big Dee repair facility for the following repairs:

March 10<sup>th</sup>. Electronic throttle module intake (\$820.61)

June 9<sup>th</sup>. Mastair Flow Meter (\$386.79)

June 16<sup>th</sup>. Heated Oxygen (\$221.00)

July 19<sup>th</sup>. Heated Oxygen (\$304.51)

Both heated oxygen have the same number on the invoice, 9470983. It appears that I have been charged twice for the same repair made on June 16 and July 19. Copies of all invoices have been attached.

Each time I had it serviced I was assured that the needed repair was accomplished. Within weeks the check engine light appeared and I was forced to bring it back for further servicing. Each time I brought it back I was told that the computer indicated a sensor had to be replaced. Since I have never received a computer printout indicating the problem I have had to accept the word of the Volvo personnel. From my admittedly limited knowledge it seems that all the problems have been related. If so, why couldn't the overall problem be taken care of at the same time thereby saving me the time I have spent in bringing the car in and picking it up each time as well as cost of additional labor charges? Is there a basic defect in the 1999 S70?

The above is but an introduction to my other and more significant problem with the Big Dee service department. I had previously spoken to you concerning the problems I had been having and you were most helpful. Prior to picking up the car on July 19<sup>th</sup> I phoned you on this latest problem. You informed me that you contacted Big Dee and that the cost would be \$198.00. When I went to pick up the car I was told the cost was \$304.00. The service adviser, Mr. Rafael Fernandez said I needed to speak to David Somma, the service manager. I have had previous problems with Mr. Somma in this long ordeal of repeated repairs. On one occasion Mr. Fernandez had asked him to call me but he apparently couldn't be bothered. It seems that in his view it was my responsibility to




track him down. Does he not know the meaning of the word *service*? It is part of his title, service manager? In my last encounter with him on July 19th the "pay off" came when we discussed the \$198.00 vs. \$304.00 bill. At first he told me he had *not* spoken to you that day. He claimed he did not know your name. When I informed him that you worked out of the Rockleigh, NJ office he had no idea what I was talking about. Further in our discussion he admitted that he only deals with Ruth or Margaret but did not know their telephone number(s). He suddenly recollected the appropriate telephone number but I did not have the number of your extension with me and thus there was no way to contact you. Mr. Soruma's most outrageous statement came at the end of our discussion when I was told, "The Rockleigh office does not speak for Volvo, only the dealer does." In his view you can apparently close your customer care center and save your parent company, Ford, some much needed money. At this point I paid the \$304.00 and left.

Having had this experience with Mr. Soruma, his lack of concern and inability to deal with customers, I have lost trust in the Big Dee service department. Mr. Fernandez would most certainly be a better choice for the position of service manager, as he knows how to satisfy Volvo customers. He has been professional, courteous, pleasant and efficient. During the several times that we have been to the Big Dee lately we have had occasion to speak to other customers who are equally dissatisfied. One gentleman told my wife that his only servicing with his Toyota Camry has been the usual oil changes but he is constantly at Big Dee with repairs on his wife's car. Dissatisfied customers go elsewhere for service and the purchase of their next new car. I traded in a Cadillac for the Volvo because I was dissatisfied with the service department and believed the Volvo image of a wonderful, long lasting automobile.

When my Volvo was still under warranty each servicing was followed by a telephone call to rate the quality of the service and/or repair. Since the warranty has expired there has not been one follow-up call. I do believe that you are concerned about the quality of service for *all* Volvo owners, not just those under warranty.

I appreciate your assistance in the past and hope you can find a way to keep us in the Volvo family.

Very truly yours,

A large black rectangular redaction box covering the signature and name of the sender.

# VOLVO

## BIG DEE AUTO SALES, INC.

7795811

84468

Authorized Volvo Cars Dealer

688 OLD TARRYTOWN ROAD  
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.  
(914) 948-8918

PARTS DEPT.  
(914) 948-8904

FAX: (914) 948-1817

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 108 ERIC STAPEN

YONKERS, NY

HOME: [REDACTED] BUS:

ORDER	YEAR	MAKE/MODEL	VIN	PLATE	RELEASE NO	TAB
WHITE	99	VOLVO S70A	YV1L554D5X	[REDACTED]	74079/74081	T374
DEL DATE	INSD. DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
17MAR1999			16:00 10MAR05		94.00 CASH	10MAR2005
Options: DLR13514 ENG:B5254T						

LINE	DESCRIPTION	TECH	TYP	HOURS	LIST	NET	TOTAL
------	-------------	------	-----	-------	------	-----	-------

A CUSTOMER REQUESTS 75,000 MILE SERVICE PERFORM 75,000 MILE SERVICE							
1	977751	GASKET			2.24	2.24	2.24
1	989	SEASONAL SERVICE KIT			14.95	14.95	14.95
7	5H-30	CST/OTX			2.95	2.95	20.65
1	1275810	FILTER INSERT			8.19	8.19	8.19
*****							
1	9485593	BRAKE PAD KIT			72.50	72.50	72.50
1	1161688	SILICONE GREAS			13.85	13.85	13.85
1	9438298	BIM RELOAD			30.00	30.00	30.00
*****							
B CUSTOMER STATES SCUFFING LIGHTS OR GAS CAP WRENCH							
95							0.00
*****							
C C/S THAT WHEN CAR IS IN PARK AT AN HOUR THE OARS RPM GOES FROM 700-1000 UP AND DOWN PLEASE CHECK!							
*****							
1	8644347	THROTTLE BODY			551.59	551.59	551.59
1	8644347	THROTTLE BODY			4.02	4.02	4.02
1	9438298	BIM RELOAD			30.00	30.00	30.00
*****							
D C/S HEARD A CLICKING NOISE COMING FROM THE D/S REAR BRAKE AREA!!							
*****							
1	217821	BRACKET KIT			20.25	20.25	20.25

*\$820.61*

<p>ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DECLARATION The dealer warrants completion of all of the services with respect to the sale of the hardware. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. This repair attempt is subject to the terms and conditions of the dealer's standard repair policy. If any dealer is connected with the sale of the hardware.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		WASTE REMOVAL	
		TOTAL CHARGES	
		GOODWILL DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

N.Y.C. REGISTERED REPAIR SHOP NO. 704 8443

CUSTOMER COPY

7795811

87843

# VOLVO

## BIG DEE AUTO SALES, INC.

Authorized Volvo Cars Retailer

488 OLD TARRYTOWN ROAD  
WHITE PLAINS, NEW YORK 10603SERVICE DEPT.  
(914) 849-8878PARTS DEPT.  
(914) 849-6154

FAX: (914) 849-1417

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 199 RAFAEL FERNANDEZ

YONKERS, NY

HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	FAS	
WHITE	99	VOLVO S70A	YV1L556D5X	[REDACTED]	78209/78210	12858	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
17MAR99	16		16:00 09JUN05		94.00	CASH	09JUN05
K.O. OPENED		READY	OPTIONS: DLR:3514 ENG:B5254T				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

## A C/S ENGINES SPOTTERS

REPLACE REPLACE MASTAIR FLOW METER

						141.00	141.00
		66	CP	1.50			
1	9670263	MASS AIR FLOW			202.84	202.84	202.84
1	406	AIR INTAKE SYSTEM CLEANER			12.95	12.95	12.95
1	9438298	ETM RELOAD			30.00	30.00	30.00

## B C/S NOT IDOLING RIGHT

SLA SEE LINE "A"

						0.00	0.00
		66	CP	0.00			

## C C/S AFTER RECALL LIGHT NOW STAY ON

OK DAY RUNNING LIGHT ARE WORKING NORMAL WHEN  
STARTING VEH

						0.00	0.00
		66	CP	0.00			

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM VOLVO, THIS IS OUR "REPORT CARD" AND WE WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT AND RETURN IT WITH A SCORE OF 100%. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT DAVID SONMA, SERVICE MANAGER. OUR STAFF IS DEDICATED TO YOUR COMPLETE SATISFACTION.



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

The factory warranty covers only the materials which appear on the back of this invoice. The dealer hereby expressly disclaims all liability, including any implied warranty of fitness for a particular purpose, for any damage or expense, in any way, prior to or subsequent to the sale of this vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	141.00
PARTS AMOUNT	245.75
GAS, OIL, LUBE	0.00
FLUENT AMOUNT	0.00
WASTE REMOVAL	0.00
TOTAL CHARGES	386.75
GOODWILL DISCOUNT	0.00
SALES TAX	28.53
PLEASE PAY THIS AMOUNT	415.32

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

N.Y.S. REGISTERED REPAIR SHOP NO. 704 8443

CUSTOMER COPY

# VOLVO

**BIG DEE AUTO SALES, INC.**

Authorized Volvo Cars Retailer

485 OLD TARRYTOWN ROAD  
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.  
(914) 948-9818

PARTS DEPT.  
(914) 948-9454

FAX: (914) 948-1417

7795811

00145

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 199 RAFAEL FERNANDEZ

YONKERS, NY  
HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION	TAG	
WHITE	99	VOLVO S70A	YV11866D5K		78417/78418	T3084	
DEL DATE	PRCO DATE	WARR EXP	PROCESSED	FO NO	RATE	PAYMENT	INV DATE
27MAR99	15		16.00	16JUN05	94.00	CASH	16JUN05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	ENGINE IS SPOTTING					
TECH TECHNICIAN							
1	9470983	HEATED OXYGEN			221.10	221.10	221.10

B ATT DAVE CUSTOMER NEED HELP ON THIS REPAIRS  
OK O

C CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
INSTALL IMMEDIATELY NO LAMPS NO LABOR

D MUST AIR WAS REPLACE LAST WEEK

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM VOLVO. THIS IS OUR "REPORT CARD" AND WE WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT AND RETURN IT WITH A SCORE OF 100% - IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT DAVID SOMA, SERVICE MANAGER. OUR STAFF IS DEDICATED TO YOUR COMPLETE SATISFACTION.



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The dealer warrants quantities of all the materials with respect to the sale of the hardware. The dealer does not warrant quantities of work, other than the amount of workmanship or service for a particular purpose. The dealer does not warrant the installation of any parts to conform to a any safety or performance with the sale of the hardware.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	221.10
GAS OIL LUBE	0.00
SMILEY AMOUNT	0.00
WASTE REMOVAL	0.00
TOTAL CHARGES	221.10
GOODWILL DISCOUNT	0.00
SALES TAX	16.31
PLEASE PAY THIS AMOUNT	237.41

ISSUED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

N.Y.S. REGISTERED REPAIR SHOP NO. 704 8443

CUSTOMER COPY

7795B11

89431

# VOLVO

**BIG DEE AUTO SALES, INC.**

\*INVOICE\*

Authorized Volvo Cars Retailer

499 OLD TARRYTOWN ROAD

WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.

PARTS DEPT.

(914) 948-8818

(914) 948-8864

FAX: (914) 948-1417

SERVICE ADVISOR: 199 RAFAEL FERNANDEZ

YONKERS, NY  
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	PLATE IN/OUT	TAG	
WHITE	99	VOLVO S70A	YV11856DSX		79810/79612	7922	
DR. DATE	PRD. DATE	WARR. EXP.	PROMISED	FORNO.	RATE	PAYMENT	INV. DATE
17MAR99 IS			16:00 19JUL05		94.00	CASH	19JUL05
R.O. OPTIONS			DLR:3514 ENG:B5254T				

LINE	CODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
<b>A CUSTOMER STATES CHECK ENGINE LIGHT IS ON</b>							
02				REPLACE FRT O2 SENSOR			
16				9470983 HEATED OXYGEN	221.10	198.99	198.99
<b>B VEH BURNING RICH AND SMOKING</b>							
99				CP	0.00	0.00	0.00
<b>C ATT DAVE SONMA PLEASR CHERK REPORT</b>							
99				CP	0.00	0.00	0.00
<b>D** DOWN LOAD SOFTWARE</b>							
16				CP	0.00	0.00	0.00

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM US. YOUR FEEDBACK REPORT IS IMPORTANT AND WE WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT AND RETURN IT WITH A SCORE OF 100%. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT DAVID BOMER, SERVICE MANAGER. OUR STAFF IS DEDICATED TO YOUR COMPLETE SATISFACTION.

Stamp: JUL 19 2005  
By: [Signature]

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MALICE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The factory warranty conditions of the vehicle with respect to the use of the equipment. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of workmanship or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume in any way liability in connection with the sale of the automobile.

DESCRIPTION	TOTALS
LABOR AMOUNT	84.60
PARTS AMOUNT	198.99
GAS, DL, LUBE	0.00
WASH AMOUNT	0.00
WASTE REMOVAL	0.00
TOTAL CHARGES	283.59
GOODWILL DISCOUNT	0.00
SALES TAX	20.92
PLEASE PAY THIS AMOUNT	304.51

N.Y.S. REGISTERED REPAIR SHOP NO. 704 8443

CUSTOMER COPY.

Falls Church, Virginia

RECEIVED  
AUG 4 2005  
CUSTOMER CARE

1 Aug 05

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey 07647

Dear Volvo,

While serving in the military in Europe I purchase a new 1999 Volvo V70 (YV1LW55A0X2) because I had always heard about great Volvo quality. Unfortunately I have had many problems with the car and the problems continue. The latest problem with the Throttle Body Sensor has put the lives of my family in jeopardy. I have a complete maintenance record and as I go over my maintenance records I can see a number of problems:

6 Oct 00	Replaced defective gear shifter light socket
31 Jan 01	Replaced defective driver side window switch (still not working properly)
21 Nov 01	Battery leads malfunction, causing battery to fail
17 Mar 03	Rear window washer pump burned out
18 Feb 05	Driver door check strap broke off car
2 Apr 05	Headlight Recall
27 Jul 05	Throttle body malfunction

Recently my wife was traveling alone with our two small children on a nine-hour trip when the car simply quit. The car lost all power steering at a time she was making a turn, putting her and my children in a very dangerous situation. She called me in tears and I advised her to purchase a new battery (\$131.00). But the problem persisted several more time, again putting her and my children in a dangerous situation. When she returned home I took the car to the mechanic and was told it was a Throttle Body Sensor costing about \$1,200.

I recently read in the paper where there have been a series of complaints raised with the National Highway Traffic Safety Administration about this same problem (see below article). I intend to make a similar complaint identifying how my family was put at risk.

My hope in writing this letter is that Volvo, a respectable corporation, will do the right thing and issue a voluntary recall of the defective part. I can only hope Volvo will act before lives are lost. I am sad to say that this car is not the car I had hoped to buy and at this time I do not know if I will purchase another Volvo in the future.

Respectfully,

Falls Church, VA

Copy  
NHTSA  
File: Car V70

## **Volvos May Stall, Lose Speed**

**WASHINGTON (AP) —** Several models of Volvo sedans and station wagons are under investigation because of complaints that the vehicles can lose speed or the engine can stall without warning, the government said Monday.

The National Highway Traffic Safety Administration said it had received 135 complaints about the engine part that regulates the amount of air into the vehicle's engine.

The agency has heard of several concerns, including a sudden loss of speed and power steering while driving in highway traffic and the stalling of the engine without warning.

NHTSA said about 286,000 Volvos from the 1998 through 2001 model years are covered in the probe, including the C70 and C70 convertible, the S60 sports sedan, the S80 luxury sedan, the V70 station wagon and the V70XC crossover vehicle.

The inquiry, which is in its early stage, also involves the S70 sedan from the 1999-2000 model years.

There have been two injuries connected to the alleged defect, NHTSA said.

Dan Johnston, a Volvo Cars of North America spokesman, said the company was cooperating with the government's investigation, which will try to determine the scope, frequency and safety consequences of the alleged defect.

Volvo is part of Ford Motor's Premier Automotive Group.

Vehicle owners who reported the problems told the government that in some cases, their vehicles would restart and in other instances it required the vehicles to be towed.

Some owners said they replaced the engine component but it later failed in a similar manner. The inquiry involves the electronic throttle control module, which the company said regulates air into the engine.

NHTSA investigations sometimes lead to vehicle recalls.

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8/1/2005

Customer Service  
Volvo Cars of North America  
1 Premier Place  
Irvine, CA 92618

Re: Complaints that need responses

The enclosed complaints were filed with us by one of your customers. We are forwarding it to you in an effort to help you and your customers resolve it informally and satisfactorily.

You may respond to these complaints by agreeing to comply with your customers' request, by offering a partial settlement, or by presenting reasons you feel these complaints are not justified.

Please reply to these customers, sending copies to us, within seven (7) working days. Your responses to these complaints will be one source of the information we report to callers who inquire about your company. For fastest service, visit our website at [www.labbb.org](http://www.labbb.org) to respond to these complaints online. You may also respond to complaints by sending us a fax at (909) 825-6246 or by mail to P.O. Box 970, Colton, CA 92324. If you have any questions, call (909) 825-7380.

Thank you for your cooperation.

Complaint Dept.  
Better Business Bureau of the Southland, Inc.





Additional Information	
Date Problem First Occurred:	3/1/2004 12:00 AM
Product or Service:	Volvo makes cars and trucks and services those products
Model Name or Number:	1999 Volvo S80 T6
Date Purchased:	
Order Number:	
Amount Paid:	\$0.00

Please provide us with your email address so that we may send future correspondences to you this way:

Email address: \_\_\_\_\_

Please provide the following information if you have not already done so:

Fax Number: \_\_\_\_\_

Business Start Date: \_\_\_\_\_

From our website, you may view the details of your complaint, including the other party's response, and submit your own responses through our complain process.

August 12, 2005

Volvo Cars of North America  
Customer Care Service  
7 Volvo Drive  
Rockleigh, N.J. 07647

RECEIVED  
AUG 17 2005  
CUSTOMER CARE

RE: Volvo 1999 S70 VIN YV1LS55A2X [REDACTED]  
ETM Failure

Dear Sir/Madam:

During July, 2005, with 90,000 miles on the above vehicle, I experienced a failure of the electronic throttle control module. A failure of this equipment is most alarming for two reasons: first because of the unsafe situation it creates and second because of the high cost of replacement. It would be reasonable to expect this device to last the lifetime of the vehicle, but it did not and failed, in my opinion, far sooner than a well designed component should last. Of concern to me, as well, is that this component was replaced with one of the same design, and if the original failed prematurely, then it would be expected that the replacement will also fail prematurely.

In response to this failure, I am asking that Volvo consider the following:

1. Respond to all of the following concerns
2. Comment on the nature and extent of this failure as it relates to other Volvo vehicles with similar electronic throttle modules. I am believing that this is not an isolated failure but, in fact, is one of many.
3. Comment on whether or not there is a replacement module that corrects the failure issue associated with the one occurring in my vehicle so that there might be reason to believe that the replacement module is better designed than the original module.
4. Accept some responsibility in the shortened lifetime of this component when compared to what would be the life expectancy of throttle control systems in any vehicle.
5. Provide some relief to those of us who no longer have warranty coverage, with some compensation to offset the high cost of replacement for a component that should last much longer.

Included with this letter are copies of the bills involved with my repair. Since I did not know of any special "dealer only" programming with this component, my first attempt with the local mechanic was unsuccessful, but he did clean the throttle body area. I have highlighted those costs that are directly attributed to change out of the ETM and they total to \$854.63, no small price for something that should not fail. Since the vehicle does have 90,000 miles on it, it is not new and I am not asking for total reimbursement, but rather only for that portion for which Volvo feels responsible. Thank you for your consideration.

Sincerely,

[REDACTED]  
Madawaska, Me  
Tel. [REDACTED]



114 Sylvan Road  
Bangor, Maine 04401  
Service Dept 207-641-1475  
Toll Free 800-540-1480  
Fax 207-641-1419

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**VOLVO**

WORK ORDER NO <b>102965</b>	SALES <b>BETTY JO CUTHBERTS</b>	DATE SOLD <b>08/01/05</b>	INVOICE NO <b>VPCS395793</b>
	UNIT PRICE <b>30.00</b>	SALES TAX <b>VED-18290</b>	SALES PRICE <b>89,874</b>
ADDRESS <b>MAJAWASKA, ME</b>	VEHICLE MAKE / MODEL <b>99/VOLVO/S70/4 DOOR SEDAN</b>	DELIVERY DATE <b>04/20/02</b>	DELIVERY MILE <b>40,276</b>
	VEHICLE NO <b>YV1LS55A2X2</b>	DEALER <b>DARLINGS</b>	PREPARED BY <b>[REDACTED]</b>
	FINANCE CHARGE	DATE SOLD	
		<b>08/01/05</b>	
			<b>MO: 69877</b>

TECHNICIAN: J. ROBE  
LABOR & PARTS  
JOB # 1 10V0211 ENGINE RUNS ROUGH UNITS: 2.10 (TECHS): 2HR  
CUSTOMER STATES ENGINE RUNNING ROUGH - EPP LIGHT IS ON  
FAILED ETN  
WE REPLACED THE ETN AND COMPLETED THE DOWNLOAD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	9438298-3	ETN RELOD	39.00	39.00
				JOB # 1 TOTAL PARTS	39.00
				JOB # 1 TOTAL LABOR & PARTS	207.00

JOB # 2 SLV02 BODY ELECTRICAL UNITS: 0.20 (TECHS): 3HR  
THE IGNITION KEY WILL NOT TURN OFF FAR ENOUGH  
TO GET THE KEY OUT OF THE SWITCH  
WE LOOSED THE SWITCH - IF IT HAPPENS AGAIN THE CABLE  
WILL HAVE TO BE ADJUSTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	16.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SE	SHOP SUPPLIES		22.00	
				TOTAL - MISC	22.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$600.00 (+TAX)  
CONTACT: 1775/WAITING

The factory or parts manufacturer's warranty constitutes all of the express warranties with respect to the sale of this item. In addition, Maine law may provide customer with an implied warranty of merchantability and fitness for a particular purpose. The seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

A finance charge of 1 3/4% per month (18% per year) will be assessed on all outstanding balances after 30 days.

SIGNATURE





August 16, 2005

Volvo USA  
Customer Service  
Rockleigh, N.J. 07647 0914

RECEIVED

AUG 17 2005

CUSTOMER CARE

To whom it may concern:

I am writing this letter to let you know that I along with others have experienced the discomfort of not knowing if and when my car was going to break down:

As if by accident I have recently seen a report on Fox news (CH 5) New York that your product or my car 2000 Volvo C70 as well as other models have a problem with Throttle Module & Air Mass Sensors for which my vehicle was recently serviced at one of the local dealerships. To my disappointment I was also informed that the service protection plan I have on my vehicle did not cover the defective parts. I would like to tell you about the experience that I had just prior to bringing my car in for service. My plan was to visit my elderly parents who live about 4 hours away near Albany, N.Y. traveling from Long Island I only have one way of going I have to get to the New York State Thru-way, as I was traveling on Long Island Expressway the car was fine since the speed of the vehicle was about 60 mph I did not notice any problems, just as soon as I crossed Throgs Neck Bridge and started on my way via Cross Bronx Expressway and the traffic was heavy and the speed was between 30mph to 40mph the engine began to surge, it was like it wasn't getting enough air and or gas. I was getting a bit apprehensive but since I had to continue some distance before I could either get off the highway or it may just possible clear up I continued on my way when the traffic had come to a complete stop, as I sat there waiting the car started to surge with my foot on the brake even at idle, I put the car in neutral which did nothing, I put it in park with same result, as I sat there waiting for the traffic to start moving again I was contemplating calling the police for a tow truck, it was so obvious at this point that the drivers next to me were aware of my car trouble, I alone in my car in the middle of heavy traffic, not sure of when or how I was going to limp this car off the highway as we all know even with emergency flashers not everyone is courteous, and understanding so it took a bit of a risk to get me off the road. I let the engine cool for some time, and nervously started my way back home since there way no way in hell I was going to get to see my parents on this trip. And by the way, on my way back I thought that if I could set the cruise control which would have made driving a bit easier since the engine controls the intake of gas and air the cruise would not set at all. I must say I was never happier to park my car in my driveway than on that day.

Last, this is my only disappointment with my car and with Volvo USA, I like your product but I fear that the company is not dealing with the Throttle Module situation as well as it should, I was lucky that my car did not quit right there and I did not get into an

accident by being rear-ended which would have made the situation (as it was very uncomfortable) even worse.

I am hoping to hear from someone at Volvo USA only because my car is 5 years old and I have to start thinking about replacing it and it would bring me back to looking at your product in a more positive way than I do at this time, it's too bad it takes the the TV to learn about this problem it should have been done by the company, VOLVO FOR LIFE, only if you stand by your product, otherwise you're just like the rest.

I am enclosing for your convenience and review copies of invoices from Hassel Volvo which shows all details including the vehicle I. D. # and millage so you can see this car is barely broken in, and a copy of my service contract denial letter.

Sincerely,  
[REDACTED]

[REDACTED]  
DIX HILLS, N.Y.

DAYTIME TEL: # [REDACTED]



**VIP** The Volvo  
Increased  
Protection  
Plan

05/18/05

TO:

[REDACTED]  
GLEN COVE, NY

TO: DANA MORRIS

5 KENT PLACE  
DIX HILLS, NY  
11746

Re: Service Contract Holder: DANA MORRIS  
Service Contract Number: 000080VC025509  
Date of Loss: 04/11/05  
Our Claim Number: F437825  
Dealer's Policy Number: 0002337915  
Repair Facility: HASSEL VOLVO  
Repair Order Number: 0000298560

We have reviewed the Mechanical Breakdown Claim submitted for the following parts or reported failures: THROTTLE MODULE & MASS AIR FLOW SENSOR.

In accordance with the provisions of the Volvo Increased Protection Plan, coverage was denied for the following reasons:

The Service Contract does not cover any part that is not listed as a COVERED PART.

In accordance with the above, it appears that coverage is not applicable. However, if you have any additional information or wish to discuss the matter further, please contact us at the number below.

Very truly yours,

VOLVO INCREASED PROTECTION PLAN ADMINISTRATIVE OFFICES

By: WAYNE GUTELL EXT. 174

VIP ADMINISTRATIVE OFFICES  
5230 LAS VIRGENES ROAD, SUITE 100, CALABASAS, CA 91302-3447  
(800) 325-8783 FAX (818) 880-4689

HASSSEL VOLVO HUNTINGTON HASSSEL VOLVO GLEN COVE

DANA MORRIS  
5 KENT PLACE  
HUNTINGTON STAT., NY 11746

**VOLVO** **VOLVO**

348 W. Jericho Tpke.  
Huntington, N.Y. 11743  
Tel (631) 271-1200  
Fax (631) 271-8813

78 Cedar Swamp Rd.  
Glen Cove, N.Y. 11545  
Tel (516) 871-1700  
Fax (516) 805-3573

Visit us at our website: www.hassel.com  
E-mail us at: service@hasselvolvo.com

SERVICE ADVISOR **JOSEPH A TISO**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	EMPT. NO.	TAG NO.	P.O. NO.	DATE	AMOUNT
14APR05		YVINKS6D4YJ	34332			14APR05	98683
TIME IN	TIME READY	YEAR	MAKE & MODEL	PHONE NO.	CONTACT	YEAR	IN
09:26	10:56	00	VOLVO C70A		0.00	05JUN01	307
WARRANTY	WARRANTY OUT	LEASE NO.					
56110	56115	ACK3882					

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
21 REPLACED MASS AIR FLOW SENSOR  
337 [REDACTED] LIC#: [REDACTED]  
CPV 1.00 82.60 81.50  
337 [REDACTED] LIC#: [REDACTED]  
IADSV 1.00 (N/C)  
1 8670263 6 MASS AIR FLOW  
CPV 167.14 167.14 167.14  
IADSV (N/C)  
SPLIT FOR LINE A 80/20 LABOR AND PARTS

\*\* PRE-INVOICE \*\*

DESCRIPTION	TOTALS
LABOR AMOUNT	81.50
PARTS AMOUNT	167.14
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	248.74
LESS INSURANCE	0.00
SALES TAX	21.76

N.Y.S. REG REPAIR SHOP LIC. NO  
7088171  
EXCLUSION OF WARRANTIES  
All warranties on the parts and accessories used herein are void if the purchaser does not follow the instructions on the parts and accessories. The undersigned purchaser understands and agrees that this invoice is not a contract of any kind, express or implied, and is subject to the terms and conditions of the purchase order. The undersigned purchaser further agrees that the undersigned is not responsible for any damage to the vehicle or any other property of the customer if the vehicle is not returned to the shop in a timely manner.

PLEASE PAY THIS AMOUNT 270.50 X

REPLACED MASS AIR FLOW SENSOR  
20% DISCOUNT

Customer acknowledges that the information contained herein is accurate and that the undersigned is not responsible for any damage to the vehicle or any other property of the customer if the vehicle is not returned to the shop in a timely manner.

HASSER VOLVO HUNTINGTON HASSER VOLVO GLEN COVE  
**VOLVO** **VOLVO**

HUNTINGTON STAT., NY

345 W. Jericho Turnpike  
 Huntington, N.Y. 11743  
 Tel (516) 271-1800  
 Fax (516) 271-8913

75 Cedar Avenue Rd.  
 Glen Cove, N.Y. 11543  
 Tel (516) 671-1200  
 Fax (516) 608-3070

Visit us at our website: www.hasser.com  
 E-mail us at: service@hasservolvo.com

SERVICE ADVISOR **JOSEPH A TISO**

11APR05	12APR05		YVINK56D4Y0	34332	T3767		12APR05	98560
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	EST. COST	EST. TIME	DATE	TIME
11:20	17:23	00	VOLVO C70A		0.00	05JUN01	307	307
MESSAGE IN	MESSAGE OUT	LICENSE NO.						
56071	56075	ACK3882						

A CUSTOMER STATES CHECK BTS LIGHT IS ON AND  
 RUNS ROUGH. CHECK AND REPORT  
 21 REPLACED THROTTLE ASSEMBLY  
 337 ATWOOD, JOHN H. LIC#: 34055  
 CPV 2.00 163.20 163.20  
 337 ATWOOD, JOHN H. LIC#: 34055  
 IADSV 2.00 (N/C)  
 1 8644947 0 THROTTLE  
 BODY  
 CPV 454.51 454.51 454.51  
 IADSV (N/C)  
 1 9636753 9 CRANK  
 CPV 4.81 4.81 4.81  
 IADSV (N/C)  
 1 9438425 2 BFM RELOAD  
 CPV 30.96 30.96 30.96  
 IADSV (N/C)  
 1 9434699 6 ANTI-FREEZE  
 CPV 15.60 15.60 15.60  
 IADSV (N/C)  
 SPLIT FOR LINE A 80/20 LABOR AND PARTS  
 B\*\* CLINK ON ACCEL  
 CAUSE: 43 BROKEN  
 21822-2 ENGINE MOUNTING/TORQUE ARM UPPER

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS.OIL. LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	X

N.Y.S. REG. REPAIR SHOP LIC. NO.  
 7088171

**EXCLUSION OF WARRANTIES**

All warranties on the parts and accessories are hereby acknowledged by the customer. The undersigned warrants that the work was done in accordance with the manufacturer's specifications and that the customer is responsible for the maintenance of the vehicle. The undersigned warrants that the work was done in accordance with the manufacturer's specifications and that the customer is responsible for the maintenance of the vehicle.

THE SERVICE CENTER HAS BEEN ADVISED THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE INDICATED BY THE SERVICE CENTER. THE SERVICE CENTER HAS BEEN ADVISED THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE INDICATED BY THE SERVICE CENTER.



HASEL VOLVO HUNTINGTON HASEL VOLVO BLEN COVE  
**VOLVO** **VOLVO**

240 W. Justice Tpk.  
 Huntington, N.Y. 11743  
 Tel: (631) 271-1250  
 Fax: (631) 271-8812

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 Blen Cove, N.Y. 11942  
 Tel: (315) 671-1700  
 Fax: (315) 608-8070

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 E-mail us at: [service@haselvolvo.com](mailto:service@haselvolvo.com)

HUNTINGTON STAT., NY

SERVICE ADVISOR **JOSEPH A TISO**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	ED. NO.	DATE	AMOUNT
11APR05	12APR05	YV1NK56D4YY	34332	T3767		12APR05	98560
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. TO	EST. NO.	EST. AMT.
11:20	17:23	00	VOLVO C70A		0.00	05JUN01	307 307
RELEASE IN	RELEASE OUT	LICENSE NO.					
56071	56075	ACK3882					

PC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

\*\* PRE-INVOICE \*\*

DESCRIPTION	TOTALS
LABOR AMOUNT	163.20
PARTS AMOUNT	505.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	669.08
LESS INSURANCE	0.00
SALES TAX	58.54

N.Y.S. REG. REPAIR SHOP LIC NO  
 7098171

**EXCLUSION OF WARRANTIES**

Any exclusion of the parts and accessories used hereby are made by the manufacturer. The purchaser understands and agrees that these parts are not warranted by the shop. The shop is not responsible for any damage to the vehicle, including the engine, caused by the use of these parts. The shop is not responsible for any damage to the vehicle caused by the use of these parts. The shop is not responsible for any damage to the vehicle caused by the use of these parts.

PLEASE PAY THIS AMOUNT **727.62 X**

- REPLACED THROTTLE ASSEMBLY AND GASKET
- REPLACED THERMOSTAT
- REPLACED TORQUE ARM BUSHING
- FREE CAR WASH
- 20% DISCOUNT COUPON

In receipt of this invoice, hereby certify that the information contained herein is accurate to the best of my knowledge and belief. I understand that this information is being used for the purpose of processing my claim and that I agree to the terms and conditions of the warranty. I understand that this information is being used for the purpose of processing my claim and that I agree to the terms and conditions of the warranty.

*The following is statement on ETM.*

A class action lawsuit has been filed related to the California Adjustment to Warranty Statute related to the clearing of the electronic throttle module (ETM). Volvo is actively defending the case and believes it has complied with the applicable California law, ...in that this is a pending court matter, no further comment is appropriate at this time. It should be noted that this is not a product liability matter. Volvo is working with the California Air Resources Board relative to ETM and we are fully cooperating with them.

*The following article that appeared in the Los Angeles Times is being provided for background on the issue:*

## **Pressure Increases on Volvo to Pay to Replace Faulty Throttles**

*Air quality officials press for a warranty extension. The firm also faces a class-action suit*

By Myron Levin  
Times Staff Writer

May 3, 2005

Defective throttles in 1999-2001 Volvos have been failing at unusually high rates, causing cars to stall, raising air emissions and sticking owners with costly repairs.

State and federal air quality officials are pressing Volvo for a commitment to spend millions of dollars to replace the devices as they fail, and to reimburse owners who have paid for the work themselves.

The faulty components are electronic throttle modules, or ETMs, which Volvo began substituting for traditional mechanical throttles in its '99 models. Although designed for a useful life of 100,000 miles, an estimated 21% to 84% will fail within that time, depending on vehicle model, according to reports by Volvo to the California Air Resources Board and the U.S. Environmental Protection Agency.

The state air board, backed by the EPA, wants Volvo to extend the warranty on the throttles to 10 years and unlimited miles and reimburse owners who have already paid as much as \$1,000 to replace them. The basic warranty on the cars is four years or 50,000 miles, though in California emissions-related components by law are covered for seven years or 70,000 miles.

The faulty throttles also are the subject of a class-action suit charging that Volvo violated California law by issuing a so-called secret warranty to assist some but not all owners with defective throttles.

Volvo executives refused to be interviewed or to answer written questions but said in a prepared statement that it "is working with the California Air Resources Board relative to the ETM, and we are fully cooperating with them."

Although pressure on Volvo is coming mainly from California, any warranty extensions and reimbursements would apply nationwide. Volvo would not say how many vehicles are involved. But based on U.S. sales of affected vehicles, including C70, S70, V70, S60 and S80 Series Volvos, the number appears to be 200,000 to 300,000 cars.

"We're in the gray area between consumer protection and emissions control," said John Urkov, a branch chief with the Air Resources Board. Volvo is "going to have to spend some money to do what we feel is the minimum necessary to get out of this situation."

At a meeting with company representatives Feb. 23, air board officials rejected arguments that Volvo had already taken all reasonable steps and was not responsible past the warranty period. The automaker is expected to respond early next month to the request for a warranty extension, Urkov said.

For the Swedish carmaker, a Ford Motor Co. unit known for advanced safety and technological sophistication, the problem has been an embarrassing and expensive headache.

"ETM issues are currently a major source of warranty cost and customer dissatisfaction in the U.S. market," said a June 29, 2004, internal document produced in the lawsuit against Volvo.

Customers have complained of dangerous stalling episodes on major thoroughfares and have accused Volvo representatives of trying to shift blame by telling owners they had bought bad gasoline or did not follow the recommended maintenance schedule.

"I feel the representatives of Volvo misled me," said Christine Noriega of Mar Vista, who said she recently paid about \$200 to service the throttle in her Volvo sedan after a dealer inaccurately told her that her warranty had expired.

The June 2004 Volvo document said that in just over a year, the company had paid more than \$13.5 million to replace or clean 27,200 throttles and to buy back cars as a goodwill gesture.

RECEIVED

AUG 8 2005

CUSTOMER CARE

[REDACTED]  
Payetteville, NY  
August 5, 2005

Customer Relations  
7 Volvo Drive  
Rockleigh, NJ 07647

To Whom It May Concern:

On August 4, I spent \$798 on a throttle repair to my 1999 Volvo S80 at Alan Byer Auto Sales in Syracuse, New York. My car stalled and the computer alerted me to a problem on the very day that an article appeared in our local newspaper about the NTSA investigation. I immediately took the car to the dealer's service department.

I had also asked the service department on several occasions about a recall that my daughter alerted me to, but was told on each occasion that my car was not involved. After calling your customer service yesterday, I asked again and found out that my car does have a recall on the electric cooling fan (R21077). I was never notified about the recall and don't understand why there was confusion at the dealer's service department.

My experience with this car has been positive until recently, when I had to replace an ignition coil, battery, and now the throttle. Although it is a 1999, it has approximately 73,000 miles. Unfortunately the latest problems came just after my husband bought a 2004 Volvo SUV. Had the timing been different, we might have reconsidered that purchase.

It is my hope that I will receive restitution for the money spent on the throttle, since my understanding is that the problem is extremely widespread. My 1999 Volvo was our first Volvo, in fact our first foreign car. I have enjoyed the car until recently, and my hope is to drive it for many more miles. After all, that's why I bought a Volvo.

I look forward to hearing from you about restitution for the throttle repair.

Sincerely,

[REDACTED]



10970

179640



ALAN BYER AUTO SALES, INC.

1230 West Genesee Street

Syracuse, NY 13204

315-471-6107 &amp; FAX 315-471-9513

Repair Shop Reg # R4340286

\*INVOICE\*

PAGE 1

PAYETTEVILLE, NY

HOME BUS

SERVICE ADVISOR: 51937 JOHN MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	99	VOLVO 980	YV1T89728X1		72123/72123	72123	
DEL. DATE	REG. DATE	WARRANTY EXPI.	PREV. REG.	POST. DATE	RATE	PAYMENT	INT. DATE
01JAN99 IS	01JAN2003	15:00 03AKK05			76.00	CASH	03AUG05
R.O. OPENED	READY	OPTIONS					
08:06 03AUG05	17:03 03AKK05	DLR:3718 ENG:B63045					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CHECK ENGINE LIGHT ON INTER/STALLS CR. ADVISE  
 CEL FOUND THROTTLE TO HAVE INTERNAL FAULT/REPLACED  
 THROTTLE/AT THIS TIME CAR DID NOT NEED MASS  
 AIR FLOW SENSOR/IF CEL COMES BACK MOST  
 LIKELY NEED M.A.F.

92	C	2.00				152.00	152.00
1	8644347	THROTTLE BODY			551.59	551.59	551.59
1	8636753	GASKET			2.67	2.67	2.67
2	7051171	CLAMP			1.50	1.50	3.00
1	9438290	BTM RELOAD			30.00	30.00	30.00
PARTS:	587.26	LABOR:	152.00	OTHER:	0.00	TOTAL LINE A:	739.26

....72123 THROTTLE FAULTY REPLACED AND RELOADED SW

B LUG NUT IS MISSING

MS	REPLACED MISSING LUG						(N/C)
92	IG	0.00					(N/C)
1	9485474	SCREW					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

....72123 REPLACED MISSING LUG AND TORQUED ALL WHEELS

C INSTALL A. BYER PLATE FRAMES

MS	INSTALLED FRAMES					0.00	0.00
92	C	0.00					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

....72123 INSTALLED FRAMES

D R. DOOR LATCH INT DOESN'T UNLOCK FROM DRIVERS SWITCH SEE BRIAN BODY

SHOP	BE DECLINED REPAIR					0.00	0.00
92	C	0.00					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

Thank You  
 for servicing your car at  
 Alan Byer

Via Access



- Ask about our loaner car program or shuttle service
- Would you currently recommend this dealership for service to anyone?
- Have we exceeded your expectations during your recent visit?

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

10970

179640



ALAN BYER AUTO SALES, INC.

1210 West Genesee Street

Syracuse, NY 13204

315-471-6107 ▲ FAX 315-471-0313

Repair Shop Reg # R4340256

\*INVOICE\*

FAYETTEVILLE, NY

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 51937 JOHN MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MR MAKE IN/OUT	TAG	
GREEN	99	VOLVO S80	YV1T597DAX10 [REDACTED]	[REDACTED]	72123/72123	720425	
DEL DATE	MOO DATE	WARR EX	FROM-SEU	PC VO	RA E	PAYMENT	NY SA
01JAN99 IS							
R.O. OPENED	01JAN2003	15:00	03AUG05		76.00	CASH	03AUG05
	READY	OPTIONS: DLR:3718 ENG:B6304S					
08:06	03AUG05	17:03	03AUG05				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
...	72123	DEM	FAULTY	DECLINED			

\*\*\*\*\*

Thank You  
for servicing your car at  
Alan Byer

We Accept



- \* Ask about our loaner car program or shuttle service
- \* Would you currently recommend this dealership for service to anyone ?
- \* Have we exceeded your expectations during your recent visit ?

DESCRIPTION	TOTALS
LABOR AMOUNT	152.00
PARTS AMOUNT	587.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	739.26
LESS INSURANCE	0.00
SALES TAX	59.14
PLEASE PAY THIS AMOUNT	798.40

CUSTOMER COPY



<b>Additional Information:</b>	
<b>Date Problem First Occurred:</b>	3/1/2004 12:00 AM
<b>Product or Service:</b>	Volvo makes cars and trucks and services those products
<b>Model Name or Number:</b>	1999 Volvo S80 T6
<b>Date Purchased:</b>	
<b>Order Number:</b>	
<b>Amount Paid:</b>	\$0.00

Please provide us with your email address so that we may send future correspondences to you this way.

Email address: \_\_\_\_\_

Please provide the following information if you have not already done so:

Fax Number: \_\_\_\_\_

Business Start Date: \_\_\_\_\_

From our website, you may view the details of your complaint, including the other party's response, and submit your own responses through our complaint process.

## THE BETTER BUSINESS BUREAU®

215 NORTH LA BREA DRIVE

POST OFFICE BOX 970

COLTON, CALIFORNIA 92324-0914

TELEPHONE (909) 925-7280

FACSIMILE (909) 925-7280

ON THE WEB AT WWW.LABBB.ORG

SERVING THE BROTHER,  
SISTER, RIVERMOUNT AND  
SAN FRANCISCO COUNTIES

CALIFORNIA OFFICES

COLTON

REARVIEW

REVERA CITY

REVERA

REVERA TRACT

8/1/2005

Customer Service  
Volvo Cars of North America  
1 Premier Place  
Irvine, CA 92618

Re: Complaints that need responses

The enclosed complaints were filed with us by one of your customers. We are forwarding it to you in an effort to help you and your customers resolve it informally and satisfactorily.

You may respond to these complaints by agreeing to comply with your customers' request, by offering a partial settlement, or by presenting reasons you feel these complaints are not justified.

Please reply to these customers, sending copies to us, within seven (7) working days. Your responses to these complaints will be one source of the information we report to callers who inquire about your company. For fastest service, visit our website at [www.labbb.org](http://www.labbb.org) to respond to these complaints online. You may also respond to complaints by sending us a fax at (909) 825-6246 or by mail to P.O. Box 970, Colton, CA 92324. If you have any questions, call (909) 825-7280.

Thank you for your cooperation.

Complaint Dept.  
Better Business Bureau of the Southland, Inc.

