

SHIVERS, SPIELBERG, GOSNAY & GREATREX, L.L.C.

Attorneys at Law

GREGG A. SHIVERS*
JOSHUA M. SPIELBERG*
DONALD R. GOSNAY*
GEORGE C. GREATREX JR.*
DANIEL B. KELLEY*

EDWARD N. ADOURIAN JR.
OF COUNSEL

*CERTIFIED BY THE SUPREME COURT OF
NEW JERSEY AS A CIVIL TRIAL ATTORNEY
*ALSO MEMBER OF PA AND ILS BARS
*ALSO MEMBER OF NJ BAR
*ALSO MEMBER OF NY BAR



RECEIVED
MAR 17 2003

CHERRY HILL PLAZA
SUITE 210
1415 ROUTE 70 EAST
CHERRY HILL, NJ 08034

TEL. (856) 616-8080
FAX. (856) 616-8081

CUSTOMER RELATIONS

E-MAIL:
ATTORNEYS@SSGLAWFIRM.COM
WEBSITE:
WWW.SSGLAWFIRM.COM

March 13, 2003

ATTN: Senior Supervisor
Volvo Customer Relations
7 Volvo Drive
Rockleigh, NJ 07647

Dear Sir/Madam:

I am the owner of two (2) Volvos, a 1993 850 and a 1999 S 80 T6.

I have my cars serviced at the dealer where I purchased them: Cherry Hill Volvo, Route [REDACTED] Cherry Hill, New Jersey. My service advisor is Steve Wornack. I have had many cars over the last 50 plus years and nowhere have I had better service. In fact, Steve Wornack is the reason I will probably continue to purchase Volvos.

On March 3, I was on a trip to Maryland when the "Service Urgent" light came on and the car ceased to respond as usual. After a brief stop the car responded normally. However, I didn't want to risk driving the 90 some miles to bring the car to my home dealer, and I was lucky to find a Volvo dealer in Bel Air Maryland where they computer diagnosed the problem as a throttle module failure which they promptly replaced. I have had no problem since.

As a good and longstanding customer of Volvo, and since my mileage was only slightly over 50,000 miles, I would like a little help with the bill which I paid by Visa. The throttle module should have lasted beyond just 3,000 miles plus over warranty. I suggest we split the cost.

I enclose a copy of the invoice and my Visa receipt showing payment. Thank you for your consideration. Please advise.

Sincerely,

[REDACTED SIGNATURE]

ENA/dlr
Enclosure

25748

134591

VILLAGE VOLVO

728 Belair Rd. P.O. Box 851
BEL AIR, MARYLAND 21014
410-879-3400 410-838-3400
www.villagevolvo.com

INVOICE

PAGE 1

SERVICE ADVISOR: 784 BOB GOODE

MELISTOWN, NJ

NAME:

BUS:

COCH	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
JUE	99	VOLVO S80T6ASR	TV1TS90D7X		53758/53762		
IN DATE	PROD DATE	YEAR EXP	PROBES	PC NO	RATE	PAYMENT	INV DATE
1/FEB/1999			17.00 03MAR03		0.00	CASH	03MAR2003

REG OPENED	READY	OPTIONS
1:50 03MAR03	13:41 03MAR03	DLR:VILLAGE ENG:85284T6

ONE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
02 REPLACE THROTTLE MODULE AND DOWNLOAD SOFTWARE			
1 8636753 9 GASKET	3.94	3.94	3.94
1 8633204 6 UPGRADE ECM	29.25	29.25	29.25
LABOR:	202.45		
ARTS:	636.50		
OTHER:	0.00		
TOTAL LINE A:			838.95

CUSTOMER STATES THERE IS A WHINING NOISE AT LOW SPEEDS

02 TOPPED OFF POWER STEERING FLUID

755 CV					
LABOR:	0.00				
ARTS:	0.00				
OTHER:	0.00				
TOTAL LINE B:					0.00

PAYMENT METHOD

CASH CHECK # _____ CREDIT CARD

MICH EXP CHARGE A/R # _____

OTHER: _____ Recv'd by _____ date _____

Thank You. We appreciate your business!

If for any reason you cannot grade your service visit at Village Volvo with an EXCELLENT Please contact Service Manager at 410-879-3400 So we can better serve you in the future.

FOR YOUR CONVENIENCE
SERVICE & PARTS DEPT. HOURS
MON. - FRI. 7:30 a.m. - 5:30 p.m.
SAT. 8:00 a.m. - 1:00 p.m.

STATEMENT OF DISCLAIMER
The factory warranty concludes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. Seller, neither assumes nor indicates any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER COPY

LABOR AMOUNT	202.45
PARTS AMOUNT	636.50
GAS, CR, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.25
TOTAL CHARGES	838.95
LUBE INSURANCE	0.00
SALES TAX	31.83
PLEASE PAY THIS AMOUNT	870.78

CUSTOMER COPY

419081005994

VILLAGE VOLVO
728 BEL AIR ROAD
BEL AIR, MD 210148000

TIME 02:38 PM

DATE 03/03/03

EXP DATE 04/06
CARD TYPE VI
TERMINAL # 555889
TRAN TYPE SALE
AUTH CODE 034782
RECORD # 012

AMOUNT * 891.03

SIG

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

THANK YOU!
PLEASE COME AGAIN!

800 458-1552

April 4, 2003

RECEIVED
APR 8 2003

CUSTOMER RELATIONS

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

Re: [REDACTED]
S70 T6
VIN #YV1LS53D4X [REDACTED]

Dear Volvo:

I am writing in response to an unacceptable situation I have involving service on my Volvo. I purchased this car from University Volvo in Charlotte, North Carolina, in April of 2000. In June, 2001, when the ETS light came on in the car and prevented the car from starting I towed it to University Volvo for service. At that time I was notified that the problem was with the electronic throttle system computer but since it was still under warranty the problem was repaired at no cost to me. I was also notified that this was not a problem I should be seeing again with this car. Enclosed is a copy of the service invoice for this repair.

Again in March, 2003, the ETS light came on and I immediately took the car to Superior Volvo in Kansas City, Missouri, where I now live. Once again, I was told the problem was with the electronic throttle system and that the throttle body had to be replaced, which it was to the tune of \$977.88. When I apprised the service manager that this was the second time I have had the same problem with this car within a two year period, he told me that I should not have encountered this problem again with this car, especially so soon. Enclosed is a copy of the service invoice for this second repair.

I am very disturbed that I have had this same problem twice, especially since it is such a costly repair. Since it was under warranty at the first occurrence, the throttle body should have been *replaced* rather than repaired to avoid the second occurrence. However, it was not.

Volvo Cars of North America, Inc.

April 4, 2003

Page 2

This is not the level of service I have come to know and expect from Volvo and I am very dissatisfied with this situation and feel that a reimbursement is in order since I should not have encountered this same problem twice. I will look forward to hearing back from you to discuss how this matter might be sufficiently resolved. My new address and phone number appear below. Thank you for your time and consideration.

Sincerely,

[Redacted Signature]

[Redacted Address Line 1]

Lee's Summit, MO

[Redacted Address Line 2]

**Home
Office
Call**

**MEA
Enclosures**

SUPERIOR VOLVO

VOLVO
for life

907 W. 104TH ST.
KANSAS CITY, MO 64114
(816) 501-2800
www.superiorvolvo.com

VOLVO
for life

CUSTOMER NO.	270346	PERSON	ROB RAMSEY	PLATE NO.		INVOICE DATE	03/17/03	INVOICE NO.	VOCS426168
		LABOR RATE		LIQ. RATE		PRICE	81,961	COLOR	BLUE/
		VEH. MAKE / MODEL	99/VOLVO/S70/4 DOOR SEDAN			DELIVERY DATE		DELIVERY MILES	
	LEES SUMMIT, MO	VEHICLE ID. NO.	VV1LSS3D4X1			SELLING DEALER NO.		PRODUCTION DATE	
		P.T. & NO.		P.O. NO.		P.L. DATE	03/14/03		
		COMMENTS							MO: 81969

LABOR & PARTS
 J# 1 04/03CE CHECK ENGINE LIGHT (TECHN) 2069.00 352.00
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON...ADVISE
 ETS LIGHT IS ON...ADVISE
 THROTTLE MODULE INTERNAL FAULT
 REPLACED THROTTLE MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8636753-9	GASKET	3.44	3.44
JOB # 1	1	9438298-3	ETH RELOAD	35.00	35.00
JOB # 1	1	8644347-0	THROTTLE BODY	536.63	536.63
				JOB # 1 TOTAL PARTS	575.07
				JOB # 1 TOTAL LABOR & PARTS	927.07

J# 2 04/03CE LOWER CAR (TECHN) 0.00 0.00

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

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	WD	WASTE DISPOSAL SUPPLIES		10.00	
				TOTAL - MISC	10.00

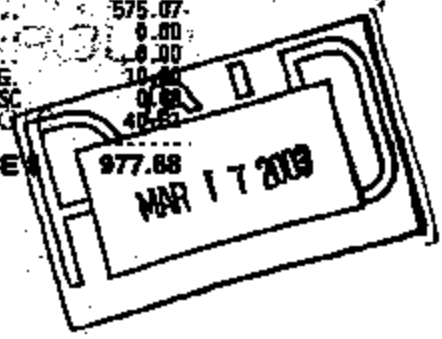
TOTALS

TOTAL LABOR	352.00
TOTAL PARTS	575.07
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	10.00
TOTAL MISC DISC	0.00
TOTAL TAX	40.00

Our Rating Scale may have changed but our expectations have not... 100% is our commitment to you! If for any reason you feel that your visit with us was not a PERFECT 10 please contact our service manager Steve Soulls at 816-501-2849

Please be advised of Volvo Warranty Survey Ratings...
 On a scale of 1 to 10, 10 is the only acceptable grade.

TOTAL INVOICE



CUSTOMER SIGNATURE

Copyright © 2003 The Reynolds and Reynolds Company. ERM1000-1-0307 80-30000-0000

University Volvo

947-7616

69405

7716 North Tryon St.
Charlotte, North Carolina
28262
704-547-1095

INVOICE

HUNTERSVILLE, NC
HOME: [REDACTED]

PAGE 1

BUS:

SERVICE ADVISOR: 127 MARK W. STEWART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
NA BL M	99	VOLVO S70T5A	YV1L553D4X1		46942/46944		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26MAR1999			17:30 04JUN01		68.00	CASH	05JUN2001
H.O. OPENED		READY	OPTIONS:				
10:59 04JUN01	08:40 05JUN01		STR:P1371 DLR:7783 ENG:B5234T3 TRN:AUTO L)24MONTHS/24K PLUS 2 \$75.00 VOUCHERS				

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

A CHECK ENGINE LIGHT ON/ETS LIGHT ON
CAUSE: 10
23861-2 MASS AIR FLOW (MAF) SENSOR REPLAC (B)
162 WV3 0.10
1 8670263 MASS AIR FLOW
28464-3 FAULT TRACED ECM CODE 1300-RPL FAULTY
MAF, OPS CHECK OK
162 WV3 0.50
FC: 1058
PART#: 8670263
COUNT:
CLAIM TYPE: 01
AUTH CODE:

IF [REDACTED] (N/C)
JUN 05 2001 (N/C)
BY: [Signature] (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B** 45,000 MILE SERVICE
45K 45,000 MILE SERVICE
162 CPC 0.40
1 977751 GASKET 1.10 27.20 27.20
6 OIL 10W30 OIL 2.40 1.10 1.10
1 1275811 FILTER INSERT 7.10 2.40 14.40
PARTS: 22.60 LABOR: 27.20 OTHER: 0.00 TOTAL LINE B: 49.80

C** RECALL101-RPL BOTH FR T/SIG BULBS AND SOCKETS
CAUSE: 03
RECALL101 RECALL101-RPL BOTH FR T/SIG BULBS AND SOCKETS
162 WV3 0.10 (N/C)
1 8628377 BULB SOCKET, A (N/C)
FC: 03 PART#: COUNT:
CLAIM TYPE: 101

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. Those parts will be warranted for 90 days or the remainder of the original warranty, whichever is greater.

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

CUSTOMER SIGNATURE

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

Thank You!

University Volvo

947-7616

69405

7718 North Tryon St.
Charlotte, North Carolina
28262
704-547-1095

INVOICE

HUNTERSVILLE, NC
HOME: [REDACTED] BUS:

PAGE 2

SERVICE ADVISOR: 127 MARK W. STEWART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
NA BL M	99	VOLVO S70T5A	YV1LS53D4X		46942/46944		
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV. DATE
26MAR1999			17:30 04JUN01		68.00	CASH	05JUN2001
H.O. OPENED		READY	OPTIONS:				
10:59 04JUN01	08:40 05JUN01		STK:P1371 DLR:7783 ENG:B5234T3 TRN:AUTO 1) 24MONTHS/24K PLUS 2 \$75.00 VOUCHERS				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** WIPER STOP LUG

CAUSE: 03

RECALL101A WIPER STOP LUG

162 WV3 0.20

2 8628222 STOP LUG

FC: 03 PART#: COUNT:

CLAIM TYPE: 101A

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** HEADLAMP KIT INSTALL

CAUSE: 03

RECALL101B HEADLAMP KIT INSTALL

162 WV3 0.20

1 274261 BULB KIT

FC: 03 PART#: COUNT:

CLAIM TYPE: 101B

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

M610 4.00

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. Those parts will be warranted for 90 days or the remainder of the original warranty, whichever is greater.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	27.20
PARTS AMOUNT	22.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.00
TOTAL CHARGES	53.80
LESS INSURANCE	0.00
SALES TAX	1.73
PLEASE PAY THIS AMOUNT	55.53

CUSTOMER COPY

Thank You!

August 9, 2002

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

RECEIVED
AUG 14 2002

CUSTOMER RELATIONS

Dear Ladies and Gentlemen,

I learned to drive in a Volvo, and since 1979 I have owned three red Volvo wagons. I drove one over 170,000 miles, with no complaint. I am writing to ask you to reconsider covering the failure of the throttle unit on my 2000 Volvo Cross Country Wagon under warranty.

128 Volvo refused to apply the warranty because I had not complained about this type of problem in previous visits, and I had only brought the car in to them three times. I should say that my experience with 128 Volvo has been otherwise favorable, and although they were too busy to check on my vehicle for nearly a week after it was brought in this time, they were unfailingly courteous. However their reasons for denial of warranty coverage imply that I might not be taking appropriate care of the vehicle. This is the first time I have experienced such a major failure on any Volvo, I and believe warranty coverage is intended for just such unusual situations. I have driven this car only 51,000 miles and have maintained it carefully.

Regular visits to the service department of a car dealership are well known to be the most expensive way to care for a car. My mechanic services only Volvos, and until he opened his shop was the service manager at a nearby Volvo dealer. He performs regular maintenance but recommends that I take my cars to a dealership annually to be checked by the current Volvo computer software. I bought this vehicle in June 2000, and 128 has performed its "birthday checkups".

A few weeks before the throttle failure I had a flat tire on a highway more than 60 miles from home. As it was after 9pm at night, I had no choice but to drive the vehicle home on the substitute tire provided. I carefully kept my speed below 50 mph as instructed in the manual, setting cruise control at 48mph for part of the trip.

The day before the throttle failed completely I took my vehicle to my mechanic for regular service and asked him to see if he could find any reason why I had been experiencing what seemed to be strangely halting performance since the flat tire. He checked the car thoroughly, including careful scrutiny of the transmission, but was unable to find any faults.

Perhaps the throttle on this vehicle was faulty when I bought the car. Perhaps you know of other reasons for throttle failure, but I suspect that the long trip home on the substitute tire may be partially responsible. My current vehicle has an automatic transmission, but I often shifted my old 740 into overdrive at approximately 50mph. Providing a substitute tire cuts costs, but its use for any extended period may injure the vehicle. I was not offered a regular spare tire when I bought the vehicle. I did not have an option to using

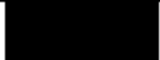
the substitute for what I might consider an extended period. Costly consequences for cost cutting. Do you not share in responsibility for these consequences?

I enclose copies of the maintenance record for this vehicle. I sincerely hope you will consider covering part or all of the charges under warranty. Knowing that my current vehicle will not be my last Volvo, I look forward to your favorable response.

Sincerely yours,

A large black rectangular redaction box covering the signature area.

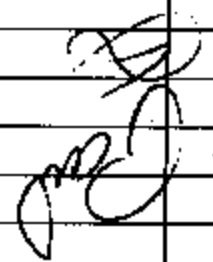
Manchester, MA

A small black rectangular redaction box covering the address line.

REPAIR ORDER

Superior Motors
 280 JEFFERSON AVENUE
 SALEM, MA 01970
 978-740-3172

WAT

MATERIAL USED			
QTY	DESCRIPTION	UNIT	PRICE
1	oil	Filter	930
1	"	Carb	100
1	M.P.M.	Cher	500
			

DATE: 9-22-00

NAME: Wynn CC YEAR: 00

SERIAL NO.: 4116756 D542 ENGINE NO.: [REDACTED]

ODOMETER: 5538 LICENSE NO.: [REDACTED] TERMS: [REDACTED]

PHONE WHEN READY: YES NO

ORDER WRITTEN BY: [REDACTED] PHONE: [REDACTED]

DSS	JEJ	LABOR CHARGE
Lubrication	<input type="checkbox"/>	
Change Oil	<input type="checkbox"/>	
Change Oil Filter Cart.	<input type="checkbox"/>	
Change Trans.	<input type="checkbox"/>	
Change Diff.	<input type="checkbox"/>	
Pack Front Wheel Hrgs.	<input type="checkbox"/>	
Adjust Brakes	<input type="checkbox"/>	
Rotate Tires	<input type="checkbox"/>	
Wash Polish	<input type="checkbox"/>	
State Inspection	<input type="checkbox"/>	

<p><i>5000 ml Gen</i></p> <p><i>Small oil leak AT OP Switch!</i></p>		<p><i>4400</i></p>
--	--	--------------------

You are entitled to a price estimate for the repairs you have authorized. This repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will authorize your estimate selection. I understand that my car will be returned within _____ days of the date shown if I choose not to authorize the services recommended.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs, but call me before continuing if the price will exceed \$_____.
- I do not want an estimate.