RECEIVED  
AUG 18 2005  
CUSTOMER CARE

August 12<sup>th</sup>, 2005

Borton Volvo  
5428 Lyndale Ave S  
Minneapolis, MN 55426  
And  
Volvo North America  
Customer Relations Department  
7 Volvo Drive  
Rockleigh, NJ 07647

To Whom It May Concern:

I leased my first Volvo in 2000 before we had our first child a V40 wagon. The car performance was ok it seemed to have a lot of warranty repairs. When the lease was up we were apprehensive about buying or leasing a Volvo due to the consistent visits to the service department. After looking around we decided on a Cross Country Wagon. We found a 2001 with only 13,000 miles on it in December of 2004. We thought the car would be reliable and safe. We have done all the service to the car to date, but at 24,000 miles the front brakes went out which seemed early I don't do a lot of city driving. We've had a lot of light bulb changes and a problem with the back seatbelt jamming when the seat is reclined, then at 27,000 miles the throttle control unit had to be replaced at only 60 days of the car being out of warranty at a astronomical amount of \$1075.01 plus the fee of a rental car.

I find this completely unacceptable due to the fact the car was only 60 day's out warranty and with extremely low mileage. I've also heard by info I obtained off a Volvo chat site this has happened to other XC70 owners and the issue is in court. I've also found from WCCO a local news station that there is currently an investigation by the National Highway and Traffic Safety Administration who I did report this to. I would like someone to contact me about this issue. My husband and I are very concerned about reliability if this happens at 27,000 miles what's next? It's also a safety issue from the report it sounds like in some cases the problem was fixed but occurred again. We're considering selling the car or trading it for a non- Volvo product. Which we hate to do but who wants the service department to know you by name since we've been there so often. I would like to stick with Volvo for Life but can't afford the safety of my family and the high cost of re-occurring repairs.

Please contact me with a resolve to this issue.

Sincerely,

[REDACTED]  
Minnetonka, MN  
[REDACTED]

*Ryell Borge's*  
**Borton Volvo**

Dedicated to Excellence Since 1957

www.borton.com

5428 Lyndale Avenue South  
Minneapolis, MN 55419

905 Hampshire Avenue  
Golden Valley, MN 55426

**Service Direct**  
**1-800-848-3113**  
MAIN (612) 827-3886

CUSTOMER NO	28549	NAME	DOUGLAS STANSBERRY	DATE	07/22/05	VOLVO	065231206
ADDRESS		MODEL		PRICE	27,240	COLOR	SILVER/
CITY	MINNEAPOLIS, MN	YEAR	02/2005	TYPE	V70/S	DRIVE	DROR WAGON
STATE		VIN	YV1S2580X11	SALES	05728701	PRODUCTION	
ZIP		REG. NO.		DATE	07/21/05		
		COMMENTS					MO: 27240

**JOB # 1 190022** ENGINE LIGHT UNITS: TECH(S):18 310.80  
 CUSTOMER STATES CHECK ENGINE LIGHT ON AND REDUCE PERFORMANCE MESSAGE ON AND ENGINE SERVICE MESSAGE REPLACED THROTTLE CONTROL UNIT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8644347-0	THROTTLE BODY	637.89	637.89
JOB # 1	1	8636753-9	GASKET	4.67	4.67
JOB # 1	1	9494714-9	ETH RELOAD	45.90	45.90
<b>JOB # 1 TOTAL PARTS</b>					<b>688.46</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>					<b>997.26</b>

**JOB # 2 970027** RENTAL UNITS: 0.80 TECH(S):4336 0.80  
 RENTAL CAR RESERVED AT OWNERS REQUEST. OWNER TO PAY 100% COST OF RENTAL CAR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
<b>JOB # 2 TOTAL PARTS</b>					<b>0.80</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					<b>0.00</b>

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	03	ENVIRONMENTAL/HAZARDOUS WASTE FEE		29.67
<b>TOTAL - MISC</b>				<b>29.67</b>

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1100.00 (+TAX)  
 TECHNICIAN CERTIFICATION:  
 18 JOSEPH THOMAS ALBACHTEN 18  
 4336 ELIJAH WARREN 4336

**DEALER CODE 8105/8106**

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1-800-848-3113  
 (612) 827-3600

**WE THANK YOU**

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Customer No. <b>28549</b>	<b>DOUGLAS STANSBERRY</b>	<b>07/22/05</b>	<b>V025231296</b>
MINNETONKA, MN	PLATE <b>27,240</b>	<b>SILVER/</b>	STOCK NO.
	<b>12 VOLVO/V70/S DOOR WAGON</b>		DELIVERY DATE
	<b>V70 2.5 8 D X 1 I</b>		PRODUCTION DATE
		<b>07/21/05</b>	
	COMMENTS		<b>MO: 27240</b>

**VOLVO PARTS & ACCESSORIES ARE WARRANTED 1-YR (UNLIMITED MI)  
SERVICE DROP OFF OPEN 24HRS-365 DAYS PER YEAR.  
PARTS DEPARTMENT HOURS: M-F 7.30 AM - 5.30 PM**

\*\*\*\*\* PAYMENT METHOD \*\*\*\*\*

* [ ] INTERNAL CHARGE	* [ ] CHECK #
* [ ] CASH	* [ ] MASTERCARD
* [ ] VISA	* [ ] DINERS CLUB
* [ ] DISCOVER	* [ ] CC#
* [ ] AMERICAN EX	

TOTAL LABOR....	310.80
TOTAL PARTS....	686.76
TOTAL SMILEY....	0.00
TOTAL B.O.G....	0.00
TOTAL MISC CHG.	29.67
TOTAL MISC DISC	0.00
TOTAL TAX.....	48.88

**TOTAL INVOICE \$ 1076.01**

**DEALER CODE 8105/8106**

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**ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED**



**IMPORTANT!**  
This document is a contract. It contains the terms and conditions of the sale of the vehicle. Please read it carefully before signing. If you do not understand any part of it, ask your salesperson for an explanation. This document is valid only if signed by both you and the salesperson. If you are not satisfied with the vehicle, you may return it to the dealer within 30 days of purchase for a full refund. For more information, call 1-800-648-3113.

**WE THANK YOU FOR YOUR BUSINESS**





## Office of Defects Investigation

### VOQ Confirmation

Your Complaint information is successfully submitted.

Your Confirmation number (ODI Number) is: 10132721

#### Your Complaint Information

##### Consumer Information

**Name :** [REDACTED]  
**Org. Name :** [REDACTED]  
**Address :** [REDACTED]  
**City, State, Zip :** Minneapolis, MN [REDACTED]  
 USA  
**Daytime Phone :** [REDACTED] **Ext. :**  
**Evening Phone :** [REDACTED] **Fax :**  
**Email :** [REDACTED]

[top](#)

##### Complaint Information

**Description :** Vehicle would not start on one occurance then started again later that day then a week later it would not exceed over 25 miles and the engine throttle control unit had to be replaced at our expense.  
**Incident Date :** 7/27/2005 **Fire :** No  
**Num. Failures :** 2 **Property Damage :** No  
**Num. Deaths :** 0 **Crash :** No  
**Num. Injured :** 0 **Police Report :** No  
**Referral Source :** MEDIA

[top](#)

##### Vehicle Information

**VIN :** YV1SZ580X11 [REDACTED] **Purchase Date :** 12/17/2004  
**Manufacturer :** VOLVO CARS OF N.A. LLC  
**Year, Make and Model :** 2005/VOLVO/XC70 **Original Owner :** No  
**# of Cylinders :** [REDACTED] **Trans. Type :** AUTOMATIC  
**Engine Size :** [REDACTED] **Vehicle/Detail Usage :** RECREATIONAL  
**Cruise Control :** No **AntiLock Brakes :** Yes



# WCCO: Volvos Eyed For Possible Engine

## Top News

© Aug 1, 2005 1:30 pm US/Central

## Volvos Eyed For Possible Engine Problem

(AP) WASHINGTON Several models of Volvo sedans and station wagons are under investigation because of complaints that the vehicles can lose speed or the engine can stall without warning, the government said Monday.

The National Highway Traffic Safety Administration said it had received 136 complaints about the unit that regulates the amount of air into the vehicle's engine.

The agency has heard of several concerns, including a sudden loss of speed and power steering while driving in highway traffic and the stalling of the engine without warning.

NHTSA said an estimated 266,000 Volvos from the 1999 through 2001 model years are covered in the probe. It includes the C70 and C70 convertible, the S60 sports sedan, the S80 luxury sedan, the V70 station wagon and the V70XC crossover vehicle.

The inquiry, which is in its early stage, also involves the S70 sedan from the 1999-2000 model years. There have been two injuries connected to the alleged defect, NHTSA said.

Dan Johnston, a Volvo Cars of North America spokesman, said the company was cooperating with the government's investigation, which will try to determine the scope, frequency and safety consequences of the alleged defect.

Volvo is part of Ford Motor Co.'s Premier Automotive Group.

Vehicle owners who reported the problems told the government that in some cases, their vehicles

8/14/2005

would restart and in other instances it required the vehicles to be towed.

Some owners said they replaced the engine component but it later failed in a similar manner. The inquiry involves the electronic throttle control module, which the company said regulates air into the engine.

NHTSA investigations sometimes lead to vehicle recalls.

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Fill out one simple form and receive up to 4 refinance offers within minutes from top-rated lenders. Lower your bank's compete, you win!  
[www.landingtree.com](http://www.landingtree.com)



AP

**Top News Stories**

Pat Sacus COMPANY:

RECEIVED

AUG 30 2005

Customer Claim Form

CUSTOMER CARE

Contact Date: 08/29/05

Start Date:

Case Number: VOL0587502

I have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider \_\_\_\_\_ Date \_\_\_\_\_ Case Number \_\_\_\_\_

**Titled Owner(s) Name & Address**

MINNETONKA, MN  
 Day Phone: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_  
 Customer Contact Info:

Evening Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 E-mail Address: \_\_\_\_\_

**Vehicle Information**

Name(s) of individual(s) or business that appear on vehicle title: Rachel Neal

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business: 0

Make: Volvo Model: V70XC Model Year: 2001 Current Mileage: 30000

Vehicle Identification Number: \_\_\_\_\_

Selling Dealer/City/State: \_\_\_\_\_

Selling Dealer/City/State: Prestige Lincoln Mercury, Golden Valley, Minnesota

Insurance Carrier: \_\_\_\_\_ Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No  Date of accident: \_\_\_\_\_

Description of Damage: \_\_\_\_\_

**Purchase/Lease Information** (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: \_\_\_\_\_ Mileage at purchase: \_\_\_\_\_ Lease Date: 12/01/04 Mileage at lease: 13000

Purchased As:  New  Used  Demo Leased As:  New  Used  Demo

Is the vehicle in your possession? \_\_\_\_\_ Is the vehicle in your possession? yes

Lienholder's Name: \_\_\_\_\_ Leasing Company's Name: City County Federal Credit Union

Address: \_\_\_\_\_ Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_ City/St/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

Lienholder Acct #: \_\_\_\_\_ Leasing Company's Acct #: \_\_\_\_\_

**Customer's Desired Outcome**

would like to have my 2001 Volvo Xc Wagon's IRS system fixed under Volvo's stated warranty with states that it is a period of 5 years with no mileage limitations with no evidence of abuse, misuse, negligence, tampering or improper installation

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_

By submitting this dispute for resolution at the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



:Pat Sagus COMPANY:

**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1818

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

August 29, 2005

Re:001 VOLV0587502 Neal vs Volvo North America

PAT SAGUS  
VOLVO CARS OF NORTH AMERICA, INC  
ONE VOLVO DRIVE  
ROCKLEIGH, NJ 07647-9913

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed CCF, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

FACSIMILE TRANSMISSION



BBB AUTO LINE  
Council of Better Business Bureaus  
4200 Wilson Blvd Suite 800  
Arlington, Va. 22203

---

**FROM:** Name: Jim Corganous  
Fax Number: (703) 247-9700

**TO:** Name: Pat Sacus  
Fax Number: 1201767-8816

---

MESSAGES

Date and time of transmission: Monday, August 29, 2005 3:33:20 PM  
Number of pages including this cover sheet: 04



RECEIVED

AUG 22 2005

CUSTOMER CARE

████████████████████  
DOWNERS GROVE, IL  
████████████████████

August 15, 2005

Consumer Affairs  
Volvo Customer Care  
7 Volvo Drive  
Rockleigh, NY 07647

To Whom It May Concern:

I wanted to share my experience with you regarding my Volvo 2001 Cross Country vehicle. I have phoned in my concerns to the 800 number, and their recommendation was to forward a letter to the above address.

On August 24, 2004 I was driving to work on Interstate 55. I was in rush hour traffic in the left hand lane at a speed of 50mph. Suddenly my car lost speed, without any prior notice, and rapidly descended to 10mph. I veered from the left hand lane, over to shoulder lane to avoid a rear end collision. Luckily, an Illinois state trooper witnessed this incident. He immediately responded and asked me what had happened. I told him that my car lost speed and then power. The displayed message on my dashboard stated **POWER FAILURE!** . Once on the shoulder, I tried to restart my vehicle, and it would not start. I phoned Volvo Roadside Service and began the long wait for towing service. Approximately 15 minutes later, I tried to start my vehicle and it started. The state trooper followed me with his flashing lights off the expressway to a safer area to wait for roadside service.

During my long wait, I began the task of contacting my regular Volvo Service Center to arrange for an appointment to complete the pending repair. The service agent told me that it sounded like it was electrical repair. The throttle needed to be replaced on my vehicle, and they couldn't complete the repair until the next day. My car had mileage at that time. The part that was so troubling to me was the volume of cars seen at this dealership alone, just this week for throttle replacements. The service manager said that the dealership can do nothing more other complete the repair, since Volvo Corporation did not implement a recall status for the part and repair to be covered. They conveyed that the throttle was defective. I continued my investigation by contacting two other dealership service centers, and they concurred with my findings. What I find so alarming is that Volvo is a company who prides itself in safety, and that is the only reason I drive a Volvo. Unfortunately, you have lost a repeat customer.

Page Two

[REDACTED] throttle repair

It is close to one year from the initial service on August 25, 2004. Despite the amount of time that has passed, I continue to no longer feel safe in my vehicle. I need to know if my original throttle was replaced with another defective throttle. I would like documentation either way. My insurance agent has agreed to search for which organizations would benefit by receipt of this information. The state trooper also agreed that I should report this experience to the appropriate organizations, but will wait for your response, prior to proceeding.

Sincerely,

[REDACTED]

Enclosure

# Lisle AUTO PLAZA

WWW.AUTO-PLAZA.COM

SERVICE DIRECT HOTLINE  
VOLVO 830-862-8500 HONDA 830-852-7201

ORDER NO. 257122	NAME DAVID HARRIS	DATE 08/25/04	ORDER NO. VOC5923238
ADDRESS [REDACTED]	LABOR 102.00	PRICE 55,334	MODEL JAVA/TAN
DOWNERS GROVE, IL	PLANT 01/VOLVO/V70ANDXC/V70ANDXC	DELIVERY DATE 17/04/00	DELIVERY MILE
LOHRZINGER@MSN.COM	VIN YV1S238D311	SALES ORDER NO. 8281 SHPMUD	PRODUCT TYPE
MEMBER ID [REDACTED]	SYSTEM [REDACTED]	DATE 08/25/04	
	COMMENTS		NO: 55336

**JOB 1 CHARGES**

**LABOR**  
 1 890247B... THROTTLE MODULE: REPL (TECHS) ZONE 776  
 CUSTOMER STATES MESSAGE READS, FULL OVER LOSS OF POWER,  
 NO ACCELERATION, TURN OFF CAR, RESTARTED LATER SEEN OK.  
 INTERNAL FAULT  
 REPLACE THROTTLE BODY.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
	1	8644347-0	THROTTLE BODY	554.35
	1	8636753-9	BASKET	2.97
	1	9004714-0	ETN RELOAD	31.37
TOTAL - PARTS				588.69

MISC	CODE	DESCRIPTION	CONTROL NO
	43	10% DISCOUNT ON PARTS	
	53	10% COUPON LABOR	
TOTAL - MISC			-84.37

**JOB 1 TOTALS**

LABOR	255.00
PARTS	588.69
MISC	-84.37
<b>JOB 1 TOTAL</b>	<b>769.32</b>

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	EC	ENVIRONMENTAL/SHOP	
TOTAL - MISC			16.87

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$812.00 (+TAX)

**COMMENTS**  
 DELETED OPERATION(S)  
 DIVISION: [REDACTED] WALTER [REDACTED]

The Factory Warranty Covers All Of The Materials With Respect To The Sale Of This Vehicle. The Labor Hereby Separately Detailed At Your Shop. Either Express Or Implied, Including Any Implied Warranty Of MERCHANTABILITY Or FITNESS FOR A PARTICULAR PURPOSE. And The Seller Hereby Assumes Not Assumes Any Other Obligation To Assume For A Any Liability In Connection With The Sale Of This Vehicle. I agree that I am a customer of dealer acceptance of my work. The work done will not be stopped in the event of dispute or any kind writing to them. 1/2004

*Thank You  
for your  
Business!*

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

# Lisle AUTO PLAZA

WWW.AUTO-PLAZA.COM

SERVICE DIRECT HOTLINE  
VOLVO 830-852-8500 HONDA 830-852-7201

CONTROL NO <b>257122</b>	PERSON <b>DAVID HARRIS</b>	3030	UNIT NO <b>200</b>	INVOICE DATE <b>08/25/04</b>	INVOICE NO <b>VDCS923238</b>
	AMOUNT PAID <b>102.00</b>		AMOUNT DUE <b>55,334</b>	DEALER <b>TAMA/TAM</b>	DEALER PHONE <b>815-437-1614</b>
<b>DOWNERS GROVE, IL</b>	VIN <b>YV1S258D31</b>			DATE RECEIVED <b>12/04/00</b>	PROCESSED BY
				<b>8281 SHENID</b>	
				<b>08/25/04</b>	

MO: 55336

<b>TOTALS:</b>	
TOTAL LABOR.....	255.00
TOTAL PARTS.....	588.89
TOTAL SMOLET.....	0.00
TOTAL S.O.G.....	0.00
TOTAL MISC CHG.....	16.87
TOTAL MISC DISC.....	-84.37
TOTAL TAX.....	35.77
<b>TOTAL INVOICE \$</b>	<b>811.96</b>

ALL CUSTOMER PAY VOLVO PARTS COME WITH A 1 YEAR WARRANTY  
(Excluding wear items)

**VOLVO DEALER OF EXCELLENCE!!**  
**WE APPRECIATE YOUR BUSINESS!!**  
IF YOU CANNOT RATE US A "10", PLEASE CONTACT YOUR SERVICE  
CONSULTANT. ALSO VISIT OUR WEBSITE AT [WWW.VOLVOFLISLE.COM](http://WWW.VOLVOFLISLE.COM)

CUSTOMER SIGNATURE

**PAID**  
*JAM*  
**CK# 8543**

*The Factory Warranty Covers All Of The  
Warranties With Respect To The Sale Of The  
Vehicle. The Seller Makes Expressly Dis-  
claims All Warranties, Even Those Of  
Implied Warranty Any Implied Warranty Or  
Responsibility Or Liability For A Particular  
Part. And The Seller Makes Expressly  
Not Assume Any Other Liability To Assume  
For A Any Losses In Connection With The  
Sale Of This Vehicle. It is agreed that the  
seller is not responsible for any damage  
to and that will not be responsible for any  
of outside of any kind relating to this report.*

*Thank You  
for your  
Business!*

NOT RESPONSIBLE FOR LOSS OR  
DAMAGE TO VEHICLE OR ARTICLES  
LEFT IN CASE OF FIRE, THEFT OR ANY  
OTHER CAUSE BEYOND OUR CONTROL.

RECEIVED

AUG 25 2005

CUSTOMER CARE

August 20, 2005

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey 07647

Dear Sirs,

Some very disappointing news has been brought to my attention. It seems that Volvo, who has always boasted a commitment to reliability, durability and the highest of safety standards has installed shockly engine throttle parts on some of its models.

I own a 1999 Volvo v70vr and have not had any significant problems with it before now. When the ETC light and check engine light appeared I took it in to the shop immediately, because I had driven through a dust storm. Testing determined the throttle body was defective and was causing the engine to run improperly. Then I was told that the throttle body would have to be replaced. When I asked if this might have been caused by driving through the dust storm, I was assured by my mechanic that would have nothing to do with this kind of failure. I then learned that I was not the only one with this year, make, and model Volvo with this exact same problem.

I am shocked and disappointed that Volvo would install defective engine throttles in any of their cars, and I am shocked to find that they expect everyone that bought these particular cars to pay for the repair. I bought a Volvo because of the reliability, durability and safety standards. By installing faulty parts in your vehicles, you undermined that notion without my knowledge. I have attached a copy of work performed and the cost to me to fix what is proving to be your mistake. Please honor this bill and reimburse me for this repair.

Sincerely,

[REDACTED]  
[REDACTED]  
Worley, ID  
[REDACTED]



AUTOMOTIVE  
SERVICE  
ASSOCIATION



BOSCH  
AUTHORIZED  
SERVICE



TECHNICIANS

E. 620 NORTH FOOTHILLS DR. SPOKANE, WA 99207 (509) 487-9683 & 484-5221

08/18/05 16:25

page 1

Invoice 048176

[Redacted]  
[Redacted]  
Worley, ID. [Redacted]  
[Redacted]

006537

33300 YV1LV62D6K2 [Redacted]  
99 volvo v70vr  
mileage: 95,747  
start date: 08/18/2005

Qty	Unit	Description	Brand	Part#	Cost	Total
1.00	ea	Throttle body gasket	OS	8636753	7.60	\$7.60
1.00	ea	Throttle body	VOLVO	4648347	639.29	\$639.29
1.00	ea	Software download	VOLVO	3438298	42.60	\$42.60

Labor Description

After Sally drove though a major dust storm the ETC light came on, she shut the engine and restarted the ETC light went off, later while driving the ETC light and the check engine light came back on. After rebooting again the ETC light went off the check engine light stayed on. \$78.62

The check engine is on please, please test for fault codes and report the codes only at the time so that we can report the needed diagnostic procedures to the customer.

Please note that the check engine light is a communication device that indicates faults that detected by several different sensors in the engine management system.

We can only test and repair for codes that are present when testing the system.

Found that codes present were:

- 1-ECM-903C
- 2-ECM-91A7
- 3-ECM-903C

Indicates that the throttle body had a defective internally in the unit. To repair will require replacing the Throttle Body Unit.

There is no way to know in advance of components that may trigger the check engine to come on.



E. 620 NORTH FOOTHILLS DR. SPOKANE, WA 99207 (509) 487-9583 & 484-5221

05/19/05 15:29

page 2

Each time the check engine light does come on it will require Testing which there be a labor charge to diagnose.

3,000 mile inspection.

\$23.44

Lube, oil & filter change.

Check and top as needed:

Battery fluid

Washer solvent

Auto or manual transmission fluid

Rear axle or final drive fluid

Power steering fluid

Check coolant level and test freeze protection level -

Test operation of exterior lights

Inspect suspension for looseness or wear

Check air pressure in tires and adjust as needed

Inspect drive belt(s) condition

Inspect for thickness of front and rear disc brakes F- mm R- mm

Test operation of wipers, washers and condition of wiper blades

Inspect exhaust system and note any concerns

Testing has determined the throttle body is defective causing engine to run improperly.

\$262.47

Please replace throttle body.

Disconnected air intake pipes and remove, to facilitate access to throttle body removed auxiliary fan, removed throttle body mounting screws disconnected electrical connector and removed throttle body, cleaned gasket sealing surface and installed new throttle body and gasket, reinstalled parts removed to facilitate replacement. Connected to Vedis computer and uploaded vehicle with operating software. Cleared fault codes, tested basic function of throttle body, road tested vehicle and confirmed proper operation of throttle control.

After installation of the throttle body unit, performed Software down through WSDA to activate Throttle body unit.

\$84.27

Parts Total: \$589.49

Labor Total: \$448.90

Environmental Handling Fee & Shop Supplies: \$22.45

178 Study Filter



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TECHNICIAN

E. 620 NORTH FOOTHILLS DR. SPOKANE, WA 99207 (509) 467-9683 & 464-5221

08/10/06 15:28

page 3

Subtotal:	\$1,160.84
Sales Tax:	\$98.67
Total:	\$1,259.51

**OUR GUARANTEE:** We strive to keep your vehicle operating to the best standards that the manufacturer's design allows. We guarantee all repairs performed to these standards for a period of one year, unless stated otherwise. All parts installed are new unless otherwise described.



<i>Job</i> 112T	<i>Report Title</i> Diagnostic Manager	<i>Date</i> 2005-06-18	<i>Time</i> 10:43:49AM
--------------------	---	---------------------------	---------------------------

*Job Profile*

*Make:* V70 (-00)  
*Year:* 1999  
*Model:* B5254T  
*Transmission:* AW42AWD

*Customer Profile*

*Work Order:*  
*Vehicle Registration:*  
*Customer Name:*  
  
*Receptionist:*  
*Date Logged:* 8/18/2005  
*Latest Update:* 8/18/2005

*Is:*

<i>Result</i>	<i>Symptom Area</i>	<i>Symptom</i>	<i>Condition</i>
D03C Throttle unit, Internal fault	28	ECM 903C Throttle unit, internal fault, Fault	Logged
D1A7 Throttle unit, Internal fault. Faulty signal	28	ECM 91A7 Throttle unit, internal fault, Fault	Logged

SALE

C J H AUTO REPAIR INC  
E 620 N FORTWALLS DR  
SPRING LA 79087  
502-637-9883

ACCOUNT ID.....XXXXXXXXXXXX0123  
DEVICE ID.....9876  
Trans: 007 VISA SALE / KEYED  
Acct: XXXXXXXXXXXXXXXX  
ORDER NUMBER: 40176

SALE \$ 1259.51  
TOTAL \$ 1259.51

I AGREE TO PAY AMOUNT DEDUCTIBLE  
TO CARD ISSUER AGREEMENT  
(PURCHASER AGREEMENT IF RETURN)

DATE: 08/19/05 TIME: 15:34  
RESPONSE..... AUTH-TX1 00000001 V  
ANS..... EXACT MATCH  
TID: 0000000000000000 AC: 0

801 EN COPY-CUSTOMER

RECEIVED  
SEP 1 2005  
CUSTOMER CARE

[REDACTED]  
**Palatine, IL** [REDACTED]

Volvo Cars of North America  
Customer Relations  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914

Date: 8-24-2005

Re: Throttle Body VIN: YV1SW53D612 [REDACTED]

I recently needed the throttle body replaced on my Volvo. I have talked with other Volvo owners who have had similar failures on their Volvos. This is quite an exception to my 1988 Volvo with 176,000 miles and has had no major work requiring quite the same expense, which prompted me to buy another Volvo.

Since I have found out that I am not the only one with this type of problem, I am interested in knowing if Volvo has an extended warranty program or a customer goodwill program regarding this failure? Or, is there is an on going program with the manufacturer of the throttle body which I can participate in to help with the replacement cost of this item?

I would also be interested in knowing if the replacement throttle body is any better than the original or are the odds that this unit will fail also? Is the replacement throttle body manufactured by the same company?

Thank you for trying to make this Volvo as good and reliable as my last.

Regards,  
[REDACTED]  
[REDACTED]

cc: [REDACTED]

54059

374059

**BRENTWOOD**7700 MANCHESTER ROAD - ST. LOUIS, MO 63143  
(314) 644-9301

\*INVOICE\*

[www.brentwoodvolvo.com](http://www.brentwoodvolvo.com)

PAGE 1

SERVICE ADVISOR: 1127 JAMES P. AGOSTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION		
BLACK	01	VOLVO V70R	YV18M53D512		61859/61859 T1509		
IN SVC. DATE	PRDD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 IS			14:00 19AUG05			CASH	19AUG05
READY			OPTIONS: DLR:4410 ENG:B5234T3-2.3 Liter Turbo				

07:20 19AUG05 05:50 19AUG05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PERFORMANCE REDUCED MESSAGE CAME ON VEHICLE LOST POWER							
1200	REPLACED	THROTTLE	MODULE	AND RELOADED			
		SOFTWARE					
		1773CPVR3				271.10	271.10
1	8644347	THROTTLE	BODY		617.78	617.78	617.78
1	8636753	GASKET			4.43	4.43	4.43
1	9494714	ECM	RELOAD		47.40	47.40	47.40
1	9209863	HOSE	CLAMP		6.21	6.21	6.21
61859	CHECKED	SYSTEM	AND REPLACED	THROTTLE MODULE AND RELOADED			
		SOFTWARE					
*****							
B	ENGINE	SYSTEM	SERVICE	REQUIRED	LIGHT	ON	
	1200	SEE	LINE	A			
		1773CPVR3				0.00	0.00
61859	SEE	LINE	A				

\*\*\*\*\*

THIS IS A PARTIAL LIST OF MISC. MATERIALS NOT ITEMIZED: BOLTS, NUTS, WASHERS, FASTENERS, SHIM WIRES, ADHESIVES; SOLVENTS, SEALERS, GREASE, LUBES, SILICONE, BLADES, BITS, POLISH, SHOP TOWELS, DETERGENTS, GLAZING, CAULK, CEMENT, SOLDER, FLUX, SANDPAPER, TAPE, CLEANERS, OXYGEN, ACETYLENE, WELDING RODS, SPONGES, COMPOUNDS, ET

*Thank You!*  
*for allowing us to service*  
*your vehicle*

VOLVO REPLACEMENT PARTS AND ACCESSORIES  
ARE WARRANTED FOR 12 MONTHS  
FROM DATE OF PURCHASE.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, BRENTWOOD VOLVO, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller, BRENTWOOD VOLVO, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	271.10
PARTS AMOUNT	675.82
	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	946.92
LEAS INSURANCE / DISC.	0.00
SALES TAX	51.19
PLEASE PAY THIS AMOUNT	998.11

CUSTOMER COPY

*Certified*

RECEIVED

SEP 2 2005

CUSTOMER CARE

GABRIELLE HALL

1950 Gough Street #504 · San Francisco, California 94109 · 415.955.6810 · ghall@cov.com

---

August 30, 2005

Volvo Cars of North America, Inc.  
Customer Service  
P.O. Box 914  
Rockleigh, New Jersey 07647-0914

Re: VIN YV1TS90D8Y [REDACTED] Mileage 37,510  
Purchased 12/02/99 from Ventura Volvo, Ventura, CA

To Whom It May Concern:

I am the owner of a 2000 Volvo S80 writing to you with serious concerns about my car's safety and reliability. I have attached an article from The Los Angeles Times which describes problems with faulty electronic throttle modules installed in Volvos of my year and the sudden stalling and loss of power caused by this defective part. This is exactly what was happening to me.

Beginning in the spring of 2004, my car began frequently dying as I drove it -- not when stopped, but as it was moving. This instant loss of power (including steering), which required rapid shifting and restarting to avoid being hit from behind, usually happened in the city of San Francisco, where I live. Once, however, my car died while I was driving across the Bay Bridge. I wonder if you can imagine what a terrifying experience this is and understand my resulting complete lack of confidence in the Volvo.

Of course I took it in for service repeatedly and was told each time that the car tested fine. Usually, some other service or repair was performed, but my big problem remained unfixed. Afraid to drive the car, but knowing I could never sell my potentially deadly problem to someone else, I decided to take it to the local Volvo dealer, Royal Motors. They identified and fixed the problem, charged me \$570, and told me I had used bad gas and failed to follow the maintenance schedule (exactly as the attached reports). About a month later, my father sent me the article which I now bring to your attention.

I find it very disturbing that a company like Volvo, whose excellent reputation has been built on "advanced safety and technological sophistication," would operate so irresponsibly. I certainly cannot feel completely safe driving my car when the faulty part was only cleaned -- rather than replaced -- and may fail again once the carbon deposits build back up.

Volvo Cars of North America, Inc.

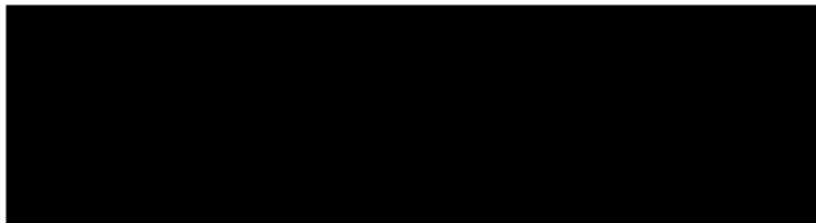
August 30, 2005

Page 2

I have also attached copies of invoices which represent trips made to Volvo service specialists specifically to address this problem. I can assure you I have faithfully followed the service maintenance schedule and used only high quality fuel of the octane recommended in Volvo's Owner's Manual. At the very least, I would expect Volvo to reimburse me for the cost of cleaning the faulty throttle and then install a reliable replacement at no cost to me.

Please do not hesitate to contact me should you need further information.

Very truly yours,





# Volvo Sued on Throttles

[Volvo, from Page C7]

"We're in the gray area between consumer protection and emissions control," said John Urkov, a branch chief with the Air Resources Board. Volvo is "going to have to spend some money to do what we feel is the minimum necessary to get out of this situation."

At a meeting with company representatives Feb. 22, air board officials rejected arguments that Volvo had already taken all reasonable steps and was not responsible past the warranty period. The automaker is expected to respond early next month to the request for a warranty extension, Urkov said.

For the Swedish carmaker, a Ford Motor Co. unit known for advanced safety and technological sophistication, the problem has been an embarrassing and expensive headache.

"ETM issues are currently a major source of warranty cost and customer dissatisfaction in the U.S. market," said a June 28, 2004, internal document produced in the lawsuit against Volvo.

Customers have complained of engine problems, including increased emissions and loss of power and stalling. Some owners have had to take their cars to the dealer for cleaning, but the cost of the service is not covered by the warranty.

"I feel the representatives of Volvo misled me," said Christina Noriega of Mar Vista, who said she recently paid about \$200 to service the throttle in her Volvo sedan after a dealer inaccurately told her that her warranty had expired.

The June 2004 Volvo document said that in just over a year, the company had paid more than \$12.5 million to replace or clean 27,000 throttles and to buy back cars as a goodwill gesture.

In many cases, however, owners have paid for the work because the dealer told them the warranty had expired. The lawsuit says that Volvo knew the throttle was defective.

The class-action suit concerns a July 2001 Volvo notice to dealers agreeing to pay for one ETM cleaning per customer. California is one of a handful of states that bar secret warranties, in which vehicle makers extend service to owners who appear the loudest but fail to tell all owners.

The lawsuit, filed in Sacramento County Superior Court by

San Mateo, Calif., law firm Pazo & Micheletti, alleges that the Volvo notice amounted to a secret warranty.

Dina Micheletti, a partner in the firm, said the action was suspect for another reason too: Volvo has acknowledged in internal documents that cleaning of faulty throttles to remove oily deposits eliminated the emissions problem. The documents also say that the cleaning is not a warranty obligation. "This is a common-sense step," the documents say, "with owners bearing the cost of throttle cleaning."

Volvo said it "is actively defending the case and believes it has complied with the applicable California law."

When Volvo introduced it, the ETM was considered an advance over the mechanical throttles used in virtually all other cars and trucks. Like the mechanical version, it's a valve that flaps open and shut to control airflow to the fuel system and, ultimately, the output of power from the engine.

But in at least the first three model years, the electrocyclic throttles were easily fouled by carbon deposits, causing rough idling, increased emissions and occasional loss of power and stalling. Micheletti said warranty claims data produced in the lawsuit reflected close to 1,000 reports of stalling from California Volvo owners alone.

Volvo documents show that the problem reared its head in the factory even before '99 models hit the showroom.

According to a Volvo memo in March 2000, "we have had problems with faulty throttles in the car plants ... since SOP 09/20" — a reference to the start of production in the 20th week of 1998.

Volvo scrapped the original design and switched suppliers early in the '02 model year, a change that is believed to have reduced the problem.

Urkov said throttle malfunctions caused cars to pollute more than they otherwise would. But he said the Air Resources Board had not ordered a recall, because it couldn't prove that the extra emissions exceeded legal standards.

As an alternative, he said, the agency is pushing the extended warranty as "the proper corrective action." Urkov said Volvo's stance had been that once the warranty expired, maintaining the ETM should be the owner's

responsibility.

That argument "basically fell on deaf ears," he said, because Volvo had certified the device as maintenance-free when the emissions system was approved. "We want Volvo to ... step up to the plate," Urkov said.

Through Internet chat rooms and e-mail networks, Volvo owners have been calling for action too.

One unhappy customer, Daniela Wilson of Bethesda, Md., was traveling with her family in January when their 2000 Volvo V70 XC station wagon suddenly stalled and would not start.

The vehicle had only 42,000 miles on it but was more than 4 years old, so Wilson had to spend nearly \$1,000 to replace the ETM. She said a Volvo dealer told her it was her fault — that "if it's happening at 42,000 miles, that must mean the car has been abused or you've been putting wrong gas in the car."

Wilson said she was thankful, however, that the car had died in daylight on a major street, rather than at night on a freeway, when the result could have been much worse.

She wrote to Volvo to request a recall on safety grounds. In reply, Volvo suggested that experiences like hers were rare.

"Sometimes individual vehicles experience isolated situations," the Volvo letter said.

According to Wilson, Volvo "was lying that this was an isolated occurrence, whereas it is not."

Noriega last month took her Volvo to a dealer after it began stalling. She said she was told that her warranty had expired and was charged for an ETM cleaning.

Unknown to Noriega, whose 2001 Volvo S60 sedan had about 54,000 miles on it, the warranty was still in effect because of California's longer coverage on emissions-related parts.

When a warning light went on a few days later, Noriega returned, and in a confusing turn of events, the dealer this time replaced the ETM without charge — though she said the \$200 she had spent on the cleaning was not refunded.

The dealer had been "very vocal in confirming or reiterating to me that I'm not under warranty," Noriega said. "I got information that was ... not necessarily true."

Times staff writer John O'Dell contributed to this report.



YI10429

382291



1333 Alameda Street  
San Francisco, CA 94133  
Phone (415) 241-2178  
Fax (415) 241-2178

\*INVOICE\*



SERVICE DEPARTMENT HOURS: MON-FRI 7:30 AM TO 5:00 PM  
THURS: APPROVED PERSONAL CHECKS - CASH - VISA - MASTERCARD

SF, CA  
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 210 PATTY HUDOC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GOLD	00	VOLVO S80	VV1TE90D8Y1	ROXYG	36182/36183	
RECV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	SAV. DATE
30NOV1999			17:00 04APR05		CASH	04APR2005
K.O. OPENED: [REDACTED] DATE CUST. NOTIFIED: [REDACTED] OPTIONS: DLR:5476 ENG:B6284T-2.8 Liter T-6						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE VEHICLE STALLS OUT WHILE DRIVING MORE OFTEN WHEN DOWN HILL AND OR AFTER DRIVING APPROX 2 MILES

99	DESCRIPTION						
	801 CV				155.00	155.00	
	1 30673021 5 UPGRADE BCM VS				26.80	26.80	26.80
99	REMOVED THE THROTTLE BODY CLEANED & RE-INSTALLED DOWNLOADED SOFTWARE & RE-SET ADAPTIVES						
	801 CV				387.50	387.50	

VERIFIED CONDITION - NO FAULTS IN SYSTEM THE THROTTLE MODULE WAS DIRTY AND READINGS POOR REMOVED THE THROTTLE MODULE, CLEANED AND RE-INSTALLED. DOWNLOADED SOFTWARE AND RE-SET THE ADAPTIVES \*\*\* RECOMMEND TO USE 91 OCTANE FUEL \*\*\*

\*\*\*\*\*  
B4 PERFORM RECALL C141 (COOLING FAN UPDATE)  
CAUSE: RECALL 141

C141 PERFORM RECALL C141 (COOLING FAN UPDATE)							
	801 WV3						(N/C)
1 30886445 6 ELECTRICAL FAN							(N/C)
3 983614 9 CABLE TIE							(N/C)
1 983662 8 CABLE TIE							(N/C)
1 9148344 6 CLIP							(N/C)
PC: PARTS: 30886445 COOBT:							
CLAIM TYPE:							
AUTH CODE:							

PERFORMED REC ALL 141 REPLACED THE ENGINE COOLING FAN  
\*\*\*\*\*

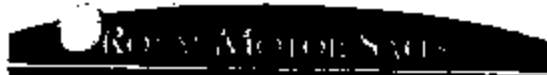
ORIGINAL ESTIMATE #	FINAL REVISED ESTIMATE #	DESCRIPTION	TOTALS			
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT	LABOR AMOUNT	
REASON				REVISED TOTAL	PARTS AMOUNT	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT	GAS, OIL, LUBE	
REASON				REVISED TOTAL	BULLET AMOUNT	
ACCEPTANCE OF CLASS AND COST OF REPAIRS BY CUSTOMER AND APPROVAL BY THE ORIGINAL ESTIMATE RECD					MISC. CHARGES	
ACCEPTANCE OF CLASS AND COST OF REPAIRS BY CUSTOMER AND APPROVAL BY THE ORIGINAL ESTIMATE RECD					TOTAL CHARGES	
ACCEPTANCE OF CLASS AND COST OF REPAIRS BY CUSTOMER AND APPROVAL BY THE ORIGINAL ESTIMATE RECD					ADJUSTMENTS	
ACCEPTANCE OF CLASS AND COST OF REPAIRS BY CUSTOMER AND APPROVAL BY THE ORIGINAL ESTIMATE RECD					SALES TAX	
ACCEPTANCE OF CLASS AND COST OF REPAIRS BY CUSTOMER AND APPROVAL BY THE ORIGINAL ESTIMATE RECD					PLEASE PAY THIS AMOUNT	

ROYAL MOTOR SALES  
VOLVO

CUSTOMER COPY

Y110429

382291



13211 United Street  
San Francisco, CA 94111  
Phone (415) 362-8130  
Fax (415) 361-8134

\*INVOICE\*

**VOLVO**

SF, CA  
HOME: [REDACTED] BUS:

PAGE 2

SERVICE DEPARTMENT HOURS: MON-FRI 7:30 AM TO 6:00 PM  
THURS: APPROVED PERSONAL CHECKS - CASH - VISA - MASTERCARD

SERVICE ADVISOR: Z10 PATTY HUIEC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION #/OUT	TAG
GOLD	00	VOLVO S80	YV1T99089Y1		36182/36183	T4460
INSVC. DATE	PROD. DATE	WARRANT. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
30RDV1999			17:00 04APR05		CASH	04APR2005
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: DLR:5476 ENG:B6284T-2.8 Liter T-6				
09:18 04APR05	15:59 04APR05					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

THANK YOU FOR YOUR PATRONAGE!!!

PLEASE REMEMBER, BUY CARRY A FACTORY WARRANTY.  
VOLVO PARTS ARE WARRANTED FOR ONE YEAR  
UNLIMITED MILEAGE.  
V.W. AND AUDI PARTS ARE WARRANTED FOR ONE  
YEAR OR 100,000 MILES WHICHEVER COMES FIRST

ROYAL MOTOR SALES  
VOLVO

ORIGINAL ESTIMATE #				FINAL REVISED ESTIMATE #		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT		LABOR AMOUNT	542.50
REASON						PARTS AMOUNT	26.80
REASON						GAS, OIL, LUBE	0.00
REASON						SMILEY AMOUNT	0.00
REASON						MISC. CHARGES	0.00
REASON						TOTAL CHARGES	569.30
REASON						ADJUSTMENTS	0.00
REASON						SALES TAX	2.28
REASON						PLEASE PAY THIS AMOUNT	571.58

CUSTOMER COPY

Customer Name [REDACTED]	Vehicle OL 3000	Make VOLVO	Model S40	Year 2001	Color [REDACTED]
Service Advisor [REDACTED]	Technician [REDACTED]	Warranty None	Oil None	Wash None	Wax None
Address [REDACTED]	City [REDACTED]	State [REDACTED]	Zip [REDACTED]	Phone [REDACTED]	Mobile [REDACTED]

DATE: 06/14/05 TIME: 07:00 AM

VEHICLE: OL 3000 MAKE: VOLVO MODEL: S40 YEAR: 2001

WARRANTY: NONE OIL: NONE WASH: NONE WAX: NONE

Qty	Description	Price
1	Oil	34.95
1	Filter	11.00
4	Tires	13.25
2	Wash	2.50
1	Wax	2.50
1	Service	18.00

DIAGNOSE CAR UTILIZING WREN  
BOOM BOM-BELL WITH WREN. WE  
FOUND CAR LOW ON FUEL AND WE  
FILLED IT. CHECK FOR UNCLAM  
LEADS. CHECK FUEL PRESSURE OK.  
NO CODES STORED. NO SYMPTOM

COMPLETE LUBE SERVICE. CHANGE  
ENGINE OIL & FILTER. CHECK ALL  
FILTERS. TOP UP IF NECESSARY.  
ADJUST TIRE PRESSURE. ROAD TEST

Customer Name: [REDACTED]

Date: 6/14/05 Time: 07:00 AM

Technician: [REDACTED]

RETURN FOR FURTHER TESTING IF  
PROBLEMS BECOME DETECTABLE

**HANS ART**  
AUTOMOTIVE

Serving San Francisco since 1978  
1121 17th Ave - San Francisco, CA 94116  
(415) 671-6400 - AS 02001

INSPECT & REPORT 36.00

Customer: [REDACTED]

Part Name	Qty	Unit Price	Total Price
SUBLET	1	140.00	140.00
SUPPLIES	1	30.00	30.00
TOTAL			170.00



IF YOU WOULD NOT RATE YOUR SERVICE EXPERIENCE EXCELLENT,  
OR IF YOU HAVE ANY CONCERNS OR QUESTIONS, CALL (415) 671-6400  
YOUR SATISFACTION IS OUR MAIN CONCERN.





of total basis, including value  
 necessary materials. You and your  
 or business exempt for purposes of  
 above of any rate. An amount less is acknowledged on any vehicle to allow  
 in charge. You will not be held responsible for loss or damage to vehicle if  
 able in case of fire, theft, seizure or any other cause beyond your control. Collector  
 of all collection costs and/or attorney's fees in the event default is made by any payment  
 schedule is returned to customer without repair service being performed, a diagnostic and  
 monthly interest charge, plus a \$25  
 work after completion.

1000 10th St. S.  
 ST. PETERSBURG, FL 33705  
 (813) 321-1111  
 3000 BAYVIEW BLVD.  
 SAN FRANCISCO, CA 94134  
 (415) 778-1000

CUSTOMER SIGNATURE

NAME ADDRESS CITY STATE ZIP CODE  
 SAN FRANCISCO CA  
 HOME PHONE WORK PHONE

YEAR MAKE MODEL COLOR  
 1987 FORD  
 LICENSE NUMBER  
 700 32

PURCHASE ORDER  
 AD CODE W.R.P.  
 WRITTEN BY

VEHICLE PROBLEM & PARTS

LABOR RATE	QUANTITY	LABOR OPERATIONS	PRICE
	6.00	DIAGNOSTIC TESTING FOUND EXCESSIVE VIBRATION AT FRONT RIGHT WHEEL AREA NOISE, CLUNKING, COIL OVER BUMP TESTED - 9/12/84	36.00

TOTAL LABOR	36.00
-------------	-------

DETAILS OF REPAIRS: Includes all parts, labor handling and diagnosis. If a closer analysis is found that additional repairs are necessary you will be advised of authorization.

TOTAL LABOR 36.00

QTY	PART NUMBER	PART DESCRIPTION	AMOUNT	QTY	PART NUMBER	PART DESCRIPTION	AMOUNT
	WHEEL WIRE		3.00				

AUTO ANALYSTS  
 PAID  
 SEP 12 8/1984

AD CODE: N-NEW, B-BUSINESS, C-COMMERCIAL, D-REPAIRS  
 PHONE AUTHORIZED: DATE EMPLOYEE NO.  
 AMOUNT OF NEW ESTIMATE: DATE  
 DONE CALLED: SAVE PARTS: YES NO

CUSTOMER COPY

I hereby authorize the repair work listed herein, including labor and parts, as well as any other work necessary to complete the repair. You and your employees may examine the described vehicle for purposes of testing, diagnosis or service at my risk. An express lien is acknowledged on this vehicle to secure the amount of repair charges. You will not be held responsible for loss or damage to vehicle or contents of vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all reasonable costs unless otherwise stated in the work order or made in any separate bill. If applicable it is understood that customer's repair charges being performed, a diagnosis and repair of the vehicle for the purpose of this work order.

**FRUIT OF THE LORAIN**  
**GENUINE AUTO SERVICE**  
 1400 GARDEN DR.  
 SAN FRANCISCO, CA 94116  
 PHONE 415-778-1111

VIN: 9YU115300Y111111

REGISTRATION STATE: CALIFORNIA

YEAR	1991	PLATE	7E318
MAKE	DAEWOO	MODEL	PRIMA
YEAR	1991	PLATE	7E318
MAKE	DAEWOO	MODEL	PRIMA

VEHICLE MAKE: [REDACTED]  
 VEHICLE MODEL: [REDACTED]  
 VEHICLE YEAR: [REDACTED]

VEHICLE PROBLEMS/COMMENTS:

[REDACTED]

LABOR OPERATIONS	PRICE
DIAGNOSIS EXISTING LIGHT ON	10
DIAGNOSIS SYSTEM SENSOR	6
CAUSING LEAN FUEL MIXTURE	3
REPLACE PC AND EGR SYSTEM	3
SENSORS, CLEAR MONITOR CODES	3
AND RENE TCS	3

RECOMMENDED SERVICE:

[REDACTED]

ESTIMATE OF REPAIRS: Includes labor, parts, handling and diagnosis. If on these estimates it is found that additional repairs are necessary you will be contacted for authorization.

TOTAL LABOR: 27.00

QTY	PART NUMBER	PART DESCRIPTION	AMOUNT	QTY	PART NUMBER	PART DESCRIPTION	AMOUNT
1	3877193	PC SENSOR	172.00				
2	8035090	EGR SENSOR	132.00				

**AUTO ANALYSTS PAID**  
 JUN 03 2004

SALESMAN: [REDACTED] SERVICE ADVISOR: [REDACTED]

DATE: 6/3/04

AMOUNT OF NEW SERVICE: \$304.00

SALE YES  NO   
 PARTS YES  NO

LABOR	27.00
PARTS	304.00
TOTAL TAX	73.00
TOTAL	604.00

RECEIVED

SEP 6 2005

CUSTOMER CARE

Volvo Cars of North America  
7 Volvo Drive  
Rockleigh, NJ 07647

Attn: Customer Care

Dear Sir/Madam:

The enclosed billing is being sent to you at the advise of your customer service people at Volvo. It is in regard to a \$133.73 payment made for an ETM on our 2000 Volvo S-70.

(See invoice and work order enclosed)

We were originally quoted over \$800.00 for the repair but after we found our extended warranty, not all of the labor was covered and we were left with a balance due.

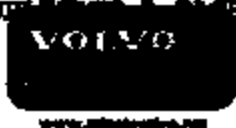
This repair took place the same day I discovered about the class action lawsuit in regards to this model and component. I called your customer service desk on Tues. 8/9/05 at 1 800-458-1552. I spoke with Margaret at extention #1975. She said if I send this short note to this address with a copy of the bill that you would get back to us with a check in return- since it was "just a small amount".

I want to thank you for your assistance in this matter. It helps us out a great deal and also, plainly put, keeps us as loyal Volvo customers.

Thanks again,

[REDACTED]  
Lawrenceville, GA [REDACTED]

DO NOT WRITE IN THESE SPACES



Volvo of Garrett Place  
Authorized Volvo Dealer  
3073 Satellite Boulevard  
Bethesda, Georgia 30006  
A Saab Automobile Dealer



Tel: (878) 475-8833  
Fax: (878) 475-8331  
E-mail: volvo@volvo-ga.com

LAWRENCEVILLE, GA

SERVICE ADVISOR **JOSEPH KIRCHEN**

DATE ORDER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE NO.
09AUG05	09AUG05		YV1LS61J8Y2	201212			09AUG05 74908
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DRY-TRY LICENSE	DRIVER LICENSE	WEIGHT IN
08:37	16:56	00	VOLVO S70ASR		VARI	24MAR00	9349 9349
WEIGHT IN	WEIGHT OUT	WEIGHT NO.					
83973	83974						

1 CAR IS SURGING - RIMS ARE JUMPING  
 C2 EIM HAS ELECTRICAL FAULT - RAE KIM  
 GASKET DOWNLOADED SOFTWARE CLEARED  
 DTCS  
 6 C 138.00 138.00  
 1 8544347 0 THROTTLE BODY 551.59 551.59 551.59  
 1 8636753 9 GASKET 6.01 6.01 6.01  
 1 9438298 3 EIM RELOAD 30.00 30.00 30.00  
 1 LOANER CAR PROVIDED BY ARPT  
 L LOANER CAR PROVIDED BY ARPT  
 6 C 0.00 0.00  
 2 EXTENDED WARRANTY  
 C2 EXTENDED WARRANTY - ROYAL  
 ADMINISTRATION  
 6 C 0.00 0.00  
 CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER 13.80

**SHOP MATERIALS**  
 This figure incorporates supplies used in servicing your vehicle which includes cleaners, special jacks, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

**ENVIRONMENTAL COMPLIANCE CHARGE**  
 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

PRICE 1 PER OUR 8885  
 3073 SATELLITE BLVD  
 BETHESDA, GA 30006

PRICE MAY VARY  
 PRICES ARE SUBJECT TO CHANGE  
 WITHOUT NOTICE  
 FROM THE SALE  
 XXXXXXXXXXXXXXX7574  
 CASH PAY UISA  
 SEE 8 000  
 LICENSE # 00001790  
 AUTH CAR 125390

TOTAL \$133.78

CUSTOMER COPY

878-776-9950, so that we may address any issues or concerns you have immediately. Our goal is your complete satisfaction.

DESCRIPTION	TOTALS
LABOR AMOUNT	138.00
PARTS AMOUNT	587.60
GASOL. CHRG	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.80
TOTAL CHARGES	739.40
LESS INSURANCE	75.00
SALES TAX	36.09
PLEASE PAY THIS AMOUNT	700.49

PLEASE READ BEFORE SIGNING  
 DISCLOSURE OF WARRANTY: All warranties on this product, or products, are shown at the manufacturer. The seller, VOLVO OF GARRETT PLACE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and VOLVO OF GARRETT PLACE neither assumes nor endorses any other person's promise for its ability to conform with the sale of parts or accessories. This disclaimer in no way affects the provisions of the manufacturer's warranty.

HAS THE WORK ON THIS INVOICE BEEN EXPLAINED TO YOUR SATISFACTION. YES....NO....  
 IS THE HOME PHONE NUMBER ON THIS INVOICE CORRECT AS OF THIS DATE ? YES....NO....

X \_\_\_\_\_  
 \$133.78

090909090



*Certified*

*Frank J. Merlino  
c Quail Ridge  
Saddle River, N.J. 07458  
(201) 265-7250*

RECEIVED  
SEP 7 2005  
CUSTOMER CARE

September 5, 2005

Ms. Anne Belec, President & CEO  
Volvo Cars of North America, Inc.  
Volvo Drive  
Rochelle, NJ 07647

Dear Ms Belec:

I am the owner of 2000 S80 Volvo with 43559 mileage. I have recently experienced a very uncomfortable problem when the car would lurch forward at a stop sign or traffic light. This problem presents a safety hazard because it is unexpected and unpredictable. Your Volvo dealer, Paul's Sales and Service in Hawthorne, New Jersey, checked the car and reported that it needs air mass meter - throttle body unit (see attached) at a cost of \$1168.00 plus tax. This is a serious safety hazard and justly a recall matter and Volvo cannot ignore its responsibility and obligation to the public. Whether this is a limited occurrence or widespread, Volvo must assume full responsibility for the proper and immediate repair.

Since Volvo credits itself with high marks for safety and reliability of its cars, I trust you will react promptly on a problem where an accident can occur and public safety is at stake.

Very truly yours,



(#15A)



# PAUL'S MOTOR SALES & SERVICE, Inc.

EST. 1930  
 AUTHORIZED VOLVO DEALER  
 690 Galle Road  
 HARTFORD, N.J. 07804  
 Service (878) 437-8330 • Parts 437-2256  
 Sales (878) 437-6777

CUSTOMER NO. <b>1121</b>	NAME <b>JOHN DE SALVO</b>	DOB NO. <b>24</b>	DATE OF SALE <b>08/24/05</b>	VOLVO # <b>VOL583164</b>
ADDRESS <b>SADDLE RIVER, NJ</b>	PHONE	REG. NO. <b>43,559</b>	REG. STATE <b>NED/</b>	REG. DATE
	VEHICLE MAKE / MODEL <b>00/VOLVO/580</b>		SECURITY CODE	SECURITY INDEX
	VEHICLE VIN <b>VVIT59400Y1</b>		SECURITY BEARING	PRODUCTION DATE
	TYPE NO.	FIN. NO.	DATE <b>08/24/05</b>	
	REMARKS FROM	COMMENTS		MO: <b>43559</b>

LABOR & PARTS		JOB #		TECH(S)	UNIT PRICE
JOB # 1 26402				11	0.00
ENGINE - MECHANICAL CAR HAS ROUGH IDLE ONCE IN AWHILE - CAR PULLS AWAY ON ITS OWN AT LIGHTS DO NOT DO - NEEDS AIR MASS METER - THROTTLE BODY UNIT AND NEC. PARTS - CUSTOMER DECLINED					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
JOB # 2 81V0ZZ27000				11	95.00
45000 MILE SERVICE CUST REQUEST 45000 SERVICE PERFORMED 45000 MILE SERVICE					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	977751-7	GASKET	1.29	
JOB # 2	1	1276810-8	FILTER INSERT	8.52	
JOB # 2 TOTAL PARTS					9.81
JOB # 2 TOTAL LABOR & PARTS					104.81
G.O.S. & SUPPLIES					
JOB # 2	7.0	CUSTOMER PAID OIL	@ 2.750 /UNIT		19.25
TOTAL - GOS					19.25
MISC					
JOB # A	B	SOLVENT CHARGE			3.00
TOTAL - MISC					3.00

**SERVICE HOURS**  
 8:00 AM TO 4:30 PM  
 JUNE, JULY & AUGUST  
 7:30 AM TO 5:00 PM  
 FRIDAY 8:00 AM TO NOON  
 MAKE AN APPOINTMENT  
 ON LINE AT  
[www.paulsvolvo.com](http://www.paulsvolvo.com)  
 EMAIL  
[service@paulsvolvo.com](mailto:service@paulsvolvo.com)

**ALL PARTS INSTALLED  
 ARE NEW OR FACTORY  
 REFURBISHED UNLESS  
 SPECIFIED OTHERWISE**

COMMENTS  
 NOTE - NEEDS FRONT BRAKE PADS - CUSTOMER DECLINED WORK

10/2005 Paul's Motor Sales & Service, Inc. All rights reserved. © 2005 Paul's Motor Sales & Service, Inc.



*Certified*  
Sept. 6, 2005

[REDACTED]  
Toms River, NJ [REDACTED]  
[REDACTED]

RECEIVED  
SEP 7 2005  
CUSTOMER CARE

**VOLVO CARS OF NORTH AMERICA, INC.**  
Customer Service Manager  
P.O. Box 924  
Rushleigh, NJ 07647-0914

Re: Volvo S80 2.9 A SR - VIN YV1TS94D1Y1 [REDACTED] Bought 8-12-99 from Red Bank  
Volvo, Dealer Code 3466. Present Mileage: 79,569. - Throttle Problems

*Dear Sir or Madam:*

*Even though we have experienced numerous problems with our S80 over the years, we did enjoy the handling, the comfort and the safety features of the car.*

*However our recent repair problem occurred far away from home and the cost of it upset us and consequently made us check our maintenance records. Since we bought the car in 1999 we have spent at least \$7,234.00 for which we still have receipts. The required maintenance was the smaller expense (see encl. copies). Our receipts show clearly that the largest repair expenses were the replacement of modules, parts of the electrical system. Several times earlier there were problems related to the throttle modula. It was now replaced for the second time, this time at the cost of \$1,020.30! We will not dwell on the extra two days spent in hotels, waiting for the completion of the repair, or the extra money spent during the waiting period.*

*We heard the same complaints from others, which means that you must be aware of the ongoing failure of this module and it is extremely unfair to keep charging the customers these very high replacement costs. Since we are bearing the financial burden of replacing those costly faulty parts we feel a re-compensation is due.*

*Please review our repair history and give us your comments on this problem. A copy of the recent repair bill is also enclosed.*

*In view of the evidently upcoming additional repairs we must ask ourselves: Is it wise to keep on maintaining this vehicle or are we compelled to trade it for a different model?*

*Thank you for giving this matter your attention.*

*Sincerely,*

[REDACTED]

*Enclosed: 8 Copies*

**VOLVO S80 Maintenance & Repair History**

<u>Date</u>	<u>Mileage</u>	<u>Maintenance/Repair</u>	<u>Maint.Charge</u>	<u>Repair Charge</u>
08-21-99	290	Throttle Module Problem-Replacement	\$ 0.00	\$0.00
01-14-00	7,738	Maint.	\$156.39	
05-26-00	12,057	Recall	\$0.00	
08-15-00	15,215	15K Maint.	\$276.77	Warranty
10-11-00	17,492	Recall	\$0.00	
03-12-01	22,041	22.5K Maint.	\$193.66	
07-18-01	29,920	30K Maint./Brake Job	\$430.65	\$151.84
09-12-01	32,305	Throttle related problem/Repl. Sensor		Warranty
01-09-02	39,689	37.5K Maint./Repair	\$193.92	Warranty
02-16-02	41,204	Repair		Warranty
07-17-02	46,464	45K Maint./Repair/ABS problem	\$249.57	\$151.93
08-22-02	47,630	Repair		Warranty
06-20-03	55,711	52.5K Maint. /Repair/Throttle related	\$212.92	Warranty
08-14-03	57,771	Repair/Throttle related/Repl. Throttle body		Warranty
08-30-03	58,376	Repair/AC		\$141.24
11-06-03	60,260	Repair/Fan/Battery		\$686.69
12-05-03	61,090	60K Maint./Repair/	\$565.05	\$448.09
08-07-04	67,689	67.5K Maint/Repair/Ball Joints	\$221.10	\$432.17
10-15-04	70,034	Repair/Shock Abs.		\$1,092.03
04-08-05	74,297	Repair/Throttle related		\$363.39
05-18-05	75,281	75K Maint.	\$266.78	
08-29-05	78,836	Repair/Throttle Replacement		\$1,020.30
<b>Total Maintenance</b>			<b>\$2,766.81</b>	
<b>Total Repair</b>				<b>\$4,467.68</b>
<b>Total Expenses</b>			<b>\$7,234.49</b>	

# REPAIR

## Red Bank Volvo

Sales, Leasing, Parts, Service & Body Shop

500 E. Newmarket Springs Road, Red Bank, NJ 07791  
(732) 444-0266

Page 2 of 8

1999

CUSTOMER NO. 103270	ADDRESS ERMAN SCHLATTERER 312	DATE 08/21/99	INVOICE NO. VDC80004
	LABOR RATE	LICENSE NO.	SALES TAX MOONBUST ME 65381
	YEAR / MAKE / MODEL 00VOLV0800 2.0 5M40R	DELIVERY DATE 08/12/98	DELIVERY MILE
TOWNS RIVER, NJ	VEHICLE NO. NO. NY1788401Y	SELLER SERIAL NO. 2488	PRODUCTION DATE
	F. T. S. NO.	A. O. NO.	A. O. DATE 08/20/98

EMPLOYEE NO.	BUSINESS PHONE	COMMENTS	NO: 321
--------------	----------------	----------	---------

**JOB# 1 CHARGES**

LABOR  
 JP 1 20K0ZZCZ1 CHECK ENGINE LIGHT IS ON, DIAGNOSE THE FAULT  
 FAULT TRACE, FOUND THE FOLLOWING CODES IN SYSTEM;  
 SEE JOB#2

**JOB# 1 TOTALS** .....  
 JOB# 1 JOURNAL PREFIX VDCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
 JP 2 20K0ZZTH THROTTLE MODULE TECH(S):227  
 Added Operation (DOWN @ 08/21/1999 09:18)  
 CUSTOMER COMPLAINS ENGINE RIMS ROUGH OR STALLS  
 FAULT TRACE TO DEFECTIVE THROTTLE MODULE CODE 9307  
 REPLACE THROTTLE MODULE AND DOWNLOAD SOFTWARE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	948270-7	THROTTLE BODY		WARRANTY
	1	948271-9	GASKET		WARRANTY
	1	948256-0	ETH RELOAD		WARRANTY
				TOTAL PARTS	0.00

**JOB# 2 TOTALS** .....  
 JOB# 2 JOURNAL PREFIX VDCS JOB# 2 TOTAL 0.00

**COMMENTS**  
 EMERGENCY WAIT

**TOTALS**

*****	TOTAL LABOR	0.00
*****	TOTAL PARTS	0.00
*****	TOTAL SALES TAX	0.00
*****	TOTAL DISC	0.00
*****	TOTAL DISC DISC	0.00
*****	TOTAL TAX	0.00
*****	TOTAL INVOICE \$	0.00

VISA    MASTERCARD    CHARGE  
 AMERICAN EXPRESS    CASH  
 \* DATE [   ] CHECK# [   ]  
 \* WE OFFER COMPLETE BODY SHOP SERVICE  
 \* FACTORY AUTHORIZED BODY REPAIR CENTER

.....  
 CUSTOMER SIGNATURE

**VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY**

Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months from the date of purchase. Any such defective part or accessory will be exchanged or repaired without charge during the warranty period.

IF, AND ONLY IF, such part or accessory was originally installed by a Volvo dealer, the labor for removal and replacement will also be covered by this warranty

Parts replaced free of charge under the terms of another Volvo warranty are not subject to the warranty coverage of the Parts and Accessories warranty. These parts will be warranted for 90 days or for the remainder of the original warranty, whichever is greater.

I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

# Red Bank Volvo REPAIR

Sales, Leasing, Parts Service & Body Shop

100 N. Main Street, Springfield, MA 01103  
(413) 741-9999

Page 3 of 8



Invoice No. 103270	Customer Name JOSEPH DOMENICEN 408	Phone No. 8379	Invoice Date 08/12/01	Invoice No. MCST38054
	Address LEASERS	Invoice No. 82366	Customer Name MOONDOUST HE	
	Vehicle Make VOLVO	Vehicle Model 2.0 A SWAN	Invoice Date 08/12/01	
Customer Address TOMAS RIVER, N.	Vehicle VIN YJ789401Y1		Invoice No. 3488	
			Invoice Date 08/12/01	

MG: 32305

**JOB 1 CHARGES**

LABOR  
 JP 1 4302 TRANSMISSION OIL TECH(S) 227 0.00  
 O/S IDLE IS JUMPING ON ITS OWN IDLEING AND DRIVE  
 HAS AIR FLOW SENSOR...  
 REPLACE SENSOR.

**JOB 1 TOTALS** 0.00  
**JOB 1 JOURNAL PREFIX WCCS JOB 1 TOTAL** 0.00

**JOB 2 CHARGES**

LABOR  
 JP 2 2302 MASS AIR FLOW SENSOR TECH(S) 127 WARRANTY  
 Added Operation (JOB # 08/12/01 18:55)  
 CUSTOMER STATES IDLE IS JUMPING ON ITS OWN  
 FAIL TO RESET MASS AIR FLOW SENSOR  
 REPLACE MASS AIR FLOW SENSOR, RESET CO. TO PROPER SPMS  
 ECM 250A

**PARTS**

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	8570263-6	MASS AIR FLOW S	
<b>TOTAL PARTS</b>			0.00

**JOB 2 TOTALS** 0.00  
**JOB 2 JOURNAL PREFIX WCCS JOB 2 TOTAL** 0.00

**COMMENTS**  
 WAIT

**TOTALS**

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL TAX	0.00
TOTAL DISCOUNT	0.00
TOTAL WSC/OLC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\* ( ) VISA ( ) MASTERCARD ( ) DISCOVER  
 \* ( ) AMERICAN EXPRESS ( ) CHECK  
 \* DATE ( ) CREDIT ( )  
 \* ADVISOR THAT INVOLVED RO ( )  
 \* ADVISOR THAT ACCEPTED PAYMENT ( )

CUSTOMER SIGNATURE

## VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months, from the date of purchase. Any such defective part or accessory will be exchanged or repaired without charge during the warranty period.

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ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF. 11-07-96



Sales, Leasing, Parts, Service & Body Shop

100 E. Newnan Highway Blvd., Red Bank, MD 21154  
(301) 741-2000



12/01/2008 14:00



REPORT NO 103770	NAME JIMMY JAMES	AGE 12	DOB L213	ADDRESS 0717002	PHONE NO VICS153494
	ADDRESS [REDACTED]	CITY JENSES	STATE 00404	CITY PICOBLUST ME	STATE [REDACTED]
	VEHICLE MAKE VOLVO	VEHICLE MODEL S40	VEHICLE YEAR 2008	VEHICLE VIN 0012883	VEHICLE COLOR [REDACTED]
	VEHICLE TYPE TOMAS RIVER, N	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]
	VEHICLE VIN YV1T89401Y	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]
	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]	VEHICLE COLOR [REDACTED]

MO: 40408

**JOB# 1 CHARGES**

LABOR  
JP 1 15V0YT 16,000 MILE SERVICE TECH(S):210 184.00  
PERFORM THE 15,000 MILE FACTORY SCHEDULED SERVICE  
PERFORM ROTATE AND BALANCE TIRES  
NORMAL OIL CHANGE - FLUIDS  
COMPLETE THE 15,000 MILE FACTORY SCHEDULED MAINTENANCE SERVICE.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	877781-7	CASSET	1.30	1.30
1	800426-7	PARTICULATE FIL	22.36	22.36
1	1275810-8	FILTER INSERT	19.49	19.49
TOTAL - PARTS				43.15

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
7.3	104-30 OIL		2.60	18.98
1.0	WASTE RECYCLING		3.00	3.00
TOTAL - GOG				21.98

**JOB# 1 TOTALS**  
LABOR 184.00  
PARTS 43.15  
G.O.G. 21.98

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 249.57

**JOB# 2 CHARGES**

LABOR  
JP 2 85V0Z ABS SYSTEM TECH(S):218 0.00  
ABS LIGHT WAS ON  
CHECKED FOR CODES-NO CODES

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
JP 3 85V0Z DOOR-LOCK-WIND-SUN/R TECH(S):210 0.00  
OUTSIDE TEMP. SENSOR READS ERRATIC. WILL READ 72 WITH OUTSIDE TEMP AT 180 DEGREES  
CHECKED TEMP SENSOR POSITION-OK  
NO PROBLEMS FOUND AT THIS TIME.

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL 0.00

**JOB# 4 CHARGES**

LABOR  
JP 4 85V0Z SEATS-CARPET-HEADLIN TECH(S):210 88.00  
TRUNK STRAP JAWBROK

**VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY**

Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months from the date of purchase. Any such defective part or accessory will be exchanged or repaired without charge during the warranty period.

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF. 14:51:50









7040 East Independence Blvd.  
 CHARLOTTE, NORTH CAROLINA 28227 *Page 7 of 8*  
 Sales: (704) 563-1000  
 Service: (704) 563-8816  
 Parts: (704) 563-8819 DEALER # 16632

*Repair*

ACCOUNT NO <b>30884</b>	NAME <b>LISA A ALLRED</b>	PHONE NO <b>860 830</b>	DATE <b>08/29/05</b>	ACCOUNT NO <b>VOLCS237916</b>
ADDRESS <b>PINEVILLE, NC</b>	ADDRESS <b>78,836</b>	ADDRESS <b>00/VOLVO/MODUST 580</b>	ADDRESS <b>VVIT594DIYI</b>	ADDRESS <b>08/29/05</b>

INITIALS	DATE PAID	CHK	AMEX	MC/VISA	DISC	CHARGE	TOTAL LABOR	TOTAL PARTS	TOTAL SUBLET	TOTAL S.D.S.	TOTAL MISC CHG	TOTAL MISC DISC	TOTAL TAX	TOTAL INVOICE \$	PARTS ARE NEW UNLESS OTHERWISE INDICATED
							288.00	871.90	9.90	0.00	10.00	0.00	60.40	1020.30	The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The seller hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this equipment.

PLEASE AT VOLVO/Saab OF CHARLOTTE THANK YOU FOR YOUR BUSINESS. YOU MAY RECEIVE A SURVEY FROM THE MFG. REGARDING YOUR WARRANTY REPAIRS. IF THERE IS ANY REASON YOU CANNOT GRADE EXCELLENT OR "10", PLEASE CALL: MIY MCCORMACK, VOLVO CUSTOMER RELATIONS AT 704 563 8816 OR GINTY HILGREN, VOLVO SERVICE MANAGER AT 704 563 8816 ARIK BRICE, SAAB SERVICE MANAGER AT 704 563 8820





7040 East Independence Blvd.  
 CHARLOTTE, NORTH CAROLINA 28227  
 Sales: (704) 583-1000  
 Service: (704) 583-8816  
 Parts: (704) 583-8819 DEALERS 16822

30884	LYSA A ALLRED	860	830	08/29/05	905237916
	78,836				
PINEVILLE, NC	VO/VOLVO/MOONDUST 580				
	YVITS94D1Y1				
				08/29/05	

**JOB # 1** **DIAGNOSTICS** HOURS: TECH(S):118 280.00  
 C/S THAT THE CAR DIES WHEN STARTED/AT IDLE...  
 FAULTY THROTTLE MODULE  
 REPLACED THROTTLE MODULE AND CLEANED VACUUM ELBOW

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
08	1	8644847-0	THROTTLE BODY	634.33
08	1	8636783-0	BASKET	3.97
08	1	9438290-0	ETH RELOAD	34.50
JOB # 1 TOTAL PARTS				671.90
JOB # 1 TOTAL LABOR & PARTS				959.90

**PARTS ARE NEW UNLESS OTHERWISE INDICATED**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

**JOB # 2** **BRAKE SYSTEM** HOURS: TECH(S):118 0.00  
 CUSTOMER STATES THAT THE ABS LIGHT IS ON EST #980.  
 INTERNAL FAULT IN ABS CONTROL MODULE

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

ISC	CODE	DESCRIPTION	CONTROL NO
08	A	EPA EPA DISPOSAL	
TOTAL - MISC			18.00

**RECOMMENDATIONS**

ECH NOTES THE FOLLOWING: INTERNAL FAULT IN ABS CONTROL MODULE  
 IT #800, POSSIBLE FAULTY AIR MASS FLOW SENSOR EST #333,  
 TV OR AND SEALS LEAKING EST #630,  
 AIRN SCREEN EST #320.

*Check these!*



RECEIVED

SEP 9 2005

CUSTOMER CARE

Volvo Cars of North America  
Customer Service  
P.O. Box 915  
7 Volvo Drive, Building A  
Rockleigh, NJ 07847-0915  
ATTN: Anne Balac

September 7, 2005

Dear President Balac,

I implore you to issue a recall for all Volvos built between 1999 and 2001 for the Electronic Throttle Module failures. The NHTSA has been investigating numerous complaints as you are probably aware; I am one of those people whose life was put in jeopardy twice by the failure of the ETM in my 2001 S60 2.4T.

I bought my very first Volvo in 2001 because of the stellar safety reputation and performance history accounts I found both online and in speaking to numerous friends who always raved about their Volvos. I always felt safe and in control driving in my S60, but that all changed on February 9, 2005.

While traveling on the Garden State Parkway at 65mph, my ETM suddenly failed on an incline in Rahway. I had no power steering and no acceleration even though the engine was still running. With other vehicles whizzing past me, I managed to guide my car to an small opening in the between jersey barriers. How I was not struck from behind still eludes me. Prior to, and many times after this date, my car displayed the error message "Performance Reduced". I found it an annoyance more than anything else because I did not notice any change in how the car handled. The advice I received was to pull over, shut the engine off, and restart after a few minutes. This "fix" worked although a vehicle of this stature should not have this type of annoying problem.

For the second time on August 20, 2005, my ETM completely failed on an interstate highway. I again lost power steering and acceleration in heavy traffic. Fortunately this interstate had large breakdown lanes that I lipped towards. I was lucky once again not to be struck from behind. I have been so disillusioned by the ETM problems I've had with my car, I swore I would never buy another Volvo.

The one piece of good news I have for you is the service I received from Mitchell Volvo in Simsbury, CT yesterday. I was so pleased with their kindness and generosity that I want you to know I am reconsidering the decision to never own another Volvo. The personnel in the service department were kind, fair and honest, and even though the dealership is across the state from where I live, I highly recommend them to everyone. I ask that you personally commend the employee whose name is Doug (I don't know his last name) at Mitchell Volvo.

Thank you for your time in reading my letter. I hope you consider issuing a recall for all Volvos built between 1999 and 2001 for the Electronic Throttle Module failures.

Sincerely,

  
Wilmette, CT

RECEIVED

SEP 9 2005

CUSTOMER CARE

[REDACTED]  
Okatie, SC

[REDACTED] cell

[REDACTED] fax

[REDACTED]  
September 4, 2005

Ms. Anne Be'lec  
President & CEO  
VOLVO Cars of North America, LLC  
7 Volvo Drive  
Rockleigh, NJ 07647

Dear Ms Be'lec,

Several weeks ago, we received a letter from the Service Manager of Carolina Volvo in Bluffton, South Carolina thanking us for our patronage and asking us if our last service visit with them was NOT excellent or if they did not exceed our expectations. We felt the Dealer's service has always been excellent.

However, our response to Volvo, NA is that the required replacement of an electronic throttle module intake in May, that cost \$1,100 for our 2001 Volvo V70 2.4 Turbo, should have been covered by warranty. As a time-honored Volvo owner, we have followed all service and maintenance recommendations, and quite frankly, were astonished that the long and well-recognized reputation of quality of Volvo did not accept this as their responsibility.

[REDACTED]

cc: Mr. Ralph Tolman  
President & CEO  
Carolina Volvo  
Savannah International Motors, Inc.  
12 Gateway Village Road  
Bluffton, SC 29910

RECEIVED  
SEP 9 2005  
CUSTOMER CARE

September 7, 2005

Volvo Cars of North America  
Customer Relations  
P.O. Box 914  
Rockleigh, New Jersey 07647-0914

Dear Sir or Madam:

I am the owner of a 2000 S70 GLT SE with 45,000 miles. Until recently, I have been singing the praises of the car and of Volvo. However, two weeks ago the throttle body failed and had to be replaced at a cost of \$1000. I searched the internet and found that failed throttle bodies is a common occurrence with the S70. A \$1000 repair on a car with only 45,000 should not happen, especially on expensive cars with the reputation of Volvo. Unfortunately, I can no longer tell people about the quality of Volvo.

Please respond.

[REDACTED]  
Northbrook, IL [REDACTED]

I have enclosed a copy of the repair invoice.  
Thank you  
[REDACTED]

# HUBBARD WOODS MOTORS

966 Greenbay Rd.  
WINNETKA, IL 60093  
(847) 448-0711 fax: (847) 448-0727  
VOLVO'S... are our only business.

email: volvopro@att.net



Vehicle: Silver 60-470  
Engine: B3244T  
License: [REDACTED]  
VIN: YV4L856070 [REDACTED]  
Color: SILVER

Invoice number 080719

Job# 75

Started: 08/17/05 Completed: 08/17/05

Mileage: 45915

### Description of work

Professional oil & filter change service with safety inspection, checking all fluid levels, tires, brakes, drive belts, exhaust, wipers, bulbs, suspension coolant protection, lubricating hinges & latches, and testing the battery. ETS warning light diagnostics led to the replacement of the Throttle Body assembly, and necessary software download. We reset the fault codes and test drive the vehicle to verify repairs.

NOTES: Front brakes have about 75% life remaining; the rears have about 90%. Tires, battery, and exhaust are in good condition.

### Service history

Date Mileage

Lube, Oil, Filter	08/17/05	45915
Spark Plugs	02/16/04	33069
Exhaust Service	-/-	
Adjust Valves	-/-	
Tying Belt	-/-	
Flush Coolant	-/-	
Muffler/Exh. Pipes	-/-	
Brake Fluid Flush	02/16/04	33069
Auto. Trans. Service	-/-	
Crosscars Seat Braces	02/16/04	33069
Front Brakes	02/16/04	33069
Rear Brakes	02/01/05	41414
Battery	-/-	
Air Conditioning	-/-	
Alignment	-/-	
Radiator Cleaning	-/-	
Tires	-/-	
Rotation	-/-	
Pollen Filter	-/-	

Stock no.	Qty	Description	Each	Price	Sub Tot
Labor		Professional Oil Change		27.00	27.00
Labor		Install Throttle Body		215.00	215.00
03-L	5	Diagnose/Support	1.80	9.00	9.00
10-8626753	1	Throttle body gasket	2.94	2.94	2.94
10-8644347	1	Electronic throttle body	606.75	606.75	606.75
10-05	1	Drain plug seal	1.25	1.25	1.25
10-0F	1	Oil Filter	7.00	7.00	7.00
11-01L	3	Valveless Carburetor Filter	1.45	4.35	4.35
30-9438298	1	Throttle body download SW	6.20	6.20	6.20

**PAID**

CHK NO. \_\_\_\_\_  
DATE \_\_\_\_\_

Sub Total	1017.00
Tax	53.01
<b>TOTAL DUE</b>	<b>1070.01</b>

Hubbard Woods Motors  
Completed



RECEIVED  
SEP 12 2005  
CUSTOMER CARE

[REDACTED]  
New City, NY  
[REDACTED]

Volvo Cars of North America  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey  
07647

August 31, 2005

To Whom It May Concern,

My name is [REDACTED] and I have been a Volvo owner for 6 years. I am writing to you as a result of my complete dissatisfaction with the functionality of my vehicle. Volvo claims to be "Committed to Excellence" and have "100% Customer Satisfaction", but I have not experienced either one of those claimed guarantees. Perhaps Volvo should consider changing their marketing campaign or providing their customers with the service they advertise.

Below you will find a list of the problems I have had to deal with in the last 5 years. Please keep in mind, I purchased the car in Sept 1999:

January 2000- The shifter gets stuck in park mode every time the car is put in park. I complained about this 3 times and nothing was done to fix this problem until February 2001.

February 2000- "Check engine" light comes on periodically. I took it to the dealership, they said nothing was wrong with the engine and the Check Engine indicator was turned off. At this point, this was a brand new car, why was my check engine indicator turning on for no reason?

October 2000- Volvo recall- replaced both lower ball joints.

January 2001- Once again the shifter repeatedly gets stuck in park. I took it to the dealership and they claim to have fixed the problem

February 2001- Shifter, once again, stuck in park gear. I took it in to the dealership again; they claim to have fixed the problem.

February 2001- There is a problem with the parking brake and the light in the door falls out.

May 2001- Problem with the rotor plates.

February 2002- Brake Pedal Sensor fault.

August 2002- Noise in front suspension, Steering stops dry. Lower spoiler guard loose and falling off.

October 2002- Replaced both front headlight bulbs. Please note, I have had to do this every year that I have owned this car.

November 2002- Replaced tail light bulb. Again, please note, I have had to do this every year that I have owned this car.

January 2003- There was a noise in left / front suspension and the brake light bulb burnt out.

July 2003- Noise in brake area, steering stops defective and front struts defective. Replaced left and right front struts and upper spring seats. Air conditioning is leaking. Found leak at evaporator O-rings.

September 2003- 12V adaptor does not work. Air conditioning is leaking again. There is also a leak at evaporator O-rings.

June / July 2004- The car overheated on the highway. The cooling fan needed to be replaced. I paid \$375.00 out of pocket. In March 2005, Volvo had a recall with this problem and I received a refund.

September 2004- I had to replace the Throttle body, Gasket, ETM reload. I paid- \$833.87

**PLEASE NOTE IN REGARD TO THE THROTTLE CONTROL MODULE:** I complained about this last problem to the dealership 3 times. Each time they could not seem to find a problem. However, the 3<sup>rd</sup> time that I came in to have this looked at, they finally found what the problem was. My issue with this situation is that the first 2 times I complained about this problem, my car was still under warranty. However, the 3<sup>rd</sup> time Volvo found what the problem was, but my car was no longer under warranty, so I ended up paying \$833.87 out of pocket. This seemed to be quite the coincidence; when this was covered under warranty, Volvo could not find the problem. However, as soon as paying to fix the problem was the customer's responsibility, the malfunction was found. This seemed to be very convenient for Volvo.

Additionally, I recently read this article (please see attached) about how Volvos have been having trouble with the same malfunction that I have been complaining about to Volvo for several months. Apparently, this is not just a problem with my Volvo, but with the Volvos in general. This is a cost that I should not have had to pay out of pocket. Especially because I had complained about it several times while my car was still under warranty.

I am asking that Volvo finally show the customer satisfaction they advertise and refund my \$833.87 as this malfunction should have been fixed while the car was still under warranty and this seems to be a problem with Volvos in general and not just my vehicle.

Now I have new problem. I have display message: "Brake failure, stop ASAP" and after that next message "STC service required". Again problem, problem, problem.

---

Please feel free to contact me for more information, at [REDACTED] work, I can be reached from 9am-5pm. After 7pm, you can reach me at home at [REDACTED]

Regards,

[REDACTED]

33100

14943



\*INVOICE\*

VOLVO

8100-10 303 North  
W. NYACK, NY 10984  
(949) 308-3800

www.ThePremierCollection.com  
N.Y.S. M.V. REG. NO. 70E3524

PAGE 1

SERVICE ADVISOR: 925 ANGEL FERNANDEZ

NEW CITY NY  
HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN / OUT	TAG	
MOONDUST	00	VOLVO S80	YV1T884D3Y1	[REDACTED]	56381/56384	T1902	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000			17:00 08SEP04		90.00	CASH	08SEP2004
NO. OPENED		READY		OPTIONS: ENG:B6294S-2.9 LITER TRN:AUTOMATIC			

LINE	QTY	DESCRIPTION	UNIT	LIST	NET	TOTAL
A C/S CHECK ENGINE SURGING WHEN STOPPED AT IDLE AND/OR WHEN A/C IS ON						
2		ENGINE				
	79	C			180.00	180.00
1		9644347 THROTTLE BODY		551.59	551.59	551.59
1		8636753 GASKET		3.61	3.61	3.61
1		9438290 ETM RELOAD		36.00	36.00	36.00
PARTS:		591.20	LABOR:	180.00	OTHER:	0.00
				TOTAL LINE A:		771.20

56384 HOOKED UP VADIS, PULLED CODE FOR 1306. FAULT TRACED TO A FAULTY ETM REPLACED ETM AND DOWNLOADED SOFTWARE R/T 3.0

\*\*\*\*\*

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The dealer hereby certifies all of the information with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability of title for a particular purpose. Dealer neither endorses nor endorses any other person to obtain for a title safety or otherwise with the sale of this vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	591.20
GAS, OIL, LUBE	0.00
RENTAL AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	771.20
MISC. DISCOUNT	0.00
SALES TAX	62.67
PLEASE PAY THIS AMOUNT	833.87

IDENTIFY DEALER, SPECIAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE

CUSTOMER COPY



- Homepage
- NEW: NYC SUBWAY & BUS DIRECTIONS**
- RoadTime Traffic
- Rozing
- WINS Traffic
- WINS Jetz Cases
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- Today in Baseball
- Sports
- MoneyWatch
- The Nation
- You Can't Miss This Stuff Up
- The World
- Health Center
- Health & Medicine
- Dr. Brian McDowough
- Tech Bytes
- Multimedia Features
- Airport Delays
- Flight Tracker
- NJ Lottery
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Advanced Search CURRENTLY IN CENTRAL PARK 60° BUNNY Tuesday

# CLICK FOR REAL TIME TRAFFIC

## Probe Volvos For Potential Engine Problems



Aug 1, 2006 3:51 pm US/Eastern  
 (1010 WINS) (WASHINGTON) Several models of Volvo sedans and station wagons are under investigation because of complaints that the vehicles can lose speed or the engine can stall without warning, the government said Monday.

- AP
- Related Links
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The National Highway Traffic Safety Administration said it had received 136 complaints about the unit that regulates the amount of air into the vehicle's engine.

The agency has heard of several concerns, including a sudden loss of speed and power steering while driving in highway traffic and the stalling of the engine without warning.

NHTSA said an estimated 266,000 Volvos from the 1999 through 2001 model years are covered in the probe. It includes the C70 and C70 convertible, the S60 sports sedan, the S80 luxury sedan, the V70 station wagon and the V70XC crossover vehicle.

The inquiry, which is in its early stage, also involves the S70 sedan from the 1999-2000 model years. There have been two injuries connected to the alleged defect, NHTSA said.

Dan Johnston, a Volvo Cars of North America spokesman, said the company was cooperating with the government's investigation, which will try to determine the scope, frequency and safety consequences of the alleged defect.

Volvo is part of Ford Motor Co.'s Premier Automotive Group.

Vehicle owners who reported the problems told the government that in some cases, their vehicles would restart and in other instances it required the vehicles to be towed.

Show me rs when bags - subw  
 VT  
 NY

Yt

New Co



11 He

1010 WINS

WATCH STORIES  
APPROACH

Some owners said they replaced the engine component but it later failed in a similar manner. The inquiry involves the electronic throttle control module, which the company said regulates air into the engine.