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

X

	GAS, OIL, & GREASE	PRICE
	GALS. GAS	0
	QTS. OIL	1500
	LBS. GREASE	0
	TOTAL GAS, OIL, & GREASE	

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

METHOD OF PAYMENT:	TOTAL LABOR	TOTAL PARTS	ACCESSORIES	GAS, OIL & GREASE	OUTSIDE REPAIRS	TAX	TOTAL AMOUNT
<input type="checkbox"/> CASH							
<input type="checkbox"/> CHECK							
<input type="checkbox"/> CHARGE							
<input type="checkbox"/> FLAT RATE							
<input type="checkbox"/> HOURLY							
<input type="checkbox"/> BOTH							
	<i>4400</i>	<i>1530</i>		<i>1500</i>	<i>155</i>	<i>154</i>	<i>7739</i>

CUSTOMER NO 5965	SUBJECT STEVE	TAG NO 29 805	RELEASE DATE 08/28/01	WARRANTY NO VOLV37415
LABOR RATE 80.00		LOCATION 1053MV	RELEASE 26,219	STOCK NO
YEAR / MAKE / MODEL 00/VOLVO/V70		DELIVERY DATE		DELIVERY MILES
VEHICLE ID. NO. VV1LZ56D5Y2		SELLING DEALER NO.		PRODUCTION DATE
P. T. E. NO.		P. O. NO.	P. O. DATE 08/28/01	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 04V0ZZ101	RECALL #101 PERFORM RECALL # 101 AS PER VOLVO VOLVO FOUND DIRECTIONAL SOCKETS (FRONT) TO BE SHORTING FROM HIGH RESISTANCE, THIS WILL CAUSE DIRECTIONALS TO FLASH FASTER THAN NORMAL. VOLVO WILL REPLACE BOTH FRONT BULB AND SOCKETS WITH NEW DESIGN.	0.10	19	WARRANTY
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 1	1 8628377-7 BULB SOCKET, AS		0.00	
JOB # 1 TOTAL PARTS			0.00	
JOB # 1 TOTAL LABOR & PARTS			0.00	
J# 2 04V010101A	RECALL 101A PERFORM RECALL 101A AS PER VOLVO. REPLACE HEADLIGHT WIPER STOPS WITH NEW DESIGN	0.20	19	WARRANTY
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 2	2 8628222-5 STOP LUG		0.00	
JOB # 2 TOTAL PARTS			0.00	
JOB # 2 TOTAL LABOR & PARTS			0.00	
J# 3 04V010101B	RECALL 101B PERFORM CAMPAIGN 101B AND INSTALL NEW ADAPTER CABLE FOR HEADLIGHTS	0.20	19	WARRANTY
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 3	1 274261-7 BULB KIT		0.00	
JOB # 3 TOTAL PARTS			0.00	
JOB # 3 TOTAL LABOR & PARTS			0.00	
J# 4 03V0CK	CK ENG LIGHT CUST STATES CHECK ENG LIGHT ON INSPECT & REPORT CHECKED FOR CODES FAULT TRACED SYSTEM NO CODES STORED SYSTEM CHECKS OUT OK POSSIBLE LOOSE GAS CAP CODE		19	0.00
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 4 TOTAL PARTS			0.00	
JOB # 4 TOTAL LABOR & PARTS			0.00	
J# 5-02V0Z	MAINTENANCE MUD GUARD INSTALL MUD GUARD		19	30.00
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 5	7 979878-6 BLIND RIVET	0.30	2.10	
JOB # 5 TOTAL PARTS			2.10	



(781) 944-7780
88-98 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01887
(978) 988-2300

CUSTOMER NO. 140210	ADVISOR RICHARD DELONG 344	TAG NO.	INVOICE DATE 06/30/01	INVOICE NO. V0CP228087
	LABOR RATE	LICENSE NO.	MILEAGE 28331	COLOR RED
	YEAR MAKE / MODEL 00/VOLVO/V70 WAG		DELIVERY DATE	DELIVERY MILE
MANCHESTER, MA	VEHICLE I.D. NO. YV1L26806Y2		SELLING DEALER NO.	PRODUCTION DATE
	F.T.S. NO.	P.O. NO.	R.O. DATE 06/30/01	
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
JOB # 1 DIVOZ001 L.O.F SERVICE TECH(S):297 13.96
LUBE, OIL AND FILTER CHANGE SPECIAL
RESET SERVICE LIGHT
CHANGE OIL AND FILTER TOP OFF ALL FLUIDS SET TIRE PRESSURES
RESET SERVICE LIGHT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKS80	CARTRIDGE LOF	17.60	17.60
JOB # 1	1	977751-7	GASKET	****	****
JOB # 1	1	1275811-6	FILTER INSERT	****	****
JOB # 1	7	OIL	(QT) BULK	****	****

JOB # 1 TOTAL PARTS 17.60

JOB # 1 TOTAL LABOR & PARTS 31.55

JOB # 2 60VOMILEAGE MILEAGE TECH(S):297 0.00
PLEASE GET OUTGOING MILEAGE
AND FILL IN HERE
MILEAGE RECORDED
INSERT OUTGOING MILEAGE HERE
26331

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

COMMENTS
WAIT

TOTALS		
THE 128 PLEDGE	TOTAL LABOR	13.96
WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION	TOTAL PARTS	17.60
PROMPT, FIRST CLASS, AND 100% SATISFACTION IS OUR GOAL.	TOTAL SUBLET	0.00
IF FOR ANY REASON YOU'RE NOT "COMPLETELY SATISFIED" CALL	TOTAL G.O.G.	0.00
FORD CHERLY RILEY AT 781-944-7780	TOTAL MISC CHG.	0.00
SAAB VOLVO HARRIETANN PEICK AT 781-224-3700	TOTAL MISC DISC	0.00
" WE NEVER FORGET YOU HAVE A CHOICE. "	TOTAL TAX	0.88
	TOTAL INVOICE \$	32.43

CUSTOMER SIGNATURE

RECEIVED
128 SALES, INC.
JUN 30 2001
ALL WORK GUARANTEED
FOR 90 DAYS OR 4,000 MILES

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WAIT

Superior Motors
280 JEFFERSON AVENUE
SALEM, MA 01970
978-740-0172

MATERIAL USED		
DESCRIPTION	PRICE	
Oil		9.30
Spark		1.00
Plugs		1.00
Outside Repairs		
Brought Forward		
TOTAL PARTS		

DATE 1-30-01

MAKE BMW TYPE OR MODEL CC YEAR 00 RECEIVED

SERIAL NO. YV1L256054 ENGINE NO. [REDACTED] A.M. P.M.

SPEEDOMETER 12614 LICENSE NO. 1GSSMN WHEN READY YES [] NO []

ORDER WRITTEN BY [REDACTED] PHONE

QSS	ISJ	
		Lubrication <input type="checkbox"/>
		Change Oil <input type="checkbox"/>
		Change Oil Filter <input type="checkbox"/>
		Change Trans. <input type="checkbox"/>
		Change Oil <input type="checkbox"/>
		Pack Front Wheel <input type="checkbox"/>
		Adjust Brakes <input type="checkbox"/>
		Rotate Tires <input type="checkbox"/>
		Wash Wash <input type="checkbox"/>
		State Inspection <input type="checkbox"/>

15.000
✓ Spartz

I hereby authorize the above named person to take delivery of the vehicle described herein, and to take delivery of any accessories, and to take delivery of any accessories, and to take delivery of any accessories, and to take delivery of any accessories.

GAS, OIL & GREASE		PRICE
GALS. GAS	@	
QTS. OIL	@	15.00
LB. GREASE	@	

TOTAL LABOR	25.00
TOTAL PARTS	15.30
ACCESSORIES	
GAS, OIL & GREASE	15.00
OUTSIDE REPAIRS	
Wash	1.95
TAX	1.52
TOTAL CHARGE	67.77

Superior Motors
250 JEFFERSON AVENUE
SALEM, MA 01970
978-740-3172

4:00

DESCRIPTION	PRICE
Oil	7.05
Spark	1.00
Filter	23.06
RPM Clean	9.50
PCV Kit	8.50
1 Plug Set	35.00
1 RPM Coolant	9.00
1 Brake Fluid	8.00
2 w/m. Loos	2.00
1 PCV Kit Clean	1.50
1 Brake Fluid	8.00
OUTSIDE REPAIRS	
BROUGHT FORWARD	
TOTAL PARTS	

DATE 7-28-01

MAKE	TYPE OR MODEL	YEAR	RECEIVED	A.M.
VW	V70CC	00		P.M.
SERIAL NO.	ENGINE		FINISHED	A.M.
4ULZ5605912				P.M.
SPEEDOMETER	LICENS. NO.	TERMS	PHONE WHEN READY	
33029	7055MV		YES <input type="checkbox"/> NO <input type="checkbox"/>	
1/14/76	ORDER WRITTEN <input checked="" type="checkbox"/>	978	PHONE	
			566-4373	

DES	ISJ
Lubrication	<input type="checkbox"/>
Change Oil	<input type="checkbox"/>
Change Oil Plus Carb.	<input type="checkbox"/>
Change Trans.	<input type="checkbox"/>
Change Oil	<input type="checkbox"/>
Push Front Wheel Brgs.	<input type="checkbox"/>
Adjust Brakes	<input type="checkbox"/>
Rotate Tires	<input type="checkbox"/>
Wash Polish	<input type="checkbox"/>
Safety Inspection	<input type="checkbox"/>

30000

Clean Throttle Housing

INSTALL REAR FLOOR

198W
48W

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and your employees permission to dismantle the car or truck herein described in order to inspect, test, adjust or for the purpose of repair and/or replacement of parts and accessories, to be so authorized by acknowledgment on above car or truck by signing the amount of the car number.

TOTAL GALS. GAS TOTAL QTS. OIL TOTAL LBS. GREASE	GAS, OIL & GREASE	PRICE
	GALS. GAS	6 @ 1.500
	QTS. OIL	
	LBS. GREASE	
TOTAL GAS, OIL & GREASE		

TOTAL LABOR	216.00
TOTAL PARTS	114.85
ACCESSORIES	
GAS, OIL & GREASE	15.00
OUTSIDE REPAIRS	Wash 1.95
TAX	6.46
TOTAL AMOUNT	383.66

SALES TAX
 200 000 000 000 000 000
 SALES TAX 0.1570
 0.00 100 000 000

WATI

1821

MATERIALS USED

DESCRIPTION	PRICE	
FLK GASKET		950 / 100

NAME		DATE 2-27-02	
ADDRESS			
MAKE WJW	TYPE OR MODEL 170CC	YEAR 00	RECEIVED A.M. P.M.
SERIAL NO. YK1625017541	ENGINE NO.		ED A.M. P.M.
SPEEDOMETER	LICENSE NO. 1655MY		PHONE WHEN READY YES [] NO []
	ORDER WRITTEN BY JD		PHONE

DOE	BU	AMOUNT
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
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<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

OUTSIDE REPAIRS

OPE

R.F Window won't open from L.F Switch

BROUGHT FORWARD

TOTAL PARTS

TOTAL ACCESSORIES

GAS, OIL & GREASE	PRICE	TOTAL LABOR
6 QTS GAS		7.00
6 QTS OIL	15.00	10.50
1 LB GREASE		
TOTAL GAS, OIL & GREASE		
		TOTAL PARTS
		ACCESSORIES
		GAS, OIL & GREASE
		OUTSIDE REPAIRS
		TAX
		TOTAL AMOUNT



(781) 944-7760
88-98 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867

(781) 224-3700
614 North Ave.
P.O. Box 588
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01897
(978) 888-2300

CUSTOMER NO. 140210	ADVISOR RICHARD DELONG 344	TAG NO.	050002	NOTICE 28851
	LABOR RATE 80.00	LICENSE NO.	48844	STOCK NO.
	YEAR, MAKE / MODEL 0000VDA/70WAG	SALE PRICE	REU	DELIVERY MILES
MANCHESTER, MA	VEHICLE ID NO. YV11Z56D5Y2	SELLING DEALER NO.		PRODUCTION DATE
BUSINESS PHONE	F. Y. E. NO.	R. O. DATE	05/07/02	
	COMMENTS			

LABOR & PARTS
JOB # 1 00V045000 45000 MILE SERVICE HOURS: TECH(S):274 105.45

CUSTOMER REQUESTS 45,000 MILE SERVICE
RESET SERVICE LIGHT
OIL/FILTER CHANGE WITH GENUINE VOLVO FILTER. REPLACEMENT OF
CABIN FILTER, CHECK FUEL LINES, HEADLAMP WASHERS, BRAKE PADS,
AXLE SHAFTS/BOOTS, PARKING BRAKE, WIPERS, WASHER FLUID, COOLANT
LEVEL, BELT TENSION, TRANS/PWR STEERING AND BRAKE FLUIDS.
ROTATE TIRES AND RESET PRESSURES. RESET SERVICE INDICATOR OK
COMPUTER FOR CODES AND VISUAL OF EXHAUST/SUSPENSION/ENGINE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK15K70C	15K SERVICE	54.50	54.50
JOB # 1	1	977751-7	GASKET	****	****
JOB # 1	1	940096-1	GASKET	****	****
JOB # 1	1	TECHRON	FUEL/ADD.	****	****
JOB # 1	1	1275810-8	FILTER INSERT	****	****
JOB # 1	1	9171296-8	PARTICULATE FIL	****	****
JOB # 1	6	OIL	(QT) BULK	****	****
				JOB # 1 TOTAL PARTS	54.50

JOB # 1 TOTAL LABOR & PARTS 159.95

JOB # 2 02V0Z STATE INSPECTION HOURS: TECH(S):274 29.00
PERFORM MASSACHUSETTS STATE INSPECTION
PASSED MASSACHUSETTS STATE INSPECTION. ISSUED STICKER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	29.00

JOB # 3 46V0Z011 CENTER CONSOLE HOURS: 0.30 TECH(S):274 WARRANTY
CUSTOMER STATES THAT CIGARETTE LIGHTER RECEPTICAL FELL
THROUGH.
DIAGNOSE RECEPTICLE WILL NOT STAY SECURE.
REPLACED UPPER SECTION OF CENTER CONSOLE AND SECURE 12V
RECEPTICLE - OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	9483615-4	COVER PANEL		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # 4 28V0Z013 POWER WINDOW HOURS: 0.10 TECH(S):274 WARRANTY
CUSTOMER STATES THAT RIGHT FRONT WINDOW IS INOP FROM LEFT
FRONT DOOR
DIAGNOSE DRIVERS MASTER SWITCH PACK NOT FUNCTIONING
PROPERLY. REPLACED DRIVERS SWITCH PACK AND TEST WINDOW
OPERATION - OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	8638452-6	SWITCH		WARRANTY

COPY (P. 1) (M) The Branda and Reynolds Company, (110) 21104 (22) 3127 (1) 004

Superior Motors
 250 JEFFERSON AVENUE
 SALEM, MA 01970
 978-748-3172

508-951-9195

MATERIAL USED

DESCRIPTION	PRICE
1/2 qt oil	350
oil	95
GASKET	100
APN	500

DATE	7/30/02
RECEIVED	A.M. P.M.
PROMISED	A.M. P.M.
PHONE WHEN READY YES <input type="checkbox"/> NO <input type="checkbox"/>	
PHONE	
WORN	KC 100
SERIAL NO.	46112560
ENGINE NO.	590
SPEEDOMETER	720

OSS	ISI	LABOR CHARGE
Lubrication	<input type="checkbox"/>	
Change Oil	<input type="checkbox"/>	
Change Oil Filter Cart.	<input type="checkbox"/>	
Change Trans.	<input type="checkbox"/>	
Change Oil	<input type="checkbox"/>	
Pack Front Wheel Brgs.	<input type="checkbox"/>	
Adjust Brakes	<input type="checkbox"/>	
Rotate Tires	<input type="checkbox"/>	
Wash Polish	<input type="checkbox"/>	
State Inspection	<input type="checkbox"/>	

OUTSIDE REPAIRS

OTF

✓ TRANS OIL 45 →

✓ P.E. 1/2 qt REPAIR CAPSULE } 7500

NOTE: TRANS IN CASE ON TRANS HAS SMALL LEAK

BROUGHT FORWARD	
TOTAL PARTS	
TOTAL ACCESSORIES	

TOTAL LABOR	7500
TOTAL PARTS	31075
ACCESSORIES	
GAS, OIL & GREASE	1500
OUTSIDE REPAIRS	
TAX	195
TOTAL	41895

GAS, OIL & GREASE		INDEX
GAL GAS	W	
GAL OIL	Q	1500
FLS RELEASE	W	
TOTAL GAS, OIL & GREASE		



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 88-98 Walkers Br. Dr.
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 WAKEFIELD, MA 01880

128 COLLISION CENTER
 275 MAIN ST.
 WILMINGTON, MA 01887
 (978) 888-2300

CUSTOMER NO. 140210	ADVISOR LYNNETTE VONKRIEGE	INVOICE DATE 08/05/02	INVOICE NO. VOC279740
MANCHESTER, MA	LABOR RATE 80.00	LEASER NO.	STOCK NO.
	MILEAGE 51,833	COLOR RED/	DELIVERY MILES
	YEAR MAKE / MODEL 00/VOLVO/V70 WAG	DELIVERY DATE 05/31/00	PRODUCTION DATE
	VEHICLE ID. NO. YV1LZ5605Y2	SELLING DEALER NO.	
	P. T. E. NO.	P. O. NO.	R. O. DATE 07/31/02
BUSINESS PHONE	COMMENTS		

TOTALS

***** THE 1 2 8 PLEDGE *****

WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION.
 100% SATISFACTION IS OUR GOAL.
 IF YOU ARE NOT "COMPLETELY SATISFIED" OR COULD NOT
 "DEFINITELY RECOMMEND" OUR SERVICE DEPARTMENT, CONTACT US

TOTAL LABOR.... 240.00
 TOTAL PARTS.... 515.66
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 25.78

FORD CHERYL RILEY AT 781-944-7760
 VOLVO BRIAN DENN AT 781-224-3700

TOTAL INVOICE \$ 781.44

" WE NEVER FORGET YOU HAVE A CHOICE "
 THANK YOU FOR CHOOSING 128
 SALES AND SERVICE

CUSTOMER SIGNATURE

Open Frank

November 14, 2002

Vic Doolan
President and CEO
Volvo Corporation
7 Volvo Drive
Rockleigh, NJ 07647

RECEIVED
NOV 15 2002

cc: [REDACTED]
[REDACTED]
Falls Church, VA [REDACTED]

OWNER RELATIONS

Dear Mr. Doolan,

The purpose of this letter is to inform you of an unfortunate situation that I have encountered with my 1999 S70 GLT, which I purchased at Don Beyer Volvo in Falls Church, Virginia. I have grown up with Volvos, and the reputation and reliability of the car company prompted me to finally purchase one of my own. "Volvo For Life" has been a slogan that my family and friends have lived by, and it has unfortunately, in my case, caused me terrible financial difficulties. I purchased the S70 GLT in order to transport my young children in, and since the day that I purchased the car, I have had unbelievable problems with it. The day after I purchased my car, I was in the service shop because of a Check Engine light that kept coming on. That was just the beginning, and over the past 2-½ years, I have been plagued with problems. Some problems may seem small, and others are very large. Many of these problems do not seem to be regular "wear and tear" items. My point is, I honestly feel that with the reputation Volvo has, I should not be having these sorts of problems with a 3-year-old car. I am writing to plead with you to look at the big picture from the standpoint of a loyal Volvo consumer. My hope is that Volvo can assist me with these service issues. I am unfortunately in the situation where I can no longer afford my car payments because of the high repair costs. The Service Manager at Don Beyer Volvo Dulles, Sev Severton, told me that I should "think about getting out of this car."

Without going into too much detail, the following is a synopsis of the problems that I have had with my Volvo. At the bottom of this letter is the correspondence that I gave to Sev Severton at Don Beyer Volvo Dulles, which accompanied my car.

- Since the purchase of my car, the Check Engine light has gone on at least 30 times. Many times I have brought the car into the service station, and either there has been a software upgrade, or my scheduled maintenance has taken care of the problem. I have had the inconvenience of having to take my car to the shop and miss time from work
- I have had to replace the headlights and tail lights in my car over 15 times (combined)
- The Throttle Control Unit has a permanent fault, with an estimated repair cost of \$966.00

- The Upper Engine Mount is cracked and needs to be replaced, with an estimated repair cost of \$210.00
- The Upper Engine Mount crack has caused oil leaks throughout my car. The cradle below the engine mount has a leak, the turbo, the rear main seal, etc. The estimated repair cost is at least \$1600.00
- There are problems with the steering rack, with an estimated repair cost of \$1066.00
- The front, driver-side door has a split door jam, and it needs to be re-welded, with an estimated repair cost of \$944.00. The Auto Body shop that Volvo referred me to suggested that I ask Volvo to take care of this problem, because it is something that they have seen only in very, very old cars
- None of the electric windows or the sunroof work. I drive through 4 tollbooths a day, and I must open my car door to pay the tolls. The split door jam makes it very difficult to do so, because of the loud "crack" it makes whenever I open my door. A cost has not been associated with this problem yet
- The bulbs in my radio have gone out, and the entire radio needs to be replaced because the bulbs are inaccessible. A cost has not been associated with this problem yet

Mr. Doolan, I understand how busy you are, and I also understand how much you value the reputation that Volvo keeps. I would appreciate any response and would be very grateful for assistance with my automobile. Thanks very much for your time.
Sincerely,

[REDACTED]

(H)
(W)

[REDACTED]

November 13, 2002

Sev Severton
Don Beyer Volvo
21830 Pacific Blvd.
Sterling, VA
703-421-5700

Dear Mr. Severton:

This letter is to accompany my 1999 S70 GLT, which I have brought in for service today. I have decided that this letter is vital, as there is a lot of history with this vehicle, and I am trying to get to the bottom of all of the problems. I appreciate you faxing over both the recall information and the vehicle service report. Attached please find a recall list and service bulletin from All Data. I have indicated with a red star all of the problems that I have experienced with my car. I am bringing this to your attention in hopes that we can get to the bottom of the string of problems with my Volvo.

Current Problem:

Last Thursday (11/7/02) morning, while driving to work, my car seemed to "stick" when accelerating at around 25-30 mph. At the same time, the Check Engine light and the ETS light came on. I pulled over, started my car again, and the problem was gone (temporarily), as well as the lights were no longer on. I called Volvo and could not get my car serviced that day, so I took my car to Curry's Auto Service. They indicated that they hooked my car up to the computer and found that the Drive-By Wire Unit in the gas pedal was damaged. They indicated that the control unit sends electronic signals to the throttle, which moves the accelerator. They replaced the whole pedal and unit, costing \$546.00 (parts and labor). I picked my car up at the shop on Friday, and 20 minutes later, the same problem occurred (with the Check Engine and ETS lights going on). *Complete waste of \$546.00.* Again, I restarted my car and the problem, and the lights, went away (temporarily). Something important to note is that about one month ago my electronic windows stopped working. Intermittently, they would work, only when I restarted the car. I checked the fuses, and all was fine.

I bought my car in May of 2000. One day after I purchased the car, I brought my car into Don Beyer Falls Church because the Check Engine light came on. I have had the Check Engine light come on *over and over and over* again, throughout the past 2 ½ years. Many times nothing is found, and other times, a software upgrade is needed (please refer to past vehicle history service reports).

On 6/15/01, I brought my car to Don Beyer Dulles because the ETS light came on. As indicated in the vehicle service report, a software upgrade was needed.

Proposed Problem:

I have done an awful lot of reading and research on the S70 GLT model since I purchased this car because I have had so many problems. I am proposing that the Electronic Control Unit (ECU) has been damaged since the purchase of this car (or since the car was manufactured). Not one person has looked into this, and I have had my car at several different service shops. Curry's Auto Service indicated that Volvo is in court right now because the proper software is not accessible to service stations in order to adequately diagnose problems in Volvos.

I am at a loss for words because when I have a problem, I am almost forced to bring my car to a Volvo service station, but there are frequently long waits to get my car looked at or, for that matter, a loaner car. I purchased a Volvo because of the reputation and the slogan "Volvo For Life." I purchased a Volvo in hopes that for the cost I would be able to have a safe, reliable car in order to transport my young family in, and that I would keep this car for many years to come. I am going to forward this letter and all documentation to Volvo Corporation, in order to bring it to their attention. I can no longer afford my car payments because of the high service costs I have incurred with all of the problems I have had with my car.

I would appreciate it if you could look at the entire car, including the ECU. And please, after you hook the car up to the computer, drive the car and experience some of the problems. Many times my car has been "hooked up to the computer" and have found no more problems, but 30 minutes after leaving the service station, the Check Engine light comes back on. I propose that this electric problem is a faulty problem with the S70 in general, and that Volvo should be responsible for paying for repairs. I completely understand general maintenance and upkeep of cars. I have replaced the brakes pads, rotors, and tires on my car. All general wear and tear problems are understandable and expected. The bulk of the problems that I have had with my Volvo have not been related to general wear and tear.

Your immediate attention is greatly appreciated. I have only wanted to enjoy my Volvo from Day One, and it has been very difficult to do so. I hope that we can get to the bottom of this.

Sincerely,



(H)
(W)

RECEIVED
JUL 29 2002
CUSTOMER RELATIONS

Sybil S. Benazera
1900 Sunset Harbour Drive, Apt. #802
Miami Beach, Florida 33139

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

July 26, 2002

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

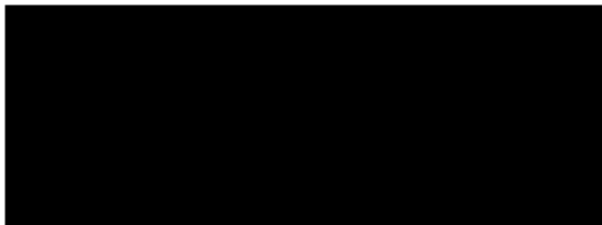
To Whom It May Concern:

I am writing this letter to document the near tragic incidents I have experienced due to the faulty construction of one of your vehicles, the S80, which I lease. As you can see from the three enclosed invoices, the same problem causes the car to stop suddenly with no notice/signal whenever/wherever. During the last two occurrences, the car stopped in the middle of expressways. This is not acceptable, much less safe.

I request that you take back this car immediately although my lease contract ends January 15, 2003.

Please understand that the car is dangerous and should harm befall my passengers or me during a repeated incident, I will employ all legal remedies available to us.

PLEASE TAKE BACK YOUR CAR NOW!!!



Cc: Mr. Bill O'Malley - Deel Volvo
Howard Levitz, Esq.

DEEL

VOLVO

Authorized Volvo Cars Retailer

3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2322 * www.deelvolvo.comDEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

MIAMI BEACH, FL

SERVICE ADVISOR NEVERS KEVIN

MV-09414

MVR-94100118

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLINT. NO.	TAG NO.	P.D. NO.	INVOICE NUMBER	INVOICE NO.
09JUL02	09JUL02	19945	YV1TS94D3Y1	108383			10JUL02	668773
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CURT. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
10:48	15:48	00	VOLVO S80		78.00	01OCT99	99	2843
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
40632	40632							

A CK CAR STARTS AND STALLS

CAUSE: 10

23861-2 REPLACE AIR FLOW METER

3246 WPU 0.30 (N/C)

1 8636753 GASKET (N/C)

1 1161436 CLEANER H (N/C)

1 8670263 MASS AIR FLOW (N/C)

25121-2 THROTTLE HOUSING

REMOVE, CLEAN, ADJUST.

3246 WPU 1.00 (N/C)

36001-2 FAULT TRACE RESET

3246 WPU 0.40 (N/C)

28464-3 FUEL/IGNITION SYSTEM DIAGNOSTICS

3246 WPU 0.50 (N/C)

PC: 105M

PART#: 8636753

COUNT:

CLAIM TYPE: 01

AUTH CODE:

DESCRIPTION TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DEDUCTION	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LIMITED WARRANTY: The only warranty to the parts included in accordance with this contract are those that may be offered by the manufacturer. The seller hereby expressly disclaims of warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and further disclaims for authorizes any other persons to assume for it any liability in connection with the sale of products or services sold under the terms of this contract. Note to the lack of your customer cover for individual parts and labor guarantee. Seller does not guarantee that the work performed in accordance with this contract will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

THIS CHARGE REPRESENTS COSTS AND PROFITS, NOT EXCEEDING \$20.00, REASONABLY RELATED TO THE VEHICLE REPAIR FACILITY, FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL AT A RATE OF 5% OF LABOR SALES

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO DEDUCTION 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.

ISSUED BY: CUSTOMER (OWNER, GENERAL MANAGER OR AUTHORIZED PERSON)

DATE

12/3/01 - Still owes me \$4700 credit

to next service PAGE 1



DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

VOLVO
Authorized Volvo Cars Retailer
3650 BIRD ROAD • MIAMI, FLORIDA 33133
PHONE: 444-2222 • www.deelvolvo.com

MIAMI BEACH, FL

SERVICE ADVISOR **NEVERS KEVIN**

MY-08414

MVR-84100118

INVOICE NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	F.D. NO.	INVOICE DATED	INVOICE NO.
30NOV01	03DEC01	19945	YV1TS94D3Y1	10H383			03DEC01	648901
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COPIY. RATE	DISCOUNT	PERIOD BY	SA
11:45	13:21	00	VOLVO S80		78.00	01OCT99	99	2843
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
32957	32957							

A. CK CAR STALLED WON'T RESTART

CAUSE:	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
25121-2 THROTTLE HOUSING REMOVE, CLEAN, ADJUST.				
	3247 WFU	1.00		(N/C)
36001-2 FAULT TRACE RESET				
	3247 WFU	0.30		(N/C)
28464-3 FUEL/IGNITION SYSTEM DIAGNOSTICS				
	3247 WFU	0.50		(N/C)
FC: 265M PART#: COUNT:				
CLAIM TYPE: 01				
AUTH CODE:				

B. CK BATTERY IS DEAD

CAUSE: 10	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
31103-0 BATTERY REPLACE INCL. CHARGE TEST				
(C)	3247 WFU	0.60		(N/C)
1 9459948 BATTERY				(N/C)
07 CUSTOMER PAYS PRO RATION				
	3247IPOLN	0.00		(N/C)
1 MISC. PRO-RATE				(N/C)
FC: 105P				
PART#: 9459948				

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

WRITTEN WARRANTY: The only warranty to the parts used in accordance with this estimate are those that may be offered by the manufacturer. The 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 products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

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 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE _____ DATE _____

DEEL

VOLVO

Authorized Volvo Cars Retailer
3850 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2222 * www.deelvolvo.com

MIAM BEACH, FL

DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

SERVICE ADVISOR **NEVERS KEVIN**

MV-08414

MVR-84100116

INVOICE DATE	DATE READY	VEHICLE NO.	VEHICLE IDENTIFICATION	CURT. NO.	TAG NO.	P.O. NO.	WORK ORDER NO.	INVOICE NO.
30NOV01	03DEC01	19945	YV1TS94D3Y	108383			03DEC01	648901
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LABOR RATE	START DATE	STOP DATE	STP
11:45	13:21	00	VOLVO S80		78.00	01OCT99	99	2843
MESSAGE IN	MESSAGE OUT	LICENSE NO.						
32957	32957							

COUNT:

CLAIM TYPE: 01

AUTH CODE:

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL,LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DEDUCTION	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LIMITED WARRANTY: The only warranty in the parts included in accordance with this contract are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither expresses nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this contract. Refer to the book of your customer copy for individual parts and labor guarantees. Dealer does not guarantee that the work performed in accordance with the invoice will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

THIS CHARGE REPRESENTS COSTS AND PROFITS, NOT EXCEEDING \$20.00, REASONABLY RELATED TO THE VEHICLE REPAIR FACILITY, FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL AT A RATE OF 5% OF LABOR SALES

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SPECIALLY NOTED. SPECIAL SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REQUIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR UNLAWFUL RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 12 MONTHS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SHOP)

CUSTOMER COPY

GENERAL MANAGER OR AUTHORIZED PERSON

DATE

Contract # 10322462-2

DEEL

VOLVO

DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

Authorized Volvo Cars Retailer
3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2222 * www.deelvolvo.com

MIAMI BEACH, FL

SERVICE ADVISOR **NEVERS KEVIN**

MV-08414

MVR-94100118

DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	F.D. NO.	SERVICE PERIOD	INVOICE NO.
26JUN01	28JUN01	19945	YV1TS94D3Y1	108383			29JUN01	634556
TIME IN	TIME READY	YEAR	MAKE & MODEL	ENGINE NO.	LEVEL PAY (CASH/SALE)	START DATE	END DATE	SA
09:44	13:02	00	VOLVO S80		75.00	01OCT99	99	2843
MESSAGE IN	MESSAGE OUT	MESSAGE NO.						
27371	27372							

A CK CAR STALLS WHEN AT STOPS

CAUSE: ID

25128-2 THROTTLE BODY INTAKE PIPE REPLACE

3277 WPU 0.90

(N/C)

1 8644347 THROTTLE BODY

(N/C)

1 9189111 GASKET

(N/C)

1 9438290 EFM RELOAD

(N/C)

36004-2 READING AND RESETING CODES

3277 WPU 0.40

(N/C)

FC: 105M

PART#: 8644347

COUNT:

CLAIM TYPE: 01

AUTH CODE:

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DEDUCTION	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WRITTEN WARRANTY: The only warranties in this invoice are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither dealer nor manufacturer is responsible for any liability in connection with the sale of products or services sold under the terms of this invoice. Refer to the back of your customer copy for individual parts and labor guarantees. Dealer does not guarantee that the work performed is accordance with the estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY NUMBER.

CUSTOMER SIGNATURE

THIS CHARGE REPRESENTS COSTS AND PROFITS, NOT EXCEEDING \$20.00, REASONABLY RELATED TO THE VEHICLE REPAIR FACILITY, FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL AT A RATE OF 5% OF LABOR SALES

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 BY ANY MEAN WITH ANY ACCIDENT, INSURANCE OR MISFEAS RECORDS SUPPORTING THIS CLAIM AND AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

INVOICE# **CUSTOMER COPY** GENERAL MANAGER OR AUTHORIZED PERSON

DATE

November 29, 2001

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

RECEIVED
DEC 10 2001

CUSTOMER RELATIONS

To Whom It May Concern:

I am writing to express my disappointment with the reliability of my 1999 Volvo V70 XC. We purchased this car in August of 1999 from Cherry Hill Volvo and had several return visits to the dealer for electrical issues.

It has been back to have the Check Engine light investigated no less than six times over the two years we have owned the automobile. Each time it did not involve placing the gas cap on tightly! More recently the throttle unit and antenna ring needed to be replaced and the ignition key needed to be reprogrammed. Just today the Check Engine light went on again without the gas cap being touched in a week. It seems that the electrical system in this car is just not going to operate correctly.

My wife and I are very disappointed because we love everything else about this car. It is the perfect size, AWD, and safe. If it would only run correctly! The dealer service at Cherry Hill and our new dealer in Ramsey have been excellent. They are extremely friendly and helpful but it is not their fault the electrical system with this car is so poor.

I am very surprised with that I am having so many problems with an expensive car that has a reputation for being reliable. I am writing to you to see if I can get some resolution to this situation. What I would like is to explore a trade for another new Volvo. I have lost confidence in this automobile and with my wife driving around alone with our two year old son I just can no longer accept this constant concern with the car failing. I plan to purchase a new automobile within the next two months and hopefully Volvo will stand behind this automobile.

Please contact me if you would like to speak directly with me. I can be reached at [REDACTED] Thank you for your consideration of this request.

Sincerely,

[REDACTED]
Mahwah, NJ [REDACTED]
VIN: YV1LZ 56D0X 2 [REDACTED]
Mileage : 43732

STEPHEN COUNTS
ATTORNEY

P O Box 164286
2706 Bee Cave Rd
Austin, Texas 78716
stephen@countsblaw.co.
(512) 329-0151
(512) 328-1926-fax

January 28, 2003

[Redacted]
Austin, Texas [Redacted]

Re: 2000 S80 Vin # YV1TS90D7Y [Redacted]

Attention: Jim Coyle - Service manager

Dear Mr. Coyle:

I had my vehicle towed to your dealership this morning after consulting with Dun in your service department. As I explained to Don, the vehicle began stuttering intermittently in the last several days. An information light signaling REDUCED PERFORMANCE came on. I assumed it was a tank of bad gas. Yesterday evening, the vehicle went to significantly reduced power without warning on Mopac. I got off the freeway as quickly as possible and drove it home at less than 15 mph as that was the max speed the car would attain.

Obviously there is a serious problem. I am very concerned that Volvo would engineer a vehicle that would lose power to reduce mechanical damage while placing the occupants at serious risk. I want this letter to be part of the permanent record and forwarded to Volvo authorities. In my case, no one was harmed, but I believe we were lucky.

Let me know as soon as you have looked at the vehicle what the problem is. While it is in your shop, replace the left fender light bracket that broke just as the passenger side light did before the last maintenance. Finally, I had a tire blow out several days ago. In my attempt to change the tire, the vehicle fell off the jack twice. This is a serious safety issue that Volvo needs to resolve. When I got a new tire mounted on my wheel, I attempted twice to mount the wheel in my garage. The vehicle again fell off the jack twice. I need Volvo to replace the jack with a safer one and mount the new wheel/tire on the front left.

Sign [Redacted]
[Redacted]

Car Has
45,258 m. les dr.

[REDACTED]
Southport, North Carolina
[REDACTED]
[REDACTED] (cellular)

July 25, 2002

Dear Volvo Customer Service,

On July 11, 2002 I had 57,500 miles on my 2001 Volvo V70-T 5 and had owned it for 26 months. On that date I was in Flint, MI and saw for the first time the message: *bulb failure dipped beam*. There is not now and never will be Volvo dealer near Flint so I went to a local car parts store and purchased an exact pair of replacement bulbs (Wagner 12v 55 watt bulbs #1255/H7) and placed them in the car. I noted at the time that the filaments of the original bulbs were intact. The result was no change in the warning nor power to the low beam bulbs. I called my dealer, Parkway Volvo, in Wilmington, NC. The person in the service department told me that all I had to do was be certain that the bulb was seated properly. That did not solve the problem.

On Monday, July 8 I noted that the warning light had spontaneously reverted to normal and that the low beam lights were properly working. I was now in Caseville, MI. On Monday, July 22 we got into the car to travel to Traverse City, MI. Again the *bulb failure dipped beam* was on. 46 miles later, near Bay City, just after passing a car at over 75mph I got the sudden message that *performance reduced*. I pulled over. The car would not travel over 17 mph. I called Volvo and was told by your service to call the nearest dealer, someone 110 mi. away in Commerce, MI. Instead I called the dealer in Wilmington who was of no help and suggested that I likely had some poor gasoline. A brilliant exercise in transferring the responsibility. I then called AAA. They proposed towing me 40 mile to Rallye Import Automotive in Midland, MI. After turning the engine off over 5 minutes and restarting, preparing to be towed, the error light was off. The *bulb failure dipped beam* was still on. I drove to Midland with no problem. At Rallye Automotive an error was found (code 121-analog pedal unit fault) but no solution was apparent because of "Proprietary Software" issues you had created.

I then continued toward Traverse City, MI. At about 200 miles, again after passing a car, I got the *reduced power* message. I waited 5 minutes, by the clock, and was able to proceed normally until mile 260 when the *reduced power* message and *engine urgent attention* came on. I continued under low power for the remaining 10 miles of my journey.

The next morning, with the *bulb failure dipped beam* and the *engine urgent attention* lights remained on but with the engine apparently running well. I drove to Traverse Motors, the only dealer for Volvo north of Detroit for Volvo "service"

Because there were 57,600 miles warranty service was refused, I paid \$846.63 for replacement of the Throttle Body and some software (see enclosed copy of invoice). Now the lights were working properly again. A mystery, but at least this time your company witnessed the sequence. This morning the *bulb failure dipped beam* was again on. When driving home I now found a piece of plastic shrouding dangling from the bottom on the passenger side.

As you have, no doubt, surmised by now I am very upset by all of this. I believe this should be covered by the original warranty. Even in the "bad old days" carburetors did not fail at 57,000 miles. The Throttle Body looks very much like the throat of a carburetor. You seem to have a software problem, which was solved, perhaps, by replacing the "throttle body".