NHTSA investigations sometimes lead to vehicle recalls.

Enter

1010

Car

Select

RECEIVED

SEP 16 2005

CUSTOMER CARE

Ms. Anne E. Belec  
President  
Volvo Cars North America  
7 Volvo Dr.  
Rockleigh, NJ 07647

September 15, 2005

Ref: NHTSA Action Number: PE05041

Dear Ms. Belec,

With reference to the above NHTSA investigation on the sudden loss of power and control on 2000 Volvos, this happened to me five times with my S80T6 from September 15, 2004 to October 30, 2004. In one situation it happened as I was turning left across traffic; the car lost power and glided into oncoming vehicles without control. I can certainly understand why so many people are furious about this problem and scared to drive the car.

*Due to this fear, my mechanic friend and I spent six weeks beginning last November to solve the problem. And I can tell you from our investigation and from the ultimate solution, the fix is not your throttle module. It is a much less expensive part.*

Nonetheless, I am still fed up with your car and plan to sell it in mid-October. I am selling the car because I now understand the poor design which has caused the failure. I also have a 15 year old boy who is learning to drive and I can't imagine putting him in a situation where this failure could happen again.

I am aware that NHTSA is investigating this problem and that there have been many hundreds of people complaining about this same failure on their Volvos. Should you be interested in learning the fix, I will sell you my car and the research which explains how we got to the answer for \$25,000. This is the value that the car should have been worth if it were not for the many problems that I and others have been having with it.

Please let me know right away if you interested. I am sure that this information will save you millions of dollars with respect to the likely mandated recall.

Sincerely,



[REDACTED]  
Palo Alto, CA  
[REDACTED]

Cc: Mr. Stephen McHenry, Investigator, NHTSA

*Certified*

RECEIVED

September 20, 2005

SEP 26 2005

CUSTOMER CARE

[REDACTED]  
Grand Island, New York [REDACTED]

Volvo Cars of North America, Inc.  
Customer Service Department  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914 1(800) 458-1552

RE: VIN YV1LZ56D2X2 [REDACTED]

On September 12 I took my Volvo to Jim Culligan Volvo of Williamsville, N. Y. for the ETM problem described in the enclosed letter dated September 11, 2005 which I wrote after making the appointment. I was very disappointed when I picked it up on September 14, 2005. They did not repair or replace the ETM. They cleaned the PVC breather system only at a cost of \$797. Initially when I made the appointment, they said it would cost +/- \$900 to replace the ETM. I now have a car with a major safety defect that could have been replaced for the same cost as the cleaning which did not fix the safety defect.

Since my car is no longer under warranty, why wouldn't they replace what should have been recalled? It would not cost Volvo anything unless they finally own up to the problem and issue a recall.

I asked the Service person how they could send me out after spending almost \$800 with an unsafe car? He could not even look me in the eye. I asked him what warning signs to look for if or when the ETM fails. He said there were none; that it happens suddenly, without warning. He said it could happen anytime or never. So essentially, I am driving a ticking time bomb. I am sure after what I read on the internet, it is also worthless as far as resale. *since the problem was not fixed.*

Please be advised that I am submitting this information to the Volvo ETM Class Action lawsuit and Eliot Spitzer, Attorney general of New York State. I am very disappointed with Volvo's response to this potentially dangerous safety defect.

Sincerely,

[REDACTED]  
Copy to: Jim Culligan Volvo  
Eliot Spitzer, Attorney General, New York State  
Fazio/Micheletti LLP



September 11, 2005

[REDACTED]  
Grand Island, New York [REDACTED]  
[REDACTED] Home  
[REDACTED] Office

Volvo Cars of North America, Inc.  
Customer Service Department  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914 1(800) 458-1552

RE: VIN YV1LZ56D2X [REDACTED]

Date of Purchase: 09.07.01 Odometer reading: 15515 miles  
Current Mileage: 73110 miles

Retailer's Name: Volvo of Westport  
556 Post Road East  
Westport, CT 06880

I purchased this car from my son [REDACTED] in September 2001. He purchased it new at the above retailer in 1999.

Description of problem: On a recent trip to Boston, I noticed a problem with the tachometer; it fluctuated back & forth as though the needle was loose or disconnected. There was also a low level but inconsistent noise at the same time which did not last long. When I returned to Western New York I went right to the Volvo dealer and before I could fully describe the problem he said it sounds like the 'throttle module'. I asked him to describe it and approximately how much it would cost to repair. When he mentioned 'electrical' I said I had noted in Consumer's Report that 1991-2000 Volvo's had electrical problems so I wondered if it was known to have problems why I had not been notified. As it turns out, it is more than a minor electrical problem; I subsequently learned it is a safety-related defect.

When I got home I checked on the internet and learned there is a MAJOR problem with the 1999 model year (as well as others) with the Electronic Throttle Module (ETM) and that it causes the engine to stall suddenly without warning at any speed. It also appears that Volvo has known about the problem for several years and that it is not an isolated incident but has occurred frequently.

I consider this a very dangerous situation and would have expected a reliable company to take responsibility for a safety-related defect. Additionally, a malfunctioning ETM can increase the amount of pollutants a vehicle generates, causing significant environmental problems. I drive back and forth to Boston several times a year on the thruway and now learn I have been driving an unsafe car.

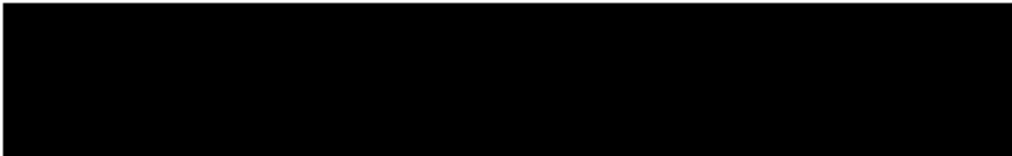
I transferred ownership legally and notified Volvo of the change of ownership. Why wasn't I notified of a safety-related defect? I took the car in as soon as I noticed a problem with the tachometer, because I thought the dial or needle was loose. What if I had ignored it? I cannot understand why Volvo has not recalled this model to repair the ETM.

I made an appointment for tomorrow morning at Jim Culligan Auto Place, the only Volvo dealer in Western New York. They estimated the cost to be around \$900.00. I will expect Volvo to reimburse me because:

1. this is a safety-related defect and
2. Volvo has known "about the nature and scope of the ETM defect well before it sold the vast majority of the affected vehicles to unsuspecting consumers."

Also, I have been having problems intermittently removing the key and now cannot remove it at all. So I called to add that to the list of items to investigate tomorrow. I have been unable to drive the car because I cannot leave it with the key in the ignition.

Sincerely,



Stephen P. Ryan

**Fax**RECEIVED  
SEP 26 2005  
CUSTOMER CARE

To: Volvo Cars of North America From: [REDACTED]

Fax: 200-982-3870 Pages: 10(including cover)

Phone: Date: 9/25/05

Re: Customer Service - Throttle Module

Urgent     For Review     Please Comment     Please Reply     Please Recycle

The following was e-mail to the customer service rep/marketing rep that were addressed in a fax from Volvo Global Customer Relations. Since the time that correspondence we had to have the throttle module replaced for an additional charge of \$655.02 (see invoice on 9/15/05. This the second time the throttle module part was replaced on our Volvo. Please respond to the enclosed letter and I am also checking with the dealer locally about what your customer service group intends to do about the problem.

Your immediate attention is greatly appreciated.

CONFIDENTIAL

**Ryan, Pam**

---

From: [REDACTED]  
Sent: Thursday, September 21, 2006 2:40 PM  
To: [REDACTED]  
Subject: FW: File No: 72756 Ryan  
  
Importance: Low

Have you followed up on this. We also need to apply for other recall items. Info on my desk.

-----Original Message-----  
From: Jönsson, Hanna (H.) [mailto:hjonss21@volvocars.com] On Behalf Of GLOBAL COST RELATIONS, GCR (.)  
Sent: Monday, September 19, 2006 4:18 AM  
To: [REDACTED]  
Cc: customercare@volvoforlife.com  
Subject: File No: 72756 Ryan  
Importance: Low

Your Global Customer Relations File Number is 72756.

Dear [REDACTED]

Thank you for your email dated 14th September, 2005, which has been redirected to us. Thank you for informing us of the problems you have experienced with your Volvo S70. We understand the concern this has caused. Volvo Car Corporation is represented in the United States by Volvo Cars of North America, who are, according to policy, responsible for all matters related to our products there. For this reason, we have forwarded your comments to our market representatives.

In order to facilitate the handling of your concern, you are welcome to contact our representatives directly as follows:

Volvo Cars of North America Inc  
7 Volvo Drive,  
Rockleigh,  
NJ 07647  
Phone: +1 800 458 15 52  
Fax: +1 800 992 39 70  
Email: customercare@volvoforlife.com

We would like to thank you for taking the time to bring this matter to our attention.

Yours sincerely,

---

Hanna Jönsson  
Global Customer Relations Advisor  
Döve 57130, SRA2  
Volvo Car Corporation  
SE-48531 Göteborg,  
Sweden  
Telephone: +46 31 3250077  
Fax: +46 31 39 55 33  
Website: www.volvocars.com/gcr

\*\*\*\*\*

From: stephenr@mail.soc.state.ky.us  
[mailto:stephenr@mail.soc.state.ky.us]  
Sent: dec 14 september 2005 19:05  
Subject: Contact email from Volvo.com

Name: [REDACTED]  
Address: [REDACTED]  
City: Louisville  
Postal Code: [REDACTED]  
State: KY  
Country: US  
Phone Number: [REDACTED]  
E-mail Address: [REDACTED]

Preferred Contact: Email

Message: [REDACTED]

Louisville, KY [REDACTED]  
September 14, 2005

AB Volvo  
Brand Management  
SE-405 00 Gothenburg  
Sweden

Attention: Customer Service  
Over the last week, we have had our 1995 S70 Volvo serviced for the Check Engine Light and the ETS at the Volvo Service Center, J.R. Voww in Louisville, Kentucky (see attached).  
It does come to our attention that the piece that we are now (after three trips to the service center) in need of a Throttle Module. This particular module was replaced at \$2,000 miles and now, once more, it needs to be replaced at a cost of \$800 or more. We have just over 90,000 miles currently and all services are up-to-date. What can we do to recoup this amount, plus labor?

Also, it was on the news that Volvo may be considering the recall of the Throttle Module, because of the accidents in a number of states, when this piece fails. Our Volvo failed on a street that had sufficient emergency lanes, but it could have been a critical situation. It could have happened the weekend prior while driving our children to our cabin at the lake, which is on a winding road for the holiday weekend. We frequently make this trip at all hours of the day and such a failure could be dangerous on these roads less traveled. This situation needs to be addressed and the problem should be eliminated, without charge and with no further interruption of service. If you cannot guarantee the safety of our family, we feel Volvo is liable for any harm this part may cause. Enclosed are the recent invoices for your information. Your immediate attention is requested and if you have any questions regarding this letter and the enclosed material, please contact either of us by cell phone number (502) 551-1083 or (502) 551-0702.

09-24-2005 11:20PM FROM-

T-296 P.004/010 F-942

Sincerely,



Enc.

[www.volvocars.com/group/global/en-gb/Applications/ContactUs/corporatevalues/  
emailform.htm?guid={10D2E50F-3F36-4C53-AE04-E7F4DE57CC0A}](http://www.volvocars.com/group/global/en-gb/Applications/ContactUs/corporatevalues/emailform.htm?guid={10D2E50F-3F36-4C53-AE04-E7F4DE57CC0A})

9/14/2005 13:04:39 PM

**Ryan, Pam**

---

**From:** customercare@volvoforlife.com  
**Sent:** Friday, September 23, 2005 4:22 PM  
**To:** [REDACTED]  
**Subject:** RE: volvo s70 [INTR:027695]

Dear Volvo Customer,

Thank you for contacting Volvo.

We have received your e-mail but are not able to read your message because it was received as an attachment.

Volvo will not open any attachments in our effort to prevent the harmful effects of viruses. Please fax a copy of the letter to 1-800-992-3870 or call our Customer Care Center at 1-800-452-1552.

You may also write to us at the following address:

Volvo Cars of North America  
7 Volvo Drive  
Rockleigh, NJ 07647

Drive Safely,  
Volvo Cars of North America

----- Original Message -----

> From : [REDACTED]  
> To : customercare@volvocars.com  
> Subject : volvo s70 [INTR:027695]  
> Date : Fri, 23 Sep 2005, 01:56:31 PM EDT

> <<CANCEL LETTER - Volvo.doc>> This letter was sent two week ago and it is my understanding it was forwarded elsewhere for resolution. Please advise.

> << CANCEL LETTER - Volvo.doc >>

[REDACTED]  
Louisville, KY [REDACTED]

September 14, 2005

AB Volvo  
Brand Management  
SE-405 08 Gothenburg  
Sweden

**Attention: Customer Service**

Over the last week, we have had our 1999 S70 Volvo serviced for the Check Engine Light and the ETS at the Volvo Service Center, J.R. Vovo in Louisville, Kentucky (See attached). It does come to our attention that the piece that we are now (after three trips to the service center) in need of a Throttle Module.

This particular module was replaced at 52,000 miles and now, once more, it needs to be replaced at a cost of \$800 or more. We have just over 80,000 miles currently and all services are up-to-date. What can we do to recoup this amount, plus labor?

Also, it was on the news that Volvo may be considering the recall of the Throttle Module, because of the accidents in a number of states, when this piece fails. Our Volvo failed on a street that had sufficient emergency lanes, but it could have been a critical situation. It could have happened the weekend prior while driving our children to our lake house on a winding road for the holiday weekend. We frequently make this trip at all hours of the day and such a failure could be dangerous on these roads less traveled.

This situation needs to be addressed and the problem should be eliminated, without charge and with no further interruption of service. If you cannot guarantee the safety of our family, we feel Volvo is liable for any harm this part may cause.

Enclosed are the recent invoices for your information. Your immediate attention is requested and if you have any questions regarding this letter and the enclosed material, please contact either of us by cell phone number (502) 551-1083 or (502) 551-0782.

Sincerely,  
[REDACTED]

Enc.





2211 Buschel Ave. • Louisville KY 40218  
 P.O. Box 33036 • Louisville KY 40232-3036

INVOICE # 50118020 08/30/05

Louisville, KY

plate	1998	VEVO	1523-238	mileage
vin#		YV1L33003E16	870	77403 in
color		REPAIR INSTRUCTIONS	WASTE	77407 out
			work	

NEEDS MIRROR REARVIEW  
 CK ENG LIGHT IS ON

PARTS	DESCRIPTION	MECHANIC/WORK
<b>NEW PARTS ONLY</b>	<b>80P REAR VIEW MIRROR</b>	<b>137.66 Group Total</b>
80P	1 @ 115.36 115.36 REAR VIEW MIRROR	STEVE 22.50
	Parts Sub-Total 115.36	REPLACE REAR VIEW MIRROR

PARTS	DESCRIPTION	MECHANIC/WORK
<b>30K SER S/V70 99+TUR</b>		<b>337.89 Group Total</b>
FL1275810	1 @ 7.91 7.91 OIL FILTER 99+	STEVE 195.00
SEA18818-5	1 @ 0.99 0.99 SEAL RING	30,000 MILE SERVICE S/V70 99+ TURBO
OL10W30	6.50 @ 2.75 17.88 MOTOR OIL	INCLUDING POLLEN FILTER REPLACEMENT
GAS840098	1 @ 1.85 1.85 OIL CAP GASKET	AND TRANSMISSION SERVICE.
FLP171298	1 @ 23.51 23.51 POLLEN FILTER 850	
FLP185262	1 @ 23.90 23.90 850 AIR FILTER	
IGN8822071	1 @ 41.12 41.12 SPARK PLUGS 660T	
OLATF	4 @ 2.86 11.44 AUTOMATIC TRANS FLUID	
SEA18818-5	1 @ 0.99 0.99 SEAL RING	
OLBF4	1 @ 6.95 6.95 BRAKE FLUID DOT 4	
OLWSWS	0.50 @ 2.90 1.25 WASHER SOLVENT	
OL3700	1 @ 2.00 2.00 CARB. CLEANER	
FLUID WASTE REM	3 @ 1.00 3.00 *FLUID WASTE REMOVAL	
	Parts Sub-Total 142.89	

PARTS	EXHAUST MAN. GASK.	MECHANIC/WORK
<b>GASKETS</b>		
GAS271802	1 @ 32.04 32.04 EXH.MANIFOLD GASKET TUR 850	STEVE 219.50
		REPLACE EXH. MANIFOLD GASKETS
CLAPHC S2002	1 @ 1.05 1.05 #4 HOSE CLAMP	
	Parts Sub-Total 33.89	

PARTS	DESCRIPTION	MECHANIC/WORK
<b>850 TURBO RET TUBE S</b>		<b>3.81 Group Total</b>
GAS3514545-5	1 @ 1.86 1.86 TURBO OIL TUBE GASKET	0.00
SEAS0337888	1 @ 1.75 1.75 TURBO RETURN SEAL 850	REPLACE TURBO RETURN TUBE SEAL AND GASKET
	Parts Sub-Total 3.81	INCLUDED IN EXH. MAN. GASK. REPLACEMENT.

WE RECOMMEND THE FOLLOWING REPAIRS

AUG 30 2005  
*Patias*

I, the Registered Dealer, authorize you to perform the above repairs and submit an invoice and collect any necessary parts from the above customer. I warrant the parts and labor to be as described. The customer agrees to pay for the repairs and parts as described. I warrant the parts and labor to be as described. I warrant the parts and labor to be as described. Receipt of a copy of this order is hereby acknowledged.

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU

SEE NEXT PAGE

FINISHED STEVE

Signed \_\_\_\_\_

Acc.: (502) 491-1178 Fax: (502) 491-1208  
 Service: (502) 491-1043

2211 Buechel Ave. • Louisville KY 40218  
P.O. Box 33036 • Louisville KY 40232-3036



INVOICE # 60818020 08306108

LOUISVILLE, KY	plate	15.2 \$1.00C	Colors
	1998 VOLVO	870	77407 04
	VIN# YV1L9502X1	WHITE	
	year	work	

REPAIR INSTRUCTIONS

PARTS	DESCRIPTION	MECHANIC / WORK
-------	-------------	-----------------

**EXHAUST PARTS**

28.90 Group Total

EXH63048-6	10@	2.89	28.90	EXH. STUDES FOR TURBO
Parts Sub-Total			28.90	

NOTES:

- REAR BRAKE PADS PAPER THIN, EST. \$116.78
- FRONT BRAKE PADS APPROX. 2K MILES
- NEEDS 2 FRONT TIRES SOON, WORN ON EDGES

WE RECOMMEND THE FOLLOWING REPAIRS

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU

I, the Signature Owner, authorize you to perform the above repairs and to charge the amount and to accept the necessary terms with or without charge. I understand that this authorization is not transferable. This signature may constitute the signature, being and receipt of my car. My car is not to be used for hire or for any other purpose or service other than that for which it was originally purchased. I agree to pay for all parts and labor charges and to accept the responsibility for any damage to my car that may occur while it is in your shop. I agree to pay for any damage to my car that may occur while it is in your shop. I agree to pay for any damage to my car that may occur while it is in your shop. I agree to pay for any damage to my car that may occur while it is in your shop.

PARTS	324.85
LABOR	480.00
TAX	19.31
<b>TOTAL WORK ORDER</b>	<b>824.16</b>

Signed \_\_\_\_\_

FINISHED STEVE

Acc: (502) 491-1176 Fax: (502) 491-1202  
Service: (502) 491-1043



### J.A. S VUVO

2211 Buechel Ave. • Louisville KY 40218  
P.O. Box 99036 • Louisville KY 40232-9036

INVOICE # 50914002 09/15/05

LOUISVILLE, KY

Make	1998 VOLVO	1.6ZL 2310cc	mileage
Year	YV1L3500K	370	90915 in
Color		WHITE	90632 out

9-14 WED W/I  
 RECHECK ETS LIGHT CAME ON, IF IT NEEDS ETM REPLACED ACCORDING TO CODES DO IT.  
 CK ENG LIGHT IS ON ALSO/595-4799 OR 951-1883 LEAVE MESSAGE

PARTS	DESCRIPTION	MECHANIC / WORK
<b>THROTTLE MODULE</b>		
32884437	1 @ 551.50	551.50 THROTTLE BODY SV70
3450036753	1 @ 2.67	2.67 T/B SV70 GASKET
Parts Sub-Total		554.26
		LABOR
		*REPLACE THROTTLE MODULE
		R/C -105.00
		R/C, GOODWILL, PER LONNY, WE TRIED
		CLEANING 1ST.
		Labor Sub-Total
		0.00

<b>SOFTWARE DOWNLOAD \$9</b>		37.50 Group Total
		TIM
		37.50
		* MECHANIC
		HOOKUP AND DOWNLOAD SOFTWARE FOR ALL
		99+. SEE SUBLETT FOR SOFTWARE COST.

SEP 15 2005  
*Handwritten signature*

#### WE RECOMMEND THE FOLLOWING REPAIRS

I, the undersigned, certify that I am a duly licensed mechanic and I am qualified to perform the repairs described herein. I am not responsible for any damage to the vehicle or its contents that may occur as a result of the repairs described herein. I am not responsible for any damage to the vehicle or its contents that may occur as a result of the repairs described herein. I am not responsible for any damage to the vehicle or its contents that may occur as a result of the repairs described herein.

PARTS	554.26
LABOR	37.50
TAX	33.26
TOW/GAS	30.00
<b>TOTAL WORK ORDER</b>	<b>655.02</b>

Signed \_\_\_\_\_  
 Auct: (502) 491-1176 Fax (502) 491-1802  
 Service: (502) 491-1043

ISHED

*Cortfish*

RECEIVED

SEP 26 2005

CUSTOMER CARE

September 20, 2005

[REDACTED]  
Grand Island, New York [REDACTED]

[REDACTED] Home Office  
enrich@att.net

Volvo Cars of North America, Inc.  
Customer Service Department  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914 1(800) 458-1552

RE: VIN YV1LZ56D2X2 [REDACTED]

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Since my car is no longer under warranty, why wouldn't they replace what should have been recalled? It would not cost Volvo anything unless they finally own up to the problem and issue a recall.

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Please be advised that I am submitting this information to the Volvo ETM Class Action lawsuit and Eliot Spitzer, Attorney general of New York State. I am very disappointed with Volvo's response to this potentially dangerous safety defect.

Sincerely,  
[REDACTED]

Copy to: Jim Culligan Volvo  
Eliot Spitzer, Attorney General, New York State  
Fazio/Micheletti LLP

September 11, 2005

[REDACTED]  
Grand Island, New York [REDACTED]

[REDACTED] home  
office  
[REDACTED]

Volvo Cars of North America, Inc.  
Customer Service Department  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914 1(800) 458-1552

RE: VIN YV1LZ56D2X [REDACTED]

Date of Purchase: 09.07.01 Odometer reading: 15513 miles  
Current Mileage: 73110 miles

Retailer's Name: Volvo of Westport  
556 Post Road East  
Westport, CT 06880

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September 11, 2005

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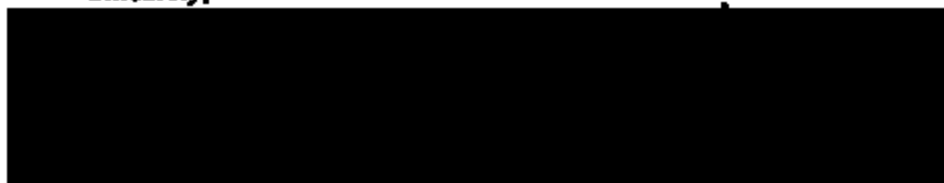
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I made an appointment for tomorrow morning at Jim Culligan Auto Place, the only Volvo dealer in Western New York. They estimated the cost to be around \$900.00. I will expect Volvo to reimburse me because:

1. this is a safety-related defect and
2. Volvo has known "about the nature and scope of the ETM defect well before it sold the vast majority of the affected vehicles to unsuspecting consumers."

Also, I have been having problems intermittently removing the key and now cannot remove it at all. So I called to add that to the list of items to investigate tomorrow. I have been unable to drive the car because I cannot leave it with the key in the ignition.

Sincerely,



RECEIVED

SEP 26 2005

CUSTOMER CARE

September 19, 2005

Volvo Cars of North America  
Attn: Volvo Customer Service  
7 Volvo Drive / P.O. Box 814  
Rockleigh, New Jersey 07647

Dear Volvo Customer Service,

This letter is to inform you of our recent problems with our 2001 Volvo S80T. The first problem was when I called Tom Wood Volvo in Indianapolis, Indiana on July 27, 2005 to schedule my Volvo for service with car trouble. They said, the first available appointment would be in two weeks. I said that was unacceptable and would call another dealership. I called Royal Volvo in Bloomington, Indiana and they were quite willing to schedule me in as soon as it fit my schedule. After giving me a loaner car, diagnosing the problem they determined the following parts needed to be replaced:

- 1) 1351 CV 5.50
- 2) Throttle Body 8644347
- 3) Gasket 8636753
- 4) ETM Reload 8845425
- 5) Mass Air Flow 8870263

And throttle unit, gasket, & hardware also replaced air mass. After replacing these parts on our 2001 S80T with only 54,514 miles, the car was only six months and 4,500 miles out of warranty, with a cost of \$995.18. We have saved our defective - parts and understand that this problem is occurring at a significantly higher rate than what would be considered normal. We just ask that you look into matter and let us know of your findings. Prior to this incident we were "Happy Volvo For Life Customers" and told everyone how much we LOVED our VOLVO. In fact we were looking at buying another Volvo, but now are reconsidering. We feel that we shouldn't have such a large problem on a Volvo with only 54,000 miles. Enclosed is a copy of the receipt and we would gladly send you the defective parts for analysis. I must also say the customer service manager and staff at Royal Volvo were very accommodating unlike the treatment I received from Tom Wood Volvo.

Sincerely,

Greenwood, IN



ADDRESS

\*INVOICE\*

PAGE-1

(812) 251-1100 Ext. (012) 521-0927  
BIRMINGHAM, ALABAMA 35201

SERVICE ADVISOR: 1775 STONE CANYON

DATE	TIME	STATUS	ADV.	STOCK
10:12	03AUG05	14:19	03AUG05	
17:00		03AUG05	0.00	ADV.
OPTIONS:		CLR:13045		

ITEM	DESCRIPTION	LIST	NET	TOTAL
1351	CV 5.50		329.15	329.15
1	8644347 THROTTLE BODY	579.17	463.20	463.20
1	8636753 GASKET	4.01	4.01	4.01
2	8545425 NIM RELOAD	33.00	33.00	33.00
1	8670263 MASS AIR FLOW	223.12	223.12	223.12
REPLACED THROTTLE UNIT, GASKET AND HARDWARE ALSO REPLACED AIR MASS				
METER				
*****				9.87
CUSTOMER PAY ENVIRONMENT FEE FOR REPAIR ORDER				9.87

# CUSTOMER COPY

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

OWNER: \_\_\_\_\_ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON: \_\_\_\_\_ DATE: \_\_\_\_\_

**STATEMENT OF DISCLAIMER**  
The factory warranty constitutes all of the warranty with respect to the sale of this equipment. The dealer hereby expressly disclaims or repudiates other express or implied warranties, including any implied warranty of merchantability or fitness for a particular purpose. Seller retains no obligation to authorize any other person to warrant for it any liability in connection with the sale of this equipment.

OWNER SIGNATURE: \_\_\_\_\_

LABOR AMOUNT	329.15
PARTS AMOUNT	723.33
GAS, OIL, LUBE	0.00
TRIPLE AMOUNT	0.00
RECYCLE CHARGE	9.87
TOTAL CHARGE	1062.35
LIENS INSURANCE	110.57
SALES TAX	43.40
PLEASE PAY THIS AMOUNT	995.12

CUSTOMER COPY

RECEIVED

SEP 29 2005

CUSTOMER CARE

September 23, 2005  
Volvo Cars of N.A. LLC  
1 Volvo Drive  
Rockleigh, NJ 07647  
Attention: Warranty Department

Dear Sirs:

We recently had our 2000 Volvo XC serviced after it stalled, with loss of power steering and brakes, during busy rush hour traffic on US 6 a busy highway here in the Denver area. The vehicle was towed as it would not restart. As you can see from the attached repair statement we have less than 43,000 miles on the vehicle and we would like to point out that this vehicle is used mostly for longer distance drives and is not a commuter vehicle subject to constant starting and stopping.

In discussions with the dealership - Rickenbaugh Volvo, they told us that the "root cause" of the "throttle-body-control failure" was due to prolonged intervals between oil changes. We have been faithfully changing the oil at no more than 5,000 mile intervals, even though the manual recommends 7,500 miles for "normal" driving which describes our usage. In addition we have met all scheduled services which were performed by Volvo dealerships, and recently had the MAF sensor replaced (December 2004 @ 33,000 miles) only to have this sensor replaced again in conjunction with the throttle-body-control service (August 29, 2005).

We enjoy our Volvo and been very satisfied up to now, as the dealership has us paranoid about the future performance of this vehicle and our fear that the loss of engine function and power controls in a future scenario may be dangerous.

We would like to have you respond to two questions:

1. Is it normal for the throttle-body-control to fail at less than 43,000 miles, and is it normal for the MAF sensor to fail twice on a vehicle with less than 43,000 miles; and would this replacement be covered under any warranty consideration even though the warranty term, not miles has been exceeded? As you can see from the repair statement, this was an expensive service.
2. Does Volvo recommend a higher frequency of oil changes contrary to the owner's manual for usage that typically averages 100 miles per trip?

Thank you for your prompt response.

Sincerely,

[REDACTED]  
Golden, CO [REDACTED]

Enclosed: service statement 8-29-05, service statement 12-04.

969306

302543

RICKENBAUGH - VOLVO

THE RICKENBAUGH WAY - RESPECT

780 Acoma • Denver, Colorado 80203  
(303) 673-7773

www.rickenbaugh.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 7985 KEITH SMERCHEK

YEAR	MAKE	MODEL	VIN	LICENSE	MI/AGE IN	TAG
00	VOLVO	XC70	YV1L256DSV2		42180/42185	T1385
DEL. DATE	PRD. DATE	WARRANTY	FIN. NO.	PAYMENT	INV. DATE	
29FEB00	16	17:00	26AUG05	CASH	29AUG05	
OPTIONS: DLR:38673 ENG:BB5244T-2.4 Liter 1) RADIO CODE 2543						
29:04	23AUG05	14:13	29AUG05			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	ENGINE	DIAG	WONT START	CUSTOMER STATES			
1	25001	2	RESETTING VST/VCT (2)				
		51	MV3				(N/C)
1	1	VB670263	MASS AIR FLOW				(N/C)
2	25011	3	WHEEL PRESSURE/RESIDUAL PRESSURE CHECK (2)				
		51	MV3				(N/C)
2	25051	2	WASH AIR FILTER (AIR) BRUSHED (1)				
		51	MV3				(N/C)
CLAIM TYPE: BOTH CODES							

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

22185 MAF 1200, MAP SENSOR SIGNAL TOO LOW, BURNED VALVE, PISTON DRAGGED  
 SCM-1300 PER VIDA, CHECKED FUEL PRESSURE AND RESIDUAL PRESSURE, OK AT  
 3.0 KG/H. PRESSURIZED INTAKE SYSTEM TO CHECK FOR VACUUM LEAKS. MONITORED  
 KG/H USING VIDA COMMUNICATION. READING FIXED AT 3 KG/H. REPLACED FAULTY  
 MASS AIR FLOW SENSOR. PARTS WARRANTY PER 270150-12-2-2004

\*\*\*\*\*

ENGINE EDGE WORKING

ING4 MOLDING AND/OR INTERIOR REPAIRS

1	VB644347	THROTTLE BODY	555.18	555.18	555.18
1	VB636753	GASKET	3.95	3.95	3.95
1	V9458534	GASKET	18.55	18.55	18.55
2	V947282	GASKET	3.04	3.04	6.08
1	V30637855	SEALING RING	3.07	3.07	3.07
1	V9408263	NOSE CLAMP	5.75	5.75	5.75
1	V9438298	BTM RELOAD	49.73	49.73	49.73
			75.00	75.00	75.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SALE TAX	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Colorado law provides for imposition of a lien in favor of any person who repairs or restores labor or personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is changed to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle until payment in full is received and the lien which may result in the vehicle being sold pursuant to court order.

MISCELLANEOUS SHOP SUPPLIES - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$15.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, FUEL, AERO-SPRAY, SWELLAG, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. A HOUSING FEE IS ADDED TO PROPERLY ENSURE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

DESCRIPTION OF WARRANTIES

Any workmanship or materials which are not covered by the manufacturer's warranty shall be covered by our warranty. We warrant our workmanship and materials for a period of 12 months or 100,000 miles, whichever comes first. This warranty does not cover any wear items or any parts which are not covered by the manufacturer's warranty. We warrant our workmanship and materials for a period of 12 months or 100,000 miles, whichever comes first. This warranty does not cover any wear items or any parts which are not covered by the manufacturer's warranty.

969306

302663

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(303) 573-7773  
www.rickenbaugh.com

HEATHER HOWE  
WILL HOWE  
130 SOMERSET DRIVE  
GOLDEN, CO 80401  
HOME: 720-497-1111 BUS: 303-897-7154

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 7985 KATHI SPERCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	YEAR
	00	VOLVO XC70	YV1L256D5Y2		42180/42185	11385
REG. DATE	REG. STATE	REG. TYPE	REG. FEE	PAYMENT	REG. DATE	
19FEB00	IA		17:00 26AUX05	CASH	29AUG05	
REG. OPENED	READY	OPTIONS: DLR:38673 ENG:BB5244T-2.4 Liter 1/RADIO				
		CODE 2543				
19:04	23AUG05	14:13	29AUG05			

JOB DESCRIPTION	TECH	TYPE	HOURS	LIST	NET	TOTAL
-----------------	------	------	-------	------	-----	-------

PARTS: 642.31 LABOR: 423.40 OTHER: 75.00 TOTAL LINE B: 1140.71

12180 ///4.0HR \$51/// VERIFY FAULT IN THROTTLE MODULE, REMOVE INTAKE MANIFOLD, CLEAN THROTTLE, REMOVE AND CLEAN THROTTLE POSITIONER, REPLACE TIM AND RELOAD SOFTWARE, TEST DRIVE TO VERIFY REPAIR.

\*\* CHK BRAKES  
PARTS: 61 CV 0.00 0.00  
LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

12180 FRONT AND REAR TIRE ARE WEAR NEW LOWER OK AT THIS TIME  
\*\*\*\*\*  
JOB CHARGES FOR WORK DONE 19:32

**REPAIR ORDER NOTICE**  
Colorado law provides for repossession of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work indicated in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is changed to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and maintain an action in to foreclose the lien which may result in the vehicle being sold pursuant to court order.

**EXCESSIVE SUPPLIES - A 2% CHARGE OF LABOR UP TO A MAXIMUM OF \$15.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PAINT, AERO-BRAY, 3M/LAC EXHIBENT, BAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC. A MOORET FEE IS ADDED TO PROPERTY EXPENSES THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.**

**DISCLOSURE OF WARRANTIES**  
Any warranties on the vehicle and parts by those made by the manufacturer. The dealer, Rickenbaugh Volvo, hereby agrees to provide, including any limited warranty of satisfaction, and Rickenbaugh Volvo will accept no responsibility for any other person in regard to a pay failure in connection with the sale of said product.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE UNDER THE NECESSARY WARRANTY AND I HEREBY GRANT YOU AND/OR YOUR EMPLOYED PERSONNEL TO DAMAGE THE VEHICLE UNDER REPAIR OR TO REMOVE, REPAIR OR REPLACE FOR THE PURPOSES OF THE MANUFACTURER'S WARRANTY.

DESCRIPTION	TOTALS
LABOR AMOUNT	423.40
PARTS AMOUNT	642.31
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
MISC. CHARGES	19.32
TOTAL CHARGES	1160.03
LESS INSURANCE	0.00
SALES TAX	50.29
PLEASE PAY THIS AMOUNT	1210.32

969306

279150

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PAGE 1

SERVICE ADVISOR: 7985 KATHY SMERCHEK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, PLATE, TAG, LTR, O.D. DATE, PROD. DATE, WARR. EXP., ENGINE, TRANSMISSION, PAYMENT, INV. DATE. Includes vehicle details for a 2000 Volvo XC70.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work order details for engine light and brake service.

5239 1.5HR 50// FOUND BCM 260A LONG TERM PUBL TRIM TRACED TO FACTORY
\*\*\*\*\*

MI375 PERFORM 37,500 MILE SERVICE THE CUSTOMER
BRAKES

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes parts list for gaskets and labor for brake service.

PAID

5240 1.5HR 50// RECHECKED 37,500 MILE SERVICE THE CUSTOMER
BRAKES 7MM (50%) COOLANT -34P BATTERY 12.6V DID NOT CHANGE OR ROTATE

NORB CUSTOMER REQUESTED NOT TO HAVE TIRES ROTATED OR BALANCED

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes labor for tire rotation and balancing.

\*\*\*\*\*

Q2 RESET SERVICE REMINDER LIGHT-\$14.95 VALUE NO CHARGE TO CUSTOMER

Table with columns: DESCRIPTION, TOTAL. Includes a detailed breakdown of charges for the Q2 reset service.

Colorado law provides for imposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles...
UNCOLLECTIBLE SHOP SUPPLIES - A 6% CHARGE ON LABOR UP TO A MAXIMUM OF \$10.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE...

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(303) 573-7773

www.rickenbaugh.com

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PAGE 2

SERVICE ADVISOR: 7985 KRITH EMBERCHIK

PLATE: CO

REG:

REG:

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION	PLATE	VIN	TAG
00	VOLVO	KC70	YV1L856D5Y2	346AKV	35237/35239	T1990
DATE	PROD. DATE	WARRANTY	PROMISED	REG. TO NO.	PAYMENT	DATE
9/28/00	12/00	03DEC04			CASH	03DEC2004

OPTIONS: DUR:38673 BRG:BB5244T-2.4 Liter 1)RADIO CODE 2543

LINE	QTY	DESCRIPTION	UNIT	LIST	NET	TOTAL
9:10	02DEC04	10:14	03DEC04			
50	CV				0.00	0.00
				TOTAL LINE D:		0.00

08V KREX GRAPHITE LUBRICANT WITH 24hr NATIONWIDE

50	CV			9.95	9.95	9.95	
PARTS:	9.95	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	9.95

5239 ADDSD KREX TO ENGINE OIL Y

FRONT BRAKE PAD REPLACEMENT

50	CV			73.53	73.53	73.53	
1	V9485593	BRAKE PAD KIT		65.00	65.00	65.00	
PARTS:	65.00	LABOR:	73.53	OTHER:	0.00	TOTAL LINE F:	138.53

5239 1.0HR 50// REPLACED FRONT BRAKES PADS

\*\* REPLACE WINDSHIELD WIPER BLADES/ALSO PLEASE CHECK ARM ADJUSTMENT

50	CV			0.00	0.00	0.00	
1	V274382	WIPER BLADE KI		24.50	24.50	24.50	
PARTS:	34.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	34.00

35239 N/C 50// REPLACED WIPER BLADES

\*\* REAR HATCH LATCH WHICH CLOSURE WHEN COLD/REAR LATCH HAS BEEN REPLACED AT

<p>Colorado law provides for imposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is obligated to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action to enforce the lien which may result in the vehicle being sold pursuant to court order.</p>		<p>Any work done on the vehicle will be done on the basis of the information provided by the customer. The Rickenbaugh Garage/Shop, Inc. hereby warrants that it will not be held responsible for any damage to the vehicle or its contents, or for any loss of any kind, including but not limited to, theft, fire, flood, or any other cause, which may result from the use of the vehicle or its contents, or for any loss of any kind, including but not limited to, theft, fire, flood, or any other cause, which may result from the use of the vehicle or its contents.</p>	
<p>**RETAILER'S SUPPLY BLENDED - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$10.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, FINE AND SPRAY, SEALANT, SOLVENT, FOGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. A MOBILE FEE IS ADDED TO PROPERTY SUBJECTS THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.</p>		<p>I hereby authorize the repair work to be done on my vehicle with the appropriate license, and I agree to pay the amount of the invoice shown on this invoice. I agree to pay the amount of the invoice shown on this invoice. I agree to pay the amount of the invoice shown on this invoice.</p>	
LABOR AMOUNT		SALES TAX	
PARTS AMOUNT		PLEASE PAY THIS AMOUNT	
SAS. CH. LINE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGE			
LOSS INSURANCE			

969306

279150

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PAGE 3

SERVICE ADVISOR: 7985 KRITH SHERCHKE

70 [REDACTED]  
DENVER, CO [REDACTED]  
JMR [REDACTED] BOS [REDACTED]

LINE	00	VOLVO XC70	YV1L854DSY2	35237/35239	T1990
DATE	FROM DATE	THRU DATE	FROM	TO	DATE
9:00	12:00	03DEC04		CASH	03DEC2004
OPTIONS: DLR:38673 ENG:BB5244T-2.4 Liter 1)RADIO CODE 2543					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

\*\*\*\*\* ANOTHER VEHICLE IN SHOP OF PARTS WARRANTY PLEASE CHECK \*\*\*\*\*

IN05 MOLDING AND/OR EXTERIOR REPAIRS

ARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00
-------	------	--------	------	--------	------	---------------	------

5239 H/C 50// GAVE EST FOR REAR HATCH LATCH REPLACEMENT Y

\*\* PERFORM ANGLE GEAR AND TRANSMISSION SERVICE.

\*\*\*\*\* MODEL PERFORM ANGLE GEAR AND TRANSMISSION SERVICE \*\*\*\*\*

50	CV				125.00	125.00	
----	----	--	--	--	--------	--------	--

12	11544	DEXRON-CASTROL			2.05	2.05	24.60
----	-------	----------------	--	--	------	------	-------

ARTS:	41.14	LABOR:	125.00	OTHER:	0.00	TOTAL LINE I:	166.14
-------	-------	--------	--------	--------	------	---------------	--------

5239 1.8HR 50// PERFORMED AND SERVICE FLISHED TRANS AND CHANGED BEVEL

\*\*\*\*\*

BE7121							19.32
--------	--	--	--	--	--	--	-------

**REPAIR ORDER NOTICE**  
Colorado law provides for repossession of a lien in favor of any person who repairs or improves labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is changed to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action to enforce the lien which may result in the vehicle being sold pursuant to court order.

**MISCELLANEOUS SHOP SUPPLIES** - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$75.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, FUEL AND-SPRAY, BELLAC, SOLVENT, RACE CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. A SEQUEST FEE IS ADDED TO PROPERTY SUBJECT TO THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

**DISCLAIMER OF WARRANTIES**  
Any warranties on the vehicle and parts are those made by the manufacturer. The Rickenbaugh Center-1994 hereby expressly disclaims all warranties, either express or implied, including any kind of warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE, and Rickenbaugh Center-1994 neither assumes nor warrants any other person or entity in any way in connection with the sale of said products.

I HEREBY AUTHORIZE THE SHOP WORK TO BE DONE ALONG WITH THE NECESSARY CLEANING AND SERVICE CHARGE YOU AUTHORIZE YOUR GARAGE'S PERMISSION TO SPORTS THE VEHICLE FOR THE PURPOSES OF CHECKING THE VEHICLE'S CONDITION FOR THE PURPOSES OF THE RICKENBAUGH CENTER.

DESCRIPTION	TOTAL
LABOR AMOUNT	445.54
PARTS AMOUNT	408.13
GAS, OIL, LUBE	0.00
SHOULDER AMOUNT	0.00
MISC. CHARGES	19.32
TOTAL CHARGES	872.99
LESS INSURANCE	0.00
SALES TAX	30.78
PLEASE PAY THIS AMOUNT	903.77

[REDACTED]  
WEST CHESTER, PA  
[REDACTED]

RECEIVED  
SEP 29 2005  
CUSTOMER CARE

September 25, 2005

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh NJ 07647

Dear Sir/Madam:

At 45,000 miles, I had to replace the throttle unit on my 2000 Volvo S 70. This was very disappointing to me, as I had maintained the car as per your maintenance schedule since its purchase as a brand new vehicle

My understanding is that it is very unusual for a throttle unit to be replaced during the life of a car, no less at 45,000 miles. I believe that the throttle unit installed in my car was defective in materials and/or workmanship. Consequently, I am requesting a reimbursement of \$1062.05 from you. This was my cost for replacing the throttle unit (see enclosed invoice)

Thank you.