Should you satisfactorily respond I may consider buying another Volvo. This experience was not what I was led to expect from the sales promotion and literature. In the past I have owned a large number of Ford products, Lincoln and Mercury, but have never had such poor service and advice. One Lincoln Continental had total failure while I was on an inaugural ski trip but I was given an immediate replacement and seamlessly continued my vacation in the remote western Upper Peninsula of MI.

Sincerely,

A large black rectangular redaction box covers the signature area of the letter.

Encl. Copy of Traverse Motors invoice.

PS. It is interesting to note that when I was leaving the Traverse Motors I attempted to buy from them replacement windshield wiper inserts. I was told to go to a Volvo dealer since there are so many kinds they only order them on demand.

4571861

94269

Traverse Motors

TRAVERSE CITY NISSAN

INVOICE

TOYOTA

VOLVO

Phone (231) 946-5540

Phone (231) 941-0700

SOUTHPORT, NC
HOME: [REDACTED]

SUB: [REDACTED]

PAGE 1

1301 South Garfield Ave.
Traverse City, Michigan 49886

SERVICE ADVISOR: 91 TERRY HANSON

YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	YAS
01	VOLVO V70	YV1SW53D611	[REDACTED]	57729/57729	T9170

01JAN2001	16:18	23JUL02	69.00	CASH	24JUL2002
-----------	-------	---------	-------	------	-----------

OPTIONS: DLR:21074

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

RESTARTED--LIGHTS WENT OFF. REDUCED POWER CAME ON AGAIN

MIL MALFUNCTION INDICATOR LIGHT ON

7395 SENNER, DAVE LIC#: M211097

CVO

69.00 69.00

1 9189111 GASKET

4.94 4.94 4.94

2 REPLACE THROTTLE BODY

CVO

124.20 124.20

7395 SENNER, DAVE LIC#: M211097

MISC HANDLING

PC:

STICKING REC REPLACING THROTTLE UNIT R+R THROTTLE UNIT REPLACED

OPEN CIRCUIT IN WIRING OR CONNECTIONS.

CUSTOMER PAY ENVIRONMENTAL AND SUPPLY CHARGES FOR REPAIR ORDER

17.65



TOYOTA NISSAN VOLVO

Handwritten signature

PLEASE STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein 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 our control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you under your employee's permission to access the vehicle herein described as needed, to diagnose or otherwise for the purpose of making similar inspection. An express warranty's form is hereby acknowledged on the vehicle to secure the amount of repair charges. I understand that pursuant to said express warranty's form, I have no right of possession to the vehicle until the express warranty has been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

ORIGINAL ESTIMATE

PART'S	LABOR	TOTAL	DATE	TIME

MAKES PROPERLY COMPLETE AND CHECKED BY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

This repair facility limited to examination and repair of the vehicle to those repairs requested and/or authorized by the customer. No repairs which were not authorized and/or requested were performed. Therefore, there may be defects in the vehicle which were not noticed by this repair facility. This repair facility does not warrant the merchandise, fitness, safety or good working order of the vehicle or any part of the vehicle.

LABOR AMOUNT	220.80
PARTS AMOUNT	548.69
GAS. OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	43.16
TOTAL CHARGES	812.65
ADJUSTMENT	0.00
SALES TAX	33.98
PLEASE PAY THIS AMOUNT	846.63



2/12/01

Amgen

RECEIVED
FEB 19 2001

(1)

CUSTOMER RELATIONS

DEAR CUSTOMER RELATIONS DEPT.,

I'm writing you in hopes that you can rectify a problem that has bothered me for the past few weeks.

I've had an ongoing problem with my 1999 S80-T6 Volvo in the form of malfunctioning directional signals.

I had it serviced at Oceanside Volvo, Stuart, Florida, the original dealership where the vehicle was purchased, this past November

over →



because my directionals were acting erratically (shutting off after 1 or 2 flashes or not going on at all.

Incidentally, this is a 70 mile roundtrip for me. The Service Dept.

put the problem on the computer &

could not determine where the problem emanated from so I was told "to bring the vehicle back if the problem reoccurs."

Soon afterwards I drove to the Atlanta area for the XMAS holidays where the problem continued.

This time they fixed the problem (a faulty switch) but did not have a loaner which is normally promised with problems that require time for diagnostic analysis.



(2)

Consequently, I was charged \$33.00 for a rental vehicle which was annoying since this was my 2nd trip to the dealer for the same problem.

I honestly feel that some form of reimbursement is applicable in this situation - either by issuance of reimbursement from the corporation or by a credit from the dealer for the next service.

It is not the \$33.00 that bothers me - the principle of the over →



matter is the issue.

Hoping to hear some positive
news from you soon in this matter,
I am,

Respectfully,



LVO

4205 South Federal Hwy.
 STUART, FLORIDA 34997
 Stuart (561) 221-CARS • Ft. Pierce (561) 878-3050
 PALM BEACH COUNTY TOLL FREE 800-430-0801
 Registration No. MV-38874
 Website: www.oceansideauto.com

VOLVO

SUBSCRIBER NO. 36059	ADVISOR DAWN M SCHNEIDER	INVOICE DATE 01/09/01	INVOICE NO. VOC591748
PALM BEACH GARDENS, FL	LABOR RATE 75.00	LICENSE NO.	STOCK NO.
	YEAR MAKE MODEL 99/VOLVO/S80/S80T6ASR	SALE PRICE 34,631	COLOR EMER GREEN
	VEHICLE I.D. NO. YV1TS90D1X1	DELIVERY DATE 10/26/98	DELIVER / MILES 72
	P.T. & N.D.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS	R.O. DATE 01/08/01	
			MO: 34639

LABOR & PARTS
 # 1 30V0ZS1GA SIGNAL INOP TECH(S):BL00 WARRANTY
 CUSTOMER STATES SIGNALS INOP AT TIMES CHECK AND ADVISE
 WHEN USING SIGNALS THEY DONT WORK AT ALL. THAN TURNS
 OFF CAR RESTARTS AND SIGNALS WORK FOR A WHILE. CHECK
 AND ADVISE
 CONNECT TO VADIS FAULTY TRACE CODE ECH 92BC FOUND FAULTY
 TURN SIGNAL SWITCH PER CRAIG 36410-07.3/10/50 DOWNLOAD
 SOFTWARE 528 239 PER CRAIG 36004-07.7/10/5H 306

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9441242-5	TURN SIGNAL SWI		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

2 80V0Z BODY AND INTERIOR TECH(S):BL00 WARRANTY
 CUSTOMER STATES TRIM PIECE INSIDE CENTER LOWER BUMPER
 COVER MISSING CHECK AND ADVISE
 INSTALLED CLIP 84159-07.0/20/50 306

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	9190245-2	CAP, RIGHT		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

3 60V0ZALIGN ALIGNMENT TECH(S):BL00 69.95
 CUSTOMER REQUESTS FOUR WHEEL ALIGNMENT
 PERFORMED FOUR WHELL ALIGNMENT

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	69.95

4+99V0Z LOANER TECH(S):BL00 INTERNAL
 TWO DAY RENTAL CAR

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

UBLET	POP	VENO INVA	INV. DATE	DESCRIPTION	WARRANTY
JOB # 3	V9003		01/09/01	THREE DAY RENTAL HAHN	INTERNAL
				TOTAL - SUBLET	0.00

ISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # A	SP	SHOP SUPPLIES		3.50
			TOTAL - MISC	3.50



Customer Center
1 800 947-1000
P.O. Box 00082
Sarasota, CA
33912-0882

Payment Address:
The GM Card
P.O. Box 7000
Annheim, CA
92850-7000

Quick-Look Account Summary			
Account Number		Total Credit Limit	\$8,000
Statement Date	1/22/01	Total Cash Advance Limit	\$8,000
New Balance	\$383.12	Available Credit	\$7,418
Payment Requested By	2/16/01	Available Cash Advance	\$7,418
Minimum Payment Due	\$12.00	# Days This Billing Cycle	31
Amount Past Due	\$0.00	Page	1 of 1

Visit us at www.gmcard.com

01-81 046384/8M

Transactions				
Transaction Date	Post Date	Description	Amount	Reference Number
01/10	01/11	OCEANSIDE VOLVO STUART FL	\$78.60	MT010110026001230000886
01/14	01/16	OFFICE MAX 00991438 PALM BEACH GA FL	\$158.98	MT010160034000020908167
01/16	01/16	LATE CHARGE ASSESSMENT	\$29.00	19999999999999999999999999999999
01/15	01/17	DILLARDS 285 W PALM BEACH FL	\$61.48	MT010170026001560000347
01/15	01/17	MARKS-S-MORGAN #1938 W PALM BEACH FL	\$99.38	MT010170021000240004148
01/16	01/17	ENTERPRISE RENTACAR STUART FL	\$33.56	MT010170026001060000142
01/17	01/17	PAYMENT - THANK YOU	\$228.11CR	20117010026032711020701
01/18	01/22	ST. IVES GAINESVILLE GA	\$74.84	MT010220027002240000181

Cardmember News

WATCH YOUR MAILBOX FOR THE GM CARD SPECIAL BALANCE TRANSFER CHECKS. SAVE MONEY TODAY BY USING THESE CHECKS TO MAKE PURCHASES, CONSOLIDATE BILLS, OR TRANSFER BALANCES FROM YOUR OTHER HIGH-RATE CREDIT CARDS. BE SURE TO USE THESE CHECKS BY FEBRUARY 20, 2001. TO TAKE ADVANTAGE OF THIS GREAT OFFER! SEE YOUR OFFER LETTER FOR DETAILS.

REGISTER YOUR ACCOUNT AT GMCARD.COM TO USE OUR ONLINE DISPUTE FORM FOR FASTER SERVICE TO YOUR DISPUTED CHARGE.

BEGINNING JANUARY 13, 2001, GM EXPERIENCE LIVE WEBCASTS BRING THE NORTH AMERICAN INTERNATIONAL AUTO SHOW INTO YOUR HOME! VISIT WWW.GM.COM TO SEE GENERAL MOTORS CONCEPT AND NEW VEHICLES OFFERED WORLDWIDE AT THE 2001 NORTH AMERICAN INTERNATIONAL AUTO SHOW.

Account Activity				
Previous Balance	- Payments and Other Credits	+ Purchases, Cash Advances, Fees and Other Debits	+ Finance Charges	= New Balance
\$228.11	\$228.11	\$577.36	\$5.78	\$582.12

Finance Charge Calculation						
	Average Daily Balance	Daily Periodic Rate	Nominal Annual Percentage Rate	Finance Charge	Cash Advance Fee	Annual Percentage Rate
Purchases	\$340.91	0.0548%	19.90%	\$5.76	\$0.00	19.90%
Cash Advances	\$0.00	0.0548%	19.99%	\$0.00	\$0.00	0.00%

Earnings Summary			
Previous Earnings	\$214.63	New Earnings Total	\$842.68
Earnings Received	\$27.43	Anniversary Date	2/19/95
Additional Earnings	\$0.00	Anniversary Y-T-D Earnings	\$132.75
Earnings Adjustments	\$0.00	Lifetime Earnings Redeemed	\$5.00
Current Period Earnings	\$27.43		

Remember, every time you make a purchase with your GM Card, you'll earn 5% in GM Card Earnings. No other credit card offers such rich rewards!

When you're ready to redeem your GM Card Earnings to buy or lease an eligible new GM car or truck, call us at 1 800 947-1000

(Please detach and return bottom portion with payment and retain top portion for your records. Do not staple or clip your check to the form below.)

ENTERPRISE LEASING COMPANY
175 SOUTH U.S. HWY. #1
STUART, FL 34994

351-887-7260

MO 7:30A-6:00P TU 7:30A-6:00P
WE 7:30A-6:00P TH 7:30A-6:00P
FR 7:30A-6:00P SA 9:00A-12:00P
SUN CLOSED

RENTAL TYPE	1699	RENTAL AGREEMENT NO	D-23327
-------------	------	---------------------	---------

DATE OF RENTAL: 01-05-01

ORIGINAL VEHICLE

COLOR: Blue

MILEAGE: IN 770

DRIVEN

CONDITION AGREED TO



REPLACEMENT VEHICLE

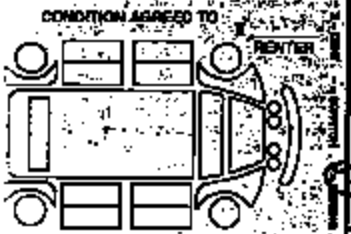
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CONDITION AGREED TO



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DRIVEN

NAME: P. Rich

LOCAL ADDRESS

STATE: FL

EMPLOYER

BILL TO: Value

ADDRESS

CITY

STATE

ZIP

AVTC

PERMITS

ADDITIONAL CHARGE

MODEL

PERMITS

PERMITS

PERMITS

PERMITS

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RENTAL TYPE

RENTAL AGREEMENT NO

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ADDITIONAL INFORMATION:
SAVE -

The valid and collectible liability insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by subsection 324.021 (7) and 327.736, Florida Statutes.

USE SEAT BELTS

REG represents two items, 1) \$2.00 Surchage and 2) \$4 Florida Waste Tire and Battery fee.

Received the Visitor Information Map

Waived the right to receive a Visitor Information Map



20 April 2001

Mr. Vincent Micciche
Business Manager
128 Volvo
P. O. Box 586
Wakefield, MA 01880

RECEIVED
APR 26 2001

CUSTOMER RELATIONS

Dear Sir;

The purpose of this letter is to report the third occurrence of a problem with one of your leased cars and to secure our rights under Massachusetts General Laws, Chapter 90 Section 7N-1/2 ("the Lemon Law").

In August, 1999, we leased a new Volvo V70, Vehicle Identification Number YV1LW61J6Y2 [REDACTED]. The mileage is now 13,410. On three separate occasions, on 27 June 2000, 25 July 2000, and 20 March 2001, the Electronic Throttle System malfunctioned causing the car to stop or run very poorly. On each occasion, your service department quickly and at no charge corrected the problem, telling us each time that they had reloaded the appropriate software.

We are otherwise happy with the car. It has given no trouble since its last repair. However, since this recurring problem disables the vehicle, we need it permanently repaired or the vehicle replaced in kind in accordance with the law cited above.

Please give us your response at your earliest convenience.

Yours truly,

[REDACTED]

Cambridge, MA

Telephone Days

Nights

Cc: Customer Service Department, Volvo of North America
William Ahern, Esq., Clark, Hunt & Embry, PC

Heroman

January 24, 2003

Victor Dollan
President / CEO
Volvo of North America, Inc.
Seven Volvo Drive
Rockaway, New Jersey 07647

RE: TS94D3Y [REDACTED] 000 S-80

Dear Mr. Dollan:

I hope that this letter finds you in good health and not too cold from the blanket of winter Mother Nature has sent.

I am writing you today in regards to one of my two Volvo S-80s. The vehicle in concern is the S-80 with Vin # is YV1TS94D3Y [REDACTED]. I purchase both of the cars on September 17, 1999. The vehicle I drive is the one, which VIN number is above. Over the 40 months of ownership, this car has been into Bergeron Volvo located in New Orleans, LA fourteen separate times for the same continuing problem. The problem of engine idle where the car will surge and or drop RPM's. This problem started when the car was almost new and had very few miles, and has continued as the mileage has climbed. At the present time, I have a little over 121,000 miles on the car, obviously mostly highway miles, and just put the third set of tires on the car. I have had the car regularly serviced by Bergeron Volvo according to the Volvo Maintenance Scheduling. It just had the 120,000-mile service done. Shortly after, the car started surging again. At this time, Bergeron informed me that the throttle body was defective again and would cost a little over \$800.00 to repair. I responded that I felt it was a manufacturing problem due to the continuation of the existing problem and felt Volvo should repair it. The dealer then offered to do the repair for a little over \$600.00 dollars. Although, I appreciate the offer, I continued to state that Volvo has never fixed the original problems over the last thirteen times I have had the car for the same problem. I understand that Bergeron called Volvo Service and informed them of the situation, however they only replied that the car is out of Warranty with the mileage it has on it.

At this point in time, I have contacted my attorney and another attorney who deals in the automotive field, along with the Attorney General for Louisiana. It is my understanding after talking with these legal professionals that if a repair is a continuing repair the mileage does not matter. The repair should have been fixed during warranty, however was not and this is a situation that Volvo needs to correct.



HEROMAN SERVICES
PLANT COMPANY, LLC

11212 PENNYWOOD AVE. • BATON ROUGE, LA 70809 • 225.297.5288 • FAX 225.293.4864
1528 L & A ROAD • METAIRIE, LA 70001 • 504.832.9999 • FAX 504.832.9207
800.254.9989 • FAX 888.293.4864
www.heromanservices.com

One other item that I would like to mention is that early in the history of the problem, a Volvo Service Representative was in town for a few days and took the car to drive to see about the problem. He had some suggestions for the dealer to do, but as I mention above the problem was not corrected.

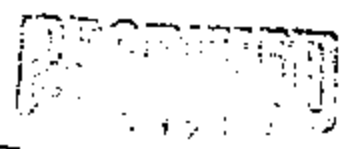
At this point in time, I enjoy the ride of the Volvo S-80 and do feel safe in the vehicle. One of my vehicles was on a lease, which ends this September 2003. My future with Volvo rests in your hands.

I would appreciate your prompt attention to this matter. Thank you in advance for your assistance.



As a additional side note, the car has only had premium gasoline in it.

6/28/02



PROTECTED RELATIONS

Dear Service Representative

I leased my first Volvo in Sept 1999. It was the car that had the reputation of being extremely safe and lasting forever. My son & several of my friends owned your cars and were very happy with them.

When I leased the S80, I purchased the extended warranty plan (VIP) and also many of the extra options.

My car now has approximately 51,500 miles on it, and last week needed a throttle body and ignition coil replaced, as well as a rear door lock which was faulty. Because I now owe 50,000 miles, none of this was covered, except for the rear door lock - with \$100.00 deductible.

Perhaps you can imagine how upset I was.

I have been told that having to replace these items is something that rarely happens, and then not being covered for it under the VIP 30,000

added insult to injury.

When I spoke to the representative at the VIP Administrative office, I was told that Volvo designed the service contract, and that it wasn't their fault or their responsibility that no coverage for these items existed.

When I then called your office and spoke to your representative, it was explained to me that the VIP contract is designed and executed by an independent office, and that Volvo has nothing more to do with it after the customer selects the option.

My conclusion was that I had no one to talk to about this issue, since no one wanted to deal with it.

At the time that I leased the car, the Volvo salesman told me that the VIP covered just about everything that could go wrong, and that it was an important option for me since I was paying additional monies already to increase my mileage to 20,000 miles per year. The VIP package was a "luxury extra" but seemed to make sense, so I added it to my contract.

I am now extremely upset and disillusioned with Volvo. I feel that these replacement items, first of all, should be covered - no matter what - but certainly because I was so close to 50,000 miles, in which case they would have

been covered anyway.

I feel that the VIP Plan should certainly have paid for these replacements, even if Volvo didn't. If the VIP plan doesn't cover items like these, why was I convinced to purchase it?

My total bill for these items now 1544.⁷² I have always brought my Volvo in for service at the appropriate intervals and have taken excellent care of it. I am disappointed and angry that at 51,000 miles, I have a \$1544- bill for repairs.

When I told the Volvo dealer that I was dissatisfied with Volvo, he suggested that I contact you. Considering the circumstances, I hope that you will reimburse me for the enclosed bill. These breakdowns did not come about due to any negligence of mine. In the interest of fairness and good customer relationships, I hope you will pay for them. You can contact me in the following ways

[REDACTED]
Dix Hills, NY

Home Phone [REDACTED]

cell phone [REDACTED]

business phone [REDACTED]
business phone [REDACTED]

Thank you for your attention to this matter
Sincerely
[REDACTED]



P.O. Box 868
 633 Middle Country Road
 Smithtown, New York 11787
 Tel: (631) 724-0400
 Fax: (631) 724-0401
 Visit us at our website:
 www.VOLVOSRUS.com

DLR# 3323

CUSTOMER NO. 44874	ADVISOR MARTIN 6812	TAG NO.	INVOICE DATE 06/18/02	V. DEBIT VOC\$217530
	LABOR RATE 80.00	MILEAGE 51686	COLOR DK GREY/GRA	STOCK NO.
	YEAR / MAKE / MODEL 00/VOLVO/S604DR/AUTO/SUNRF/268HP		DELIVERY DATE 08/30/88	DELIVERY V. DEBIT 8
DIX HILLS, NY	VEHICLE ID. NO. YV1TS80D2Y1		SELLING DEALER NO. 3323	PRODUCTION DATE 08/21/99
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# VD148 E# 1835179	R.O. DATE 06/18/02	MD: 51B16

LABOR & PARTS
 J# 1 20VOZZ-251126 CHECK ENGINE LIGHT HOURS: 7.50 TECH(S):6835 675.00

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
 VEHICLE BUCKS AND HESITATES, RUNS ROUGH INTERMITTENTLY
 AT AN IDLE
 FAULT TRACED ENGINE CODES
 RECEIVED FAULT CODES ECM 3350, 9400, 91A7. FOUND THROTTLE BODY
 IGNITION COIL FAULTY, POSSIBLE FAULTY PEDAL SENSOR, CLEARED
 CODES AND ROADTESTED. CODES ECM 3350 AND 91A7 RETURNED FOR
 THROTTLE BODY UNIT AND IGNITION COIL. REPLACED THROTTLE BODY
 UNIT AND IGNITION COIL. CLEARED CODES AND RE-ROADTESTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8644347-0	THROTTLE BODY	553.72	553.72
JOB # 1	1	9125601-6	IGNITION COIL	57.89	57.89
JOB # 1	1	8438290-0	ETN RELOAD	26.25	26.25
JOB # 1	1	8633204-6	UPGRADE ETN	15.75	15.75
JOB # 1	1	8636753-9	GASKET	2.64	2.64
JOB # 1 TOTAL PARTS					656.25
JOB # 1 TOTAL LABOR & PARTS					1331.25

J# 2 80VOZZ ALL BODY / INTERIOR HOURS: 0.70 TECH(S):6835 59.50

CUSTOMER STATES REAR DOOR LOCKS ARE INOP
 FOUND LEFT REAR DOOR LOCK FAULTY
 REPLACED LEFT REAR DOOR LOCK. VIP AUTHORIZATION # C694486
 FOR \$60.50. CUSTOMER HAS A \$100.00 DEDUCTABLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	8650556-7	LOCK, LEFT	101.00	101.00
JOB # 2 TOTAL PARTS					101.00
JOB # 2 TOTAL LABOR & PARTS					160.50

COMMENTS
 JOB # 2 VIP AUTHORIZATION #C694486 FOR \$60.50. CUSTOMER HAS A
 \$100.00 DEDUCTABLE

- Volvo limited express warranty. To the retail purchaser Volvo parts and labor are warranted for 12 months, unlimited mileage. Georgetown Volvo of Smithtown hereby limits either expressed or implied warranties to the same period.
- Maintenance, wear and tear items, tires and all adjustments are excluded from above period.
- In the event we are compelled to retain legal counsel in order to enforce any obligations herein or to collect any outstanding balances, the customer shall be liable for reasonable attorney's fees, court costs, disbursements and interest.
- Management reserves the right to select any particular form of payment.
- Any insufficient funds refer to maker or stop payment checks will incur a \$25.00 additional charge.

NYS REPAIR SHOP REG No.
 R-1520146

Thank You!

X
 SIGNATURE
 CUSTOMER ACKNOWLEDGES
 RECEIPT OF COPY

georgetown

VOLVO

of smithtown

clc

P.O. Box 868
633 Middle Country Road
Smithtown, New York 11787
Tel: (631) 724-0400
Fax: (631) 724-0401
Visit us at our website:
www.VOLVORUS.com

DLR# 3323

ORDER NO. 44874	ADVISOR MARTH 6312	INVOICE DATE 08/18/02	INVOICE NO. VDCS217530
	LABOR RATE 90.00	COLOR DK-GRAY/GRA	
	YEAR / MAKE / MODEL 00/VOLVO/S80MOR/AUTO/SUNRF/288HP	DELIVERY DATE 08/30/02	DELIVERY MILE 8
DIX HILLS, N	VEHICLE ID NO. YY1TS90D2Y	SELLER'S DEALER NO. 3323	PRODUCTION DATE 09/21/00
	CONTRACTS CF VQ148 EF 1835178 MD: 51618		

TOTALS:

TOTAL LABOR	734.50
TOTAL PARTS	757.25
TOTAL SUELT	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DTSC	0.00
TOTAL TAX	113.16
TOTAL INVOICE \$	1604.91

- Volvo limited express warranty. To the retail purchaser Volvo parts and labor are warranted for 12 months, unlimited mileage. Georgetown Volvo of Smithtown hereby limits either expressed or implied warranties to the same period.
- Maintenance, wear and tear items, tires and all adjustments are excluded from above period.
- In the event we are compelled to retain legal counsel in order to enforce any obligations herein or to collect any outstanding balances, the customer shall be liable for reasonable attorney's fees, court costs, disbursements and interest.
- Management reserves the right to select any particular form of payment.
- Any insufficient funds refer to maker or stop payment checks will incur a \$26.00 additional charge.

Vip PAYS \$ 60.50

COST PAYS \$ 1544.41

CUSTOMER SIGNATURE

Volvo Cars North America
1 Volvo Drive
Rockleigh NJ. (201) 07647

NYS REPAIR SHOP REG No.
R-1520148

Thank You!

X
SIGNATURE
CUSTOMER ACKNOWLEDGES
RECEIPT OF COPY



The Volvo
Increased
Protection
Plan

06/19/02

TO: GEORGETOWN VOLVO OF SMITHTOWN
623 MIDDLE COUNTRY ROAD
SMITHTOWN, NY 11787

TO: FRED H. KOMSON
40 RANDOLPH DR.
DIV HILLS, NY
11746

Re: Service Contract Holder: FRED H. KOMSON
Service Contract Number: 000600VL018464
Date of Loss: 06/10/02
Our Claim Number: [REDACTED]
Dealer's Policy Number: 0002921203
Repair Facility: GEORGETOWN VOLVO OF SMITHTOWN
Repair Order Number: 0000217530

We have reviewed the Mechanical Breakdown Claim submitted for the following parts or reported failures: THROTTLE BODY MODULE, IGNITION COIL AND PEDAL 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: ALICE TER-KARAPETYAN

VIP ADMINISTRATIVE OFFICES
5230 LAS VIRGENES ROAD, SUITE 100, CALABASAS, CA 91302-3447
(800) 325-8783 FAX (818) 880-1382

RECEIVED
MAR 31 2003

CUSTOMER RELATIONS

**VOLVO CARS OF NORTH AMERICA, INC.
CUSTOMER SERVICES DEPARTMENT
P.O. BOX 914
ROCKLEIGH, NJ. 07647-0914**

Mar. 28, 2003

ATTEN: MANAGEMENT

OUR volvo, a S70, GLT, SE, Model 2000 was purchased in october 2000. The dealership where we purchased the volvo relinquished there volvo franchlse. The reason for purchasing local was for the easy servicing and etc. Now, we must drive more than 50 miles which is not by choice. We had long wanted to purchase a nice well made volvo. We have always heard such wonderful things about the volvo such as low maintenance, safety features not to mention it's comfort and easy ride along with a handsome interior. This is a car we felt would be a great one to have when we retired. one that we didn't plan to put lots of milage on, therefore, thinking it would last us much longer than most other cars.

Finally, getting to the point of our letter. Our volvo had only 18,941 milage when in February of this year we had to have it towed to the nearest dealership which was and is "Don Beyer Volvo of Dulles." The problem was the "throttle body" plus they had to reload the software.

A month later the same symptoms occurred. The car would start but cut off with in a second or two just like before. Once again we had the car towed to the same dealership.

This time they replaced "immobilizer Antenna ring. Granted, the car is still under warranty but the first problem seems to me should not have happened with such low milage on the car. This would have been a big expense had we been driving the car like all the other years, the warranty would have expired due to the use. They told us that the second problem wouldn't have cost as much but right off, it would have cost us the towing expensive \$100.00 or more had the "Roadside Assistance" service expired too.

We are very disappointed with this "Sweet Little Volvo," Especially, since we had so waited to purchase one when we retired.

We are asking that you consider extending our warranty which will end in Oct 2004 another 3 years ending in october 2007 along with the "Roadside Assistance" warranty too (since we have no local Volvo dealership now) We do not think this is too much to ask since we will most likely still not have that many miles on our volvo. At least we had planned to try and keep the milage low since we cannot afford to purchase another volvo in the next 3 years. Normally, we purchased a new car every 5 years but being retired money doesn't come as easy.

We would still like to think we would want to purchase another volvo as it has been my wife who so wanted to purchase this one. So, please convince me that our "Sweet Little Volvo," is not a "Sour Little Lemon."

Sincerely,

[REDACTED]

HOWARD V. KATZ, M.D., F.A.C.S.
Orthopaedic Surgeon
Diplomate of the American Board of Orthopaedic Surgery
155 Sullivan Avenue
Farndale, New York 12734

Telephone (845) 292-1500

Fax (845) 292-0379
RECEIVED
MAR 24 2003

March 19, 2003

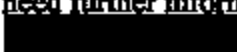
STOMER RELATIONS

Volvo
7 Volvo Drive
Rockleigh, New Jersey 07647

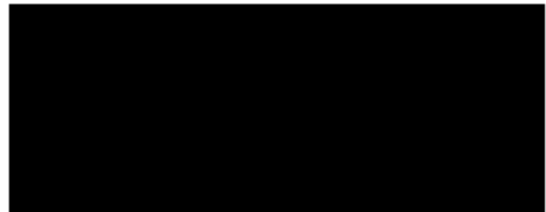
To whom it may concern:

I am a Volvo owner. My lease is coming up and I want to purchase. In the Volvo, which I am leasing the Electronic Throttle Modular has gone bad, which the service people have told me they have trouble with in the Volvo. I would like you to consider fixing this modular at Volvo's cost. I am willing to purchase a new Volvo now or at my lease end in six weeks.

While I am aware that there is no recall to date on this, if I don't have any satisfaction I will make every legal effort to start one.

If you should need further information or should you need to contact me, my cell phone number is 

Sincerely,



Name [REDACTED]
Address [REDACTED]
City WINFIELD State IL Zip [REDACTED]
Business Telephone Number [REDACTED] (where you can be reached during the working hours)
Home Telephone Number: [REDACTED]

RECEIVED
JAN 1 2002

VEHICLE IDENTIFICATION NUMBER (VIN)

VIN:

Y	V	1	R	S	5	8	D	5	L	2	[REDACTED]
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CUSTOMER RELATIONS

Selling Dealer: VOLVO OF LISLE
Brief Description of Consumer Concern: SIGNIFICANT DELAY IN LOW
SPEED (< 40MPH) THROTTLE RESPONSE

RECEIVED
OCT 16 2002

Davidson, NC

CUSTOMER RELATIONS

October 2, 2002

Mr. Vic Doolan
President, Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ

Dear Mr. Doolan:

I am writing to you as a last resort after prior efforts to resolve my complaints have been unsatisfactory. I own a 2000 Volvo S80 (vin YV1TS94DXY [REDACTED]) that I purchased used in December of 2000. At that time I also purchased a Volvo certified limited pre-owned coverage plan (contract # VC049424). In the past month I have had two parts fail on the car (the electronic throttle body and the anti-lock brake sensor) that I have now come to learn are not covered by the coverage I bought. While the plan does list every part and system that is covered and states that anything not listed is not covered, it is an incredibly exhaustive list and since I do not build or repair cars for a living, I would have no way of truly knowing what key parts/systems fall into the dreaded "not listed, thus not covered" black hole. In fact, when I purchased the VIP plan, I mentioned to the salesperson that the plan read as if it basically extended out the factory warranty, covering everything but wear, tear, abuse etc. and he agreed. Now I have learned the hard way that it also very selectively omits some expensive parts such as the \$500 throttle body and the \$600 ABS sensor. I bought this car primarily based on Volvo's reputation for quality and customer friendliness (a reputation that seems to be your primary advertising hook - what you hang your hat on so to speak) and I am very disillusioned to find out that this reputation is more Madison Avenue hype than reality. I have followed all recommended check ups and servicing on the vehicle (including a 60,000 mile checkup for which a mere \$600 I got a checklist showing all is well just one week before the throttle body unit failed). So as not to run on, let me just wrap it up with a few data points: \$30,000 for a used S80 with a VIP extended coverage, 8 trips of 1.5 hours to repairing dealer in less than 2 years (actually 14 trips as had to leave car overnight several times), more than \$2000 in non-covered repairs and maintenance (with the \$600+ ABS repair still pending). In my mind, this speaks very poorly for the well-advertised Volvo quality. While I would hope that you will choose to stand behind your car and the reputation you so proudly boast of, admittedly I hold out little hope as the complaint that I sent up the chain of command in your customer service area got me a whopping \$50 credit at my servicing dealer. No offense, but I politely refuse this oh so generous offer. I will take more satisfaction in publicly stating that this will be the last Volvo I, or anyone in my family, ever owns (unless of course you choose to do the right thing and cover the cost of the throttle body and ABS repairs) and I will also do my best to loudly trumpet to friends family, coworkers, etc. that the Volvo reputation for quality is undeserved and that they would be well served to avoid ownership as well.

dup

November 27, 2002

RECEIVED
DEC 20 2002

Volvo Cars of North America
7 Volvo Drive
Rookeleigh, NJ 07647
Attn: Arthur Baliung

CUSTOMER RELATIONS

Dear Mr. Baliung:

I am writing this letter requesting reimbursement for the repairs made to my car recently as they were not ordinary wear and tear items. My car is 3 1/2 years old. It has 82,000 miles on it. The repairs I am referring to are electronic systems, which have no bearing on the number of miles on a car. When I spend \$35,000 on a car I expect these modules to last longer than 3 1/2 years.

The Volvo service department was adamant that they were not responsible for the systems failing. To quote "we don't make the cars we just fix them". I knew I was in trouble when I heard that. They agreed that the electronic modules have nothing to do with the mileage, that it was not common for them to be replaced and there is no preventive maintenance..

This isn't the first problem I've had that I felt the car had a defect. I had to replace a window to the tune of \$500.00. I was told because I had over 50,000 miles it wasn't covered. What is the correlation between your car window and your mileage? I called your Customer Service and had the pleasure of dealing with one of your call center reps that actually said, "the window probably was defective but it's too late you're over the warranty miles". He actually refused to let me talk to the District Manager or give me a telephone number to reach him. He told me "the District Manager does not have a phone because he doesn't have an office. He works out of his house." Not my idea of customer service.

Please read the enclosed time-line outlining the sequence of events. I ask you - did something happen to my car when it was serviced for the recall or were the electronic modules defective? How could my car be running perfectly fine (except for the oxygen sensor) one day; bring it to one of your service departments and the very next day start having major problems. I would like you to investigate this and contact me to explain why I should have to pay out of my pocket for components that failed for no apparent reason (according to the service department people). You have designed a beautiful looking car but what good is that if it is not reliable. I truly hope you will do the right thing and stand behind your product.

Thank you.

[Redacted]

Marshfield, MA

Home:

Work:

Email:

[Redacted]

cc: Vic Doolan, President and CEO
Eunice Stern, Manager, Customer Relations

Enclosures: South Shore Imported Cars Service Invoice #VOCS220138
Dakzell Motor Co. Recall Invoice

The following is the sequence of events that took place regarding the problems with my car.

Wednesday October 2, 2002	Brought car to Dalzell Volvo for Recall 110 – replace cooling fan unit. (see enclosed invoice)	Received call from service asking if there was anything else they could do for me. I replied no. Picked car up – drove home – everything seemed OK.
Friday October 4, 2002 AM	5:30am – started car – message “Stop safely, shut off car”. Did this – restarted car that message was gone replaced by message – “Engine System Service required”.	Called Dalzell – reported problem – they immediately said it had nothing to do with the work they did on my car. I was told it's probably no big deal – bring it in next week for diagnostics.
Friday, October 4, 2002 PM	Drove home from work – shut car off – walking away from car sounded like car was still running	After 10 minutes called Dalzell – asked me if I had warned the car up – told them I had just driven 30 miles. He then said it was perfectly normal for this to happen* – it would run until the engine cooled off. I asked at what point should I be concerned – he said it could run for as long as 15 minutes (which it did). I asked if it would have an adverse affect on anything else (i.e. my battery). He said no.
Saturday, October 5, 2002	My husband and I drove to the store (approx. 4 miles) – everything seemed fine. Left the store – drove about ¼ mile – car lunged forward and shut down (as if it stalled). We started the car – drove – everytime my husband eased off the gas the car shut down. It was a very scary ride home.	Called Dalzell – explained the story again – was told immediately that it had nothing to do with the work they did on my car. At this point I'm feeling that my car was working perfectly fine until they worked on it. He mentioned that I had a check engine code on my car the day I brought it to them (which it did). I explained that I was aware that I had – Emissions System Service required and it was for the oxygen sensor. It was a very unpleasant conversation. Needless to say the car was not driven the rest of the day. I felt that under the circumstances I could be killed. I was very lucky that this had not occurred during my commute to/from work on an extremely busy highway. I was never advised by Dalzell service NOT to drive the car.
Sunday, October 6, 2002	My husband drove my car to our mechanic's shop (I followed behind him in case the car shut down – It did not)	

Tuesday, October 8, 2002	Received call from my mechanic – The problem is with the Electronic Throttle System. When he drove the car the same thing happened. It lugged forward and shut down. He advised us to take the car immediately to Volvo service. He said it was extremely dangerous – a safety hazard.	
Wednesday, October 9, 2002	Called Volvo service – explained situation – said I could bring car in – they would fit us in today or tomorrow. My husband picked up the car at my mechanics shop. I followed him in case the car shut down. Dropped car off at So. Shore Volvo.	
Thursday, October 10, 2002	Received call from So. Shore Volvo service department. They had run diagnostics on my car and they gave me the list of repairs. (see attached invoice) They were very sympathetic but said I would have to take the issue up with Volvo. Spoke with my husband and called them back to OK the repairs. I had to have my car to get to work so I had little choice.	
Friday, October 11, 2002	Picked up my car	

***I HAVE NOT HEARD THE FAN RUNNING SINCE THE REPAIRS WERE MADE ON MY CAR. SO I GUESS IT'S NOT PERFECTLY NORMAL FOR IT TO BE RUNNING OR AT THE VERY LEAST IT SHOULD HAVE BEEN A RED FLAG THAT SOMETHING WASN'T RIGHT. COULD THESE REPAIRS HAVE BEEN AVOIDED??**

South Shore Imported Cars, Inc.