Sincerely yours,  
[REDACTED]

Enc.



# Stillman

1100 E. Lippincott Pike  
 West Chester, PA 19380  
 (610) 692-1100  
 www.stillmanvolvo.com



VOCS137619  
**VOLVO**

SERVICE DEPT. INQUIRY:  
 Monday - Thur: 7:00 A.M. - 7:00 P.M.  
 Friday: 7:00 A.M. - 6:00 P.M.

VOCS137619

Customer No: <b>28690</b>	Technician: <b>DARREN</b>	Technician ID: <b>383</b>	Service Date: <b>09/15/05</b>	VOCS: <b>VOCS137619</b>
Address: <b>WEST CHESTER, PA</b>	Vehicle No: <b>45,025</b>	Color: <b>NA BL M/LT</b>	Stock No:	
	Year - Make - Model: <b>00/VOLVO/S70 GLT SE/S70 GLT SE</b>	Invoice No: <b>09/16/00</b>	Previous Date:	
	VIN: <b>YV1LS56D6Y2</b>	Customer Name No:	Previous Date:	
		Invoice Date: <b>09/15/05</b>		
	MO: <b>45025</b>			

LABOR & PARTS  
 J# I 22W0249 ETS LIGHT ON HOURS: 4.00 TECH(S):288 379.00  
 C/S: ETS AND CHECK ENGINE WARNING LIGHTS CAME ON - CRR  
 LOST POWER (SEE WVO EIR)  
 TECHNICIAN SCANNED VEHICLE FOR CODES, ECM 905F 9158  
 FAULT TRACED TO INTERNAL FAULT WITH THROTTLE UNIT  
 REPLACED THROTTLE UNIT, PERFORMED DOWNLOAD TO INITIALIZE  
 AND CLEARED PCV/BALJO RIPPLE. CLEARED CODES AND TEST DROVE  
 VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8648347-0	THROTTLE BODY	579.17	579.17
JOB # 1	1	8636753-9	GASKET	3.34	3.34
JOB # 1	1	8438298-3	ETN RELOAD	34.50	34.50
JOB # 1	2	947282-6	GASKET	2.56	5.12
JOB # 1 TOTAL PARTS					622.13
JOB # 1 TOTAL LABOR & PARTS					1061.93

In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.  
**1 YEAR VOLVO PARTS WARRANTY AGAINST DEFECT OR WORKMANSHIP**

TOTALS

\*\*\*\*\* "THANK YOU FOR YOUR BUSINESS!" \*\*\*\*\*

CASH [ ]	CHECK [ ]	ck.no. ....	VISA [ ]	*****	TOTAL LABOR....	379.00
MC [ ]	AMEX [ ]	DISCV [ ]	CHARGE [ ]	*****	TOTAL PARTS....	622.13
DATE.....	INITIALS.....	*****	*****	*****	TOTAL SUBLET....	0.00
				*****	TOTAL B.O.G....	0.00
				*****	TOTAL MISC CHG.	0.00
				*****	TOTAL MISC DISC	0.00
				*****	TOTAL TAX.....	68.12
				*****	<b>TOTAL INVOICE \$</b>	<b>1062.05</b>

CUSTOMER SIGNATURE

---

Thank You  
 for bringing your Volvo to  
**Stillman Volvo**

REMEMBER  
 WE PROVIDE YOU WITH

- Maintained Tires
- Business Deal Rates
- VOLVO Certified Techs
- Glass & Window Service
- Volvo's Genuine Parts

**Stillman**  
 WEST CHESTER, PA

September 23, 2005

RECEIVED  
SEP 29 2005  
CUSTOMER CARE

Volvo Cars - North America  
Attention: Customer Care  
7 Volvo Drive  
Rockleigh, NJ 07647

Subject: S80 Luxury Sedan - Volvo  
01/Volvo/S80 Series Vehicle I.D. No. YV1TS90D211 [REDACTED]

I read with a great deal of interest the attached article which appeared in our local newspaper within a week of having service done on my car for loss of power while driving. I took the article into the dealership where the service was done and they confirmed that the services provided was exactly for the problem stated in the article.

When my husband and I were within a year of retiring, we made a deliberate decision to buy a new Volvo because of their fine reputation of not requiring major service and capable of holding up even with exceptional mileage put on them. Needless to say, our experience as a result of the recent need for major service has been a real disappointment.

Because of the magnitude of this problem, I am asking Volvo to reimburse us for the full amount of the service performed. The car was towed into the dealership because I was not going to endanger my life and others drivers, not knowing what the cause of the problem was. (Please reference the attached)

By reading the description of the services provided and the article, there should be no question that both are related.

Should you have any questions or need additional information, please advise.

Sincerely,  
[REDACTED]

Attachment  
[REDACTED]

Dublin, OH



RECEIVED

OCT 14 2005

CUSTOMER CARE

Volvo Cars of North America Inc.  
Customer Service  
P.O.Box 914  
Rockdelph, N.J.  
07647-0914

Dear Volvo,

I am writing to you in reference to our 2000 Volvo V70XC VIN. # YV1LZ58D2Y2 [REDACTED] purchased new at Wentworth Motor Co. in Exeter, New Hampshire on Jan. 29, 2000.

We purchased this car hoping to experience many years and long miles of safe and care free driving. ( If i can get 2-300,000 miles out of my Chevy company cars i should expect a whole lot more of our Volvo). While realizing that any car is subject to problems we neve expected the number of problems nor the large costs associated with them.

Now, we have run into two major problems and we are looking to Volvo to rectify them.

#1 According to Myron Levin of the Los Angeles Times dated May 3, 2005 and in conjunction with acquaintances and our mechanics, we are by far not alone. I can sum this in one sentence. "Defective Throttle" or ETM.

We know that in California there is a class action suit. We know that people have already been reimbursed and we know that Volvo has been very aware of this problem since SOP 1998.

This problem nearly caused an accident for my wife when the car lost power and died on a dark hilly back road while on her way home from work. Driving along with a car behind her when suddenly this happens and the car behind almost runs into her. Now, while we recognize a problem such as this can occur, we do not in the least appreciate Volvo knowis about the defect without issuing recalls to all of us (only a select few via secret recall).

#2 We also are experiencing leakage between the block and the crank shaft area which I understand will mean removing the engine in order to fix at a cost of around \$1500.00. We have only 80,000 miles on this car and it has been faithfully serviced and only fed premium gas as per Volvo specs.

Since the throttle problem is a wide spread problem, and since we would expect an eventual recall and you have already reimbursed others, we are asking you for full reimbursement for this major issue. I am enclosing the invoices for the cleaning and for the replacement of the throttle unit.

I also hope that this problem has been fixed as we are thinking about the 2006 Volvo S-60AWD as our next car.

We are also very upset to find that we have this leakage problem with so few miles. Surely this is not what we would expect of a Volvo. We hope that Volvo will work with us and our Volvo Certified mechanic or a Volvo dealership near us to fix this leak before it causes major problems.

Please contact us at [REDACTED] or [REDACTED] Camden, Main [REDACTED] thank you.

[REDACTED]

**Rockport Automotive LLC**  
 271 Commercial Street  
 Rockport, ME 04856  
 207-236-2431

Repair Order #0013058

Date : 9/21/05

Page : 1

Center :

Customer : [REDACTED]  
 Address : [REDACTED]  
 City : CAMDEN, ME [REDACTED]  
 Home : [REDACTED] Ext : [REDACTED]  
 Cell : [REDACTED] Ext : [REDACTED]

Vehicle : 2000 VOLV V70XC  
 Licenses : [REDACTED] Ctr : GREEN  
 VIN : YV1LZ56D2Y2 [REDACTED]  
 Engine : [REDACTED] Trans : AUTO  
 Mileage : 80613

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
Quan		Part Number				Price	
Service Requests: HEMS POORLY							
HEM001		ENVIRONMENTAL & DISPOSAL FEE			0.00	1.00	1.00
	1.00		EPA FEE			1.00	
0		CHECK ENGINE LIGHT ON- SCAN FOR CODES. WORK-ALSO THROTTLE BODY		POTENTIAL/OTHER FAULTS SIGNAL HIGH/LOW. REPLACE THROTTLE BODY AND DOWN LOAD SOFTWARE TO FLASH NEW BODY.	182.00	555.19	737.19
	1.00	8844347	THROTTLE BODY			551.00	
	1.00	9636751	GASKET			3.00	
0		SUB DOWNLOAD SOFTWARE TO FLASH TCM FROM VOLVO HEMS #2087.			150.00		150.00

OK Shop Recommendation OK Shop Recommendation OK Shop Recommendation

*[Handwritten Signature]*

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics Lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon. I understand that dealer/owner is not responsible for delay or other consequences due to the unavailability of parts shipments beyond their control. Not responsible for damage of articles left in car in case of fire, theft or any other cause beyond our control.

WARRANTY IS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

Labor :	\$332.00
Parts :	\$555.19
Sublet :	\$0.00
Other Fees :	\$1.00
Shop/Supplies :	\$10.00
Subtotal :	\$898.19
Sales Tax :	\$28.26
<b>Paid By :</b>	<b>Total : \$926.45</b>
<b>Pay Ref :</b>	<b>Paid : \$0.00</b>
	<b>Due : \$926.45</b>

**Rockport Automotive LLC**  
 271 Commercial Street  
 Rockport, ME 04866  
 207-236-2431

Repair Order #0012792

Date : 8/24/05

Page : 1

Center :

Customer: [REDACTED]  
 Address: [REDACTED]  
 City: CAMDEN, ME [REDACTED]  
 Home: [REDACTED] Ext: [REDACTED]  
 Cell: [REDACTED] Ext: [REDACTED]

Vehicle: 2000 VOLV V70XC  
 License: [REDACTED] City: GREEN  
 VIN: YV1LZ56D2Y2 [REDACTED]  
 Engine: [REDACTED] Trans: AUTO  
 Mileage: 79774

Op	Tech	Description	Part Description	Amount for Replacement	Labour	Parts Price	Subtotal
		Service Requests: ITS LIGHT CAME ON AND ENGINE STALLED OUT CLUNKING IN FRONT END OIL LEAK UNDER ENGINE REPLACE T BELT AND TENSIONER RESET SERVICE LIGHT					
8	ENV	ENVIRONMENTAL & DISPOSAL FEES			0.00	1.00	1.00
			EPA FEE			1.00	
0	MM	LUB 6 OIL CHANGE FILTER & LUBRICATION:			7.05	10.89	16.04
		CHANGE ENGINE OIL WITH UP TO 5 QTS OF MOTOR OIL, REPLACE OIL FILTER, CHECK FLUID LEVELS AND TIRE PRESSURE. LUBE CHASSIS AS REQUIRED *additional oil extra					
		6.00	5W30BULK	MOTOR OIL		11.94	
		1.00	84001	OIL FILTER		7.95	
0	MM	CHECK FOR ENGINE OIL LEAK WITH BLACK LIPS. SLIGHT GIBBAGE BETWEEN BLACK AND CRANK SHAFT CARRIER. MAJOR ENGINE WORK REQUIRED TO REPAIR.			31.20	8.99	40.18
		2.00	00	ENGINE OIL DYE		3.95	
0	MM	REPLACE T BELT AND TENSIONER. SERP BELT OK			152.00	130.04	312.04
		1.00	50638777	TENSION ROLLER		16.77	
		1.00	274538	TOOTH BELT		40.18	
		1.00	82	BRAKE CLEAN		4.45	
0	MM	DIAG KNOCKING NOISE FROM FRONT END. REPLACE LOOSE STABILIZER BAR LINKS			52.00	96.34	148.34
		2.00	39714886	LINK		96.34	
0	MM	DIAG MIL LIGHT. NON-BLIP THROTTLE, POTENTIOMETER FAULTY SIGNAL TOO HIGH/LOW. REMOVE THROTTLE BODY FOR CLEANING. WAS VERY DIRTY. CLEAN AS REGULAR. ROAD TESTED GREAT. IF CONCERN RETURN'S NEW VS UNIT LIKELY NEEDED AND MUST BE REPLACED AT DEALER FOR DOWNLOAD OF SOFTWARE.			130.00		130.00
0	MM	SUB IDENTIFY- REP 62027304			35.00		35.00

Page #1 926.45

page #2 205.18

51131.63

(11 includes 40.18 to diagnose oil leak - needs to be repaired)

**Rockport Automotive LLC**  
 271 Commercial Street  
 Rockport, ME 04856  
 207-236-2431

**Repair Order #0012792**  
 Date : 8/24/05  
 Page : 2  
 Center :

<b>Customer :</b> [REDACTED] <b>Address :</b> [REDACTED] <b>City :</b> CAMDEN, ME [REDACTED] <b>Home :</b> [REDACTED] <b>Ext :</b> [REDACTED] <b>Cell :</b> [REDACTED] <b>Ext :</b> [REDACTED]	<b>Vehicle :</b> 2000 VOLV V70XC <b>License :</b> [REDACTED] <b>Clr :</b> GREEN <b>VIN :</b> YV1LZ56D2Y [REDACTED] <b>Engine :</b> [REDACTED] <b>Trans :</b> AUTO <b>Mileage :</b> 76774
--	--

Op	Task	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
QUN		Part Number				Price	

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequences due to the unavailability of parts shipments beyond their control. Not responsible for damage of articles left in car in case of fire, theft or any other cause beyond our control.

WARRANTY IS 90 DAYS OR 4500 MILES WHICHEVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X \_\_\_\_\_

<b>Labor :</b>	<b>\$402.25</b>
<b>Parts :</b>	<b>\$256.25</b>
<b>Sublet :</b>	<b>\$35.00</b>
<b>Other Fees :</b>	<b>\$1.00</b>
<b>Shop/Supplies :</b>	<b>\$10.00</b>
<b>Subtotal :</b>	<b>\$703.50</b>
<b>Sales Tax :</b>	<b>\$13.28</b>
<b>Paid By :</b>	<b>Total : \$716.78</b>
<b>Pay Ref :</b>	<b>Paid : \$0.00</b>
	<b>Due : \$716.78</b>



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Tuesday, May 3, 2005

## Volvo is facing pressure over faulty throttles

By Myron Levin / Los Angeles Times

Defective throttles in 1999-2001 Volvos have been failing at unusually high rates, causing cars to stall, raising air emissions and sticking owners with costly repairs.

State and federal air quality officials are pressuring Volvo for a commitment to spend millions of dollars to replace the devices as they fail, and to reimburse owners who have paid for the work themselves.

The faulty components are electronic throttle modules -- or ETMs -- which Volvo began substituting for traditional mechanical throttles in its '99 models. Though designed for a useful life of 100,000 miles, an estimated 21 percent to 94 percent will fail within that time, depending on vehicle model, according to reports by Volvo to the California Air Resources Board and the U.S. Environmental Protection Agency.

The state air board, backed by the EPA, wants Volvo to extend the warranty on the throttles to 10 years and unlimited miles and reimburse owners who have already paid as much as \$1,000 to replace them. The basic warranty on the cars is four years or 50,000 miles, though in California emissions-related components by law are covered for seven years or 70,000 miles.

The faulty throttles are also the subject of a class-action suit charging that Volvo violated California law by issuing a so-called "secret warranty" to assist some but not all owners with defective throttles.

Volvo executives refused to be interviewed or to answer written questions, but said in a prepared statement that it "is working with the California Air Resources Board relative to the ETM, and we are fully cooperating with them."

Although pressure on Volvo is coming mainly from California, any warranty extensions and reimbursements would apply nationwide. Volvo would not say how many vehicles are involved, but based on U.S. sales of affected vehicles, including C, S and V-70, S 60 and S 80 series Volvos, the number appears to be 200,000 to 300,000 cars.

"We're in the gray area between consumer protection and emissions control," said John Urkov, a branch chief with the Air Resources Board. Volvo is "going to have to spend some money to do what we feel is the minimum necessary to get out of this situation."

At a meeting with company representatives Feb. 23, air board officials rejected arguments that Volvo had already taken all reasonable steps and was not responsible past the warranty period. The automaker is expected to respond early next month to the request for a warranty extension, Urkov said.

For the Swedish carmaker, a Ford Motor Co. unit known for advanced safety and technological sophistication, the problem has been an embarrassing and expensive headache.

"ETM issues are currently a major source of warranty cost and customer

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dissatisfaction in the U.S. market," said a June 29, 2004, internal document produced in the lawsuit against Volvo.

Thousands of irate customers have complained of dangerous stalling episodes on major thoroughfares, and of Volvo representatives trying to shift blame by telling owners they had bought bad gasoline or did not follow the recommended maintenance schedule.

"I feel the representatives of Volvo misled me," said Christine Noriega of Los Angeles, who said she recently paid about \$200 to service the throttle in her Volvo after a dealer inaccurately told her that her warranty had expired.

The June 2004 Volvo document said that in just over a year, the company had shelled out more than \$13.5 million to replace or clean 27,200 throttles and to buy back cars as a goodwill gesture.

In many cases, however, owners have paid for the work because their warranties had expired or they did not know the throttle was covered.

The class-action suit concerns a July 2001 Volvo notice to dealers agreeing to pay for one ETM cleaning per customer. California is one of a handful of states that bar "secret warranties," in which vehicle makers extend service to owners who squawk the loudest without telling all owners.

The lawsuit, filed in Sacramento County Superior Court by San Mateo law firm Fazio & Micheletti, alleges that the Volvo notice amounted to a secret warranty.

Dina Micheletti, a partner in the firm, said the action was suspect for another reason, too: Volvo has acknowledged in internal documents that cleaning a faulty throttle to remove oily deposits that caused the malfunction can keep the device going only for a while. Thus, the procedure can get Volvo beyond the warranty period, with owners getting stuck later on with the higher cost of throttle replacement.

Volvo said it "is actively defending the case and believes it has complied with the applicable California law."

(Begin optional trim)

When Volvo introduced it, the ETM was considered an advance over the mechanical throttles used in virtually all other cars and trucks. Like the mechanical version, it's a valve that flaps open and shut to control air flow to the fuel system and, ultimately, the output of power from the engine.

But in at least the first three model years, the electronic throttles were easily fouled by carbon deposits, causing rough idle, increased emissions and frequently loss of power and stalls. Micheletti said warranty claims data produced in the lawsuit reflect close to 1,000 reports of stalling from California Volvo owners alone.

(End optional trim)

Volvo documents show that the problem reared its head in the factory even before '99 models hit the showroom.

According to a Volvo memo in March 2000, "we have had problems with faulty throttles in the car plants ... since SOP 98w20" -- a reference to the start of production in the 20th week of 1998.

Volvo scrapped the original design and switched suppliers early in the '02 model year, which is believed to have reduced the problem.

Urkov said throttle malfunctions caused cars to pollute more than they otherwise would. But he said the Air Resources Board had not ordered a recall because it couldn't prove the extra emissions exceeded legal standards.

(Optional add end)

Through Internet chat rooms and e-mail networks, Volvo owners have been calling for action too.

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 agreement to the Terms of  
 Service published 12/13/2002

One unhappy customer, [REDACTED] of Bethesda, Md., was traveling with her husband and two young children in January when their 2000 Volvo V70 XC station wagon suddenly stalled and would not start.

The vehicle had only 42,000 miles on it but was more than four years old, so [REDACTED] had to spend nearly \$1,000 to replace the ECM. She said a Volvo dealer told her it was her fault — that "if it's happening at 42,000 miles that must mean the car has been abused or you've been putting wrong gas in the car."

[REDACTED] said she was thankful, however, that the car had died in daylight on a major street, rather than at night on a freeway when the result could have been much worse.

She wrote to Volvo to request a recall on safety grounds. In reply, Volvo suggested that experiences like hers were rare.

"Sometimes individual vehicles experience isolated situations," said the Volvo letter.

According to Wilson, Volvo "was lying that this was an unusual occurrence, whereas it is not."

*Times staff writer John C. Dall contributed to this report.*

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RECEIVED  
OCT 17 2005  
CUSTOMER CARE

[REDACTED]  
Belmont, MA

Tel: [REDACTED]

October 12, 2005

Volvo Cars of North America  
7 Volvo Drive  
Rockleigh, New Jersey 07647

ATTEN: Volvo Customer Care Center

Dear Sir or Madam,

I am enclosing a copy of the complaint I submitted to NHTSA relative to the failure of the Electronic Throttle System in my 2000 Volvo S70 at only 62,000 miles.

I had called in a complaint several weeks ago and never received the promised written confirmation of receipt of my complaint.

I have been a Volvo consumer for over twenty years and am extremely distressed about having been left stranded on a major highway with my 94-year-old mother in the car, in addition to incurring outrageous expense.

I expect to be reimbursed for the expenses incurred. I look forward to hearing from you promptly.

Sincerely,  
[REDACTED]

Enc.



Office of Defects Investigation

2

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TTY

- » 1-800-424-9153 or
- » 1-202-494-5238

Consumer » Complaints » Vehicle » Problem

VOQ Confirmation

Your Complaint Information is successfully submitted

Your Confirmation number (ODI Number) is: 10139453

Click on the "Print Complaint" button to see a print version of the confirmation page to print for y  
[Print Complaint](#)

Consumer Information

Name : [REDACTED]  
 Org. Name : [REDACTED]  
 Address : [REDACTED]  
 City, State, Zip : Belmont, MA [REDACTED]  
 USA  
 Daytime Phone : [REDACTED] Ext :  
 Evening Phone : [REDACTED] Fax :  
 Email : [REDACTED]

Complaint Information

Description : EWS dash light came on, car began to lose power, would not accelerate the directions in the manual, I stopped for a while, restarted. the ligh not come on immediately, but after several more minutes on the road EWS light came on again... I was on a highway in another state with r elderly mother in the car. This was a weekend away to attend a faml wedding. I sought the advice of a local car repair who informed me th problem was "computer-based" and he could not help me. Eventually, stalled and had to be towed about 50 miles back to my Volvo repair f. The Electronic Throttle System was replaced at a cost of \$ 1131.60.. the cost of a car rental for 2 days of \$80.43, plus a tow of about \$ 52 In addition, the towing procedure pierced the oil pan for an additional of about \$925.00.... so the whole expedition cost me \$2,393....!! The only 62,000 miles on it.

Incident Date : 09/2005 File : No

RECEIVED

OCT 17 2005

06 October 2005

Dear Volvo,

CUSTOMER CARE

I am writing this letter because of a concern I have about my 2001 Volvo V70XC and concerns I have about Volvo in general. I have owned several Volvos in the past and I have always touted the quality of the vehicles, until recently.

My current Volvo has 78,500 miles on it with an extended warranty that covered the vehicle to just over 74,000 miles. For at least the last 30,000 miles I have been having intermittent problems with the car repeatedly hesitating and at times with the engine surging as if the car were about to take off. I reported this on 10/03/2003 at 48,526 miles as recorded on my service record when I took the car to my local dealer for a variety of complaints. The service department rep noted this as "a jerk or shudder" which were their words, not mine. In any case they could not duplicate the problem and no fault codes could be found in the computer. I tried to just forget about it since they couldn't find anything wrong.

In May 2005 at 72,498 miles the car died completely while my husband was driving it. The fuel sensor had failed resulting in the fuel pump burning up. This was replaced under warranty. I thought maybe the hesitation and occasional engine surges were over, but they were not. The car continued to experience minor but definite hesitation during driving. During the last week in September 2005 the "check engine" light came on for the better part of 24 hours, then went off. During the ensuing 48 hours the hesitation worsened and a warning light appeared on the dash indicating "reduced engine performance". I took my car to the Volvo dealer the next day, only to find that my electronic throttle module (ETM) had failed. It was replaced for an out of pocket cost of \$1,192.36 plus tax.

Needless to say I was disappointed in the failure of such a vital and expensive piece of equipment. I would have expected more from Volvo of years past though recent literature seems to validate higher maintenance requirements and poorer quality amongst recent Volvo models. I was then appalled to find that failure of the ETM is and has been an everyday and seemingly expected occurrence among certain Volvo model years, my 2001 V70XC being one of them. I have since read countless accounts of other Volvo owners with similar experiences, some outright dangerous. I have seen a recent TV news depiction of the problem and I understand there is a class action suit being filed in California.

I feel that Volvo as a company, or I guess that would be FORD, should remedy this problem by recalling this defective ETM, replacing it with a reliable module and reimbursing those of us who have shelled out the money to have our cars repaired. I can assure you if this does not happen that I and many other Volvo owners will never purchase another Volvo again. My husband's Subaru wagon which has just about the same mileage as my Volvo has never had a major problem! Sad but true.

I do expect to receive a response to this letter.

Sincerely,

[REDACTED]  
Gig Harbor, WA [REDACTED]

[REDACTED] e-mail: [REDACTED]



5111 20th Street East Fife, WA 98424  
888-320-8883

SUBSCRIBER <b>28431</b>	NAME <b>JOHN KETNER</b>	PHONE NO <b>907</b>	DATE <b>10/01/05</b>	AGENCY <b>VOCS47080</b>
	ADDRESS [REDACTED]	VEHICLE NO <b>78,499</b>	COLOR <b>BLUE/</b>	MAKE/MODEL [REDACTED]
<b>GIG HARBOR, WA</b>	VEHICLE MAKE / MODEL <b>01/VOLVO/CROSS COUNTRY/V70XC</b>	DATE OF PURCHASE <b>09/28/01</b>	MSRP <b>7,720</b>	SALES TAX [REDACTED]
	VEHICLE ID NO <b>YV1S2580811</b>	VEHICLE CATEGORY [REDACTED]	PRODUCTION DATE [REDACTED]	
	TYPE NO [REDACTED]	DATE <b>10/01/05</b>		
	COMMENTS [REDACTED]			<b>MO: 78499</b>

**JOB# 1 CHARGES**

**LABOR**  
**ENGINE CONCERN**  
 CUSTOMER REPORTS CHECK ENGINE LIGHT CAME ON AND VEHICLE STARTED TO RUN ROUGH (HESTATED) - LAST NIGHT ENGINE RAN VERY ROUGH AND REDUCED ENGINE PERFORMANCE LIGHT CAME ON  
 ACCESSED FAULT TRACE CODE EGN-91A7 - TRACED TO SIGNAL FAILURE IN ELECTRONIC THROTTLE MODULE(ETH)  
 REPLACED ELECTRONIC THROTTLE MODULE  
 CLEANED PCV INTAKE NECKLE  
 RELOADED SOFTWARE AND TEST DRIVE - CHECKED GOOD

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	PKTH	THROTTLE MODULE	657.19	657.19
	1	8644347-0	THROTTLE BODY	4.11	4.11
	1	8636783-9	BASKET	48.75	48.75
	1	9438290-9	ETH RELOAD	6.36	6.36
	2	947282-0	BASKET		
<b>TOTAL - PARTS</b>					<b>716.41</b>

**JOB# 1 TOTALS**  
 LABOR 478.96  
 PARTS 716.41  
**JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 1192.36**

**JOB# 2 CHARGES**

**LABOR**  
**FLUID LEAK-ENGINE**  
 CUSTOMER REPORTS OIL LEAKING FROM ENGINE AREA  
 OIL LEAKING FROM TURBO RETURN LINE SEAL  
 REPLACED TURBO RETURN LINE SEAL AND BASKET

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	PKTRT	TURBO RETURN SEAL	3.84	3.84
	1	3814846-5	BASKET	3.60	3.60
	1	38637866-2	SEALING RING		
<b>TOTAL - PARTS</b>					<b>7.44</b>

**JOB# 2 TOTALS**  
 LABOR 186.95  
 PARTS 7.44  
**JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 194.39**

**TERMS AND CONDITIONS**

I hereby authorize the repair work, along with the necessary materials, by my signature. I agree that Volvo of Tacoma at Fife will not be responsible for loss or damages to vehicles or articles left in vehicle in case of fire, theft or any other cause beyond their control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle described on the reverse side of this repair order to secure the amount of repairs thereon. In the event it is necessary that Volvo of Tacoma at Fife commence suit to collect any sums due under this work order, Volvo of Tacoma at Fife will be entitled to judgment in addition to those sums, their costs, and reasonable attorney's fees. The customer further agrees that the venue of such action shall be in the Superior Court of the State of Washington for King County.

As is, The only warranties applying to this repair are those which may be offered by the manufacturer. Volvo of Tacoma at Fife hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product and/or service. Never shall we be entitled to recover from Volvo of Tacoma at Fife any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental or consequential damages.

X \_\_\_\_\_

**Make Your Next Service Appointment With Us At:**



5111 20th Street East Fife, WA 98424  
888-320-8883

ACCOUNT NO <b>28431</b>	ADDRESS <b>JOHN KETNER</b>	CITY/ST/ZIP <b>907</b>	WORK DATE <b>10/01/05</b>	WORK ORDER NO <b>VOCS47080</b>
[REDACTED]	LABOR RATE [REDACTED]	RELEASE <b>78,499</b>	COLOR <b>BLUE/</b>	STOCK NO
<b>GIG HARBOR, WA</b>	YEAR / MAKE / MODEL <b>01/VOLVO/CROSS COUNTRY/V70XC</b>	DATE / TIME <b>09/28/01</b>	DELIVERY DATE <b>7,720</b>	DELIVERY UNIT
	VEHICLE ID NO <b>YV1SZ580811</b>	DELIVERY MILEAGE	PRODUCT OF CTRY	
	ST. NO	R.O. NO	W.O. DATE <b>10/01/05</b>	
	COMMENTS			

MO: 78499

**TOTALS**

TOTAL LABOR....	662.98
TOTAL PARTS....	723.85
TOTAL SUBLET....	0.00
TOTAL S.O.C....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	122.03
<b>TOTAL INVOICE \$</b>	<b>1508.78</b>

**TERMS AND CONDITIONS**

I hereby authorize the repair work along with the necessary materials, by my signature. I agree that Volvo of Tacoma at Fife will not be responsible for loss or damages to vehicles or articles left in vehicle in case of fire, theft or any other cause beyond their control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle described on the reverse side of this repair order to secure the amount of repairs thereto.

In the event it is necessary that Volvo of Tacoma at Fife commence suit to collect any sums due under this work order, Volvo of Tacoma at Fife will be entitled to judgment in addition to those sums, their costs, and reasonable attorney's fees. The customer further agrees that the venue of such action shall be in the Superior Court of the State of Washington for King County.

AS IS: The only warranties applying to the parts are those which may be offered by the manufacturer. Volvo of Tacoma at Fife hereby expressly disclaims all warranties other express or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither Volvo of Tacoma at Fife nor any other person is liable for its liability or consequences with the use of this part(s) and/or service. Buyer shall not be entitled to recover from Volvo of Tacoma at Fife any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

X \_\_\_\_\_

**Make Your Next Service Appointment With Us At:**

Printed on Recycled Paper - 100% Recycled - 50% Post Consumer Waste





VEXEDvolvo

003046

Visits

**VEXED stands for Volvo Enthusiasts eXposing Egregious Design. This is a website that is dedicated with providing Volvo owners and people looking to acquire a used Volvo with information regarding the defective electronic throttle modules used in Series, 60, 70, and 80 gas engine Volvo cars manufactured from 1999 through 2001.**

**See the Denver Channel Investigative Report on this problem**

### **Electronic Throttle Module**

The 1998 Volvo cars were the last to have a true mechanical linkage between the accelerator and the throttle. In 1999 VOLVO introduced the electronic or fly-by-wire throttle. This was used for 3 model years, 1999, 2000 and 2001 on the 60, 70 and 80 series Volvo cars with the gasoline engine. Production figures indicate 445,840 of the subject vehicles were manufactured world wide with the US getting 265,872.

### **Thumbs Down for Volvo Reliability**

Despite a long history of Volvo reliability, with many of the older models still around with over 200,000 miles, the newer cars with fly-by-wire technology have an egregiously designed electronic throttle module (ETM). The design of the ETM is defective and will fail from 40,000 to over 100,000 miles. This part is not a maintenance part like tires, belts, brakes or bulbs that, while built to the best available technology, will wear out. The malfunctioning of the part can have safety threatening consequences; like dangerous stalling on a highway with decreased steering and braking control, sudden acceleration and going into a limp-home mode. Despite these facts the only solution is to replace the part with another part of the same egregious design. If not covered within the 4-year 50,000 mile warranty the cost ranges from \$800 to \$1200.

Early VOLVO internal documents predict that 94% will fail before 100,000 miles. My personal opinion is the failure rate will be above 100% within this mileage, as enough will have multiple failures to more than offset those that do not experience a failure within 100,000 miles. ALL WILL FAIL as the throttle position sensor has a mechanical wearing type interface in the same way that brake pads wear out by rubbing against the metal brake disks.

### **Attention Current Volvo Owners**

The models affected by the problem include the 1999 to 2001, S60, C70, S70, V70, V70XC and the S80. Some warning signs include the ETS light being on, stalling, unexplained acceleration, surging, hesitation and/or rough idling. Restarting the engine may fix the problem temporarily, but it will get worse. Get your car inspected and repaired at the first sign of these problems to avoid a potentially dangerous situation. During this initial problem stage the internal computer probably will



Wednesday, October 5, 2005

Consumer Affairs  
Volvo Group North America  
570 Lexington Ave.  
20th Floor  
New York, NY 10022

RECEIVED  
OCT 14 2005  
VOLVO CARS OF NORTH AMERICA, LLC  
GENERAL COUNSEL

Dear Sirs:

Excuse me if I have sent this letter to the wrong place. I would ask kindly that you pass it along to the appropriate party, or contact me with the appropriate contact information (your web site does not contain same).

I would like your company to reimburse me for the sum of \$1,442.99 (see attached invoice), as the repairs necessary to the vehicle had nothing to do with either the vehicle's maintenance or treatment. The repairs necessary have to do with faulty equipment and design. However, if you pull the car's records you will see that the car had had dealer maintenance since purchased new.

The car is under my wife's name, [redacted] was purchased within the family from her sister, [redacted].

Please contact me at your convenience.

Sincerely,

Richard Hannah  
General Manager

cc/ Lalf Johanson

www.premaxip.com

RECEIVED

OCT 18 2005

CUSTOMER C/

TO:  
Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey 07647

October 10, 2005

Dear Volvo,

Please reimburse me \$802.65 for replacement of the Electronic Throttle Module of my 1999 Volvo V70 T5. This throttle module was closed in September 2003 by Sill-Terkar Volvo dealership and was replaced in May 2005 by Hoshi Motors. The documentation verifying these facts is enclosed.

I, and apparently a great number of other loyal Volvo customers, am extremely disappointed by how Volvo has handled this matter since 1998. Volvo seriously risks losing the extreme loyalty of fanatic customers gained from a long history of ethically producing outstanding vehicles. In addition, I am extremely concerned about the safety issue of this ETM failing while driving.

Honestly, I have already considered purchasing Volvo vehicles over a lifetime for myself and my future wife, and I am not even married yet! Volvo risks losing significant business due to the handling of this ETM issue. How much greater amount of money is Volvo going to lose by attempting to save the amount needed to address this issue? In my case, Volvo may lose well over \$250,000 in current dollars (at least 8-10 vehicles x \$35-40,000) over my and my future wife's lifetimes.

Please afford me the opportunity to give Volvo significant sum of money as a lifetime purchaser of your wonderful vehicles ("Volvo for Life"); please send a check for \$802.65 as reimbursement of this ETM replacement expense.

Thank you very much,

Jack Chevrolet  
Volvo V70 T5  
VIN YV1LW53D77X2 [REDACTED]

enclosed:

Hoshi Motors service detail  
showing payment  
Sill-Terkar service detail

cc: file  
vic. esq.

2504 Spruce Street  
 Boulder, Colorado 80302  
 303 449-6632 / Fax 449-0772  
 E-Mail: star@hoshimotors.net



# HOSHI MOTORS

CCM

YELLOW 53D7X2540106

1	THROTTLE MODULE	12500
1	GASKET	267
PARTS TOTAL		

CUSTOMER'S NAME: [REDACTED]

ADDRESS: [REDACTED]

DATE: 5/3/05

VEH: 99 COLOR: Blue

MODEL: VOLVO V70 TS

LIC. NO: 569 KVC

INSURANCE: 650 804 4482

COMMENTS: 103480

WORKER: PS

No 132410

clean throttle module

CHECK BRAKES - OK

PCV SYSTEM CHECK - OK

CHECK ENG LIGHT - NUMEROUS  
 CODES RELATED TO THROTTLE

REPLACED THROTTLE MODULE AND  
 RELOADED SOFTWARE

28600

I DO NOT WANT TO RECEIVE AN ESTIMATE, TO WHICH I AM ENTITLED, BEFORE  
 REPAIRS ARE AUTHORIZED

TOTAL LABOR 28600  
 TOTAL PARTS 47767

X \_\_\_\_\_ DATE 5-1-1

AMOUNT	DATE CALLED	TIME CALLED	NAME OF PERSON MAKING CALL
--------	-------------	-------------	----------------------------

I hereby authorize this repair shop to do the work and to bill me for it. I understand that the shop may be closed or that the work may be delayed. I understand that the shop may be closed or that the work may be delayed. I understand that the shop may be closed or that the work may be delayed.

x [Signature] M/C 5/5/05 IN FULL  
 DATE

TAX 3898  
 TOTAL 80265

Make (address from) \_\_\_\_\_

Battery test \_\_\_\_\_

Coolant test \_\_\_\_\_

The condition \_\_\_\_\_

Return

Repair Order History

RO	Line	CUSTOMER CONCERN	RND	Tech	Date	Adv
W19350	51	NEEDS RECALL 142		400	04/14/05	244
	51-1			400	04/14/05	244
C09823	51	NEEDS THE BOX		201	09/26/03	708
	53	PLEASE PLACE CAR IN EMPLOYEE PARKING		201	09/26/03	708

RO# C09823 - Customer #1637  
 Plate 157 67 - Policy Total 767  
 Open Date 09/25/03 - Invoice Date 09/26/03

Labor Line  
 Line# 32 Subline - Pay Type  
 Tech 201 Hours 2.00  
 Line Flag  
 Fall Pat 8636/53  
 Concern IDLE IS NOISE OFTEN  
 Cause DIRTY XEM  
 Correction R-3 ELECTRONIC THROTTLE MODULE TO CLEAN  
 Comment

Documents  
 Repair Order  Preliminary Invoice  View (F3)  Veh Search (F5)  Close

99 VOLVO V70 TS ST-ED VIN YV11W83D731



# SILL-TERHAR MOTORS, INC.

125 ALTER  
 P.O. BOX 944 • HIGHWAY 287  
 BROOMFIELD, COLORADO 80038

(303) 488-1801  
[www.peoplejaguar.com](http://www.peoplejaguar.com)  
[www.peoplevolvo.com](http://www.peoplevolvo.com)



October 17, 2005

OCT 20 2005

CUSTOMER CARE

To: Eunice Stern

From: [REDACTED]

Re: V70XC AWD 2001 Volvo

V.I.N. YV1SZ58D111 [REDACTED]

Per our conversation back in June of 2005 I am forwarding the information regarding the costs incurred as a result of the EMT.

Job #1 on 11/26/04	Total costs \$1673.72
Job #3 on 4/14/05	Total costs \$312.50
Total	\$1986.22

I would also like to take a minute and explain the frustration and expense I have had in being the owner of the above mentioned car.

Due to circumstances I won't go into, I became a single Mother of three children back in July of 2001. The only asset I was left with was my Volvo. I had four years left on a lease to a car I quite frankly could no longer afford. The positive was that Volvo was known for being a reliable, dependable and safe car. Instead I have had nothing but problems from the beginning which finally grew to an almost unbelievable level in the past 10 months. There seemed to be a never ending list of minor problems that could never be completely resolved or even diagnosed. There were issues with the oil early on and after several service calls it was finally attributed to a faulty seal on the oil pan which they replaced. However as a result of that issue the car ended up with "sludge" for lack of a better term that has been extremely expensive to repair. Volvo's answer was to blame me for not changing the oil enough or not using the correct oil. Both are not true. Then there has been the issue of car performance which again has been an on and off problem. Volvo knew about the EMT issues but it took several visits to address the problem and even then I was never informed that this was a recall issue. I had to do the research myself and then bring it to Volvo's attention. I had the car in several times as a result of faulty performance. It was when I started to pull out into a busy road, got part way and then lost all power, that they finally fixed the EMT problem. For almost seven months I described a problem in the front right of the car. I asked them to do a complete check on everything and specifically mentioned checking the control arm bushings. As we now know, there were issues with the control arm bushings, the result? My tire and part of the control arm fell off. When I think what could have happened as a result of this issue. I had two teenagers with permits who were using this car to learn how to drive. Every day we make the trip up and down a road that has a drop off on one side. Needless to say, I still have a difficult time feeling

safe in this car. And the list of problems doesn't end there. They really can't figure out why this car has so many issues but three of the top men at Volvo finally admitted that this car is a lemon and they will not resell it to another owner. To address one of the issues they had to bypass the computer. I have put \$9,465.32 into this car in the last 10 months. All I asked of Volvo, after being told this car was a lemon and that they couldn't guarantee it's safety, was to be let out of my lease six months early. How could you in good conscious not support that?

I am finally at the end of my lease and am ready to turn the car over therefore per our agreement I am faxing the information regarding the parts and labor expenses surrounding the EMT issues to you. As you can see the total comes to \$1986.22.

Please forward the check to the following address.

[REDACTED]  
Chico, Ca [REDACTED]

[REDACTED] home phone  
[REDACTED] work phone  
[REDACTED] cell phone



COURTESY MOTORS AUTO CENTER INC.
2520 COHASSET RD BLDG B
CHICO, CA 95973

PHONE 530-345-8444

WORKS TO COMPLAIN: PLEASE READ IMPORTANT INFORMATION ON BACK

EPA CAD 98143883G
BAR AM214193

Customer information form including VIN (18593), name (DORIS GOULD), address (CHICO, CA), phone, and dates (11/16/04).

JOB 1 CHARGES

LABOR: 1.00
DESCRIPTION: C/S. CHECK ENGINE LIGHT ON AND OIL JOLTS/RICKS. PERFORMANCE REDUCED AT TIMES

Table with columns: QTY, PART NUMBER, DESCRIPTION, UNIT PRICE, and TOTAL. Lists various oil jolts and filters.

G.O.B. & SUPPLIES: 6.0 OIL 2.490 /UNIT TOTAL LOG 14.41

JOB 1 TOTALS: LABOR 893.58, PARTS 275.23, G.O.B. 14.41, TOTAL 1183.22

JOB 2 CHARGES

LABOR: 1.00
DESCRIPTION: C/S. BRAKE LIGHT ON FUSED HUB

JOB 2 TOTALS: LABOR 893.58, PARTS 275.23, G.O.B. 14.41, TOTAL 1183.22

JOB 3 CHARGES

LABOR: 1.00
DESCRIPTION: COOLING SYSTEM C/S. PERFORM RECALL 141 INSPECT ONLY 141 OIL .2

JOB 3 TOTALS: LABOR 893.58, PARTS 275.23, G.O.B. 14.41, TOTAL 1183.22

WARNING
Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

COURTESY MOTORS AUTO CENTER INC.
2520 COHASSET RD BLDG B
CHICO, CA 95973

PHONE 530-345-8444

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

EPA CAD 981439639
BAR AM214193

Table with columns: VIN, MAKE, MODEL, YEAR, COLOR, and other vehicle details. Includes VIN 1G1JG5190V79000005/50 and color SILVER.

Job summary table with columns: JOB #, CHANGES, LABOR, and TOTALS. Includes Job 4 (Oil Change) and Job 5 (Engine Flush).

WARNING
Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

Payment summary table with columns: CASH, CHECK, AMOUNT, and TOTAL INVOICE 5 (1826.81).