VOLVO
75 Pond Street
Norwell, MA 02061
781-829-3000

579 Washington Street
Hanover, MA 02339
781-829-3000

JEEP
CHRYSLER/7
Volkswagen

OCT 11 2002

Amk

CUSTOMER NO. 22614	ADVISOR ANN 108	TAB NO.	INVOICE DATE 10/11/02	INVOICE NO. VOCS220138
	LABOR RATE	LICENSE NO.	MEMBER 82385	COLOR MYSTIC SILVR
	YEAR / MAKE / MODEL 88VOLVO/S80 SERIES/SEDAN			DELIVERY DATE 04/08/89
MARSHFIELD, MA	VEHICLE ID. NO. YV1TS97D8X1			DELIVERY MILE 20
	P. T. E. NO.	P. C. NO.		SELLING DEALER NO. 3691
				PRODUCTION DATE 10/09/02
BUSINESS PHONE		COMMENTS C# 018890 EA 1558240		NO: 82386

JOB# 1 CHARGES

LABOR -----
 J# 1 18V02001 CHECK ENGINE LIGHT TECH(S):324 480.00

CUSTOMER STATES CHECK ENGINE LIGHT IS ON.
 THE CAR DIES OUT AND LUNGES FORWARD WHILE IT WAS BEING
 DRIVEN. ALL DASH LIGHTS WERE ON BUS AFTER SHE DROVE
 OUT - EMISSION, AIRING, ENGINE SERVICE SYSTEM REQUIRED
 LIGHTS ARE ALL ON DASH NOW.
 HOOKED UP CAR TO VARIOUS CODES FOR THROTTLE BODY MAP SENSOR
 FRONT O2 SENSOR MAP I SOFTWARE RELOADS
 REPLACED PARTS NOTED AND CLEARED CODES WERE TESTED
 NOTE: NEEDS PLUGS REPLACED CUSTOMER ADVISED

PARTS	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	8644347-0	THROTTLE BODY	568.00	568.00
	1	8670883-6	MESS AIR FILTER S	232.00	232.00
	1	8631543-7	HEATED DRYER S	196.00	196.00
	1	8635753-9	GASKET	2.40	2.40
	1	8633204-6	UPGRADE ETN	15.00	15.00
	1	9438290-0	ETN RELOAD	25.00	25.00
TOTAL - PARTS					978.40

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
	VOLV020	VOLVO 20R POSTCARD COUPON	220138	-138.36
TOTAL - MISC				-138.36

JOB# 1 TOTALS

LABOR 480.00
 PARTS 978.40
 MISC -138.36

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 1326.04

COMMENTS

NEEDS SPARK PLUGS CUSTOMER ADVISED AND WILL
 HAVE TRIER ORN TECH DO THEM

South Shore Imported Cars, Inc.

VOLVO 75 Pond Street
Norwell, MA 02061
781-829-3000

579 Washington Street
Haverhill, MA 02339
781-829-3000

JEEP
CHRYSLER / Plymouth
Volkswagen

CUSTOMER NO. 22614	ADVISOR ANN 108	TAG NO. STAL	INVOICE DATE 10/11/02	INVOICE NO. VDCS220138
	LABOR RATE	MESSAGE 82385	COLOR MYSTIC SLVR	STOCK NO.
	YEAR / MAKE / MODEL 99/VOLVO/S80 SERIES/SEDAN		DELIVERY DATE 04/08/99	DELIVERY MILES 20
MARSHFIELD, MA	VEHICLE ID. NO. YV1T597D8X1		SELLER DEALER NO. 3891	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. S. DATE 10/08/02	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 019890 E# 1558240 NO: 82386		

TOTALS:

CASH CHECK CREDIT CARD REC BY []

DEAR CUSTOMER,
YOU MAY BE CONTACTED BY THE FACTORY REGARDING THIS REPAIR.
IF YOU CANNOT RATE OUR SERVICE AS EXCELLENT PLEASE LET US
KNOW SO THAT WE CAN RAISE YOUR LEVEL OF SATISFACTION.

OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR
EXPECTATIONS. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

CUSTOMER SIGNATURE

TOTAL	1368.96
TOTAL TAX	0.00
TOTAL INVOICE \$	1368.96

8347299

118989



DALZELL MOTOR CO., INC.

825 PROVIDENCE HWY. RTE. 1

DEDHAM, MA 02028

(781) 328-1100

INVOICE

PAGE 1

MARSHFIELD MA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 124 RALPH F DELUCIA

YEAR	MAKE	MODEL	VIN	LICENSE	RELEASE IN OUT	TAG
1999	VOLVO	S802.9A	YV1TS97D8X [REDACTED]	[REDACTED]	82165/82168	[REDACTED]
DEL. DATE	PRIC. DATE	WARRANTY	EXPIRES	PRICE	PAYMENT	REV. DATE
01JAN2001	01JAN2001	17:00	02OCT02	81.75	CASH	02OCT2002

OPTIONS: ELR:3634 1)V.O.

09:44 02OCT02 12:57 02OCT02

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

A CAMPAIGN 110 TO REPLACE COOLING FAN UNIT ON CERTAIN 99 S-80
 TYPE:110, CODE:02 (.6 NORMASP, .8TURBO) SHORTFORM SUBMISSION -
 VADIS CHECK REQUIRED FOR ELIGIBILITY

CAUSE: 6

110 CAMPAIGN 110 TO REPLACE COOLING FAN UNIT ON
 CERTAIN 99 S-80 TYPE:110, CODE:02 (.6
 NORMASP, .8TURBO) SHORTFORM SUBMISSION - VADIS
 CHECK REQUIRED FOR ELIGIBILITY

102WPV40

- 1 8649634 6 ELECTRICAL FAN
- 2 981689 3 CABLE TIE
- 3 980882 5 CABLE TIE
- 1 9148344 6 CLIP

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

FC: 02 PART#: 000000

CLAIM TYPE: 110

AUTH CODE:



NOTE RECALL 110 DONE - NOTE
 HAD CHECK ENGINE LIGHT ON ??
 NO ACTION TAKEN AT THIS TIME -
 RECALL ONLY

* WE DO NOT WANT TO BE JUST VERY GOOD !!! *
 WE WANT TO BE
 *** EXCELLENT *** RATE US
 *** EXCELLENT ** IF YOU CAN'T RATE US
 *** EXCELLENT ** PLEASE LET US KNOW!!
 THANK YOU FOR SELECTING US AS YOUR DEALER
 ***** THE DALZELL VOLVO SERVICE TEAM *****

SALES HOURS	DESCRIPTION	TOTAL
Monday - Thursday 8:30 - 8:00	Volvo Genuine Parts and Accessories are backed by a 12-month limited warranty. Some even feature a <i>lifetime</i> warranty. * Genuine Volvo Parts are available at authorized Volvo dealers. Never accept anything less than the original. Ask for Genuine Volvo Parts and Accessories.	LABOR AMOUNT 0.00
Friday 8:30 - 8:00	* See Dealer for complete details of Volvo's Limited Warranty and Limited Lifetime Warranty.	PARTS AMOUNT 0.00
Saturday 9:00 - 5:00	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	GAS, OIL, LUBE 0.00
Sunday 12:00 - 5:00		SUBLET AMOUNT 0.00
PARTS AND SERVICE HOURS		HAZARDOUS WASTE REMOVAL 0.00
Monday - Friday 8:00 - 5:00		TOTAL CHARGES 0.00
Saturday 8:00 - 1:00		PROMOTIONAL DISCOUNTS 0.00
		SALES TAX 0.00
		PLEASE PAY THIS AMOUNT 0.00

CUSTOMER

[REDACTED]
Huntington Station,
NY [REDACTED]

March 26, 2003

Volvo Cars of North America
Customer Relations
P.O. Box 914
Rockleigh, NJ 07847-0914

J...
RECEIVED
MAR 28 2003

CUSTOMER RELATIONS

Dear Sir or Madam:

I own a 2000 Volvo C70 convertible, which I purchased from Hassel Volvo in Huntington, New York. My car was equipped with Pirelli tires at the time of purchase. Although I am happy with the vehicle, I am very dissatisfied with the tires chosen by Volvo.

In May 2001, I had to replace the rear passenger side tire due to a bubble in the sidewall. My local tire dealer advised me, that this was not covered by warranty. The tire cost me \$189.00 plus tax.

In April 2002, I had to replace the two front tires because of wear. The car's odometer read only 25,241 miles. The tires each cost \$185.00 plus tax.

In October 2002, I had to replace the driver's side rear tire due to wear. At that time, the odometer reading was 32,614 miles. This tire cost me \$189.00 plus tax.

Yesterday, I hit a pothole near my home and experienced a blow-out. Consequently, I had to purchase another new tire and a new wheel rim for a total cost of \$582.24.

On any previous vehicles which I have owned since 1975, I have never had to change tires due to wear so soon. I have never experienced bubbles or blow-outs on any of the Firestone, Goodyear, or Michelin tires, which have been supplied with my previous vehicles.

While sitting in the waiting room at Hassel Volvo, another customer sitting next to me asked how I liked my vehicle. She has had to change six Pirelli tires within one year due to various problems. When I questioned my service representative about the tires, it was apparent that he has heard more than just these two complaints about the tires. I asked about changing to a different tire, but he advised that this would necessitate new rims, which I consider to be cost prohibitive.

Volvo's television and print advertising very strongly stresses the quality and safety features of your products. Although Volvo does not manufacture the tires, the company does specify the Pirelli tire on various models. How can this be considered a quality or safe product if the tires are so fragile?

I look forward to your comments and, hopefully, remedy for this problem.

Sincerely,

[REDACTED]



**MILLER'S
METROPOLITAN
CHAPEL, P.C.**

*Providing Serving the Balance of
Baltimore's Communities*

[Redacted]
Randallstown, MD

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

To Whom It May Concern:

I am writing this official letter of complaint about Volvo Performance and Service. I have leased a Volvo C70 since March 2000. During that time I have serviced and maintenance my car according to schedule. When at approximately 43,000-52,000 miles service I made several complaints about the driving of my car, which would jerk and thrust at certain times while driving. However, the service department would attribute the poor driving to the need for maintenance as scheduled, therefore I would have service at that time.

Now, just as the 50,000 miles warranty has expired, I have been told to replace several parts, the peddle sensor and electronic throttle system due to the car to driving poorly. I am extremely concerned that parts that had to be replaced costed \$1353.38. On April 9, 2002 the car was put in the shop for the peddle sensor. Upon receiving my car back and it still demonstrated the initial problem of thrusting and almost cutting off. I was concerned about my safety and returned to the dealership for further assistance. At this time on Friday April 11, 2002 I was informed that the ETS needed to be replaced. After a major maintenance at which no problems were identified.(receipts are enclosed)

I have many associates who have Volvos and they to have expressed concerns about maintenance services at Koon's Volvo concerns which led to them to using another Volvo dealership. It appears that Koon's Volvo Service Department has a poor reputation for customer satisfaction. "It is evident that VOLVO'S are no longer made for life!"

Please see that the proper authorities are apprised of the Koon's Volvo reputation in the Baltimore and surrounding communities.

Dissatisfied Customer,
[Redacted]

1339 North Broadway, Baltimore MD 21201
1922 Forest Drive, Annapolis MD 21403
811-277-2777 Annapolis 410-266-8940 Baltimore

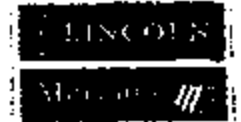
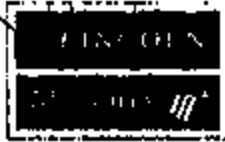
KOONS LINCOLN MERCURY

9610 REISTERSTOWN ROAD
OWINGS MILLS, MARYLAND 21117

www.koons.com

(410) 363-3333

P & A CODE: 10023-7



ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

AUTHORIZED WORKING TIME
ON BEHALF OF Koons, we warrant that the information contained hereon is accurate. In the absence of such, we warrant that we will be held liable for any damage to your vehicle that may occur as a result of the work performed on your vehicle. This warranty is void if the vehicle is not driven for 100 miles within 10 days of the date of the work performed. This warranty is void if the vehicle is not driven for 100 miles within 10 days of the date of the work performed. This warranty is void if the vehicle is not driven for 100 miles within 10 days of the date of the work performed.

LIMITED WARRANTY

PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST, AGAINST DEFECTIVE WORKMANSHIP

PROGRAM	AUTHORIZATION	COMBAT

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 7648	ADVS: 152	REID: DA	INVOICED: 03/01/2002
08150109	DR	00 C70	SILVER
GRAND TOTALS		LICENSE NUMBER: 41-12-12-1	
SUMMARY OF CHARGES FOR INVOICE 001516		PAYMENT RESTRICTIONS FOR TRADE IN: NONE	
PARTS	46.58	TOTAL CHARGE	135.78
MISC. MATERIALS	12.00	CASH	135.78
LAB-MECHANICAL	80.00		
SERVICE SPECIAL ADJUSTMENT	14.98		
SUB-TOTAL	153.56		
TAX	2.19		
TOTAL CHARGE	155.75		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANTEL REID
THANK YOU FOR CHOOSING KOONS LINCOLN-MERCURY-VOLVO
WE WANT YOUR SERVICE VISIT TO BE "EXCELLENT"

PLEASE RETAIN THIS REPAIR ORDER RECEIPT IN YOUR VEHICLE FOR FUTURE MAINTENANCE REFERENCE.

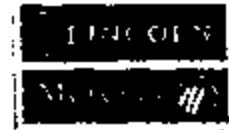
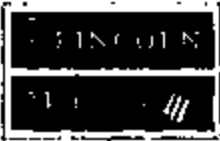
KOONS LINCOLN MERCURY

9610 REISTERSTOWN ROAD
OWINGS MILLS, MARYLAND 21117

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(410) 363-3333

P & A CODE: 10028-7



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LIMITED WARRANTY

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WARRANTY INFORMATION AND STATE
OF MARYLAND: THIS WARRANTY IS LIMITED TO THE INFORMATION CONTAINED HEREIN AND IS SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE SET FORTH IN THE OWNER'S MANUAL. THIS WARRANTY DOES NOT COVER CONSUMABLES OR WEAR ITEMS. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACK OR OTHER EXTREME DRIVING. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT REGISTERED IN THE STATE OF MARYLAND. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE SET FORTH IN THE OWNER'S MANUAL. THIS WARRANTY DOES NOT COVER CONSUMABLES OR WEAR ITEMS. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACK OR OTHER EXTREME DRIVING. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT REGISTERED IN THE STATE OF MARYLAND.

PROGRAM	AUTHORIZATION	COMBAT

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO		DRIVER/LEASE INFORMATION	
[REDACTED]		[REDACTED]	
RANDALLSTOWN MD 21133		RANDALLSTOWN MD 21133	
PHONE: [REDACTED]		PHONE: (410) 264-3333	
FOR OFFICE USE			
TAG: [REDACTED] ADV: 152 REID, DAN INVOICE: PRELIM CUS C OR		VIN YVWJ639VJ [REDACTED]	
MFG: 201001 TAX RULES: YNPP INVOICED: 03/01/2002 03150109		00 VOLVO C70	
ODOMETER IN: 54828 OUT: 54838		DISTR: YVI	
DATES BEGIN: 03/01/02 CONF: 03/01/02		DATES INSERVICE: 03/01/02	
CONCERN 27 52500 MILE SERVICE		CORRECTION PERFORMED RUNDG 7500 MILE SERVICE	
PART NUMBER		PO#	NOTE
VOL 1275810-8			FILTER INSERT
VOL 0977751-7			BASKET
Q10 5M30			ENGINE OIL
Q10 78202			ADDITIVE
TYPE: C		TOTAL CHARGE FOR CONCERN 27	
CONCERN 31#		CORRECTION	
CAUSE REPLACE TOM HOOK COVER		MD CHARGE	
PART NUMBER		PO#	NOTE
VOL 8614116-5			CASING
TYPE: C		TOTAL CHARGE FOR CONCERN 31#	

PLEASE RETURN THIS REPAIR ORDER RECEIPT IN YOUR VEHICLE FOR FUTURE MAINTENANCE REFERENCE

832781

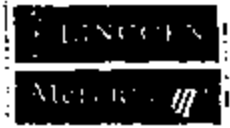
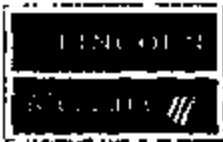
KOONS LINCOLN MERCURY

9610 REISTERSTOWN ROAD
OWINGS MILLS, MARYLAND 21117

www.koons.com

(410) 369-3333

P & A CODE: 10023-7



ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

LIMITED WARRANTY

PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST, AGAINST DEFECTIVE WORKMANSHIP

VISA

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE WITHIN INFORMATION HAS BEEN OBTAINED FROM THE DEALER'S RECORDS AND IS ACCURATE. THE DEALER'S RECORDS DO NOT CONTAIN INFORMATION OF ANY OTHER NATURE THAT MAY BE RELEVANT TO THE SERVICE OF THE VEHICLE OR THAT ANY PARTS REPAIRED OR REPLACED UNDER THIS WARRANTY CONNECTION IN ANY WAY WITH ANY ACCIDENT, FIRE DAMAGE OR OTHER DEFECTIVE WORKMANSHIP HAS OCCURRED AND WILL REMAIN IN FULL FORCE AND EFFECT UNLESS OTHERWISE SPECIFIED AT THE SERVICE ORDER FOR SPECIFIC WORK REPRESENTATIVE OF FORD

PROGRAM	AUTHORIZATION	COMMIT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

DATE: 04/11/02

TIME: 09:30 AM

TECHNICIAN: [REDACTED]

WORK: [REDACTED]

FOR OFFICE USE

TAG: ADV: 152 ACID; PAN INVOICE; PRELIN CUS. C. IN

WFO: 281001 TAX RULES: YEAR INVOICE: 04/11/2002 09:34:07

ODOMETER IN: 57010 OIL: 57010 OIL: 0151 YV

DATES BEGIN: 04/09/02 DATE: 04/11/02

VIN: YV1M32402L200000000

NO VOLVO

DATE: 04/11/02

CONCERN: EIS LIGHT ON

DIAGNOSIS: ACCESS CODES ECM 9040 AND 9147 AND DIAGNOSTIC

COMMENT: REPLACE PEDAL SENSOR AND VERIFY

PART NUMBER	QTY	UNIT PRICE	TOTAL PRICE	DESCRIPTION
6645174-7	1	120.35	120.35	ACCELERATOR PED-SPG
6645174-7	1	19.35	19.35	ACCELERATOR PEDAL
SUB-TOTAL				139.70
TAX				6.99
TOTAL CHARGE				146.69

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR SERVICE ORDER

PARTS	120.35
MISC. MATERIALS	19.35
LAB-MECHANICAL	127.00
SUB-TOTAL	266.70
TAX	6.99
TOTAL CHARGE	273.69

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL REID

THANK YOU FOR CHOOSING KOONS LINCOLN MERCURY

WE WANT YOUR SERVICE VISIT TO BE "EXCELLENT"

PLEASE RETAIN THIS REPAIR ORDER RECEIPT IN YOUR VEHICLE FOR FUTURE MAINTENANCE REFERENCE

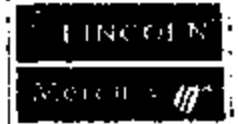
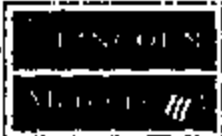
KOONS LINCOLN MERCURY

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OWINGS MILLS, MARYLAND 21117

www.koons.com

(410) 363-3333

P & A CODE: 10023-7



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LIMITED WARRANTY

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PROGRAM	AUTHORIZATION	COMMIT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO		DRIVER/OWNER	
[REDACTED]		[REDACTED]	
FOR OFFICE USE			
TO: [REDACTED]	FROM: [REDACTED]	VIN: [REDACTED]	DATE: [REDACTED]
MP: 28000	YR: 157 REID. MAN INVOICE: PRELIM INT I C	00 VOLVO	
ODMETER IN: 56362	OUT: 56366	DATE: 03/19/02	CONF: 03/19/02
CONCERN: 24	ALTERNATE VEHICL TRANSPORTATION	DAYS @ 125.00 PER DAY	
CORRECTION	TRANSPORTATION PROVIDED		
COMMENT	LOANER CAR PROVIDED AT NO CHARGE		
FACTORY	COND CODE: 00	FAIL CODE: 00	
TYPE: 1			
SUMMARY OF CHARGES FOR INVOICE 102510		GRAND TOTALS	
TOTAL CHARGE	.00		
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST			
CUS - CUSTOMER PAY			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL REID			

PLEASE RETAIN THIS REPAIR ORDER RECEIPT IN YOUR VEHICLE FOR FUTURE MAINTENANCE REFERENCE.

417005

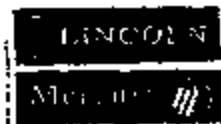
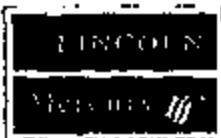
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WHICHEVER OCCURS FIRST, AGAINST DEFECTIVE WORKMANSHIP

WARRANTY SIGNATURE AND DATE
ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. THE OTHER SERVICE CENTER SERVICE LISTED WERE PERFORMED AT THE SERVICE CENTER. THERE IS NO PROVISION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PARTS OR LABOR LISTED TO BE REPAIRED WERE CONNECTED IN ANY MANNER WITH AN ACCIDENT, NEGLIGENCE OR OTHER REASON REPORTED TO US. THE WARRANTY IS VOID IF YOU DO NOT ACCEPT THIS WARRANTY NOTIFICATION AT THE SERVICE CENTER OR INSPECTOR REPRESENTATIVE'S OFFICE.

PROGRAM	AUTHORIZATION	COMMIT
---------	---------------	--------

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO		DATE	
FOR OFFICE USE		DATE	
TAG#	APR-152 REID, DAN THOMAS	03/19/2002	13:50:44 DR
CONCERN SI ETS LIGHT ON		OPERATION	1074
CORRECTION ACCESS CODES AND CLEAR		DR	1075
TYPE: C		TOTAL CHARGE 451.26	
SUMMARY OF CHARGES FOR INVOICE 002510		GROSS TOTAL	
PARTS	193.52	PAYMENT DISCOUNT FOR INVOICE	
MISC. MATERIALS	30.00	TOTAL PAYABLE	
LAB-MECHANICAL	300.00	CASH	
SERVICE SPECIAL ADJUSTMENT	79.35		
SUB-TOTAL	444.17		
TAX	7.21		
TOTAL CHARGE	451.26		

ATTENTION! THE FOLLOWING INVOICES ALSO EXIST
INT - INTERNAL

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL REID
THANK YOU FOR CHOOSING KOONS LINCOLN MERCURY!
WE WANT YOUR SERVICE VISIT TO BE "EXCELLENT"

PLEASE RETAIN THIS REPAIR ORDER RECEIPT IN YOUR VEHICLE FOR FUTURE MAINTENANCE REFERENCE.

HHHH
PEITZ

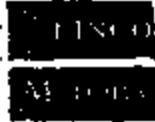
KOONS LINCOLN MERCURY

9610 REISTERSTOWN ROAD
OWINGS MILLS, MARYLAND 21117

www.koons.com

(410) 383-3333

P & A CODE: 10023-7



ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

HHHH

LIMITED WARRANTY

PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. AGAINST DEFECTIVE WORKMANSHIP.



NAME (PRINT OR SIGNATURE OF AUTHORIZED PERSON)		
ADDRESS	AUTHORIZATION	DATE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

HHHH
THIS FORM PRINTS ON RECYCLED PAPER. RECYCLABLE PAPER

INVOICE TO: [REDACTED]

RANDALLSTOWN MD [REDACTED] WASHINGTON DC [REDACTED]

DATE: [REDACTED]

FOR OFFICE USE

TAX: [REDACTED] ADVA 152 REIN. DAN INVOICE: [REDACTED] IN [REDACTED]

MFGI 250001 TAX RULES: YNPN INVOICE# 03/19/2002 1345344

ODOMETER IN: 56362 OUT: 56366 MILEAGE: 101

DATES: REG IN: 03/19/02 DONE: 03/19/02 DATE: [REDACTED]

CONCERN 27 60K SERVICE

CORRECTION PERFORMED MAJOR 30000 MILE SERVICE

PART NUMBER	POS	NOTE	DESCRIPTION
VOL 81780030T			30CTURE
VOL 0977751-7			GASKET
VOL 8670050-0			SPARK PLUG KIT
VOL 9106262-3			FILTER OIL
VOL 0740076-1			GASKET
VOL 1381184-9			BRAKE FLUID
Q10 44K			4K TREATMENT
Q10 8830			ENGINE OIL
VOL 9834629-4			ANTI-FREEZE
VOL 1275610-8			FILTER OIL

TYPE: C

CONCERN 48 FOG LIGHT OUT ADVISE

CORRECTION BULB INSTALLED

PART NUMBER	POS	NOTE	DESCRIPTION
VOL 0744265-0			BULB

TYPE: C LINE CLASS: NDS

PLEASE RETAIN THIS REPAIR ORDER RECEIPT IN YOUR VEHICLE FOR FUTURE MAINTENANCE REFERENCE.

HHHH

PAX NO. 4103275075

APR-15-02 MON 11:28 AM MILLERS METRO, CHAPEL

ROBERT H. MOORE, JR.

27330 REST CIRCLE, EASTON, MD 21601-7904
VOICE: 410-822-3435
FAX: 410-822-4459

January 16, 2003

RECEIVED
JAN 16 3 2003

MEMBER RELATIONS

Member Relations
American Automobile Club
14280 Park Meadow Drive
Chantilly, VA 20151-2219

Gentlemen:

My 1999 S70 Volvo has 56,000 miles on it. January 13th of this year I took it to the David Wheeler dealership in Easton for service and found that the car needed an electronic throttle system. My car is under warranty, the Volvo Certified Plan due to expire in 2005, but was told that that item and service was not covered which was confirmed by Volvo. The cost of the repair was \$379.12. A copy of the repair order is enclosed.

My previous 1992 Volvo had over 100,000 miles on it when I traded. Other than regular maintenance, it did not require repair. Does it seem reasonable to you that a car with only 56,000 miles should have to have such expensive repair? Should not Volvo have some responsibility in this? Heretofore, before electronic throttles, carburetor problems, i.e., improper mixture of gas and air, were solved by minor adjustments to the carburetor. I should appreciate your comments. I have no complaint about the quality of the repair work done by the David Wheeler dealership.

Very truly yours,



cc: ✓ Volvo of North America
25 Phillips Parkway
Montvale, NJ 07645

David Wheeler
Volvo-Honda
P.O. Box 1169
Easton, MD 21601

enc.

David Wheeler VOLVO • HONDA



6546 Ocean Gateway
P.O. Box 1169
EASTON, MD 21801
(410) 822-7717 (800) 327-4764
Fax (410) 822-1382

CUSTOMER NO. 3711	NAME DALE HIRT	AGE 120	DATE 01/13/03	INVOICE NO. VOCS20079
EASTON, MD	LABOR RATE	LIC-REG NO.	WEIGHT 56,178	COLOR BLACK/
	VEH #/YEAR/DOOR			DELIVERY DATE
	99/VOLVO/S70/4 DOOR SEDAN			DELIVERY MILES
	VV1LS5604X2			WILLIS DEALER NO.
	F.T.E. NO.	P.O. NO.	01/13/03	PRODUCTION DATE
	SUBMIT FROM	COMMENTS	NO: 56178	

JOB# 1 CHARGES

LABOR

JOB# 1 LIVOC - ENGINE CONCERN UNITS: 4.00 TECHNO:50 280.00
 CUSTOMER STATES CHECK ENGINE LITE STAYS ON
 TCS LITE ON, VEH SURGES
 DIAG AND REPLACE THROTTLE UNIT. PERFORM ECM DOWN LOAD

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8644347-0	THROTTLE BODY	521.00	521.00
	1	8636783-9	ESPNET	2.46	2.46
	1	9438298-3	ETH RELOAD	33.80	33.80
				TOTAL - PARTS	557.26

JOB# 1 TOTALS

LABOR 280.00
PARTS 557.26
JOB# 1 JOURNAL PROFIT VOCS JOB# 1 TOTAL 837.26

STATEMENT OF DISCLAIMER

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSV	SHOP SUPPLIES/HAZARD WASTE		14.00
				TOTAL - MISC 14.00

COMMENTS
WAITER

TOTALS

CUSTOMER SIGNATURE

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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (2) YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK CK NO. []		TOTAL LABOR	280.00
<input checked="" type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	TOTAL PARTS	557.26
<input checked="" type="checkbox"/> AMER XPRESS	<input type="checkbox"/> OTHER	<input type="checkbox"/> CHARGE	TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC CHG.	14.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	27.86
			TOTAL INVOICE \$	879.12

YOUR OPINION IS IMPORTANT TO US
 YOU MAY RECEIVE A MANUFACTURER SURVEY
 IF FOR ANY REASON YOU CANNOT MARK EXCELLENT
 PLEASE LET US KNOW
 THANK YOU
 YOUR SERVICE TEAM

CUSTOMER SIGNATURE _____

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RECEIVED
FEB 6 2003

CUSTOMER RELATIONS

February 4, 2003

Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, New Jersey 07647

Attention: Customer Service

Dear Sirs,

I bought a new 1999 Volvo Cross-Country Wagon in late 1998, it cost \$40,000.00. I have had the check engine light on over 60% of the time. I have spent thousands of dollars on ETS, check engine & ABS lights on either at different times or at the same time. One day they all lit up and I thought I hit the jackpot. My dealer obviously cannot fix the problem as it keeps on reappearing. Today, I still have ETS and check engine light on.

Please advise what you can do to either repair my problem once and for all correctly or reimburse me for the monies spent not resolving anything. I am a disappointed Volvo owner and I want immediate action and satisfaction. I will not take it back to Volvo in Lawrenceville, New Jersey. If I do not hear from you I will contact Consumer Affairs.

I await your response.

Very truly yours,

[REDACTED]
West Windsor, NJ
[REDACTED]

VOLVO OF PRINCETON

2931 BRUNSWICK PIKE
LAWRENCEVILLE, N.J. 08648
(608) 882-0800

volvocountry.com

CUSTOMER NO. 11535	OWNER ROBERT YOUNG	PHONE NO. 11/26/02	PHONE NO. VCCS119218
LABOR RATE 93.00	LICENSE NO.	MILEAGE 76,469	DEALER BLK-PAINT/T
WEST WINSOR, NJ	YEAR / MAKE / MODEL 99/VOLVO/V70XCANDASR/5 DR AUTO SUN R	DELIVERY DATE 10/31/98	DELIVERY MILE 19140
VEHICLE ID. NO. YV1LZ56D6X2	SELLER DEALER NO.	PRODUCTION DATE 11/25/02	
F.T.E. NO.	P.O. NO.		
COMMENTS			MO: 76469

LABOR & PARTS

CUSTOMER STATES ABS AND TRACS LIGHT ON PREV REC. CONTROL UNIT
\$789+TAX
INSPECTED CONCERN AND FOUND ABS / TRACS CONTROL UNIT FAULTY.
REPLACED ABS / TRACS CONTROL UNIT AS NEEDED.

VOLVO
EXCELLENCE
nothing less...

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	22097-2	CONTROL MODULE	653.00	653.00	653.00
JOB # 1 TOTAL PARTS						653.00
JOB # 1 TOTAL LABOR & PARTS						746.01

CUSTOMER STATES CAR DOES NOT RIDE SMOOTHLY. ROAD TEST & INSPECT.
INSPECTED CONCERN. FOUND FAULT-RELATED TO JOBBLE.
NO OTHER FAULTS / CONCERNS PRESENT.
NO REPAIRS MADE / NEEDED.

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

NOTED FRONT BRAKE PADS & FRONT BRAKE ROTORS ARE WORN LOW.
REPLACED FRONT BRAKE PADS & FRONT BRAKE ROTORS, ALSO SERVICED FRONT BRAKE CALIPER PINS. ROAD TESTED VEHICLE...NO OTHER BRAKE RELATED PROBLEMS NOTED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	2	271788-2	BRAKE DISC KIT	90.00	90.00	180.00
JOB # 3	1	9485593-9	BRAKE PAD KIT	59.77	59.77	59.77
JOB # 3	1	BL1	BRAKE GREASE	3.00	3.00	3.00
JOB # 3 TOTAL PARTS						242.77
TOTAL LABOR & PARTS						413.77

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # 1	101	5% OFF LABOR PRINCETON ADVANTAGE		-4.75
JOB # 3	101	5% OFF LABOR PRINCETON ADVANTAGE		-8.55
TOTAL - MISC				-13.30

RECOMMENDATIONS
NOTE ALL FOUR TIRES ARE BALD ON EDGES. SUGGEST REPLACEMENT.

SEE REVERSE SIDE FOR WARRANTY

2531 BRUNSWICK PIKE
 LAWRENCEVILLE, N.J. 08848
 (609) 882-0600

11535

ADDRESS RONALD E. STUCKERT 0162	TAG NO F5	REGISTRATION 07/16/02	INVENTORY VOC51
DATE 95.00	LICENSE NO.	VEHICLE 69,424	STOCK NO. 19140
YEAR / MAKE / MODEL 99 / VOLVO / V70XCAMDA5R/5 DR AUTO SUN R	DELIVERY DATE 10/31/98	DELIVERY MILE	PRODUCTION C
VEHICLE ID NO. YV1LZ56D6X2	DELIVER DEALER NO. 3448	PRODUCTION C	
P. O. NO.	P. O. NO.	07/15/02	

NO: 6

LABOR & PARTS

CUSTOMER STATES CHECK ENGINE LIGHT ON DASH
 CHECK FOR CODES FRONT O2/SENSOR SIGNAL "S1"
 REPLACE FRONT O2/OXYGEN SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	9470983-9	HEATED OXYGEN S	196.00	196.00	196.00
				JOB # 1 TOTAL PARTS		196.00
				JOB # 1 TOTAL LABOR & PARTS		338.50

ON OFF SERVICE L

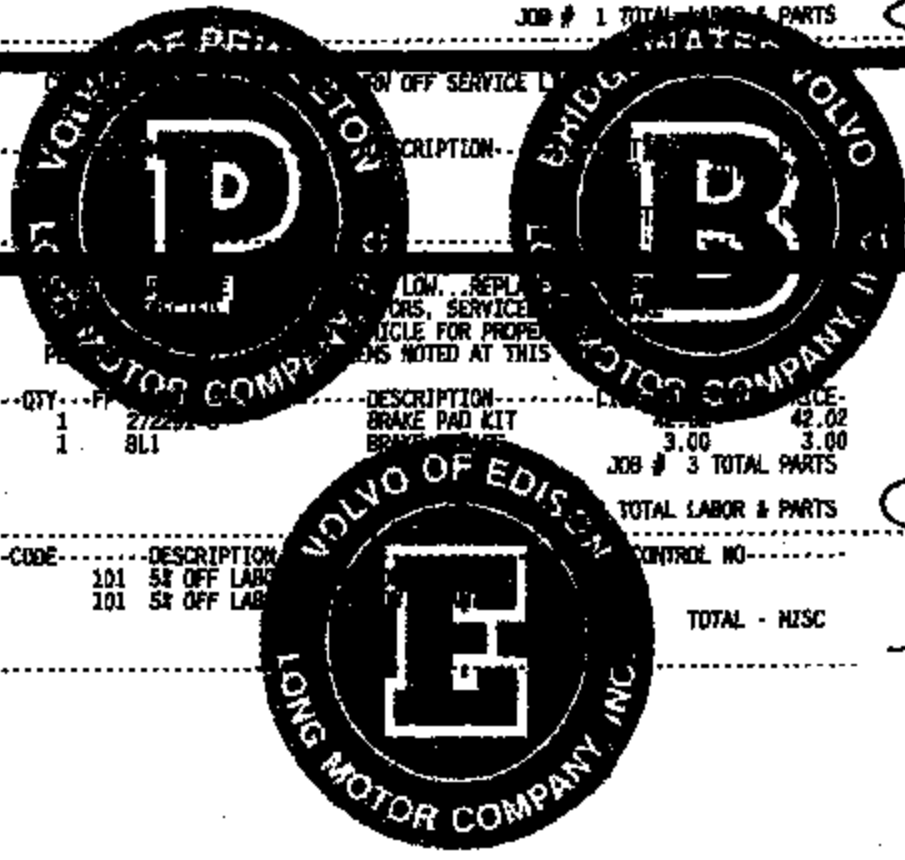
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	2722	LOW...REPL	42.02	42.02	42.02
JOB # 3	1	8L1	ORS, SERVICE	3.00	3.00	3.00
				JOB # 3 TOTAL PARTS		45.02
				TOTAL LABOR & PARTS		140.02

LOW...REPL
 ORS, SERVICE
 VEHICLE FOR PROPER
 NS NOTED AT THIS

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE	
JOB # 1	101	5% OFF LAB		-7.13	
JOB # 3	101	5% OFF LAB		-4.75	
				TOTAL - MISC	-12.88

COMMENTS
 DROP OFF

VOLVO
 EXCELLENCE
nothing less...



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SEE REV FOR WA

EXPENSE

VOLVO OF PRINCETON

2831 BRUNSWICK PIKE
LAWRENCEVILLE, N.J. 08848
(809) 882-0800

volvocountry.com

CUSTOMER NO. 11535	ADVISOR RONALD E. STUCKERT 0162	TAG NO. F5	INVOICE DATE 07/16/02	INVOICE NO. VOC511371
	LABOR RATE 95.00	LICENSE NO.	MSRP 69,424	COLOR BLK PAINT/T
WEST WINSOR, NJ	YEAR / MAKE / MODEL 99/VOLVO/V70XCANDASR/5 DR AUTO SUN R		DELIVERY DATE 10/31/98	DELIVERY MILES 19140
	VEHICLE ID. NO. YV1LZ56D6X2		SELLING DEALER NO. 3448	PRODUCTION DATE
	P.T.S. NO.	P.O. NO.	P.O. DATE 07/15/02	
COMMENTS				MO: 6942

TOTALS

YOU MAY NOW SCHEDULE APPOINTMENTS, CHECK ON PARTS
THAT WE HAVE ORDERED FOR YOU, OR CHECK THE STATUS OF
YOUR CAR WHEN IT'S HERE BY USING THE INTERNET
E-MAIL volvopt1@usn.com MONDAY-FRIDAY 9:00 AM-4:00 PM

TOTAL LABOR.... 237.50
TOTAL PARTS.... 241.62
TOTAL SUBLET... 0.00
TOTAL G.D.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -11.88
TOTAL TAX..... 28.00

VOLVOTOTAL INVOICE \$ **484.84****EXCELLENCE***nothing less...*

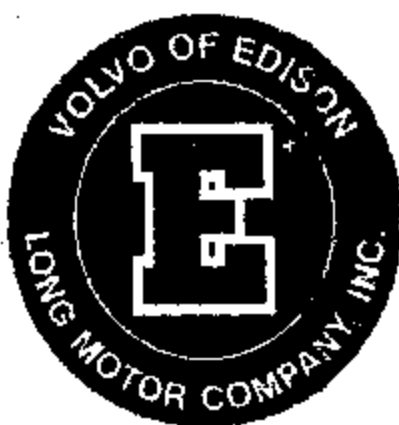
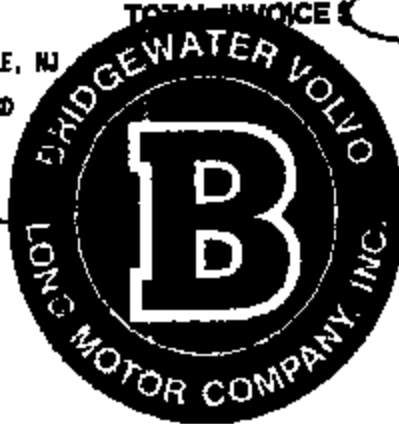
SERVICES PROVIDED

- () CHECK #
() AMERICAN EXPRESS

LAWRENCEVILLE, NJ

- () MASTERCARD
() OTHER

CUST

SEE REVERSE SIDE
FOR WARRANTY

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 10:16:02

VOLVO OF PRINCETON, LAWRENCEVILLE, NJ • BRIDGEWATER VOLVO, SOMERVILLE, NJ • VOLVO OF EDISON, EDISON, NJ

VOLVO OF PRINCETON, INC.
2931 BRUNSWICK PIKE
LAWRENCEVILLE, N.J. 08648
(608) 882-0800

VOLVO

BRIDGEWATER VOLVO, INC.
1028 ROUTE 22
SOMERVILLE, N.J. 08876
(908) 528-7700

VOLVO

VOLVO OF EDISON
401 U.S. HIGHWAY 1
EDISON, N.J. 08818

COMING
SOON

PLEASE ASK TO SEE A SALESMAN ABOUT OUR
SUPER SELECT PRE-OWNED
SALE!!!