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

COURTESY MOTORS AUTO CENTER INC.
2520 COHASSET RD BLDG B
CHICO, CA 95973

PHONE 530-345-9444

NOTICE TO CONSUMERS PLEASE READ IMPORTANT INFORMATION ON BACK

EPA CAD 981498B39
BAR AME14199

Table with columns: VIN, License, Dealer, Make, Model, Year, Color, Stock No. Values include 18593, DEBRA GOULD, 105, 242, 04/14/05, VOCS112769, 4F3C378, 92,570, SILVER/, 12/13/00, YV1S238011, 04/08/05, NO: 92585

JOB 1 CHARGES
LABOR
27 POINT INSPECTION
BY PRINT INSPECTION COMPLETED

JOB 1 TOTALS
JOB 1 JOURNAL PREFIX VOCS JOB 1 TOTAL 8.00

JOB 2 CHARGES
LABOR
C/S CHECK FOR WASH SEAL ONTO BAR FLOOR BOARD
RE-LOAD SPRINGS SUSPECT LEAK AT MOUNTING. CHECK CORNER
DRAIN. DC CHECK BATTERY DRAINS. OK
NO PROBLEMS FOUND

Table with columns: PARTS, QTY, PP NUMBER, DESCRIPTION, UNIT PRICE, TOTAL. Includes: 24.81, 24.81, 47.99, 47.99

JOB 2 TOTALS
JOB 2 JOURNAL PREFIX VOCS JOB 2 TOTAL 24.81

JOB 3 CHARGES
LABOR
C/S CHECK ENGINE OIL CLARK FUEL INJECTOR AND STOPPING.
ALSO TRANS MOUNT PLANE FROM SHIPT
CHECK CODES. MULTIPLE COMMUNICATION. FUEL AND TRANS CONTROL
MIDDLE CLIP
PERFORM TOTAL CAR SOFTWARE UPGRADE AND TECH ADAPTATION
ROAD TEST

Table with columns: PARTS, QTY, PP NUMBER, DESCRIPTION, UNIT PRICE, TOTAL. Includes: 45.00, 28.00, 75.00

JOB 3 TOTALS
LABOR PARTS
JOB 3 JOURNAL PREFIX VOCS JOB 3 TOTAL 712.50

WARNING
Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code [25249.5 et seq.] For further information about Proposition 65: http://www.oehha.org/prop65.html

Boonton, NJ

10/19/05

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, New Jersey 07647

RECEIVED  
OCT 20 2005  
CUSTOMER CARE

Dear Sir,

I am writing to inform you of a serious equipment defect in 2001 Volvos. My V70 Cross-Country wagon was exhibiting slight hesitation and surging speed control in typical highway driving. I tried fuel injector clean-out additives, air filter cleaning and higher grade gasoline thinking there was some fuel combustion problem. Finally just as I was accelerating on a ramp to the NJ Turnpike, three or four cylinders just cut out and I suddenly lost most engine power. I just barely got out of the way of trucks and cars at the highway merge lane.

The dealer where I get my Volvo serviced knew very quickly that the problem was with the throttle box. While they were very courteous and helpful in replacing this, I feel the potential failure of this mechanism is a very serious problem and drivers of this car should be informed. I've told a few co-workers to watch out for this problem in similar Volvos.

I think a carmaker that promotes safety in their brand should be more informative about a potential shut-down of a critical speed control device. I had no warning that what seemed like an annoying hesitation problem was going to cause me to lose almost all engine power at a dangerous point in highway driving where car dependability is essential.

You should note that people who buy your cars understand there will be problems over extended use, but they need to be warned of potential failure of critical systems such as this so corrections can be made quickly.

Sincerely,

37,000 miles on it and I am very disappointed that it needed such an expensive repair for an electrical unit for a car with so few miles. My family has owned Volvos for many years, we really have enjoyed our cars. However, this was an expense I thought the company should cover due to the car's low mileage. Again, thank you for your attention in this matter.

[Redacted]

PA

[Redacted]

Car: '99 Volvo S70

Oct 17, 2005

Dear Volvo Representative  
 I recently took my car (1999 Volvo) for inspection to Bill Gray Volvo in Pittsburgh, Pennsylvania. I mentioned that the ETS light had come on twice in the past couple months and I had to turn off the engine because the car went into a limp mode, and I had to start it so I could drive it. They diagnosed the problem and the car needed a new Electronic Throttle Unit. The cost for my inspection and the repair was \$997.00. Bill Gray has a wonderful service department and I always get great service from them. I am writing to complain that my Volvo only has

[Redacted]

RECEIVED

OCT 21 2005

Customer CARE

[REDACTED]  
Roebuck, South Carolina

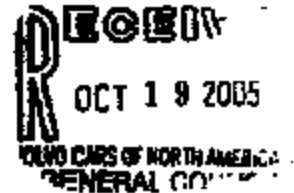
October 9, 2005

CEO

Volvo Group North America, Inc.

570 Lexington Avenue, 20<sup>th</sup> floor

New York, N. Y. 10022



Dear Sir/Madam:

I am writing to you because I am having major problems with my 2000 Volvo. I bought the Volvo – October 31, 2000. The first of January 2004 the throttle body had to be replaced. Now the air condition and fan are not working. I have been told that they are very expensive to repair. I am wondering why these parts are failing to function properly. I take good care of the car, having it serviced properly and on time. I do all the things necessary to take good care of it.

Is there a factory warranty to cover major problems, the throttle body-less than 62,500 miles. The air condition stopped functioning August 20, 2005.

Sincerely,

[REDACTED]

RECEIVED  
OCT 24 2005  
CUSTOMER CARE

Dear Volvo:

I am expressing my disappointment in the recent events related to the servicing of my 1999 S-80 Volvo. The vehicle was purchased new in 1999 in Des Moines, Iowa. In 2003 we moved to Bettendorf, Iowa and have performed all service maintenances to date and currently have 115,341 miles on this vehicle.

*Vehicle Events:*

1. On September 24, 2005 my vehicle started showing the ABS light and the triangular STC stability traction control system light at the same time. This also prevents the cruise control from working. After stopping the vehicle and restarting, the triangular STC light went out. After reaching 15-25 miles per hour, the ABS light went out also. This is the procedure listed in the manual on page 17. Cruise control did not reengage for another 10-20 minutes of driving.
2. This transpired three times between the 24<sup>th</sup> and 25<sup>th</sup> of September. The third time, the emission control message came on. Again stopping the car and restarting it and driving it up to 15-25 miles per hour all messages disappeared.
3. On September 25, 2005 I drove to Louisville, Kentucky, for business. Twice on the drive there, the ABS and STC light came on with cruise control lost. Each time after finding a location to stop, the triangular STC light went off and after reaching 15-25 miles per hour so did the ABS light. Cruise came back at approximately the same time factor as noted previously.
4. Parking on the night of the 25<sup>th</sup> no warning lights existed.
5. On September 27, 2005 again the ABS and STC light displayed, soon the emissions control light, and shortly after that the Service Urgent light came on and remained. Roadside service provided me with the Louisville Volvo service department. (Courteously and nicely done.)
6. Sam Swoope, the Louisville dealer, advised me to proceed to their dealership for inspect. Melissa Hare handled my call and was very helpful with directions. The Volvo dealer was excellent with transportation service to my hotel and back.
7. Melissa was informed of the vehicle problems. This service resulted in the attached bill for \$789.32 for parts and labor to replace a throttle body.

8. Upon my return trip home, the vehicle continued to have the exact same problems that existed prior to the Louisville servicing: *ABS light and STC light with the cruise becoming inoperable*. This transpired twice between Louisville, Kentucky and Bettendorf, Iowa. I called Melissa to express my disappointment and to tell her that I would get it to the Moline, Iowa, Volvo dealer to inspect.
  
9. With the same symptoms, the Moline Volvo dealer replaced the ABS unit at a cost of \$842.93. I also phoned Melissa to have her talk to Dick Burton, Moline Service Manager. Each maintains the computer codes found indicated their associated findings.

The cost of \$1632.25 in a two-day period for a problem with the exact same symptom. I find it very difficult to believe that the vehicle was repaired correctly in Louisville. Additionally both dealers told me about a potential recall/replacement of the throttle body part replaced by the Louisville dealer. I am requesting reimbursement of 50% of the total amount spent on this repair for a total reimbursement of \$816.12. At a minimum I am expecting reimbursement for the throttle body at a cost of \$619.32.

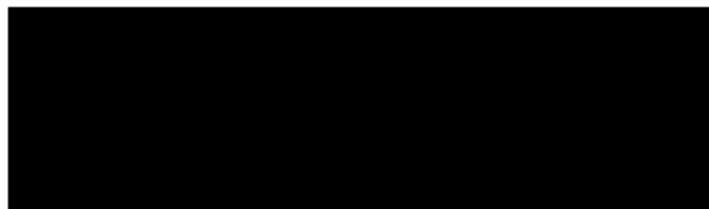
This is totally unacceptable customer service and an extremely frustrating experience that should not have occurred. Please inform me of your decision in this matter as soon as possible.

Address:

Bettendorf, Iowa

Telephone:

Email:





3324441

5 1 6 4 5

\*INVOICE\*

# McLAUGHLIN

## BODYSHOP

 4101 - 41st Street - P.O. Box 717  
 Moline, IL. 61265

308-797-5864 - Fax # 309-797-5899

PAGE 1

SERVICE ADVISOR: 103 DICK BURTON

ATTENTION: [REDACTED]

HOME: [REDACTED] BOB: [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN / OUT	TAG	
	99	VOLVO S802.9	YV1TS97D9X [REDACTED]		115711/115713		
DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN99 IS		01JAN2003	WAIT 29SEP05		73.00	CASH	29SEP05
R.O. OPENED	READY	OPTIONS: DLR:#507					

08:18 29SEP05 10:27 29SEP05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT IS ON							
CEL CODES ABS-0011 AND ECM-510F							
119 GREG WILSON LIC#: 9							
			C	0.00		0.00	0.00
SS REPLACED ABS CONTROL MODULE							
119 GREG WILSON LIC#: 9							
			C	2.00		73.00	73.00
	1	8619545	0	CONTROL MODULE	714.48	714.48	714.48
*****							
B ABS AND HAZZARD LIGHTS ARE ON SOMETIMES AND CRUISE INOP SOMETIMES							
SS SEE LINE A							
119 GREG WILSON LIC#: 9							
			C	0.00		0.00	0.00
*****							
C HAS NEW THROTTLE BODY							
SS SEE STORY							
103 BURTON, DICK LIC#: 103							
			C	0.00		0.00	0.00
*****							
SHOP SUPPLIES AND MATERIALS							3.65

PAID  
 McLaughlin Motors  
 TRANSMISSION

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
 The factory warranty applies to all the processes and aspects of the sale of this vehicle. The Seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller hereby assumes no responsibility for any damage to the vehicle or any liability in connection with the sale of the vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	73.00
PARTS AMOUNT	714.48
OTHER CHARGES	0.00
SUBLET AMOUNT	0.00
PART AND MATERIALS	3.65
TOTAL CHARGES	791.13
LESS REBURSE	0.00
SALES TAX	51.80
PLEASE PAY THIS AMOUNT	842.93

ISSUED: DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

CUSTOMER COPY

nac



**THANK YOU FOR CHOOSING  
MCLAUGHLIN**

**IF FOR ANY REASON YOU ARE NOT  
COMPLETELY SATISFIED WITH THE WORK  
PERFORMED ON YOUR VEHICLE WE  
WOULD LIKE TO KNOW AS SOON AS  
POSSIBLE.**

**PLEASE CALL OR E-MAIL US AT YOUR  
EARLIEST CONVENIENCE SO WE MAY  
ADDRESS YOUR CONCERN.**

**MONDAY - FRIDAY**

**8:00AM - 6:00PM:**

**(309) 797-5654**

**AFTER HOURS:**

**(309) 781-4567**

**E-MAIL:**

**customer@mcmotors.com**



2215 4th Avenue  
Rock Island, IL 61201  
309-788-8458  
Fax 309-788-8668  
Home 563-359-9230

**VOLVO**

Dick Burton  
Service Manager



# VOLVO OF LOUISVILLE

#5 Swope Discount AutoCenter • I-64 & S. Hurstbourne Pkwy.

LOUISVILLE, KENTUCKY 40299

(502) 493-3333 • Fax (502) 493-3339



CUSTOMER NO <b>Z111/6</b>	SALES <b>MELISSA N. HARE</b>	4	SALES <b>9551</b>	DATE <b>09/27/05</b>	SALES <b>VDC5816660</b>
ADDRESS <b>BERTENDORF, IA</b>	LABOR RATE	COMB NO	FINANCE <b>115,220</b>	INDUSTRY <b>INDUSTRY/</b>	PHONE NO
	YEAR/MON. (BODY)			SALES TAX	SALES TAX
	<b>99/VOLVO/S80/4 DOOR SEDAN</b>				
	VIN <b>YV1T S 9 7 D 9 X 1</b>			SALES TAX	SALES TAX
	TYPE NO	FIN NO		<b>09/27/05</b>	
	ADDRESS PHONE	COMMENTS			<b>MD: 115229</b>

**JOB# 1 CHANGES**

**LABOR**  
 CHECK SYSTEMS SERVICE URGENT MESSAGE REQUIRED  
 INSTALLED VIDA CODES ECH 91A7 903C 91FD PERMANENT FAULT  
 REPLACED THROTTLE BODY & SOFTWEAR RELOAD. READYNESS/TRIP  
 TEST DRIVE ALL 4 SYSTEMS READY NO FAULT.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8544347-0	THROTTLE BODY	551.59	551.59
	1	8436753-9	GASKET	2.67	2.67
	1	9436250-0	ETH RELOAD	30.00	30.00
				TOTAL - PARTS	584.26

**JOB# 1 TOTALS**

LABOR	170.00
PARTS	584.26
<b>JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL</b>	<b>754.26</b>

**SALES**  
 Volvo@Swope.com  
 Hours: Mon - Fri 9 am - 6 pm  
 Sat. 9 am - 6 pm

**SERVICE**  
 Volvo@Service@Swope.com  
 Hours: Mon. 7 am - 6 pm  
 Tues. Wed. Thurs. 7 am - 7 pm  
 Fri. 7 am - 6 pm

**PARTS**  
 VolvoParts@Swope.com  
 Toll Free 1-800-298-8888  
 Hours: Mon. 7 am - 6 pm  
 Tues. Wed. Thurs. 7 am - 7 pm  
 Fri. 7 am - 6 pm

Thank you for choosing Volvo of Louisville. We hope we have exceeded your expectations. If you have any questions or concerns, please contact our Service Manager at (502) 493-3333. You may receive a phone or e-mail survey regarding your service experience. Please take the time to complete it as your opinion is very important to us.

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$800.00 (+TAX)

**TOTALS**

\* NEXT RECOMMENDED SERVICE:  
 \* 03/25/2008 / 145229 MI 01VOCCF COOLANT FLUSH \*

TOTAL LABOR	170.00
TOTAL PARTS	584.26
TOTAL SALES TAX	0.00
TOTAL S.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	35.06
<b>TOTAL INVOICE \$</b>	<b>789.32</b>

CASH     CHECK    CK NO. [    ]  
 VISA     MASTERCARD     DISCOVER  
 AMER XPRESS     OTHER     CHARGE

Thank You

THANK YOU FOR YOUR BUSINESS!!

VOLVO OF LOUISVILLE USES CASTROL LUBRICANTS EXCLUSIVELY

VOLVO OF LOUISVILLE RECOMMENDS OIL CHANGED AT 3,750 MILES

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES: ALL SERVICES BY THE PROVIDER ARE PROVIDED AS IS WITHOUT WARRANTY OF ANY KIND. THE PROVIDER MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PROVIDER SHALL NOT BE LIABLE FOR ANY DAMAGES, INCLUDING ANY DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THE USE OF THE SERVICES. THE PROVIDER SHALL NOT BE LIABLE FOR ANY DAMAGES, INCLUDING ANY DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THE USE OF THE SERVICES. THE PROVIDER SHALL NOT BE LIABLE FOR ANY DAMAGES, INCLUDING ANY DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THE USE OF THE SERVICES.

6823066268  
VOLVO OF LEXINGTON  
5 SHOP AUTO CENTER  
164 S HENNINGTON HWY  
LEXINGTON, KY 40503  
502-485-5658

Account ID: 2860001774  
Term: 10% 90

Exp. 11. 2008

### Sale

00000000000000000000

PRODUCTION

Entry Method: Sales

09/28/15  
Inv #: 016666  
Invr: Galina

02-28-01  
Invr Code: 028918  
Batch #: 271001

Total: \$ 785.22

Customer Copy  
FORM 2801



SWOPE AUTOCENTER • LOUISVILLE, KY. 40299 • (502) 439-5000

211176 616800 GR1H DAVE TENNEY 09/27/06 PQ10566

FOR PRICE QUOTE

BENTONVILLE, IA

QTY	UNIT	DESCRIPTION	UNIT PRICE	AMOUNT	TAX	TOTAL
1	0	8644347-0 THROTTLE BODY	551.59	551.59		551.59
1	0	8636753-8 GASKET	2.67	2.67		2.67
1	0	9438290-0 ETH RELOAD	30.00	30.00		30.00
				RESTOCKING CHARGE		584.26
				TAX		35.08
				EXHIBIT PAYING AMOUNT		619.32

- NO RETURNS**
- 1) After 30 days
  - 2) On parts ordered special
  - 3) On electrical parts
  - 4) Whichever is longer
- 25% Handling Charge On All Returns

Please read before signing:  
 In the event that seller is required to measure, rework or any other procedure to exclude and collect the amounts on the sales transaction, Buyer hereby agrees to and shall pay all expenses and costs of any such collection proceedings, including seller's attorney's fees and court costs.

Any electronic or digital transmission shall constitute an offer of the merchandise. An offer is not complete until the offer is accepted by the offeror. The offer is not complete until the offer is accepted by the offeror. The offer is not complete until the offer is accepted by the offeror. The offer is not complete until the offer is accepted by the offeror.

CUSTOMER COPY

PARTS INVOICE

\*\*\*\*\*

P. 01

TRANSACTION REPORT

SEP-29-2005 THU 09:36 AM

FOR: BTSC

1563338717

RECEIVE

DATE	START	SENDER	RX TIME	PAGES	TYPE	NOTE	MP	DP
SEP-29	09:38 AM	5024984570	48"	2	FAX RX	OK		

\*\*\*\*\*



SEP 29, 2005 W/O CHECK OUT SAM SWOPE AUTO GROUP POST 5066 3451

X. W/O NO. 814660 TYPE SERVICE DS 2 PE 1 ST K

1. CUSTOMER [REDACTED]  
 ADDRESS [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]  
 PHONE (H) [REDACTED] PHONE (M) [REDACTED]

2. SERIAL# TVLTS97D9K1 [REDACTED] FROM DT [REDACTED]  
 LICENSE# [REDACTED] STATE [REDACTED] REG. [REDACTED]  
 DESC. VO SED NOONWCHP 98

11. ADVISOR 4  
 12. DATE IN 09/27/2005  
 13. TIME IN 09:37am  
 14. DATE SR 09/27/2005  
 15. TIME SR 02:36pm  
 16. TAG NO. 9251  
 17. MI I/O 115220/115219  
 18. PO NO.  
 19. COMMENTS  
 20. REASON#  
 21. JUEL YPK PICKUP  
 22.

3. JOB (JR) 1				
4. STATUS F				
5. LABOR	170.00	0.00	0.00	0.00
6. PARTS	584.26	0.00	0.00	0.00
7. SWEEP	0.00	0.00	0.00	0.00
8. G.O.C.	0.00	0.00	0.00	0.00
9. MISC	0.00	0.00	0.00	0.00
10. TAX	35.06	0.00	0.00	0.00
10. EST \$ [ 800.00] TOTALS C	789.32	W	0.00	I 0.00

(N=SAVE) (W=WARRANTY) (D=DISPLAY PAYMENT) (V=DOCUMENT VIEW) (L=LIST) (TAB)

SEP 29, 2005 COMPLAINT CASE AND CORRECT SAN BROOK AUTO GROUP PORT 5066 3451

JOB#: 1      OPERATION: LIVE      DESCRIPTION: ENGINE MISC  
 1. COMPLAINT : CHECK SYSTEMS SERVICE URGENT MESSAGE REQUIRED

2. CAUSE :

3. CORRECTION: INSTALLED VIDA CODES ECM 51A7 505C 5150 PERMANENT FAULT  
 REPLACED THROTTLE MODULE & SOFTWARE RELOAD. READINESS/TRIP  
 TEST DRIVE ALL 4 SYSTEMS REPORT NO FAULT.

(E=ENTER) (MS=MORE LINES)

**Volvo of Louisville**

San Sirope Auto Group, LLC  
Authorized Volvo Cars Retailer  
95 Sirope AutoCenter Dr.  
Louisville, KY 40209  
Telephone: 502-496-0800  
Owner Line (Toll Free) 480-5240

[www.SanSirope.com](http://www.SanSirope.com)

**VOLVO**

**Melissa Hare**  
Service Advisor



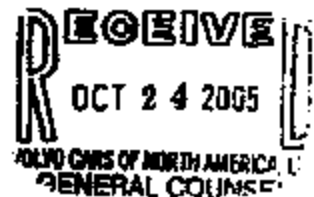
**BARBER, BANASZYNSKI & GLIDEWELL, PSC**

ATTORNEYS AT LAW  
100 NORTH SIXTH STREET  
FIFTH FLOOR  
LOUISVILLE, KENTUCKY 40202

PHONE: 502-585-2100

FACSIMILE: 502-585-2119

WEBPAGE: [www.bbblaw.com](http://www.bbblaw.com)



OLIVER H. BARBER, JR.  
THOMAS J. BANASZYNSKI  
LAWRENCE S. GLIDEWELL  
JEFFREY E. HAIT\*

THOMAS A. BRIDGEMAN  
WILLIAM F. SCHEIDT  
JASON D. TATELLO  
DARRIN B. TAYLOR  
\*PRACTICING ATTORNEY

October 19, 2005

Volvo Cars of North America, LLC  
c/o CT Corporation System  
Kentucky Home Life Building  
Louisville, KY 40202

Dear Sir or Madam:

Please be advised that I have been retained by [REDACTED] concerning a defective throttle in their 1999 Volvo automobile. I have reviewed several documents relating to the car's service history and have determined that the electronic throttle module was recently replaced for the second time at 90,000 miles (after having first been replaced at approximately 52,000 miles).

We believe that such a history indicates an underlying problem with the part, a fact which apparently is well known to Volvo. My clients incurred a cost of \$817.56 (see attached). We formally demand reimbursement for said amount no later than 5:00 p.m. on Friday, November 4, 2005. Should payment not be received, we are prepared to immediately file suit in Jefferson District Court.

Thank you for your prompt attention to this matter. Please call with any questions or concerns.

Sincerely,

DE/bas  
Enclosure



J.A.S. & VOVO  
2211 Buechel Ave. • Louisville KY 40218  
P.O. Box 33036 • Louisville KY 40232-3036



INVOICE # 50000008 08/13/05

PLATE	1523 2118	REGISTRATION
YEAR	1999 VOLVO	77404 in
VIN	YV4G80064	77407 est
MAKE	WHITE	

LOUISVILLE, KY

ETS & CR ENGINE LIGHT CAME ON RIGHT AFTER SHE LEFT. LONNY RESET IT, BUT NOTICED IT SURGED A LITTLE BIT./ THE LIGHT CAME BACK ON AGAIN. LONNY SAID TRY TO CLEAN EPC

PARTS	DESCRIPTION	MECHANIC / WORK
<i>Service</i>		
<b>THROTTLE MOD CLEAN T</b>		<b>162.25 Group Total</b>
GASKETS 1/8 2.87	2.87 TB G/V/G GASKET	(MERK 105.00
SEALANTS 1/8 2.08	2.08 DIP STICK TUBE SEAL	*REMOVE THROTTLE MODULE AND CLEAN
	4.90	(TURBO MODELS)
Parts Sub-Total	4.75	(MERK 32.50
		FOUND AND UNCLOGGED CRANK CASE VENT
		FITTING UNDER INTAKE.
		Labor Sub-Total 157.50

NOTES:

CLEARED DTC'S AND TEST DROVE RECHECKED, NO DTC'S AT THIS TIME IF RETURNS, WILL NEED THROTTLE MODULE REPLACED. ALSO HAD A P001 THREE CAT. CONVERTER CODE, 1ST TIME WE SAW THIS CODE, IT DID NOT COME BACK AFTER WE CLEARED IT.

WE RECOMMEND THE FOLLOWING REPAIRS

WE APPRECIATE THE OPPORTUNITY TO SERVE YOU

I, the Customer, hereby give to JAS & VOVO the right to use my name and likeness in any advertising or promotional material that may be prepared and distributed by JAS & VOVO. I understand that JAS & VOVO will be responsible for the accuracy of any information that is published in any advertising or promotional material that may be prepared and distributed by JAS & VOVO. I understand that JAS & VOVO will be responsible for the accuracy of any information that is published in any advertising or promotional material that may be prepared and distributed by JAS & VOVO. I understand that JAS & VOVO will be responsible for the accuracy of any information that is published in any advertising or promotional material that may be prepared and distributed by JAS & VOVO.

PARTS	4.75
LABOR	157.50
TAX	0.29
<b>TOTAL WORK ORDER</b>	<b>162.54</b>

FINISHED RENEE

Signed \_\_\_\_\_  
Aest. (502) 491-1178 Fax: (502) 491-1202  
Service: (502) 491-1043



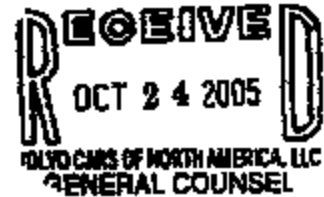
**CT CORPORATION**  
A Wellfleet Group Company

**Service of Process  
Transmittal**  
10/21/2005  
Log Number 610636301

**TO:** Michael Thomas  
Volvo Cars of North America, LLC  
7 Volvo Drive, Building A  
Rochelle, NJ, 07847

**RE:** Process Served in Kentucky

**FOR:** Volvo Cars of North America, LLC (Domestic State: DE)



ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

<b>TITLE OF ACTION:</b>	Volvo Cars of North America LLC
<b>DOCUMENT(S) RECEIVED:</b>	Letter, Invoice
<b>COURT/JUDICIAL AGENCY:</b>	None Specified Case # None Specified
<b>NATURE OF ACTION:</b>	Product Liability Litigation - Manufacturing Defect
<b>ON WHOM PROCESS WAS SERVED:</b>	C T Corporation System, Louisville, KY
<b>DATE AND HOUR OF SERVICE:</b>	By Regular Mail on 10/21/2005 postmarked on 10/19/2005
<b>APPEARANCE OR ANSWER DUE:</b>	11-4-05 by 5:00 pm
<b>ATTORNEY(S) / AGENT(S):</b>	Darren Ellis Barber Bermanynski & Gislwald 100 N 6th St 6th Fl Louisville, KY, 40202
<b>ACTION / TIME:</b>	SCP Papers with Transmittal, via Fed Ex 2 Day, 790195248239
<b>SENDER:</b>	C T Corporation System
<b>ADDRESS:</b>	1511 Kentucky Home Life Building Louisville, KY, 40202
<b>TELEPHONE:</b>	502-587-6950

Page 1 of 1 / GH

Information displayed on this transmittal is for CT Corporation's  
internal tracking purposes only and is provided to the recipient for  
each occurrence. This information does not constitute a legal opinion  
or in the absence of advice, the receipt of damages, the amount of fees,  
or any information contained in the documents transmitted.  
Recipient is responsible for reviewing and documents and for  
taking appropriate action.

*Frank J. Marino*  
4 Quail Ridge  
Saddle River, N.J. 07438  
(201) 265-7230

1511111  
OCT 24 2005  
CITIZEN

October 26, 2005

Ms. Anna Belec, President & CEO  
Volvo Cars of North America, Inc.  
Volvo Drive  
Rockleigh, N.J. 07647

Dear Ms. Belec:

In our letter of October 24, 2005 we informed you that on October 21, 2005 our 2000 S80 Volvo had to be towed to Paul's Volvo of Hawthorne.. That was the second time the car stalled and lost power leaving us in an extremely dangerous situation. The second failure was only a few weeks after the original throttle body unit had been replaced. Paul's Volvo said the replacement unit was also defective and again required a new unit. They replaced the unit without delay, but I now drive the car with great trepidation. I believe the car has a chronic problem, even after the dealer has made the recommended correction, not once but twice. Volvo must assume full responsibility in this matter since it concerns public safety. If this is not a guaranteed correctable problem Volvo has the obligation to inform us accordingly. Is this part replacement enough of a correction to insure safety and security? When a replacement part has to be replaced, what is the reliability of the correction? We must prevail on Volvo to provide us with reliable direction and information in this matter.

Very truly yours,

  
cc: John Sestonovich, Volvo Cars of North America  
Mr. Paul, Paul's Volvo, Hawthorne, N.J.



CAVANAUGH, LYNNE

70 Doirc Drive  
Sparta, NJ 07871

RECEIVED

OCT 27 2005

2005 OCT 27 10:05 AM

US Department of Transportation  
National Highway Safety Administration  
Office of Defects Investigation  
NVS 210, 400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Re: Defect in Volvo Electronic Throttle Module ( ETM)

To Whom It May Concern:

I am submitting a report of a defect in the electronic throttle module in the Volvo Cross Country. There is no doubt that this (apparently already documented) defect will ultimately be the cause of a fatality or more realistically, multiple fatalities. As chilling as that is, it is more chilling to realize that the Department of Transportation has been aware of this hazard for at least FIVE years and has received incident reports of the safety risks involved- and for whatever reason has chosen to ignore them.

It is obvious why Volvo is ignoring the facts. The replacement cost is \$1145.00 per vehicle. But why are you? Is the criterion for a recall that a death has to have occurred? Is it not until a family has buried a loved one that the government issues a parts recall? Does the auto industry have such a grip on the Safety Administration that they can convince you to stall a costly recall? Who are you protecting- Volvo or the consumer?

Last Wednesday morning in 8:30 commuter traffic I was traveling on Route 80 eastbound toward New York. The average speed is 60MPH. Vehicles consist of cars, SUV's and trucks. With absolutely NO warning my speed PLUMMETED to at best 10MPH. This happened within seconds. I put my window down and tried to wave the driver behind me to slow down. He realized immediately that I was in trouble and did the same thing to the driver behind him. If we had not all acted quickly and prudently, we would all be dead. We were all targets. At the exact moment that I lost acceleration control, a message appeared that "Driver Performance Reduced".

When I finally got to a safe location off the road, I called the Volvo dealership and they said to let the car rest and bring it to the service department. I waited half an hour to give the car- and me- a long rest.

When I finally arrived at Volvo, they serviced the car. It took almost 4 hours and they replaced the electronic throttle module. The service representative said that sometimes the car will display a warning that this is about to occur but sometimes it does not- as in my case, he said. The charge was \$1145.00. He said it would have been covered if my car had less than 50,000 miles but it had 62,000. I know now that Volvo knew this was going to happen back when I had less than 50,000 miles but did not replace it then. I was disturbed at the charge but much more so at the fact that this was DANGEROUS. I had specifically purchased a Volvo for its safety claims. I had no warning of the imminence of this hazard. I maintain service on my vehicle. My most recent "all-over" service cost \$700.00 and I'm not due again until December. And yet I was apparently driving a car that Volvo knew - and you knew- was almost certainly going to present a potentially fatal situation. And neither one of you did anything about it.

I was surprised when I researched Volvo Electronic Throttle Module and read all the documented incidents that were identical to mine - drivers who found themselves, their passengers and those cars within their range, in a life-threatening situation- with no warning. But I was shocked when I realized these complaints have been reported for years- complaints from 24 states and 12 countries. The defect exists in the 1999-2001 Volvo 60, 70, and 80 series.

I have a lot of friends who drive Volvo. I'm worried about them. They bought a Volvo for the same reasons I did. They have children and grandchildren and they want them in a safe car. We all believed Volvo's claim of commitment to safety. If you're waiting for one of them to be killed, you are no different than a murderer with intent, motive, and a means to carry out a capital crime. And you deserve the same punishment.

Please respond immediately and let me know what your course of action will be. I want to know if you choose to alert Volvo drivers of the safety risk they are facing. I want to know if you choose to demand that Volvo recall every defective vehicle. I want to know if you choose to act responsibly. I want to know if you're going to do your job.....and if not, why not?

Client



October 21, 2005

cc. Volvo Cars of North America, LLC  
Prestige Volvo Dealership  
The Star Ledge  
Fox News

October 13, 2005

RECEIVED

OCT 31 2005

CUSTOMER CARE

To: Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Dr.  
Rockleigh, N.J. 07647

From: [REDACTED]

Chatham, NJ

Telephone: [REDACTED]

RE: 2001 S80

To Whom it May Concern:

I am writing to express my dissatisfaction and disappointment with my 2001 Volvo S80. I was so excited when I first purchased this car. But the repairs required have been too numerous. Since December 2004, I have spent approximately \$2700 in repairs. After having it repaired 2 weeks ago, this week I have a bulb failure notice in the message center. Not only is this very frustrating in terms of cost but also in terms of time. It seems as if every time I turn around, there is another needed repair.

I love the fact that this vehicle is safe - that's why I purchased it - but what good is a safe vehicle if you can't drive it because it is always being repaired?!

I have enclosed a list of repairs since September 2004 and would appreciate a response from your company. Thank you.

Sincerely,  
[REDACTED]





05/30/2005

3657

CUSTOMER NAME : [REDACTED]

SERIAL NO : [REDACTED]

R.O. NO. : 111168

R.O. DATE : 08/15/05

R.O. TYPE : [REDACTED]

MESSAGE : [REDACTED]

ADVISOR NO. : [REDACTED]

JOB NUMBER : 1 OPERATION 02V0201  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : HIT POLE WHILE IN ROAD  
CASE : INSPECTION  
CORRECTION : SEE JOURNAL

OP. DESC. DIAGNOSIS

JOB NUMBER : 2 OPERATION 02V0202  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : RIGHT FRONT SPRAY BAR LENS  
CASE : MAINTENANCE  
CORRECTION : REPLACED RIGHT FRONT SPRAY BAR LENS

OP. DESC. DIAGNOSIS

JOB NUMBER : 3 OPERATION 02V0203  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : REAR SPRAY BAR LENS DOGS  
CASE : MAINTENANCE  
CORRECTION : REPLACED REAR SPRAY BAR LENS TO CORRECT

OP. DESC. DIAGNOSIS

JOB NUMBER : 4 OPERATION 02V0204  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : FRONT BRAKE PADS AND ROTORS  
CASE : MAINTENANCE  
CORRECTION : REPLACED FRONT BRAKE PADS AND ROTORS

OP. DESC. RELINE FRONT END

R.O. NO. : 109441

R.O. DATE : 06/23/05

R.O. TYPE : S

MESSAGE : 50711

ADVISOR NO. : 4657

JOB NUMBER : 1 OPERATION 02V02000010  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : LOP  
CORRECTION : 5.5QT OIL/REPLACE OIL FILTER AND FRESH 30 BELT/CHECK BRAKES, LIGHTS, FILTERS, FLUID BATTERY, EXHAUST, HOSES, AND SUSPENSION

OP. DESC. LUBE OIL & FILTER

JOB NUMBER : 2 OPERATION 02V02001  
SALE TYPE : C TECHNICIAN NO(S) : 530  
CORRECTION : CUSTOMER DECLINED

OP. DESC. TIRE ROTATION

R.O. NO. : 107997

R.O. DATE : 05/10/05

R.O. TYPE : S

MESSAGE : 27704

ADVISOR NO. : 4657

09/30/2005  
14:16:26

HISSEN LISTING

3551

JOB NUMBER : 1 OPERATION 00VOZ000  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : LGF  
CORRECTION : 6.50% OIL REPLACE OIL FTY  
SWASH, LIGHTS, FILTERS, FLY  
DISPERSSION

OF DESC. LUBE SERVICE

JOB NUMBER : 2 OPERATION 00VOZ001  
SALE TYPE : C TECHNICIAN NO(S) : 530  
COMPLAINT : DRILLING  
CORRECTION : CUSTOMER GETS FREE ROTATING

OF DESC. WIRE ROTATION

COMMENTS : COUPON

R.O. NO. : 106437

R.O. DATE : 03/22/05  
MILEAGE : 42960

R.O. TYPE :  
ADVISOR NO. :

JOB NUMBER : 1 OPERATION 12VOZ01A  
SALE TYPE : C TECHNICIAN NO(S) : 504  
COMPLAINT : CHECK BUT W/LOW MILE/DIES  
START AND DIE, START AND DIE  
CRUSE : FOUND NO CODE FOR AIR INTAKE  
FOUCTION OF THROTTLE BODY  
MIX AIR FLOW  
CORRECTION : REPLACED AIR AND RELOADED  
FLOW SENSOR AND RELOADED

OF DESC. DIAGNOSIS

W/LOW MILE/DIES  
START AND DIE  
START AND DIE  
THROTTLE BODY  
MIX AIR FLOW  
REPLACED AIR AND RELOADED  
FLOW SENSOR AND RELOADED

JOB NUMBER : 2 OPERATION 26VCZ11  
SALE TYPE : C TECHNICIAN NO(S) : 504  
CORRECTION : REMOVED AND REPLACED WIPER

OF DESC. WIPER BRUSH

GRADE PER CUSTOMER REQUEST

JOB NUMBER : 3 OPERATION 11VOZ01  
SALE TYPE : C TECHNICIAN NO(S) : 504  
COMPLAINT : SERVICE LIGHT CAME ON AFTER  
CORRECTION : RESKT SER LIGHT. CHECKED TIRE

OF DESC. DIAGNOSIS

1000 MILES  
PRESSURES ALL AT 32 PSI

JOB NUMBER : 4 OPERATION 26VOZ01  
SALE TYPE : C TECHNICIAN NO(S) : 504  
COMPLAINT : REVERSE LIGHT OUT  
CORRECTION : FOUND BOTH REVERSE LIGHT BULBS  
REPLACED BOTH REVERSE BULBS

OF DESC. DIAGNOSIS

IDENTITELY DROP

COMMENTS : LOANER BUICK 99, CALL C. 693-5610

R.O. NO. : 104322

R.O. DATE : 01/10/05  
MILEAGE : 38630

R.O. TYPE :  
ADVISOR NO. : 465

30/10/85

JOB NUMBER : 1  
 SALE TYPE : C  
 COMPLAINT : LIGHTER TORQUE FROM CLUTCH  
 CORRECTION : OIL SERVICE

JOB NUMBER : 2  
 SALE TYPE : C  
 COMPLAINT : OPERATION 2500 RPM  
 CORRECTION : TECHNICAL NO. 1

JOB NUMBER : 3  
 SALE TYPE : C  
 COMPLAINT : OPERATION 1000 RPM  
 CORRECTION : TECHNICAL NO. 1

JOB NUMBER : 4  
 SALE TYPE : C  
 COMPLAINT : OIL LEAK  
 CORRECTION : FRONT OIL LEAK REPAIR WITH  
 OIL SERVICE

FOR DISC DIAGNOSIS

FOR DISC DIAGNOSIS & FILTER

FOR DISC DIAGNOSIS

FOR DISC DIAGNOSIS

R.O. NO. 102641

R.O. DATE  
MILEAGE

465

JOB NUMBER : 1  
 SALE TYPE : C  
 COMPLAINT : BURNING IN FOOT  
 CORRECTION : TIGHTEN HEAD LAMP BUSH

JOB NUMBER : 2  
 SALE TYPE : C  
 COMPLAINT : BURNING ROBBERS WHEEL COVERS  
 CORRECTION : NO PROBLEM FOUND

FOR DISC DIAGNOSIS

FOR DISC DIAGNOSIS

JOB NUMBER : 3  
 SALE TYPE : C  
 COMPLAINT : RE FRONT SIDE MARKS  
 CORRECTION : REPLACE RE FRONT SIDE MARKS

FOR DISC DIAGNOSIS

FOR DISC DIAGNOSIS

JOB NUMBER : 4  
 SALE TYPE : C  
 COMPLAINT : STEERING  
 CORRECTION : PERFORM ALIGNMENT

FOR DISC DIAGNOSIS

JOB NUMBER : 5  
 SALE TYPE : C  
 COMPLAINT : OIL LEAK  
 CORRECTION : FRONT OIL LEAK REPAIR WITH  
 OIL SERVICE

FOR DISC DIAGNOSIS



03/30/2005  
13:58:25

REP. END

R.O. NO. : 100705

R.O. DATE : 03/30/05  
MILEAGE : 200700

R.O. TYPE :  
ADVISOR NO. :

JOB NUMBER : 1  
JOB TYPE : C  
COMPLAINT : HAS SMALL LEAKS, ALL  
CORRECTION : ESTIMATE WAS 200700  
TIME

OP. DESC. DIAGNOSIS

MAY HAVE REPAIRED ANOTHER

R.O. NO. : 100504

R.O. DATE : 03/30/05  
MILEAGE : 200700

R.O. TYPE :  
ADVISOR NO. : 455

JOB NUMBER : 1  
JOB TYPE : C  
COMPLAINT : LOB  
CORRECTION : 5-ROT OIL, REPLACE OIL, BRAKE, SUSPENSION, LIGHTS, HOSES

OP. DESC. LOBE OIL FILTER

WENT THROUGH TO BELOW CAR, TEST FLUIDS, BATTERY, EXHAUSE AND HOSES

JOB NUMBER : 2  
JOB TYPE : C  
COMPLAINT : NEEDS TIRE ROTATION  
CORRECTION : PERFORM TIRE ROTATION

OP. DESC. TIRE ROTATION

JOB NUMBER : 3  
JOB TYPE : C  
COMPLAINT : 30K SERVICE  
CORRECTION : REPLACE SPARK PLUGS, AIR FILTER, CABIN FILTER, AND FLUSH BRAKES LOBE TINGS

OP. DESC. 30K SERVICE

REPLACE SPARK PLUGS, AIR FILTER, CABIN FILTER, AND FLUSH BRAKES LOBE TINGS

JOB NUMBER : 4  
JOB TYPE : C  
COMPLAINT : CAMPAIGN 108  
CORRECTION : CAMPAIGN NOT OPEN

OP. DESC. KEYLESS REMOTE

CAMPAIGN : 45V07308

CAMPAIGN : KEYLESS REMOTE CONTROL UPGRADE

October 17, 2005

RECEIVED  
NOV 3 2005  
CUSTOMER CARE

Mr. Arne Bete, President  
Volvo of North America  
7 Volvo Drive  
Rockledge, New Jersey 07647

Dear Mr. Bete,

In the newspaper industry, we have customer service policies that are pretty standard around the world: If we make a mistake in a client's advertisement, we run the next ad free of charge. If we make a mistake in our copy, we run a retraction or, in some cases, reprint the entire article.

Volvo needs to have a policy that says, "If we make a defective product that endangers your life, we will fix it free of charge."

Case in point: the throttle module.

My husband and I laugh at the television commercials touting Volvo as a safe vehicle. Sure, it's one of the safest if it's hit head-on or broadsided, but who wants to find that out? That's why we plunked down over a thousand dollars to fix the throttle module on our 2000 S-80 because it was stalling out while we were driving.

We have since learned that this is a recurring problem, one that Volvo has acknowledged and refused to recall. Perhaps some customers have to die first before the recall is implemented. We thank our lucky stars that we had the money to repair our car before it stalled out on a busy freeway and got rammed from behind.

We no longer think well of Volvo, and we do not recommend this vehicle to our friends and loved ones. Our next car will be a Mercedes, like it should have been back in 2000.

The future of your company depends on trust, and trust is an attribute that's almost impossible to earn back once it's been broken.

But it's not too late, Ms. Bete. We urge you to inform your employees before Volvo's reputation is further tainted.

Regards,



**ROBERT L. SASS**

1387 BIRCH STREET  
LYNDONDALE, NY 11553-2007  
(516) 486-7385

Bob

E-MAIL: bob@bobsass.us

RECEIVED

NOV 2 2005

CUSTOMER CARE

October 29, 2005

Customer Relations Department  
7 Volvo Drive  
Rockleigh, NJ 07647

Gentlemen:

I realize that warranties have time limits and that normally expenses incurred after the expiration are the responsibility of the customer. However, I believe that there are definitely circumstances that should override such constraints.

I own a 2000 Volvo S-80/T-6 that I purchased from Volvoville in Massapequa, NY. I took delivery at the factory in Gothenburg on September 10, 1999. There were several reasons for my choosing a Volvo, but the most important was Volvo's reputation for safety and reliability. The current mileage on the vehicle is considerably below average. We only have driven 42,000 miles in the six years we have owned the car, which in Volvo years makes it practically a new car. Several months ago an incident occurred which challenged both the safety and the reliability of the car.

While my wife was driving the engine suddenly and without warning shut off. Fortunately at the time there was no vehicle directly behind her and she was able to coast to the road's edge. After less than a minute she was able to restart the car. Obviously this could have been a disastrous situation. We were unable to replicate the incident at the time. Two weeks ago the same condition occurred again and 10 days later it repeated itself. Each of these occurrences could have been disastrous and we brought the car to Volvoville on October 28 with instructions that we did not want the car back until the problem was identified and corrected.

The service department was solicitous and efficient. They called us back later in the day and informed us that the problem was a "faulty electronic throttle housing" which they would replace with my approval. The cost to me was \$855.21. We picked up the car this morning and I assume that this will not happen again. However I don't believe that a "top of the line" Volvo should have a part that is so unreliable after only 42,000 miles as to require replacement. I feel very strongly that I should not be charged for this repair even though the car is beyond the warranty period. We were very lucky not to be involved in a serious accident due to a defective expensive part and I believe that this should be the responsibility of Volvo not of me.

Very truly yours,

cc: Volvo Factory

# VOLVO-VILLE

Massapequa, L.I.

5700 HERRICK RD. MASSAPEQUA, NY 11788

(516) 798-4800

SALES - SERVICE - PARTS - LEASING - OVERSEAS DELIVERY  
BODY AND COLLISION WORK SPECIALISTS

**VOLVO**

**VOLVO**

QUANTITY	58117	NAME	JEFFREY	DATE	10/29/05	STOCK NO.	VCS451745
LABOR RATE	98.00	DEPARTMENT	RENSASS	AMOUNT	42,352	STOCK NO.	
VEHICLE MAKE / MODEL	00/VOLVO/580	DATE PURCHASED	09/10/99	STOCK NO.		STOCK NO.	
VEHICLE VIN	YV1T59006Y1	STOCK NO.	8888	STOCK NO.		STOCK NO.	
P.Y. NO.	11111111	P.R. NO.	267/435	DATE	10/28/05	STOCK NO.	
							NO: 42354

**JOB # PARTS:**  
 1 20MINSPECT. INSPECT ENGINE HOURS: 2.50 TECH(S): 2675 245.00  
 CUSTOMER STATES: VEHICLE WILL STALL OUT COMING TO A STOP  
 WHEN SLOWING DOWN ON HOT ENGINE, INTERMITTENT ...  
 - ACCESS DIAGNOSTIC MODULE CODE: NONE STORED  
 - REPLACE FAULTY ELECTRONIC THROTTLE HOUSING  
 - DOWNLOAD NEW SOFTWARE

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
1	8644367-0	THROTTLE BODY	581.10	581.10
1	8636753-9	BASKET	4.11	4.11
1	9438298-0	ETM RELOAD	25.00	25.00
JOB # 1 TOTAL PARTS				610.21
JOB # 1 TOTAL LABOR & PARTS				855.21

**DEALER DISCLAIMER OF WARRANTIES**  
 Any warranty of the product and its use are those of the manufacturer. As between the retailer and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither the retailer nor manufacturer shall be liable for any consequential or special damages. This disclaimer shall apply to all sales of such products. The disclaimer by the retailer in any way restricts the terms of the manufacturer's warranty. The buyer's remedy shall be as stated above and shall be the only one.

**JOB # 2:**  
 2 35W02 LIGHTING HOURS: TECH(S): 2675 200.00  
 CUSTOMER STATES: BRAKE LIGHT BULB FAILURE  
 REPLACE RIGHT SIDE BRAKE BULB

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
2	965825-1	BULB	4.53	9.06
JOB # 2 TOTAL PARTS				9.06
JOB # 2 TOTAL LABOR & PARTS				209.06

**LIMITED EXPRESS WARRANTY**  
 THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 30 DAYS OR 1000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.  
 SELLER HEREBY LIMITS APPLICABLE WARRANTIES TO THE PERIOD STATED.

**TOTAL:**  
 2 35W02 LIGHTING HOURS: TECH(S): 2675 200.00  
 CUSTOMER STATES: BRAKE LIGHT BULB FAILURE  
 REPLACE RIGHT SIDE BRAKE BULB

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
2	965825-1	BULB	4.53	9.06
JOB # 2 TOTAL PARTS				9.06
JOB # 2 TOTAL LABOR & PARTS				209.06

**STORAGE CHARGE:**  
 A STORAGE CHARGE OF \$25.00 PER DAY BEGINS 24 HOURS AFTER NOTIFICATION OF COMPLETED WORK.

**DATE:**  
 TONER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)  
 REVISED ESTIMATE OF \$1 OF \$986.00 (+TAX) ON 10/29/05 AT 08:00am  
 R. SASS CURRENTS APPROVED

<input type="checkbox"/> CASH <input type="checkbox"/> CHECK # <input type="checkbox"/> CHARGE CUST# BY:	<input type="checkbox"/> CREDIT CARD * <input type="checkbox"/> AMEX * BY:	TOTAL LABOR.... 245.00 TOTAL PARTS.... 614.74 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00	TOTAL INVOICE \$ 859.74
---	--	---	-------------------------

**NY5 REPAIR SHOP NO. R7088922**

NYVILLE STRIVES TO PROVIDE EXCELLENT SERVICE TO ALL CUSTOMERS. YOU WILL BE RECEIVING A CALL FROM TO H.A., AND SHOULD YOUR RESPONSE NOT BE ONE OF UTE EXCELLENCE, PLEASE CALL EITHER JOANNE GRAND 818H WEST AT 516 798-4800.

CUSTOMER SIGNATURE  
*Callie DiZakos*

1 OF 1 CUSTOMER COPY 1 END OF INVOICE 108:14err

November 7, 2005

Volvo Cars of North America  
Customer Service Department  
P.O. Box 914  
Rockleigh, NJ 07647-0914

RECEIVED  
NOV 10 2005  
CUSTOMER CARE

To Whom It May Concern:

I have a 2000 V70 Cross Country, which has been intermittently suffering from surging and hesitation issues over the last 2 years. Variations of this problem have forced me to spend well over \$4,000 in repairs related to the computer/throttle/fuel systems.

At this point, I am extremely dissatisfied and have to believe that Volvo is aware of this quality flaw. Please accept this letter as a formal complaint. Here's a brief history:

Initially I brought the car to Volvo of Bridgewater, NJ dealership in April 2004, where I had bought the car new. At that time, they said it was not the throttle body and charged me a fair amount of money for other tune-up and diagnostic type work. I literally broke down on the way home from the dealer with the exact problem I brought the car in for!! They towed the car back and had to replace the Throttle Body. Less than a year later, I had very similar problems. Since I had such a bad experience with Bridgewater, this time I chose to go the Smyth Volvo in Summit, NJ. They did a fair amount of work on the car and when I picked it up, the exact problem came back within 50 miles!! After bringing back the car again, they had to replace the mass airflow sensors and clean the throttle body.

In all cases, I feel your dealership network was shooting in the dark and misrepresented this problem to me.

Continuing this story, please find the copy of my most recent bill. The problem started again a few weeks ago and I went to Smyth Volvo thinking that surely, they would cut me some break. Instead they told me that the throttle body (and now the oxygen sensors) had to be replaced. I told them that the throttle body was replaced by Bridgewater in April, 2004. They called and verified this, but told me that it was outside its 12 months warranty. When I said this is ridiculous, they said there is nothing they can do and to contact you.

Please understand that this is not acceptable to me, nor should it be acceptable to Volvo. Again, I believe that Volvo is aware of these defects and have not done enough for people like me who have stretched financially to get into a Volvo because of its safety reputation. Why would I need a third throttle on a car when this type of part should last a lifetime? And why have I had this in the shop 5 times over the last two years, costing me greatly in time and expense?

Also of note is I have an extremely good Volvo mechanic in my town of Long Valley, NJ ( [REDACTED] Garage). Most of my high cost issues with the Volvo are computer systems and software related. From what I understand, Volvo has rendered local mechanics unable to service such issues. For that, I have to rely on your dealership network, whom I have grown extremely leery of.

What can you do to keep me a loyal Volvo customer in light of this very unacceptable customer satisfaction issue? I thank you in advance for your help!!

Regards,  
[REDACTED]

Long Valley, NJ  
[REDACTED]

# SMYTHE VOLVO INC.

P.O. BOX 489 - 326 MORRIS AVENUE

# VOLVO

SUMMIT, N. J. 07901

# VOLVO

TEL. (908) 273-4203

FAX (908) 273-6449

25320	TONY PLESH	57	EAGI	11/04/05	VOC5127167
	LABOR RATE 115.00	COMMENTS KRU23V	VEHICLE NO 129,168	COLOR BLACK/	
LONG VALLEY, NJ	00/VOLVO/XC70/5 DR				
	Y V 1 1 Z 5 6 D 4 Y 2				
				10/31/05	REPRINT# 1
					NO: 120169

**LABOR & PARTS**  
 JOB # 1 21V0Z **ENGINE REPAIR DIAG** TECH(S):88 805.00  
 CUSTOMER STATES: HESITATION AND SURGING AT LOW SPEEDS  
 CLUNK HEARD AT GEAR SHIFT AROUND 40 - 50 MPH..  
 ECM 4801, 130A, 262A, 3503, 3523 STORED  
 FAULT TRACE CODES  
 REPLACE SPARK PLUGS (BOSCH)  
 REPLACE FRONT AND REAR OXYGEN SENSORS  
 REPLACE THROTTLE AND DOWNLOAD SOFTWARE  
 RESET ADAPTION

7 hours @ 115/hr = 805

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8592071-7	SPARK PLUG KIT	46.50	46.50
JOB # 1	1	8527750-6	HEATED OXYGEN SENS	250.02	250.02
JOB # 1	1	9497345-0	HEATED OXYGEN SENS	235.53	235.53
JOB # 1	1	8541347-0	THROTTLE BODY	623.73	623.73
JOB # 1	1	8636753-9	BASKET	3.01	3.01
JOB # 1	1	9438296-3	ETH RELOAD	30.00	30.00
JOB # 1 TOTAL PARTS					1188.79
JOB # 1 TOTAL LABOR & PARTS					1993.79

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	101	SHOP SUPPLY KIT		5.00
TOTAL - MISC				5.00

**COMMENTS**  
 C 908-872-4738  
 TECH NOTED: FRONT DRIVESHAFT JOINT WORN  
 ANGLE GEAR APPEARS TO HAVE BEEN OVERHEATED IN THE PAST

TOTALS		
TOTAL LABOR	805.00	
TOTAL PARTS	1188.79	
TOTAL SUBLET	0.00	
TOTAL B.O.B.	0.00	
TOTAL MISC CHG	5.00	
TOTAL MISC DISC	0.00	
TOTAL TAX	119.93	
<b>TOTAL INVOICE \$</b>	<b>2118.72</b>	

\* \* \* \* \*

OUR GOAL IS 100% SATISFACTION. PLEASE CONTACT OUR SERVICE DEPARTMENT FOR ANY COMMENTS OR QUESTIONS.

\* \* \* \* \*

CUSTOMER SIGNATURE \_\_\_\_\_





1000882

2 2 1 2 2

## VOLVO of LAS VEGAS, LLC

(702) 317-1000  
 7705 W. Sahara Ave.  
 LAS VEGAS, NEVADA 89117  
 Fax (702) 317-1015  
 Fax (702) 317-1023

\*INVOICE\*

CLAIRMONT, CA  
 HOME: [REDACTED] EJS:

PAGE 1

**VOLVO**

SERVICE ADVISOR: 295 JOHN HASTINGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	01	VOLVO V70	YV18W53D513		51226/51230	T122
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	POINTS	PAYMENT	DATE
01JAN2001			18:00 27MAY04		CASH	28MAY2004
R.O. OPENED	READY	OPTIONS: DLR:5263 ENG:B5234T3-2.3 Liter Turbo				
16:34 27MAY04	11:21 28MAY04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S, ETS & CK ENGINE LIGHT COMES ON AND VEHICLE STALLED							
2 REPLACE THROTTLE BODY & MAF SENSOR							
				104 CP		500.00	500.00
1	8644347			THROTTLE BODY	551.59	551.59	551.59
1	8636753			GASKET	4.52	4.52	4.52
1	9494719			PDM RELOAD	33.25	33.25	33.25
1	8670263			MASS AIR FLOW	219.28	219.28	219.28
PARTS:	808.64	LABOR:	500.00	OTHER:	0.00	TOTAL LINE A:	1308.64

\*\*\*\*\*  
 HAZ/MAT FEE, SUPPLIES & EQUIP CHARGES 30.00

PAYMENT IN FULL REQUIRED PRIOR TO RELEASE OF VEHICLE	METHODS OF PAYMENT WE ACCEPT THE FOLLOWING: CASH MASTERCARD VISA AMEX COMPANY OR PERSONALIZED CHECK \$2,000.00 WITH THE FOLLOWING:  1) CHECK GUARANTEE CARD 2) VALID DRIVERS LICENSE 3) NAME AND ADDRESS HIG P.O. IMPRINTED OR CHECK	NOTICE TO CONSUMER: I acknowledge review and oral approval of any additional cost over or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.		DESCRIPTION	TOTALS
		ORIGINAL ESTIMATE \$ _____	AUTHORIZED REVISED ESTIMATE \$ _____	LABOR AMOUNT	500.00
CUSTOMER SIGNATURE _____		PARTS AMOUNT	808.64		
X		GAS, OIL, LUBE	0.00		
		SUNLET AMOUNT	0.00		
		MISC. CHARGES/ADJ.	30.00		
		TOTAL CHARGES	1338.64		
		LESS INSURANCE	0.00		
		SALES TAX	62.90		
		PLEASE PAY THIS AMOUNT	1401.54		

CUSTOMER COPY



**Check-in 3:00 P.M. - Check-out 12:00 Noon.**  
 PLEASE NOTE: The hotel offers luggage only deposit boxes located at the registration desk; we cannot be responsible for money, jewelry, documents or other valuables left in your room.  
 Please lock your vehicle and leave it in a designated area. Management is not responsible for theft or other damage.

Checked by DERORIN

Guest Pay  
ACCOUNT

DEPARTURE

RESERVED FOR



ROOM PC 1317 381331009664 5/26/04  
 ARRIVAL DATE & TIME # OF GUESTS ROOM TYPE

5/27/04 3 KIP

Folio #: 381341030471

LATE DESCRIPTION

RACK

CLARMONT

CA



METHOD OF PAYMENT

SHARE WITH

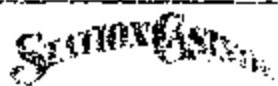
ACCT.

I agree with my signature for this bill and agree to be held personally liable in the event that the indicated person, company or organization fails to pay for any or the full amount of these charges. I also agree that all charges contained in this document are correct and I am advised or request for list of charges must be made within five days after my departure.

GUEST SIGNATURE

Fee	Date	Description	Amount	Tax
381339000764	05/27/04	HOTEL SERVICES FEE	4.95	
		\$4.95 HOTEL SERVICES FEE		
381339000898	05/27/04	Room Charge for PC 1317	39.99	
		Tax	3.60	
381341043668	05/28/04	FRONT DESK VISA	48.54-	
		8/05 412800278		
Summary of Charges				
		ROOM	44.94	
		TAX2	3.60	

**HOTEL GUEST**



ROOM NO.

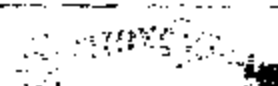
NAME

ARRIVAL

DEPARTURE  
CHECK OUT 12 NOON

SIGNATURE

**HOTEL GUEST**



ROOM NO.

NAME

ARRIVAL

DEPARTURE  
CHECK OUT 12 NOON

AAA# 2414

Moapa Valley Oil, Inc. dba  
**ARROWHEAD SERVICES**

112 30448

Called \_\_\_\_\_

P.O. Box 480  
Moapa, Nevada 89025  
(702) 894-2260  
(800) 961-2260

CO # \_\_\_\_\_

DOT738042

CPCN 7002

DATE OF REQUEST 03/04 TIME OF REQUEST \_\_\_\_\_  A.M.  P.M.

NAME AND ADDRESS OF PERSON REQUESTING TOW \_\_\_\_\_  
3721 W. 200 S. ST. #100

NAME AND ADDRESS OF REGISTERED OWNER \_\_\_\_\_  
1000 W. 200 S. ST. #100

NAME AND ADDRESS OF PARTY RESPONSIBLE FOR CHARGES \_\_\_\_\_  
1000 W. 200 S. ST. #100

LICENSE NO. \_\_\_\_\_  
STATE \_\_\_\_\_

MAKE & YEAR	TYPE	COLOR	VEHICLE IDENTIFICATION
_____	_____	_____	_____

TOWED FROM Cross Street 1/2 mi. S. of Moapa

TOWED TO Moapa Valley Oil

TIME AND RELEASE COMPLETION	DEPART BASE	ARRIVAL TOW SCENE	DEPART TOW SCENE	ARRIVAL DESTINATION
_____	_____	_____	_____	_____

Total Miles 25.5 Total Time \_\_\_\_\_ Dispatched Miles \_\_\_\_\_

Charge For The First 5 Miles ..... \$ \_\_\_\_\_

Charge For Additional Miles @ ..... \$ \_\_\_\_\_

Washing or Wash Ropeway ..... \$ \_\_\_\_\_

Basic Labor and/or Equipment ..... \$ \_\_\_\_\_

Hourly Tow Charge (if Applicable) ..... \$ \_\_\_\_\_

Other Charges ..... \$ \_\_\_\_\_

Job Total ..... \$ \_\_\_\_\_

Customer Paid ..... \$ \_\_\_\_\_

Storage \_\_\_\_\_ days @ ..... \$ \_\_\_\_\_

Balance Due ..... \$ \_\_\_\_\_

Overseer Required \_\_\_\_\_ (Officer's Name, or Badge No.)

Standby Required \_\_\_\_\_ (Officer's Name, or Badge No.)

Charge Paid By \_\_\_\_\_ Order # \_\_\_\_\_ Unit No. 13

CASH  VEHICLE RECEIVED BY OWNER

27  
28  
29

November 06, 2005

RECEIVED

Elizabeth Nichols Minkley  
3427 Stony Point Road  
Grand Island, New York 14072  
(716) 773-2478 home  
(716) 332-6120 office  
[eminkh@att.net](mailto:eminkh@att.net)

NOV 14 2005

CUSTOMER CARE

Volvo Cars of North America, Inc.  
Customer Service Department  
P. O. Box 914  
Rockleigh, New Jersey 07647-0914 1(800) 458-1552

RE: VIN YV1LZ56D2X [REDACTED]

Date of Purchase: 09.07.01 Odometer reading: 15515 miles  
Current Mileage: 73110 miles

Retailer's Name: Volvo of Westport  
556 Post Road East  
Westport, CT 06880

I purchased this car from my son [REDACTED] in September 2001. He purchased it new at the above retailer in 1999.

The following is in response to two messages left at my office from Margaret in Volvo Customer Service regarding this problem. I have not spoken to her personally as I was out of the office. I am dissatisfied with Volvo's response that the dealer did not replace the ETM because it did not need it. It does need it; it is a known safety defect. The fact that it has not failed yet does not make it less of a problem. As the service person told me it could happen at any time, there are no warning signs. How is that not a problem? Do I have to wait until the car stalls on a highway and the cars behind me plow into me before Volvo will do something?

When I stopped at the service center initially, he immediately said it sounds like the ETM. I made an appointment to have it replaced for an estimated cost of \$900.00. As I said before in my letter of September 20<sup>th</sup> my car is not under warranty. I was not asking Volvo to pay for the ETM. Instead, I was charged \$797.00 for 'cleaning' the PVC breather system. That did NOT address the ETM safety defect. How can Volvo say I don't need the ETM replaced? It is defective and a potential hazard. As I said, I am very disappointed because I am still driving a ticking time bomb. I cannot in good conscience sell this car with a known safety defect even if I could. Who would buy such a car?

I have an additional problem that I did not mention originally because it seemed so minor by comparison. Occasionally, I cannot remove the key from the ignition. I was told I spilled a drink in it and it had gooney black stuff in it. At no time did I spill a drink in the car. If I had, it would have been impossible to spill it sideways with enough force to enter the ignition to cause that kind of problem. I find it reprehensible to blame the car owner when Volvo cannot explain a problem. It still is not fixed. It still occurs intermittently but not as often.

Additionally, just prior to taking my car in on October 26<sup>th</sup> for the annual inspection, the battery warning light was coming on during the first few minutes each time I drove the car. They replaced the battery after a battery and alternator test showed the battery was 'weak'. The battery light still comes on. Whatever the problem is, it was NOT fixed.

My final complaint is very awkward to say the least. My husband took the car in for the inspection because I work. He dropped it off at my office and picked up his car. When I got in the car after work I discovered a wrapped *Depends Guards for Men* just to the left of the gearshift. I can only surmise this was some kind of reprisal for complaining to Volvo. I am appalled at the crassness of such a tactic. If Volvo is trying to send me a message, I got it: you do not value or respect your customers.

Sincerely,



Copy to: Jim Culligan Volvo

*Certified*

RECEIVED

NOV 23 2005

CUSTOMER CARE

November 21, 2005

Vic Doolan  
President, Volvo of North America  
7 Volvo Dr  
Rockleigh, NJ 07647

Subject : ETM Failure Reimbursement

Now that Volvo has agreed to extend the warranty for subject failover and pay for replacement, please reimburse me for the work I had down in this manner on 10/01/03 at Loving Volvo. The amount is \$ 814.10 and the receipt is attached.

Mail the check to :

  
North Reading, MA 

6. V.I. 320  
 111 W. Loxington Rd. North Reading, MA  
 781-326-1111  
 603-868-7070  
 1-888-LOVE-VOLVO  
 1-888-688-1-888

HOURS: Mon-Fri 7:30-6:00 Sat 8:00-4:00  
 WEBSITE: www.loxingtonvolvo.com

VOC699206  
 92348  
 NORTH READING, MA  
 002 2670  
 80.00 4778AP 77240  
 01/01/03 YV1S2680X1

RED: NO:  
 10/01/03 10/01/03

**LABOR & PARTS**  
 JF 1 11/02/19 CHECK ENGINE LIGHTS TECH(S):851 200.00  
 CUSTOMER STATES CHECK ENGINE LIGHT ON  
 REDUCED PERFORMANCE MESSAGE  
 CAR TOWED IN  
 CONNECT TO VOLVO DIAGNOSTIC COMPUTER  
 AND PULL TUNE CODES ECU 904F 904C 904D 915E 9160 904C  
 INTERVAL ELECTRONIC PART IN THROTTLE MODULE  
 REPLACED FOR INJECTION THROTTLE MODULE  
 RELOAD SOFTWARE - RESET ADAPTIVES  
 AND TEST DRIVE

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
90417-0	1		THROTTLE BODY	335.00	335.00
90423-0	1		OSKET	3.15	3.15
90474-0	1		ETH RELOAD	21.75	21.75
				<b>JOB # 1 TOTAL PARTS</b>	<b>358.90</b>

MISC	CODE	DESCRIPTION	CONTRAIL NO		
JOB # A	SS	SHOP SUPPLIES		7.20	
				<b>TOTAL - MISC</b>	<b>7.20</b>

**COMMENTS:**  
 EMERGENCY DROP OFF  
**TOTALS:**

METHOD OF PAYMENT:	TOTAL LABOR	TOTAL PARTS	TOTAL MISC CHG	TOTAL MISC DISC	TOTAL TAX	TOTAL INVOICE \$
CASH ( ) CHECK ( ) VISA/MC ( )	200.00	358.90	0.00	0.00	0.00	558.90
AMEX ( ) DISC ( ) A/R ( )						
<b>CASHIER:</b>						
<b>TOTAL INVOICE \$</b>						<b>614.10</b>

RECALL FOR YOUR CONVENIENCE. E-MAIL YOUR NEXT SERVICE REQUEST TO SERVICE@VOLVOUSA.COM  
 AND ONE OF OUR SERVICE PROFESSIONALS WILL FOLLOW UP WITH A QUICK RESPONSE TO YOUR REQUEST. (1111)  
 AVOID WEATHER ELEMENTS. STEELY PULL INTO OUR DRIVE THRU FOR SERVICE !!! WE APPRECIATE YOUR CONTINUED PATRONAGE !!!

CUSTOMER SIGNATURE:

RECEIVED

NOV 29 2005

CUSTOMER CARE

August 16, 2005

Volvo USA  
Customer Service  
Rockleigh, N.J. 07647 0914

To whom it may concern:

I am writing this letter to let you know that I along with others have experienced the discomfort of not knowing if and when my car was going to break down:

As if by accident I have recently seen a report on Fox news (CH 5) New York that your product or my car 2000 Volvo C70 as well as other models have a problem with Throttle Module & Air Mass Sensors for which my vehicle was recently serviced at one of the local dealerships. To my disappointment I was also informed that the service protection plan I have on my vehicle did not cover the defective parts. I would like to tell you about the experience that I had just prior to bringing my car in for service. My plan was to visit my elderly parents who live about 4 hours away near Albany, N.Y. traveling from Long Island I only have one way of going I have to get to the New York State Thru-way, as I was traveling on Long Island Expressway the car was fine since the speed of the vehicle was about 60 mph I did not notice any problems, just as soon as I crossed Throgs Neck Bridge and started on my way via Cross Bronx Expressway and the traffic was heavy and the speed was between 30mph to 40mph the engine began to surge, it was like it wasn't getting enough air and or gas. I was getting a bit apprehensive but since I had to continue some distance before I could either get off the highway or it may just possible clear up I continued on my way when the traffic had come to a complete stop, as I sat there waiting the car started to surge with my foot on the brake even at idle, I put the car in neutral which did nothing, I put it in park with same result, as I sat there waiting for the traffic to start moving again I was contemplating calling the police for a tow truck, it was so obvious at this point that the drivers next to me were aware of my car trouble, I alone in my car in the middle of heavy traffic, not sure of when or how I was going to limp this car off the highway as we all know even with emergency flashers not everyone is courteous, and understanding so it took a bit of a risk to get me off the road. I let the engine cool for some time, and nervously started my way back home since there way no way in hell I was going to get to see my parents on this trip. And by the way, on my way back I thought that if I could set the cruise control which would have made driving a bit easier since the engine controls the intake of gas and air the cruise would not set at all. I must say I was never happier to park my car in my driveway than on that day.

Last, this is my only disappointment with my car and with Volvo USA, I like your product but I fear that the company is not dealing with the Throttle Module situation as well as it should, I was lucky that my car did not quit right there and I did not get into an



accident by being rear-ended which would have made the situation (as it was very uncomfortable) even worse.

I am hoping to hear from someone at Volvo USA only because my car is 5 years old and I have to start thinking about replacing it and it would bring me back to looking at your product in a more positive way than I do at this time, it's too bad it takes the the TV to learn about this problem it should have been done by the company, VOLVO FOR LIFE, only if you stand by your product, otherwise you're just like the rest.

I am enclosing for your convenience and review copies of invoices from Hassel Volvo which shows all details including the vehicle I. D. # and millage so you can see this car is barely broken in, and a copy of my service contract denial letter.

Sincerely,

A/21/05

**Electronic Throttle Module (ETM) warranty extension**

- Volvo Car Corporation and the California Air Resources Board have made an agreement that results in the extension of the ETM warranty for many 1999-2002 Volvos sold in North America.
- The warranty is extended to 10 years/200,000 miles (whichever occurs first).
- We believe that this initiative will benefit customer satisfaction and loyalty to the Volvo brand.

ARE YOUR CUSTOMERS IN CALIFORNIA IN  
SOME WAY BETTER THAN IN NEW YORK  
OR THE REST OF THE COUNTRY - I WOULD LIKE!  
NOW I AM TRULY DISAPPOINTED!



*Contract # VC 025509*

DUPLICATE 1 PAGE 2

HASSEL VOLVO HUNTINGTON HASSEL VOLVO GLEN COVE  
**VOLVO** **VOLVO**

348 W. Justice Tpk.  
 Huntington, N.Y. 11743  
 Tel: (516) 271-1280  
 Fax: (516) 271-6813

78 Cedar Avenue Rd.  
 Glen Cove, N.Y. 11543  
 Tel: (516) 671-1700  
 Fax: (516) 608-3070

Visit us on our website: [www.hassel.com](http://www.hassel.com)  
 E-mail us at: [service@hasselvolvo.com](mailto:service@hasselvolvo.com)

HUNTINGTON STAT., NY

SERVICE ADVISOR **JOSEPH A TISO**

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	DIET. NO.	TAB NO.	F.O. NO.	DATE	AMOUNT
11APR05	12APR05		YV1NK56D4Y	34332			12APR05	98560
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	AMOUNT	DATE	AMOUNT	DATE
11:20	17:23	00	VOLVO C70A		0.00	05JUN01	307	307
MILEAGE IN	MILEAGE OUT	COMMENTS						
56071	56075							

REPLACE (2)

337 ATWOOD, JOHN H. LIC#: 34055  
 WXVIP 0.80

(N/C)

1 30680770 2 ENGINE  
 MOUNTAIN

(N/C)

PC: PARTS: .. COUNT:

CLAIM TYPE:

AUTH CODE:

\*\*\* CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
 CAUSE: 10 DEFECTIVE

36001-2 DIAGNOSTIC TROUBLE CODES (DTCs)  
 READING/ RESSETTING VST/VCT (2)

337 ATWOOD, JOHN H. LIC#: 34055  
 WXVIP 0.20

(N/C)

1 271664 5 THERMOSTAT  
 KIT

(N/C)

28461-3 ENGINE CONTROL MODULE FAULT  
 TRACING DIAGNOSTIC TROUBLE CODE (2)

337 ATWOOD, JOHN H. LIC#: 34055  
 WXVIP 0.10

(N/C)

26214-2 THERMOSTAT REPLACE (1)

337 ATWOOD, JOHN H. LIC#: 34055  
 WXVIP 0.80

(N/C)

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS/OIL/LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

N.Y.S. REG. REPAIR SHOP LIC. NO  
 7098171

EXCLUSION OF WARRANTIES

We warrant on the parts and accessories sold herein as new for the manufacturer. The undersigned dealer warrants that the parts and accessories sold herein are of the highest quality and are warranted for the period of time stated herein. The undersigned dealer warrants that the workmanship and materials used in the repair of the vehicle are of the highest quality and are warranted for the period of time stated herein. The undersigned dealer warrants that the vehicle is in good condition at the time of sale. The undersigned dealer warrants that the vehicle is in good condition at the time of sale. The undersigned dealer warrants that the vehicle is in good condition at the time of sale.

X

By signing this Service Order, I hereby certify that the information contained herein is accurate and that I understand the terms and conditions of the warranty. I understand that the vehicle is being sold as-is and that I am responsible for any damage to the vehicle or any other loss that may occur. I understand that the vehicle is being sold as-is and that I am responsible for any damage to the vehicle or any other loss that may occur. I understand that the vehicle is being sold as-is and that I am responsible for any damage to the vehicle or any other loss that may occur.

DATE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_ SALES MANAGER OR AUTHORIZED REPRESENTATIVE: \_\_\_\_\_ DATE: \_\_\_\_\_

HASEL VOLVO HUNTINGTON HASEL VOLVO GLEN COVE

**VOLVO**

**VOLVO**

DANA MORRIS  
5 KENT PLACE  
HUNTINGTON STAT., NY 11746

345 W. Justice Turn,  
Huntington, N.Y. 11743  
Tel (516) 271-1200  
Fax (516) 271-8812

79 Cedar Swamp Rd.  
Glen Cove, N.Y. 11545  
Tel (516) 671-1700  
Fax (516) 608-9070

Visit us at our website: [www.hassel.com](http://www.hassel.com)  
E-mail us at: [service@hasselvolvo.com](mailto:service@hasselvolvo.com)

SERVICE ADVISOR JOSEPH A TISO

DATE	DATE READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. CHARGE	DATE	PLATE NO.
11APR05	12APR05		YVINKS6D4YJ			12APR05	98560
11:20	17:23	00	VOLVO C70A		0.00	05JUN01	307 307
RELEASE IN	RELEASE OUT	LICENSE NO.					
56071	56075						

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

**\*\* PRE-INVOICE \*\***

DESCRIPTION	TOTALS
LABOR AMOUNT	163.20
PARTS AMOUNT	505.88
GAS/OIL LUBE	0.00
BUBLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGES	669.08
LESS INSURANCE	0.00
SALES TAX	58.54

N.Y.S. REG. REPAIR SHOP LIC. NO.  
7088171

**EXCLUSION OF WARRANTIES**

As provided on the back and appearing on page 2 of this invoice. The undersigned purports and warrants that this amount is payment of the full amount of repair and material charges, including materials of third parties, or taxes for a limited period and shall be held by customer or designated delegate in payment of labor and parts. The undersigned purports and warrants that the amounts indicated by this invoice are not intended to, nor constitute and shall not be construed as, a representation of any kind or any other type of warranty or guarantee of any kind.

PLEASE PAY THIS AMOUNT **727.62 X**

- REPLACED THROTTLE ASSEMBLY AND GASKET
- REPLACED THERMOSTAT
- REPLACED TORQUE ARM BUSHING
- FREE CAR WASH
- 20% DISCOUNT COUPON

By receipt of service order, customer hereby certifies that the information contained herein is accurate, valid and complete. Hassel Volvo is not responsible for any damage to the vehicle or any other property of the customer. Hassel Volvo is not responsible for any damage to the vehicle or any other property of the customer. Hassel Volvo is not responsible for any damage to the vehicle or any other property of the customer.

HASSEL VOLVO HUNTINGTON HASSEL VOLVO GLEN COVE  
**VOLVO** **VOLVO**

DANA MORRIS  
 5 KENT PLACE  
 HUNTINGTON STAT., NY 11746

348 W. Jericho Turnpike  
 Huntington, N.Y. 11743  
 Tel (833) 271-1800  
 Fax (833) 271-4813

78 Cedar Swamp Rd.  
 Glen Cove, N.Y. 11542  
 Tel (516) 671-1700  
 Fax (516) 608-3070

Visit us at our website: www.hassel.com  
 E-mail us at: service@hasselvolvo.com

SERVICE ADVISOR **JOSEPH A TISO**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE NO.
14APR05	14APR05	YV1NK56D4YJ	34332			98683
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	REG. NO.	PLATE NO.
09:25	10:56	00	VOLVO C70A		0.00	05JUN01 307 307
MESSAGE IN	MESSAGE OUT	MESSAGE NO.				
56110	56115					

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
 21 REPLACED MASS AIR FLOW SENSOR  
 337 ATWOOD, JOHN H. LIC#: 34055  
 CPV 1.00 81.60 81.50  
 337 ATWOOD, JOHN H. LIC#: 34055  
 IADSV 1.00 (N/C)  
 1 8670263 6 MASS AIR  
 FLOW  
 CPV 167.14 167.14 167.14  
 IADSV (N/C)  
 SPLIT FOR LINE A 80/20 LABOR AND PARTS

\*\* PRE-INVOICE \*\*

DESCRIPTION	TOTALS
LABOR AMOUNT	81.50
PARTS AMOUNT	167.14
GAS.OL. LIME	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	248.74
LESS INSURANCE	0.00
SALES TAX	21.76

N.Y.S. REG. REPAIR SHOP LIC. NO.  
 7098171

**EXCLUSION OF WARRANTY**  
 We warrant on the parts and accessories used hereon and those to be installed. The unaltered purchase order/invoice and again the customer is responsible for verifying the kind, amount or extent of the amount of insurance, including coverage of workmanship or terms of a particular contract, with regard to the state and/or applicable law. We shall not be held liable for damages or consequential damages or commercial loss or profit due to any accident. The unaltered purchase order/invoice shall be the primary document in case of any dispute. We warrant on the materials used hereon and we warrant on the workmanship done hereon. We warrant on the parts and accessories used hereon and we warrant on the workmanship done hereon. We warrant on the parts and accessories used hereon and we warrant on the workmanship done hereon.

PLEASE PAY THIS AMOUNT **270.50 X**

REPLACED MASS AIR FLOW SENSOR  
 20% DISCOUNT

IN ORDER TO RECEIVE BENEFIT, BUYER CERTIFIES THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. ALL CLAIMS MUST BE FILED WITHIN 90 DAYS OF THE DATE OF PURCHASE. THERE WILL BE NO REFUND OR CREDIT FOR THE AMOUNT OF THE WORK OR PARTS USED ON REPLACEMENTS. THE WORK AND PARTS USED ON THIS REPAIR WILL BE THE PROPERTY OF THE MANUFACTURER AND WILL BE DESTROYED OR RECYCLED AT THE MANUFACTURER'S DISCRETION. THE MANUFACTURER'S WARRANTY IS THE ONLY WARRANTY FOR THIS REPAIR.

RECEIVED

DEC 1 2005

GEFSKY AND LEHMAN

ATTORNEYS

A Professional Corporation  
Twenty Third Floor One PPG Place  
Pittsburgh, Pennsylvania 15222

CUSTOMER CARE (412) 391-2727  
Fax (412) 391-1685  
info@gelaw.com

November 29, 2005

Volvo Cars of North America  
Customer Relations  
P.O. Box 914  
Rockleigh, NJ 07647-0914

Re: 1999 Volvo S70 Sedan

Gentleman:

My wife and I are the owners of a 1999 Volvo S70 Sedan — our second Volvo. We are pleased with the car, and are considering the purchase of the new retractable hard top convertible when that model becomes available. We deal with Bill Gray Volvo, Inc., here in Pittsburgh, and have always been very satisfied with their service and courtesy.

We do however have a complaint regarding the need to replace a faulty electronic throttle unit on this very low mileage car. We made Volvo aware of this by correspondence dated October 27, 2005, a copy of which is enclosed. We subsequently received a telephone response from a Volvo service representative, who advised that Volvo was indeed aware of this problem, and would probably be issuing a recall for this model, in which case we would be reimbursed for the expense.

We have not as yet received the recall notice. However, I am enclosing the copy of our October 5, 2005 invoice from Bill Gray, indicating an expense of \$880.79 for the faulty electronic throttle unit and relay. Clearly, Volvo has acknowledged this situation; and it is a very obvious safety hazard. We would appreciate your promptly forwarding to us a check in the amount of \$880.79 to reimburse us for this expense. We are loyal Volvo customers for many years, and are likely to remain such. But this situation needs to be resolved promptly.

Thank you for your attention to this matter.

Sincerely,  


CHL/rdm  
Enclosures

**VOLVO**  
for life

**BILL GRAY VOLVO, Inc.**

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15218  
TELEPHONE: (412) 344-0100

**VOLVO**

SERVICE AND PARTS HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:30 a.m. - 2:00 p.m.

www.billgray.com

Customer No. <b>64960</b>	Technician <b>BRADFORD HUDSON 938</b>	SALES NO. <b>399</b>	DATE OF SALE <b>10/06/05</b>	SALES NO. <b>VOC5445435</b>
	LABOR RATE <b>37,728</b>	DATE OF DELIVERY <b>11/14/98</b>	STOCK NO.	
PITTSBURGH, PA	MAKE/MODEL <b>99/VOLVO/S70/4DR SDN</b>	DATE OF PURCHASE <b>10/05/05</b>	SALES TAX	
	VIN <b>YV1LS55A0X3</b>	SALES TAX NO. <b>7463</b>	SALES TAX	
	OPERATOR			MD: 37729

**JOB # 1** OBD II EMISSIONS  
OBD II EMISSIONS FOR VEHICLES 1996 AND NEWER PERFORMED TEST  
HOURS: TECH(S): 344 2400 25.80

PARTS: QTY - FP NUMBER - DESCRIPTION - LIST PRICE - UNIT PRICE -  
JOB # 1 TOTAL PARTS 0.00  
JOB # 1 TOTAL LABOR & PARTS 25.80

**JOB # 2** FREE LIFETIME PAINT  
CUSTOMER STATES: PERFORM FREE LIFETIME STATE INSPECTION.  
BRAKE SPECS: 12/32  
TIRE SPECS: F 7/32 R 9/32  
CORRECTION: PERFORMED INSPECTION - PASSED.  
HOURS: TECH(S): 344 2400 INTERNAL

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

**JOB # 3** SERVICE MISCELLANEOUS  
CUSTOMER STATES: TURN OUT THE SERVICE LIGHT  
HOURS: TECH(S): 344 2400

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

**JOB # 4** 13V0Z ENGINE MECHANICAL  
CUSTOMER STATES: ON 2 OCCASIONS THE ETS LIGHT HAS COME ON AND THE CAR WAS RUNNING ROUGH - CUSTOMER TURNED OFF THE ENGINE AND BOTH TIMES IT WAS OK WHEN RESTARTING - ADVISE CORRECTION: PULLED DIAGNOSTIC CODES - SOLENOID REPLACED FAULTY ELECTRONIC THROTTLE UNIT AND RELAY - DOWNLOADED THE APPROPRIATE SOFTWARE AND RESET ALL CODES - TEST DRIVE TO VERIFY REPAIR  
HOURS: TECH(S): 344 2400 195.00

PARTS: QTY - FP NUMBER - DESCRIPTION - LIST PRICE - UNIT PRICE -  
JOB # 4 TOTAL PARTS 385.79  
JOB # 4 TOTAL LABOR & PARTS 580.79

MISC: CODE - DESCRIPTION - CONTROL NO. -  
JOB # 1 C3 M.C.I. EMISSION CHANGE 4.15  
JOB # 2 C2 INSPECTION STICKER 4.15  
TOTAL - MISC 4.15

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT. ALL NEW OR FACTORY REBUILT PARTS HAVE A 12 MONTH OR 12,000 MILE WARRANTY.

- BILL GRAY CONVENIENCES:**
1. Certified Technicians
  2. 24 Hour Key Drop
  3. Saturday Hours
  4. Genuine Parts
  5. Complete Body Shop
  6. Rental Vehicles Available
  7. Local Shuttle Service
  8. 24 Hour Towing
- Call: (412) 344-7555

*Thank You!*



**IMPORTANT**  
YOU MAY RECEIVE A SATISFACTION GUARANTEE FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT REMAIN COMPLETELY SATISFIED PLEASE CONTACT YOUR SERVICE MANAGER, THANK YOU, BILL GRAY AUTOMOTIVE (412) 344-1111

SALES AND SERVICE CENTER

Name [REDACTED]

Address [REDACTED]

City WINSTON SALEM State NC Zip [REDACTED]

Business Telephone Number: [REDACTED] (where you can be reached during the working hours)

Home Telephone Number: [REDACTED]

**VEHICLE IDENTIFICATION NUMBER (VIN)**

VIN: YV11LWS6D642 [REDACTED]

Selling Dealer: MODERN TOYOTA OF WINSTON SALEM

Brief Description of Consumer Concern: \_\_\_\_\_

I bought the car with 140k on the odometer. I drove it 26 miles and had to replace the vehicle mechanism to the tune of \$175. The ETC light kept coming on and the car could not maintain a steady speed. I understand this is a common problem with Volvos, but considering the cost, is unacceptable.



KREUTNER

Certified

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, NJ 07647

RECEIVED  
DEC 5 2005  
CUSTOMER SERVICE

December 1, 2005

Dear Sir or Madam:

My wife [REDACTED] and I are the owners of a 2000 Volvo V70 XC wagon, VIN YV1LZ56D3Y2 [REDACTED]. We purchased this previously owned car in October 2003. At that time, our daughter was 8 months old, and we were looking for a car that would be safe and reliable, and that would last for years. We had heard so many good things about Volvos for years, particularly in the areas of safety and reliability, and were excited about the opportunity to buy this car. The monthly payment was a bit of a stretch for us, but we felt that the quality of Volvo automobiles was worth it.

For over 1½ years, we were extremely happy with this car. During that time, we had another baby, and we felt very secure driving our growing family around. Unfortunately, since April of this year, our experience with this car has been an increasingly disappointing, frustrating, and costly one. In a six month period, we spent over \$5000 in service costs, and we are still experiencing problems that will probably be costly to repair. This has been an extreme financial burden to our family, and it has occurred in a year when we were already saddled with large medical bills after my wife was hospitalized for five weeks after beginning pre-term labor. In addition, our service experience has been less than expected, with several problems re-occurring after trips to our local Volvo dealer (Volvo of Charleston.)

In mid-April, we had to replace the throttle unit and an engine belt, replace a seal for the bevel gear to fix an oil leak, and replace the coolant reservoir. Within 10 days, we had to bring the car back in to replace a hose to the coolant reservoir, which had split due to over-tightening. In early June, another coolant leak resulted in another trip to the dealer to re-tighten a hose. At the same time, we had the air conditioner serviced.

Less than three weeks later, we had to replace the evaporator (due to a leak) and the compressor (due to an electrical short) in the air conditioner. During this visit, we also had our front brake pads and rotors replaced. Also at this time, our Check Engine light was steadily glowing. The technicians told us that this was due to the anti-lock brake controller module, which needed to be replaced. Since our service and repair bills had already passed \$4000, we had to decline replacing this module. This job was quoted to us at nearly \$1000. When driving away from the dealer after these repairs, I heard a very loud noise coming from the wheel area; the mechanic had left a cotter pin that should have been removed during the brake repairs.

In mid-August, we were returning from a trip to North Carolina when our car broke down near Myrtle Beach, South Carolina. Our alternator needed to be replaced. This work had to be done at a local mechanic in North Myrtle Beach.

Finally, we brought the car to the dealer again in early October with a shifting problem and the shift light flashing. The dealer's technicians cleaned and lubed the shifter assembly and cleaned the mode switch. Immediately after we got the car back, the

shifting problems occurred again. When coming to a stop, the car will not downshift from high gear into low gear unless the stop is made gradually, with the brake being released occasionally. Otherwise, the car will pull away from the stop sluggishly since it is still in high gear.

In summary, after spending over \$5000 on service and repairs since April, we still have an ABS control module that needs to be replaced and a possible transmission problem. Also, nearly half of the time, the speedometer reads zero and the odometer and trip odometer show nothing but dashes. In addition, there seems to be a problem with the heater; it blows cold air long after the car starts up in the morning.

We understand that Volvo manufactures thousands of cars each year which need minimal maintenance and last for many years and hundreds of thousands of miles. Unfortunately, it appears that this car has multiple problems, particularly in the electrical and computer-controlled areas. I am also not sure whether some of these problems have in turn caused others, such as whether the coolant leak could have led to some of our other electrical problems, or whether the short to the compressor could be a cause of the faults in the ABS module, the speedometer, etc. It is interesting that we never had a problem with this car until we first brought it to the dealer in April; problems snowballed after that.

In twenty years of driving prior to owning this car, I have never had service and repair expenses that are even close to the amount that we have spent on this car just since April. In addition to the expense, I am also disappointed that my wife no longer feels secure driving our children in the Volvo. She would rather drive them in our other car, a 1995 Honda Civic, than in the Volvo.

Currently, we are unsure as to how to proceed. After spending as much as we have to repair this car, it is hard to give up on it and sell it. However, we have nearly lost all confidence in the car, and we do not know how many more huge repair expenses are lurking around the corner. I know that the large majority of Volvos are terrific, dependable cars, and I wish that all of the issues with this car could be cleared up so that we can feel confident driving it again. However, this car has caused a huge financial strain on our family this year, especially on top of our medical bills. As pleased as we were with this car during the first year and a half of owning it, combined with all of the positive experiences that friends and family members have had with Volvos, it has been such a shock to go through all of these problems. We would love to continue driving Volvos in the future, but the past year has tested our faith in the brand. We would appreciate it if your corporation could do something to help us feel safe, secure, and confident about this car again. We would appreciate hearing a reply by December 23. Thank you for your help addressing our concerns.

Sincerely,

Charleston, South Carolina

Home phone

E-mail

# VOLVO OF CHARLESTON

Authorized Volvo Care Dealer  
 1518 Savannah Hwy.  
 Charleston, SC 29407  
 www.VolvoOfCharleston.com  
 email: RIImports@hendauto.com  
 843-571-2727 800-763-0289

MON. - FRI.  
 7:30 AM - 6:00 PM  
 SAT.  
 8:00 AM - 5:00 PM

Customer No	136599	Technician	AMY FERGUSON	Invoice Date	04/12/05	Invoice No	VOC5372745
Make/Model	00/VOLVO/V70/S DOOR WAGON	MSRP	61,812	Color	WHITE/	Stock No	
Charleston, SC		MSRP		Delivery Date		Invoice Date	
		MSRP		APR 12 2005		Invoice Date	
		MSRP		04/07/05			

**LABOR & PARTS**  
 JOB # 1: 2100Z - IDLE  
 CUSTOMER STATES THE ENGINE REVS REAL HIGH AND THEN SEEMS TO ALMOST WANT TO STALL OUT. SORT OF HICCUPS ELECTRICAL FAULT IN THROTTLE UNIT  
 REPLACED THROTTLE UNIT AND DOWNLOADED SOFTWARE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8544347-0	THROTTLE BODY	584.60	584.60
JOB # 1	1	8836753-9	BASKET	9.61	9.61
JOB # 1	1	9438298-3	ETH RELOAD	38.00	38.00
<b>JOB # 1 TOTAL PARTS</b>					<b>628.30</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>					<b>875.30</b>

**LABOR & PARTS**  
 JOB # 2: 2100Z - IDLE  
 CUSTOMER STATES THERE IS A COOLANT LEAK  
 COOLANT RESERVOIR TANK LEAKING  
 REPLACED COOLANT RESERVOIR TO REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	30723829-3	EXPANSION TANK	67.68	67.68
<b>JOB # 2 TOTAL PARTS</b>					<b>67.68</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					<b>110.18</b>

**LABOR & PARTS**  
 JOB # 3: 2100Z - IDLE  
 RECOMMENDED REPLACEMENT OF AUXILIARY BELT  
 BELT DRY, CRACKED, AND WORN  
 REPLACED AUXILIARY BELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	8527228-3	BELT	83.32	83.32
<b>JOB # 3 TOTAL PARTS</b>					<b>83.32</b>
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>					<b>126.62</b>

**LABOR & PARTS**  
 JOB # 4: 2100Z - IDLE  
 CUSTOMER REQUESTS SERVICE  
 VALUE FOR YOUR MONEY  
 COMPLETED SERV. ACCORDING TO VOLVO GUIDELINES: INCLUDING OIL  
 FILTER/SPARK PLUGS/VALVE ADJ/COOLANT/AIR/FUEL FILTERS/TUNE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	1270810-8	FILTER INSERT	8.19	8.19
JOB # 4	1	11998-2	ORING	0.99	0.99
JOB # 4	6		OIL	19.00	19.00
JOB # 4	1	67184-0	INJECTOR C	7.05	7.05
JOB # 4	1	948096-1	BASKET	2.21	2.21
JOB # 4	1	1188943-2	WAX SOLVENT	3.26	3.26
JOB # 4	1	892071-7	SPARK PLUG KIT	41.12	41.12
JOB # 4	1	9171296-8	FUEL FILTER	23.61	23.61
JOB # 4	1	9188862-3	FILTER INSERT	26.71	26.71
JOB # 4	2	9427414-5	BRAKE FLUID	12.33	24.66

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to this product are those which may be stated by the manufacturer. The selling dealer neither expressly warrants all materials, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither the dealer nor authorized any other person to assume to a any liability in connection with the sale of these parts and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or losses of any other incidental damages.

**TERMS STRICTLY CASH**  
**UNLESS APPROVED BY WAVE**  
 I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle in favor of the shop of repair herein.  
 IN THE EVENT OF DISPUTE OR FAILURE OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

Customer Signature

# VOLVO OF CHARLESTON

Authorized Volvo Cars Retailer  
 1518 Savannah Hwy.  
 Charleston, SC 29407  
 www.VolvoOfCharleston.com  
 email: RHImports@theadauto.com  
 843-571-2727 800-783-0283

MON. - FRI.  
 7:30 AM - 6:00 PM  
 SAT.  
 8:00 AM - 5:00 PM

SALES ORDER NO <b>136599</b>	ADVISOR <b>AMY FERGUSON</b>	DATE <b>04/12/05</b>	SALES NO <b>VOC5372745</b>
VEHICLE MAKE <b>CHARLESTON, SC</b>	LICENSE NO	RELEASE <b>61,812</b>	COLOR <b>WHITE/</b>
YEAR/MAKE/MODEL <b>00/VOLVO/V70/S DOOR WAGON</b>	VEHICLE ID NO <b>YV1LZ56D3Y2</b>	DELIVERY DATE	PRODUCTION DATE
REGISTRATION NO	P. S. NO	REG. DATE <b>04/07/05</b>	

RECOMMENDED REPLACEMENT OF OUTER SEAL FOR BEVEL GEAR  
 REPLACED SEAL FOR BEVEL GEAR

PARTS	QTY	PD NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	914379-6	SEALING RING	24.22	24.22
JOB # 9	1	914385-3	SEALING RING	19.90	19.90
JOB # 5	1	95080-3	BRK/CLW/CR	6.00	6.00
<b>JOB # 5 TOTAL PARTS</b>					<b>66.12</b>
<b>JOB # 9 TOTAL LABOR &amp; PARTS</b>					<b>226.12</b>
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	VSS	VOLVO SHOP SUPPLIES & MATERIALS		15.30	15.30
JOB # 2	VSS	VOLVO SHOP SUPPLIES & MATERIALS		2.55	2.55
JOB # 3	VSS	VOLVO SHOP SUPPLIES & MATERIALS		2.55	2.55
<b>TOTAL MISC</b>					<b>20.40</b>

COMMENTS  
 DROPPED OFF  
 DELETED OPERATION(S)  
 DRIVE FT PAID \*FRONT BRAKE PADS

RECOMMENDATIONS  
 FRONT BRAKE PADS THIN

TOTALS

TOTAL LABOR... 735.00  
 TOTAL PARTS... 66.12  
 TOTAL MISC... 20.40  
 TOTAL TAX... 58.81

**TOTAL INVOICE \$ 1794.33**

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU FOR YOUR BUSINESS. IT IS IMPORTANT TO US THAT YOUR VEHICLE WAS REPAIRED CORRECTLY THE FIRST TIME AND THAT EVERYTHING WAS FULLY EXPLAINED. WE WANT THIS VISIT TO BE AN "EXCELLENT" EXPERIENCE AND IF THERE IS ANYTHING FURTHER THAT WE CAN DO, PLEASE LET US KNOW.

*Credit Card*

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to this party, all other which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and further disclaims and warrants any other person to believe for any liability in connection with the sale of these parts and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, expenses or property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

**TERMS STRICTLY CASH**  
**UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work hereunder and agree to pay same along with the necessary material and agree that you are not responsible for loss or damage to vehicle or parties left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you under your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express disclaimer of any liability is hereby acknowledged on above vehicle to secure the receipt of repairs herein.

**IN THE EVENT OF MY DEFAULT IN PAYMENT OF ANY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.**

# VOLVO OF CHARLESTON

Authorized Volvo Cars Retailer  
 1518 Savannah Hwy.  
 Charleston, SC 29407  
 www.VolvoOfCharleston.com  
 email: RHImports@hondaauto.com  
 843-671-2727 800-763-0283

MON. - FRI.  
 7:30 AM - 6:00 PM

SAT.  
 8:00 AM - 5:00 PM

CUSTOMER NO <b>136599</b>	APPROX <b>AMY BERGLISON</b>	YEAR NO [REDACTED]	WORK DATE <b>04/22/05</b>	MODEL NO <b>VOC5373734</b>
[REDACTED]	LABOR RATE	ORDER TO	ORDER	ASSEMBLY
<b>CHARLESTON, SC</b>			<b>62,149</b>	<b>WHITE/</b>
	YEAR MAKE/DOOR		PLANT/CHASSIS	COURTNEY MILEZ
	<b>00/VOLVO/V70/5 DOOR WAGON</b>			PRODUCTION DATE
	VEHICLE ID NO <b>YV11756D3V2</b>		SALE/DEALER NO	
	P.T. & NO	P.O. NO	DATE	
			<b>04/22/05</b>	

LABOR & PARTS  
 COOLANT LEAK...  
 CUSTOMER STATES THERE IS STILL A COOLANT LEAK AT RESEVOIR  
 YOU CAN HEAR A HISsing NOISE AROUND UPPER RESEVOIR HOSE  
 COOLANT RESEVOIR OVER FLOW HOSE SPLIT  
 REPLACED HOSE TO OVERFLOW ON COOLANT RESEVOIR

JOB # 1 TOTAL LABOR & PARTS 0.00

ENTERPRISE RENTALS  
 ENTERPRISE  
 DB38295

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
 ENTERPRISE

TOTALS

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL D.O.B...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE #</b>	<b>0.00</b>

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO  
 THANK YOU FOR YOUR BUSINESS. IT IS IMPORTANT  
 TO US THAT YOUR VEHICLE WAS REPAIRED CORRECTLY  
 THE FIRST TIME AND THAT EVERYTHING WAS FULLY  
 EXPLAINED. WE WANT THIS VISIT TO BE AN  
 "EXCELLENT" EXPERIENCE AND IF THERE IS  
 ANYTHING FURTHER THAT WE CAN DO, PLEASE LET  
 US KNOW.

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to this product are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither creates nor authorizes any other person to assume for it any liability in connection with the sale of these parts and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work hereon to be done to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or anything left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you, under your exclusive privilege to operate the vehicle (regardless of state, highway or elsewhere for the purpose of testing similar operation. An express warranty that is hereby acknowledged on above vehicle to secure the amount of repair, parts.  
 IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

# VOLVO OF CHARLESTON

Authorized Volvo Care Retailer  
 1518 Savannah Hwy.  
 Charleston, SC 29407  
 www.VolvoOfCharleston.com  
 email: RHImports@hendauto.com  
 843-571-2727 800-763-0283

MON. - FRI.  
 7:30 AM - 6:00 PM  
 SAT.  
 8:00 AM - 5:00 PM

CUSTOMER NO. <b>136599</b>	ADDRESS <b>AMY FERGUSON</b>	PHONE NO. <b>06/01/05</b>	INVOICE NO. <b>VOCS376278</b>
CHARLESTON, SC	LICENSE NO.	VIN	STOCK NO.
		<b>63,651</b>	<b>WHITE/</b>
	YEAR / MAKE / MODEL <b>00/VOLVO/V70/S DOOR WAGON</b>	DELIVERY DATE	TIRE INFORMATION
	VEHICLE ID <b>YV1LZ56D3Y2</b>	FINANCIAL DEALER NO.	FINANCIAL OFFICER
	COMMENTS	<b>06/01/05</b>	

LABOR & PARTS  
 CUSTOMER STATES THE LOW DILANT LIGHT IS COMING ON AND TEMP GAUGE CREEPING UP TO HOT

TIGHTENED HOSE

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

JOB # 2 87N02-EVAC. A/C IS NOT COOLING / CAN HEAR COMPRESSOR CLICKING ON AND OFF

SERVICED A/C SYSTEM. ADDED DYE/IF RE-OCURS WILL NEED FURTHER MECHANICAL LEAK REPAIRS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
JOB # 2	3	R134A	FREON	16.00	48.00
JOB # 2	1	702-1	FREON QUIET	12.15	12.15
JOB # 2 TOTAL PARTS					60.15
JOB # 2 TOTAL LABOR & PARTS					145.15

COMMENTS  
 DROPPED OFF

RECOMMENDATIONS  
 NEEDS FRONT BRAKE PADS AND ROTORS

TOTALS

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to this vehicle are those which may be obtained by the manufacturer. The selling dealer hereby expressly declines all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to make for it any liability in connection with the sale of this vehicle under any circumstances. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or costs or any other additional charges.

**FINING: STRICTLY CASH**  
 UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereon and I will be held liable for the necessary material and agree that you are not responsible for loss or damage to vehicle or contents therein in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments to the supplier or transporter. I hereby grant you under your employment, permission to operate all vehicle parts, equipment, tools, equipment or otherwise for the purpose of testing under inspection. An express warranty that is hereby acknowledged on above vehicle is under the control of repair shop.

IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU FOR YOUR BUSINESS. IT IS IMPORTANT TO US THAT YOUR VEHICLE WAS REPAIRED CORRECTLY THE FIRST TIME AND THAT EVERYTHING WAS FULLY EXPLAINED. WE WANT THIS VISIT TO BE AN 'EXCELLENT' EXPERIENCE AND IF THERE IS ANYTHING FURTHER THAT WE CAN DO, PLEASE LET US KNOW.

TOTAL LABOR 85.00  
 TOTAL PARTS 60.15  
 TOTAL TAX 0.00  
 TOTAL DISC 0.00  
 TOTAL TAX 0.00  
 TOTAL TAX 3.91

**TOTAL INVOICE \$ 149.06**

CUSTOMER SIGNATURE

# VOLVO OF CHARLESTON

Authorized Volvo Cars Retailer  
 1518 Savannah Hwy.  
 Charleston, SC 29407  
 www.VolvoOfCharleston.com  
 email: RHImports@hendauto.com  
 843-571-2727 800-768-0283

MON - FRI.  
 7:30 AM - 6:00 PM  
 SAT.  
 8:00 AM - 5:00 PM

CLASS/CHIT NO <b>136599</b>	APPROVA <b>AMY FERGUSON</b>	YR NO <b>311</b>	YR NO <b>578</b>	INVOICE DATE <b>06/17/05</b>	INVOICE NO <b>VOC5377149</b>
LABOR DATE	LABOR NO	MESSAGE <b>64,382</b>	VEHICLE <b>WHITE/</b>	STATION	STATION NO
YEAR/MAKE/MODEL <b>00/VOLVO/V70/5 DOOR WAGON</b>	DELIVERY DATE	DELIVERY MILE	SALES/LEASE/FIN	PRODUCT/OPS	
VEHICLE ID NO <b>YV1LZ56D3YZ</b>	DATE <b>06/14/05</b>				

**LABOR & PARTS**  
 AIR CONDITIONING BLOWS WARM AIR  
 INTERMITTANT  
 EVAPORATOR LEAKING. ELECTRICAL SHORT TO COMPRESSOR  
 RMR DASH TO REPLACE EVAPORATOR. REPLACED COMPRESSOR  
 CUSTOMER TO PAY FOR PART ONLY FOR REPLACEMENT OF COMPRESSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	9171781-9	EVAPORATOR	445.50	445.50
JOB # 1	2	3645476-4	O-RINGS	1.75	3.46
JOB # 1	2	3637503-9	O-RINGS	2.19	4.38
JOB # 1	2	9171783-5	SEAL	6.24	12.48
JOB # 1	1	8603132-5	COMPRESSOR, EXC	576.80	576.28
JOB # 1	1	702-1	FRIGI QUIET	18.16	18.16
JOB # 1	3	K134A	FRESH	16.00	48.00
<b>JOB # 1 TOTAL PARTS</b>					<b>1102.17</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>					<b>1994.67</b>

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to the parts of this vehicle may be offered by the manufacturer. This listing does not constitute a warranty, and does not constitute an offer of any product or service. The dealer does not assume any liability in connection with the sale of these parts or the work. Buyer shall not be entitled to recover from the dealer for any consequential damages, damages to property, damages to the car, or loss of time, loss of profits, or loss of any other incidental damages.

**TERMS: STRICTLY CASH**  
**UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work described on this bill to be done using only the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby give you power your employees/representative to operate the vehicle (over described on screen, highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair bills.  
 BY THE SIGNATURE OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEE.

**LABOR & PARTS**  
 CHECK AND ADVISE ON BRAKES  
 RECOMMENDED REPLACEMENT OF FRONT BRAKE PADS AND ROTORS  
 AT LAST VISIT  
 REPLACED FRONT BRAKE PADS AND ROTORS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	9402200-9	BRAKE PAD KIT	72.50	72.50
JOB # 2	2	271700-2	BRAKE DISC KIT	99.33	198.66
JOB # 2	1	1161680-5	SILICONE GREASE	13.86	13.86
JOB # 2	1	9000-9	STOR SOUL	7.00	7.00
<b>JOB # 2 TOTAL PARTS</b>					<b>292.01</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					<b>392.01</b>

**LABOR & PARTS**  
 CUSTOMER STATES THE CHECK ENGINE LIGHT  
 ECU 530P.  
 NEEDS ABA CONTROL MODULE - CUSTOMER DECLINED REPAIRS AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
<b>JOB # 3 TOTAL PARTS</b>					<b>0.00</b>
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>					<b>0.00</b>

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	VSP1N	VOLVO SERVICE SPECIAL/COUPONS		58.00
JOB # 1	VSP10L	VOLVO SERVICE SPECIAL/COUPONS		58.00
<b>TOTAL MISC</b>				<b>106.00</b>

**COMMENTS**  
 DROPPED OFF

# VOLVO OF CHARLESTON

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 843-571-2727 800-763-0283

MON. - FRI.  
 7:30 AM - 6:00 PM  
 SAT.  
 8:00 AM - 5:00 PM

Customer No. <b>136599</b>	Advisor <b>AMY FERGLSON</b>	CAD No. <b>311</b>	Vehicle Date <b>06/17/05</b>	Invoice No. <b>VOCS377149</b>
Make/Model <b>[REDACTED]</b>	License Pl. <b>[REDACTED]</b>	MSRP <b>64,382</b>	Color <b>WHITE/</b>	Stock No.
Year/Make/Model <b>00/VOLVO/V70/S DOOR WAGON</b>	Vehicle ID No. <b>YV1LZ58D3Y2</b>	Dealer Date <b>06/14/05</b>	Production Date	
Comments				

**TOTALS**

TOTAL LABOR.....	792.50
TOTAL PARTS.....	1394.28
TOTAL SUBLET.....	8.00
TOTAL S.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	-100.00
TOTAL TAX.....	90.63
<b>TOTAL INVOICE \$</b>	<b>2377.51</b>

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU FOR YOUR BUSINESS. IT IS IMPORTANT TO US THAT YOUR VEHICLE WAS REPAIRED CORRECTLY THE FIRST TIME AND THAT EVERYTHING WAS FULLY EXPLAINED. WE WANT THIS VISIT TO BE AN 'EXCELLENT' EXPERIENCE AND IF THERE IS ANYTHING FURTHER THAT WE CAN DO, PLEASE LET US KNOW.

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to this party are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of title, loss of profits, or income or any other incidental damages.

**TERMS: STRICTLY CASH**  
**UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work performed and parts to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or accident left in vehicle in case of fire, theft, or any other event beyond your control or for any claims caused by availability of parts or delays in parts shipment by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing under inspection. An express warranty's lien is hereby acknowledged on above vehicle to secure the amount of repair bills.

**IN THE EVENT OF ANY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.**

*Paid  
 Chk 1009  
 Cle 1177.51  
 (SW)*





**ALLEN'S AUTO SERVICE**  
 Hwy. 17 & 17th Ave. S.  
 NORTH MYRTLE BEACH, SC 29582  
 (843) 272-8031

NAME <b>HARGRAVE</b>		VIN <b>8TJLES</b>	
ADDRESS		53129	
PHONE	MAIL ROOM	PAY	SALES PERSON
SUPPLIER'S CREDIT NUMBER	SALES TAX PERCENT	POOR TURN	
MOTOR NUMBER		REMARKS	

YEAR, MAKE AND MODEL **Subaru Outback**  
**1998**  
 SERIAL NUMBER

DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE	SALES TAX	TOTAL
<i>Alternator</i>	<i>1</i>	<i>130.00</i>	<i>130.00</i>		<i>130.00</i>
<i>Oil</i>	<i>1</i>	<i>428.00</i>	<i>428.00</i>		<i>428.00</i>
<i>Wash</i>	<i>1</i>	<i>21.40</i>	<i>21.40</i>		<i>21.40</i>
<b>TOTAL PARTS</b>	<b>4/2</b>				
<small>I hereby authorize the above items to be used along with the          vehicle for purposes of repair, inspection, or recovery of the car. An          express warranty is hereby acknowledged on above vehicle in accord          with the terms of the contract. It is also understood that you are not          to be held responsible for loss or damage to the car unless you are          in the car at the time of the accident or you are the driver of the car.</small>					
<b>TOTAL</b>				<b>579.40</b>	<b>579.40</b>

← 130.00  
 ← 428.00  
 ← 21.40  
 ← 579.40

# VOLVO OF CHARLESTON

Authorized Volvo Care Retailer  
 1518 Savannah Hwy.  
 Charleston, SC 29407  
 www.VolvoOfCharleston.com  
 email: RHImports@hendauto.com  
 843-571-2727 800-763-0283

MON. - FRI.  
 7:30 AM - 6:00 PM  
 SAT.  
 8:00 AM - 5:00 PM

CUSTOMER NO. <b>136599</b>	ADDRESS <b>CHRIS JORUDD</b>	PHONE NO.	SERVICE DATE <b>10/03/05</b>	WARRANTY NO. <b>VOC5384879</b>
<b>CHARLESTON, SC</b>	LABOR RATE	VEHICLE NO. <b>68,123</b>	COLOUR <b>WHITE/</b>	STOCK NO.
	YEAR (MAKE / MODEL) <b>00/VOLVO/V70/S DOOR WAGON</b>		DELIVERY DATE	REPAIRS MADE
	VEHICLE ID NO. <b>YV1LZ5603Y2</b>		LEASO DEALER NO.	PRODUCTION DATE
	F. I. E. NO.	F. O. NO.	R. O. DATE <b>10/01/05</b>	
	COUNTRY			

LABOR & PARTS  
 JOB # 1 45V07-SHIFTING \*SHIFTING PROBLEM  
 SHIFT LIGHT FLASHING, ENG. LITE ON, SLUGGISH ON TAKE OFF. **135.00**  
 ALSO POSS. GRINDING NOISE...  
 SHIFTER BROKEN, LOCK PIN BROKEN, MODE SWITCH DIRTY  
 MAY NEED REM. - \$275.00 - \$52.00 PLUS LABOR  
 CLEANED & LIBED SHIFTER ASSY, CLEANED SWITCH.  
 RESET ALL SYSTEMS - TEST/DIAGN. OR  
 PLEASE NOTE SHIFTLCK FUNCTION NOT WORKING...  
 CUST AWARE OF THIS. - MAY RESCHEDULE  
 HAVE TO ORDER PARTS

TECH(S): JORUDD

CONTROL NO.

JOB # 1 TOTAL LABOR & PARTS **135.00**

MISC. CODE DESCRIPTION CONTROL NO. TOTAL - MISC

JOB # 1 YSS VOLVO SHOP SUPPLIES & MATERIALS **8.10**

TOTAL - MISC **8.10**

TOTALS

**DISCLAIMER OF WARRANTIES**  
 The only warranties applying to this part(s) are those which may be obtained by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, including but not limited to property damage or loss of use, loss of time, loss of profits, or income or any other incidental damages.

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize the repair work described and listed in this order along with the necessary material and agree that you are not responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipment by the supplier or transporter. I hereby grant you either your employment permission to operate the vehicle being described on streets, highways or elsewhere for the purpose of testing and/or repair. An express acknowledgment is hereby acknowledged on above vehicle to assume the greatest of repair liability.

**IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.**

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU FOR YOUR BUSINESS. IT IS IMPORTANT TO US THAT YOUR VEHICLE WAS REPAIRED CORRECTLY THE FIRST TIME AND THAT EVERYTHING WAS FULLY EXPLAINED. WE WANT THIS VISIT TO BE AN 'EXCELLENT' EXPERIENCE AND IF THERE IS ANYTHING FURTHER THAT WE CAN DO, PLEASE LET US KNOW.

TOTAL LABOR... **135.00**  
 TOTAL PARTS... **0.00**  
 TOTAL SUBLET... **0.00**  
 TOTAL G.O.S... **0.00**  
 TOTAL MISC CHG... **8.10**  
 TOTAL MISC DISC... **0.00**  
 TOTAL TAX... **0.00**

**TOTAL INVOICE \$ 143.10**

CUSTOMER SIGNATURE

PAGE 1 OF 1

CUSTOMER COPY

END OF INVOICE

December 2, 2005

Volvo Cars of North America, LLC.  
Attn: Customer Care Center  
7 Volvo Drive  
Rockledge, NJ 07647

12/02/05  
PSC 11300  
CUSTOMER CARE

Dear Customer Care:

I own a 1999 S80 T6. I purchased it from Volvo of Las Vegas as a certified pre owned in October 2003. The VIN # is YV1TS90DXX[REDACTED]. We really enjoyed the car in the beginning of our purchase. It has only 52,500 miles as of today. However, this year we have had our share of problems with the car right after the warranty ended. There were a host of problems. The car had stalled several times. Whenever I take it to either Volvo of Las Vegas or my local mechanic they always say something is wrong and charge me at least \$250 a trip. The latest problem I had was dealing with the vehicle surges when it is in idle. I was not aware that 99 Volvos have history of problems with the ETM throttle.

Not being aware of the problem that 99 Volvos have ETM throttle problem, I took my car to my local mechanic on 11/19/05 (Raymond's Auto in Las Vegas; With more than 40 years of experience; 702-257-8827) to fix the idle surges in S 80 Volvo. The mechanic supposedly did a lot of stuff and he billed me \$890.79 and told me that the idle surge has been fixed. When I drove the car off the parking lot, the idle surge had not gone. I took the car back to the mechanic to fix the problem. He gave a story about throttle body stuff and I had no idea what he was talking about. I was getting suspicious of the story he was trying to tell me. Now I know that he did not diagnose the problem correctly and he worked on charged me a whole bunch on unrelated stuff but still did not fix the problem.

After getting suspicious, I started doing research on the Internet and I found out that 99 Volvos have had ETM throttle problem for a long time and Volvo was not forthcoming in acknowledging the problem and not being proactive to its customers in fixing the problem. I am really disappointed about this issue. I always had high esteem for the Volvo cars and the company and staff.

After doing more research, I have also learned that Volvo had settled with CARB and EPA to fix the ETM throttle and had extended the warranty on the 99 Volvos. I wish I had been notified by Volvo about the ETM throttle problem before settling with the government agencies and I definitely would NOT had to take it to my mechanic and spend \$890.79 to fix a problem that would have been fixed by the Volvo of Las Vegas under warranty. I had already spent more that \$2000.00 on repairs alone on this vehicle in last three months. I was so disappointed in the vehicle that, I was also shopping for a new luxury car because of all the car problems.

I always wanted to get a second Volvo but I was very hesitant to get one because of all the troubles I had with this 1999 Volvo S80. I had visited Volvo of Las Vegas Dealership several times to purchase a second Volvo but I was very hesitant to get one because of all the problems I had with the S80 Volvo. I looked at other cars and was so close to purchasing one. However, I still like my Volvo and that's the reason why I still have it.

Now the mechanic took my car to Volvo of Las Vegas dealer ship and they eventually fixed the problem under warranty. Again, if I had been contacted by Volvo about ETM throttle problem I would NOT had to take my car to Raymond's Auto and spend a lot of money on my car. I am asking that \$890.79 be reimbursed since I was NOT notified of the problem in the first place. I am attaching all the receipts.

I like to be customer with Volvo like you have on your logo that says "Volvo for Life" if I am treated fairly in this issue. Please contact me at 702-280-7837 if you have any questions.

Thank You,

[REDACTED]

Las Vegas, NV [REDACTED]



RAYMOND'S AUTO SERVICE  
5240 SPRING MOUNTAIN RD  
LAS VEGAS NV 89146  
(702) 257-3827

**Sale**

ID: C91H  
Merchant: 36771642800-  
11/23/86 18:12:55

MASTERCARD

XXXXXXXXXX [REDACTED]

Appr Code: 066492 Inv1: 2

Total: \$ 898.79

Customer Copy  
THANK YOU



1002575

41660

## VOLVO of LAS VEGAS, LLC

(702) 317-1000  
 7706 W. Sahara Ave.  
 LAS VEGAS, NEVADA 89117  
 Parts (702) 317-1015  
 Fax (702) 317-1023

\*INVOICE\*

PAGE 1

**VOLVO**

LAS VEGAS, NV

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 313 GEORGE P CAUDILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	99	VOLVO S80	YV1TB90DXX [REDACTED]		52468/52468	T169
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
14OCT03 IS			16:00 30NOV05		CASH	01DEC05
R.G. OPENED		READY	OPTIONS: STK:4315 ENG:B6284T6			
09:14 30NOV05		15:41 01DEC05				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S VEH SURGES WHILE IT IDELS

CAUSE: 10

25128-2 ELECTRONIC THROTTLE MODULE INTAKE  
 MANIFOLD REMOVE INSTALL/REPLACE (2)  
 320 W

1 8644347 THROTTLE BODY

1 8636753 GASKET

1 9438290 BTM RELOAD

36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (2)  
 320 W

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

FC: 105S

PART#: 8644347

COUNT:

CLAIM TYPE: 01

AITH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

PAYMENT IN FULL REQUIRED PRIOR TO RELEASE OF VEHICLE	NOTICE TO CONSUMER: I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.	DESCRIPTION	TOTALS
		METHODS OF PAYMENT WE ACCEPT THE FOLLOWING: CASH MASTERCARD VISA AMEX COMPANY OR PERSONALIZED CHECK \$2,000.00 WITH THE FOLLOWING  1) CHECK GUARANTEE CARD 2) VALID DRIVER LICENSE 3) NAME AND ADDRESS AND P.D. IMPRINTED ON CHECK	ORIGINAL ESTIMATE \$ _____ AUTHORIZED REVISED ESTIMATE \$ _____  CUSTOMER SIGNATURE _____  X
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		BULLET AMOUNT	0.00
		WASC. CHARGES/ADJ.	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

1999 Volvo S80 T-6

Maintenance

Normal Maintenance Details

60,000 Miles (96,000 Kilometers) : All Applicable Models

PERFORMED	OPERATION	COMPONENT
✓	INSPECT	AUTOMATIC TRANSAXLE FLUID
✓	INSPECT	BATTERY
✓	INSPECT	BRAKE FLUID
✓	INSPECT	BRAKE PADS
Replace components as necessary.		
✓	INSPECT	PCV HOSES
✓	INSPECT	PCV NIPPLE (ORIFICE)
✓	INSPECT	POWER STEERING FLUID
✓	LUBRICATE	ANTENNA MAST
✓	LUBRICATE	TRUNK, HOOD HINGES & LATCHES
✓	REPLACE	AIR CLEANER/ELEMENT
N/A	REPLACE	CABIN AIR FILTER
N/A	REPLACE	ENGINE ACCESSORY DRIVE BELT
✓	REPLACE	ENGINE OIL
✓	REPLACE	ENGINE OIL FILTER
✓	REPLACE	SPARK PLUGS
N/A	ROTATE	TIRES



December 6, 2005

[REDACTED]  
Augusta, GA [REDACTED]

Volvo Cars of North American, LLC  
ATTN: Volvo Customers Care Center  
7 Volvo Dr.  
Rockleigh, New Jersey 07647

RECEIVED

DEC 12 2005

1207 11 11 05

To Whom It May Concern:

As a satisfied Pre-Certified owner of a 2000 S80 Volvo, I have come across a major concern. Over the past 18 months I have had to replace my Throttle body twice. Once in June 2004 and November 2005. For some unknown reason the June 2004 was not under warranty and November 2005 my warranty was up. I have had very good customer service at Gerald Jones Volvo Martinez, GA, but no one can answer why I had to replace my Throttle body twice. If you have any suggestions or any recalls will you please let me know?

Thanking you in advance.

A concerned Pre-Certified owner.

[REDACTED]  
Augusta, GA [REDACTED]

187-0012  
 Your Street Services  
 1400 North Street  
 Augusta, GA 30904

# Jones Volvo Subaru

1801 Gordon Hwy.  
 Augusta, GA 30904-2696  
 706-733-1035 • Fax 706-733-1045

# SERVICE INVOICE

**SUBARU**

05155 YV1TS90D4Y1				[REDACTED]		DATE: 06/09/04
YEAR: 2000	MAKE: VOLVO	MODEL: 880	COLOR: GRAY	[REDACTED]		TIME: 07:19
VIN: 56574	56574	11/29/98	3970-ALD	ADDRESS: AUGUSTA GA	[REDACTED]	DATE: 06/09/04
[REDACTED]						TECH: RANDY

(1) CUSTOMER STATES THAT VEHICLE IS STILL SURGING HIGHWAY SPEEDS. IT CUTOFF THE OTHER DAY COMING INTO A REDLIGHT, ALSO THE RPM'S WERE SURGING YESTERDAY MORNING IN THE GARAGE  
 --REMOVED AND REPLACED THROTTLE BODY UNIT, AND DOWNLOADED NEW SOFTWARE--  
 --THIS IS NOT A COVERED PART ON THIS VEHICLE'S WARRANTY--  
 (12-7732 GARY--)

Labor	P	256.95
8684347	THROTTLE HO 1	683.28
0498290	ETH RELOAD 1	34.13
Total Labor		256.95
Total Parts		697.41
Total Repair (Customer)		954.36



*Called @ 2:05pm 4/12/04*

X \_\_\_\_\_  
 CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 All warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties other than those so made. It is the buyer's responsibility to verify the condition of the product at the time of purchase. The seller shall not be liable for any damage or loss of any kind resulting from the use of the product. Any warranty shall be void if the product is not used in accordance with the manufacturer's instructions.

**TERMS**  
 No Interest On (Special) Or Special Order Items. A 10% Restocking Charge Will Be Applied On All Merchandise Returned For Credit. No Returns After 30 Days Or Without This Invoice.

Labor	256.95
Parts	697.41
Sublet	.00
Shop Supplies	25.70
Oil/Grease	.00
Total	980.06
Tax	50.62
Total (Cash)	1030.68

Page 1 of 1 Job 316  
**05155 Customer Copy**

# Gerald Jones Volvo Subaru

# SERVICE INVOICE

**VOLVO**

4022 Washington Rd.  
Martinez, GA 30907

**SUBARU**

706-228-7600 • Fax 706-228-7612

VIN: 13061 YV1TS90D4Y1				DATE: 11/22/05	
YEAR: 2000	MAKE: VOLVO	MODEL: S80	COLOR: GRAY	TIME: 03:17	
MI: 99109	MI000111	DATE: 01/29/99	LIC: 3970-ALD	DATE: 11/23/05	
SERVICE CONTRACT				TIME: 0839	
M: [REDACTED]				W: [REDACTED]	
				M: [REDACTED]	

(1) CUSTOMER STATES WILL DRIVING VEHICLE  
WILL CUT OFF, WILL START BACK UP.  
---TECH REPLACED AIR MASS METER, THROTTLE BODY  
AND DOWNLOADED SOFTWARE.

Labor	F	379.95
8670113	(MASS AIR FLOW)	1 274.32
8664347	(THROTTLE BODY)	1 681.83
9438290	(ETN RELOAD)	1 40.95
Total Labor		379.95
Total Parts		997.12
Total Repair (Customer)		1377.07

(15-2383 ROBERT-414522183)



X

CUSTOMER SIGNATURE

Next Service FEB '06 Lube-Oil-Filter

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product are hereby voided upon the date of this invoice. The dealer hereby disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor warrants any person or entity for a any liability in connection with the sale of said products. Any implied warranties herein shall be hereby voided and terminated.

**TERMS**  
No Returns On Electrical Or Special Order Items. A 15% Restocking Charge Will Be Applied On All Non-Installed Appliances For Grease. No Returns After 30 Days Or Without This Service.

Labor	379.95
Parts	997.12
Sublet	.00
Shop Supply	26.00
Oil/Grease	.00
Total	1403.07
Tax	71.62
Total (Cash)	1474.69

Page 1 of 1 Job 204

13061 Customer Copy

**RECEIVED**  
**DEC 5 2005**  
**CUSTOMER CARE**

November 30, 2005

Volvo Cars of North America, LLC  
Volvo Drive  
Rockleigh, NJ 07647

Re: Recall Notice (1999 Volvo S70)

Gentlemen:

Early this year, I received your recall notice. Due to my geographic location, I was unable to coordinate a dealer inspection until July. Prior to this service work, my vehicle began regular stalling without warning thus creating some anxious driving maneuvers.

I immediately visited Kempthorn Automall in Canton, Ohio this July.

This service call resulted in replacement of the throttle module. Shortly thereafter, I find articles of the National Highway Traffic Safety Administration exploring issues with my similar problem.

I am therefore requesting reimbursement for my expense incurred at Kempthorn Automall.

Respectfully,  


  
Lowell, Ohio

Enclosures

# Kempthorn AUTOMALL

1449 Cleveland Avenue, NW • Canton, Ohio 44703 • 330-452-6511 • Fax 330-455-9716 • 1-800-451-3877  
 1124 North Market Avenue • Canton, Ohio 44702 • 330-456-4591 • Fax 330-456-8510 • 1-800-224-1629  
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WORK ORDER NO. <b>79184</b>	JOHNSON <b>DIANE HUFF</b>	VEH. NO. [REDACTED]	WORK DATE <b>07/09/05</b>	WORKER NO. <b>VOCS209585</b>
[REDACTED]	LABOR RATE <b>75.00</b>	ESTIMATE NO. <b>174,517</b>	ORDER <b>BLUE/</b>	ORDER NO.
LOWELL, OH	VEH. MAKE/MODEL <b>99/VOLVO/S70/4 DOOR SEDAN</b>	VEH. YEAR	ORDER DATE	ORDER TYPE
	VEH. COLOR <b>Y V 1 L 8 5 5 A 2 X 1</b>	VEH. MAKE/MODEL	VEH. YEAR	PRODUCTION
	VEH. YEAR	VEH. MAKE/MODEL	VEH. YEAR	
			<b>07/09/05</b>	
				<b>NO: 174518</b>

LABOR & PARTS  
 #1 SERVICE BODY ELECTRICAL TECH(S): EGB 112.50  
 CUSTOMER STATES WITH CRUISE CONTROL ON -ETS LIGHT COMES ON  
 WHILE DRIVING -WITH LIGHT ON CRUISE IS INOP  
 IDLE SURGES AT TIMES  
 COMP. VIDA READ FAULT CODES ECM-532A THROTTLE MODULE  
 SIGNAL FAULTY -FAULT TRACED TO THROTTLE MODULE  
 REPLACED THROTTLE MODULE & GASKET  
 PERFORM SOFTWARE DOWNLOAD & TEST DRIVE  
 FRONT BRAKE ROTORS PULSATE ON TEST DRIVE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8644347-0	THROTTLE BODY	562.68	562.68
JOB # 1	1	8636793-9	BASKET	3.47	3.47
JOB # 1	1	8438298-3	ETH RELOAD	31.35	31.35
JOB # 1 TOTAL PARTS					597.44
JOB # 1 TOTAL LABOR & PARTS					709.94
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A		A1 SHOP SUPPLIES			8.44
TOTAL - MISC					8.44

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$765.00 (+TAX)  
 COMMENTS  
 WAITING

TOTALS

TOTAL LABOR	112.50
TOTAL PARTS	597.44
TOTAL TAX	0.60
TOTAL G.O.S.	0.00
TOTAL MISC	8.44
TOTAL MISC MISC	8.00
TOTAL TAX	43.10
<b>TOTAL INVOICE \$</b>	<b>761.45</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**HOW'S OUR WORK?**  
 WE WANT TO BE  EXCELLENT

PAID **11 - 9** amt

CUSTOMER SATISFACTION HOT LINE  
**52-6511 EXT. 101**

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## Volvo being probed for potential problems

**Vehicles may lose speed or engine may stall without warning, officials say**

The Associated Press  
Updated: 2:42 p.m. ET Aug. 1, 2005

**WASHINGTON** - Several models of Volvo sedans and station wagons are under investigation because of complaints that the vehicles can lose speed or the engine can stall without warning, the government said Monday.

The National Highway Traffic Safety Administration said it had received 136 complaints about the unit that regulates the amount of air into the vehicle's engine.

The agency has heard of several concerns, including a sudden loss of speed and power steering while driving in highway traffic and the stalling of the engine without warning.

NHTSA said an estimated 266,000 Volvos from the 1999 through 2001 model years are covered in the probe. It includes the C70 and C70 convertible, the S60 sports sedan, the S80 luxury sedan, the V70 station wagon and the V70XC crossover vehicle.

The inquiry, which is in its early stage, also involves the S70 sedan from the 1999-2000 model years. There have been two injuries connected to the alleged defect, NHTSA said.

Dan Johnston, a Volvo Cars of North America spokesman, said the company was cooperating with the government's investigation, which will try to determine the scope, frequency and safety consequences of the alleged defect.

Volvo is part of Ford Motor Co.'s Premier Automotive Group.

Vehicle owners who reported the problems told the government that in some cases, their vehicles would restart and in other instances it required the vehicles to be towed.

Some owners said they replaced the engine component but it later failed in a similar manner. The inquiry involves the electronic throttle control module, which the company said regulates air into the engine.

NHTSA investigations sometimes lead to vehicle recalls.

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[REDACTED]  
**HAMILTON, MA** [REDACTED]

RECEIVED

NOV 11 2005

CUSTOMER CARE

Volvo Cars of North America  
Volvo Drive  
Rockleigh, NJ 07647

RE: VIN# YV1SW53D011023271

To Whom It May Concern:

Recently I encountered problems with my 2001 V70 T hesitating during acceleration and when a warning light appeared on the dash, I headed directly for my local mechanic who is a certified Volvo repair technician. From my description of the problem he was able to advise me that the problem was the throttle module. He advised that Volvo had extended the warranty on this part to 7,000 miles, and since the car had 7,600 miles he recommended that I call Volvo to discuss the warranty. He also advised that he would be able to repair the car that day. I called and spoke with Volvo customer service, who advised me to take it to a dealer for analysis of the problem. I then spoke with the closest dealer who would not comment of the possible solution to the problem, but said I could bring in the car and they could take a look at it, but could not guarantee a time that repairs could be made.

Since I did not feel confident driving the distance to the dealer and since they could not offer prompt attention to the car, I decided to have the repair made with the local mechanic. The car no longer has the acceleration problems which brought me to the repair shop, so I conclude the mechanic made the proper diagnosis and repair.

I am now writing to you to request reimbursement of this repair, since the part failed just after Volvo's warranty period. I have enclosed a copy of the bill.

I look forward to hearing from you.

Sincerely,

[REDACTED]