EXCELLENCE *nothing less...*

CUSTOMER NO. 11535	ADVISOR JASON ESCHÉ	174	CARD NO. 4197	DATE 09/25/01	STOCK NO. 19140
	LABOR RATE 88.00	LICENSE NO. 93221	MESSAGE IN 93221	COLOR BLK PAINT/T	DELIVERY MILES
	YEAR / MAKE / MODEL 97/VOLVO/V70AWXC/5 DR AUTO BLK ROOF			DELIVERY DATE 10/31/98	PRODUCTION DATE
WEST WINDSOR, NJ	VID 1 2 4			SELLING DEALER NO.	DATE COMPLETED 09/24/01
	F.T.E. NO.				MILEAGE DATE NOT 53229

LABOR & PARTS
 JOB # 1 24VOZCHENG CHECK ENGINE LIGHT TECH(S):0150
 CHECK ENGINE LIGHT IS ON...TESTED FOR DIAGNOSTIC TROUBLE
 CODES (DTC'S) STORED IN SYSTEM MEMORY
 FOUND DTC'S ECM-267A / 3000 / 644A. TRACED CODES TO
 FAULTY CAM POSITION SENSOR AND CAM RESET VALVE.
 REPLACED CAM POSITION SENSOR AND RESET VALVE AS NEEDED.
 OP# 36001-2 / 28464-3 / 28320-2 / 21553-2

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	1275569-0	GASKET			WARRANTY
JOB # 1	1	1275579-9	SOLENOID			WARRANTY
JOB # 1	1	9202134-4	CMP SENSOR			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

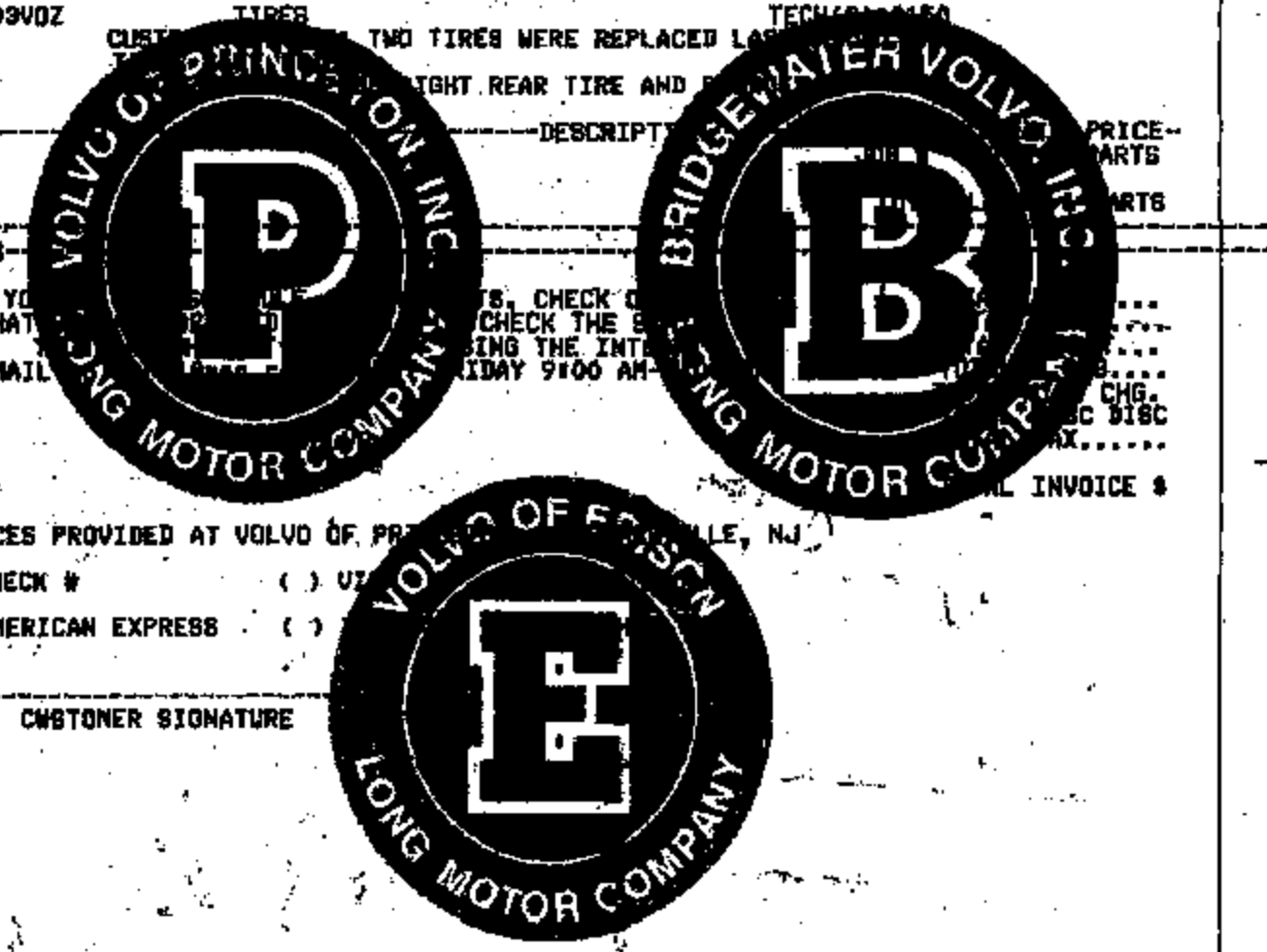
JOB # 2 09VOZ
 CUSTOMER TIRES TWO TIRES WERE REPLACED LAST
 LIGHT REAR TIRE AND

PARTS	DESCRIPTION	PRICE	WARRANTY
			0.00
			0.00

TOTALS
 YTD... 0.00
 THAT... 0.00
 E-MAIL... 0.00
 CHECK... 0.00
 CHECK THE... 0.00
 THE INT... 0.00
 HAY 9:00 AM... 0.00
 CHG... 0.00
 DISC... 0.00
 AX... 0.00
 TOTAL INVOICE \$ 0.00

SERVICES PROVIDED AT VOLVO OF PRINCETON, NJ
 () CHECK # () UT
 () AMERICAN EXPRESS ()

CUSTOMER SIGNATURE



VOLVO

PRESIDENTIAL 11335 [REDACTED] LAWRENCEVILLE, NJ [REDACTED]	ROBERT YOUNG 0224 LABORER 0000 LICENSE NO. [REDACTED]	CARD NO. 8865	INVOICE DATE 04/05/01	STOCK NO. 9140	DELIVERY MILES PRODUCTION DATE DATE COMPLETED MILE 82649
--	--	---------------	-----------------------	----------------	---

LABOR & PARTS
 JOB # 1 11V0ZZF45000 45000 SERVICE 1999+ TECH(S)1102 220.00
 PERFORM 45000 MILE MAINTENANCE SERVICE
 OIL AND FILTER CHANGE, ROTATE AND BALANCE OF TIRES, RETORQUE
 SUSPENSION BOLTS, SERVICE TRANSMISSION, ADD INJECTION CLEANER
 SERVICE COMPLETED AS PER VOLVO OF PRINCETON GUIDELINES
 TECHNICIAN COMPLETED QUALITY ASSURANCE CHECKLIST

JOB #	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	PK20K70				
JOB # 1	1	9171294-8	FILTER	20.43	20.43	20.43
JOB # 1	2	977751-7	GASKET	1.10	1.10	2.20
JOB # 1	1	8150	SHAFTERS ADD.	5.99	5.99	5.99
JOB # 1	1	8132	OIL TREATMENT	6.95	6.95	6.95
JOB # 1	3	ATF	BULK ATF	2.35	2.35	7.05
JOB # 1	6	OIL	OIL MILK	1.95	1.95	11.70
JOB # 1	6	W2	ALLOY WEIGHT	1.40	1.40	8.40
JOB # 1	1	1275B11-6	FILTER INSERT	7.10	7.10	7.10
TOTAL PARTS						7.82

JOB # 2 21V021 [REDACTED] OIL LEAK, IN [REDACTED]
 FOUND NO FAULT [REDACTED]
 NO, LEAKS-FO [REDACTED]

PARTS
 [REDACTED] 0.00
 [REDACTED] 0.00

JOB # 3 83V0 [REDACTED] TRIPS.
 ASS. WINDOW IN [REDACTED]
 [REDACTED] DRIVERS SEAT
 [REDACTED] MASTER SWITCH.

PARTS
 [REDACTED] 0.00
 [REDACTED] 0.00

JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 24V0ZCKENG CHECK ENGINE LIGHT
 CHECK ENGINE LIGHT
 CODES (DTC'S) [REDACTED]
 NOTE LIGHT IS NOT
 INSPECTED COMBE
 CLEARED DTC CODE [REDACTED]

TECH(S)1102
 PLASTIC TROUBLE
 [REDACTED] BE LEAK.

PARTS
 [REDACTED] 0.00
 [REDACTED] 0.00

JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

JOB #	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	102	10% OFF LABOR PRINCETON ADVANTAGE		-22.00
JOB # 1	111	V.O.P. OIL SAVINGS		-10.80
JOB # 1	113	ENVIRONMENTAL RECYCLING FEE		2.66

Jan 13, 2002

RECEIVED
JAN 13 2002

To Whom It May Concern:

I purchased the 2000 Volvo S80 in November 1999. When I first saw this car, I fell in love with it. Upon doing the research for the Volvo S80, my husband and I were even more impressed with the dependability and the safety features of the car. This car is my primary form of transportation to and from work, which is about a 25 miles commute one-way and the majority of the mileage is highway miles..

Since owning this car, I have encountered several problems car that I feel should not occur with your "top-of-the-line" vehicle. I have serviced this car religiously in accordance with your ownership manual and dealer recommendations and have all the invoices to prove it.

In addition to writing this letter, I have also gone online to your Customer Service website and submitted my concerns.

Problems encountered:

Radio not working on AM side (which should have been checked by manufacturer as well as the dealership prior to delivery). The problem was a faulty AM antenna cable that ended up costing \$156.00. (See Invoice No. GVCS594701)

Left door lock had to be replaced. At this time, my car was only a little over 2 years old. I would not have anticipated that the lock would go bad. (See Invoice No. GVCS594701) Cost of \$117.00

Left door lock replaced again. (See Invoice No. GVCS806043) Cost of \$109.20 (We were charged for this at first; but we were then reimbursed once we showed records that this part should still be under warranty).

Rear and headlight bulbs have to be replaced every 3 - 4 months. When I questioned this with Herb Gordon's auto team, I was advised that this was normal for that car and that I can bring the car in and they would replace it.

Replace Air Mass Meter, download software and throttle unit on 05/28/02. (See Invoice No. GVCS655554). After appealing to the manager of customer service and the regional office, they decided to take off \$300.00 as a good will offering. My car had been in for service 3 months prior and I had not been made aware of a throttle problem. The customer service representative told me that the 1999 Volvo S80s were experiencing problems with the throttle. So I ended up paying \$1095.41.

Gearshift panel trim peeling (See Invoice No. GVCS754012). When I took the car in for 67,000 miles checkup, I asked if the panel peeling was normal. I was told that there has

been peeling in some of the Volvos. I paid for the part and was told I would be contacted when part came in. I was not contacted.

Throttle problems again (See Invoice GVCSS806043) dated 01/02/03. I was told that the Air Mass, download software and throttle unit had to be replaced. AGAIN!!!! I was appalled because these items should NOT have to be replaced within 1 year. Cost \$1252.50

At this point, I feel that there is a problem with the craftsmanship at the dealership or the quality of the products that Volvo is selling. When I questioned this, I was told that the 1999 Volvo S80 was having problems with Air Mass and throttle. I asked if it had been reported to Volvo headquarters. My car is a 2000 Volvo S80, so had the problem been corrected, I should not still be experiencing it.

If someone from Volvo had given me the disclosure about the Air Mass and throttle when I was looking at this vehicle, I would not have purchased it. I don't understand why Volvo didn't do a recall on this part when they were made aware that many of the owners were having problems. Am I expected to replace this part every year at a cost of \$1200.00?

Also, when my husband called the regional customer relations office about the throttle, the representative advised him that Volvo didn't even show me as being an owner of the vehicle. The representative also was unwilling to assist with any of the matter. He kept insisting that his office only noted the information. When my husband questioned what happened with the information once it has been taken, the representative could not answer him. The representative stated that if my husband was not satisfied; he could write a letter. So I am writing this letter.

In closing, I would like to state that I have owned several other foreign cars and have not encountered the problems or lack of concern in reference to customer service. These are my concerns and I would like a written response. Thank you.

[REDACTED]
(H) [REDACTED]

(W) [REDACTED]

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

CUSTOMER NO.	51919	SALES REP.	SUSAN WAWERU	5056	TAG NO.	4481	DATE	01/02/03	STOCK NO.	GVCS806043
[REDACTED]		VEHICLE NO.	DCE949	RELEASE PRICE	70,992	COLOR	BLACK/SILVE	STOCK NO.		
LANHAM, MD		YEAR / MAKE / MODEL	00/VOLVO/S80/4 DOOR SEDAN			DELIVERY DATE	01/03/99	DELIVERY MILES	212	
[REDACTED]		VEHICLE ID NO.	VVITS94D6Y1			SELLING CENTER NO.	01/02/03		PRODUCTION DATE	
[REDACTED]		P.T.E. NO.	[REDACTED]			P.O. NO.	[REDACTED]		MO: 70999	
[REDACTED]		COMMENTS								

LABOR & PARTS
 JOB # 1 94VQZ INTER/EXTER BODY MEC UNITS: 0.50 TECH(S):5064 41.00
 INSTALL SOP - GEAR SHIFT PANEL PEELING
 INSTALL GEAR SHIFT TRIM PANEL

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 41.00

JOB # 2 94VQZRP REPAIR AS NEEDED UNITS: 4.00 TECH(S):5064 328.00
 CUST STATES IDLE FLUCTUATES AND INTERIOR LIGHTS FLICKER ON AN
 O OFF
 REPLACE AIR MASS METER AND THROTTLE MODULE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 1 8670263-6 AIR MASS METER 249.90 249.90
 JOB # 2 1 8636753-9 BASKET 2.58 2.58
 JOB # 2 1 8644347-0 THROTTLE BODY 547.05 547.05
 JOB # 2 1 9438290-0 SOFTWARE 26.25 26.25
 JOB # 2 TOTAL PARTS 825.78
 JOB # 2 TOTAL LABOR & PARTS 1153.78

JOB # 3-94VQZRP3 REPAIR AS NEEDED UNITS: 0.80 TECH(S):5064 WARRANTY
 CUST STATES PANEL LIGHTS FLICKER
 OPEN CIRCUIT
 REPLACE LEFT REAR DOOR LOCK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 1 8650556-7 LOCK, LEFT 109.20 109.20
 JOB # 3 TOTAL PARTS 109.20
 JOB # 3 TOTAL LABOR & PARTS 109.20

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A HW HAZARDOUS WASTE 1.77
 JOB # 2 10LDC 10% LABOR DISCOUNT CARS -50.00
 JOB # 2 10PCD 10% PARTS DISCOUNT CARS -50.00
 TOTAL - MISC -98.23

COMMENTS
 BY 3:00PM

Thank You!



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4898

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

Spare Parts Replacement
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

CLIENT NO.	51919	ADVISOR	SUSAN WAWERU	5056	TAG NO.	4481	DELIVERY DATE	01/02/03	INVOICE NO.	GVCS806043
		LICENSE NO.	BCE949		MILEAGE RECD	70,992	COLOR	BLACK/SILVE	STOCK NO.	
	LANHAM, MD	YEAR / MAKE / MODEL	00/VOLVO/S80/4 DOOR SEDAN			DELIVERY DATE	11/03/99	DELIVERY MILES	212	
		VEHICLE ID. NO.	YV1T S 9 4 D 6 Y 1			SELLING CENTER NO.		PRODUCTION DATE		
		P.T.B. NO.			P.G. NO.		01/02/03			
		COMMENTS								MO: 70999

TOTALS

DRIVE SAFELY

THANK YOU FOR YOUR BUSINESS

WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 3PM BY APPOINTMENT

ASK ABOUT OUR LOYALTY PROGRAM FOR S80 & S40 OWNERS

SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS**

TOTAL LABOR....	369.00
TOTAL PARTS....	934.98
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.77
TOTAL MISC DISC	-100.00
TOTAL TAX.....	46.75
TOTAL INVOICE \$	1252.50

CUSTOMER SIGNATURE

CASHIERED

JAN - 2 ENT'D

Debbie

PAID

JAN - 2 2003

Amex



3121 AUTOMOBILE BLVD.
SILVER SPRING, MARYLAND 20904

Direct Service Baltimore Fax
301-847-2220 410-792-7105 301-890-4686

www.mileone.com

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed, authorized Volvo retailer, the labor for removal and replacement w. covered by this warranty.

Spare Parts Replacement

The warranty period for parts is one (1) year, beginning with the date the part was purchased.

VEHICLE NO. 51919	ADVISOR SUSAN MAWERLI	STOCK NO. [REDACTED]	INVOICE DATE 05/28/02	INVOICE NO. GVCS655554
[REDACTED]	LICENSE NO. DCE949	VEHICLE POWER 59,504	COUCH BLACK/SILVE	STOCK NO.
LANHAM, MD	YEAR / MAKE / MODEL 00 / VOLVO / S80 / 4 DOOR SEDAN	DOCUMENT DATE 11/03/99	DELIVERY MILEAGE 212	
	VEHICLE ID. NO. YV1T S 9 4 D 6 Y 1	SALES CENTER NO.	PRODUCTION DATE	
	P.T. I. NO.	A.C. DATE 05/28/02		
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		NO: 59509

LABOR & PARTS

J# 1 00V0ZD60 OK 60,000 MILE SERVICE UNITS: 5.00 TECH(S):5307 390.00

CUSTOMER REQUESTS 60,000 MILE SERVICE
SCHEDULED MAINTENANCE DUE TO TIME/MILEAGE
PERFORM 60,000 MILE SERVICE. INCLUDES - CHANGE ENGINE OIL AND
OIL FILTER, INSPECT BRAKE PADS FOR WEAR, CHECK AND TOP OFF UNDER
HOOD FLUID LEVELS, INSPECT TIRES AND SET AIR PRESSURE, ROTATE
TIRES, LUBRICATE HOOD HINGES, DOOR HINGES, DOOR STOPS AND STRIK
ER PLATES, CLEAN AND LUBRICATE POWER ANTENNA, INSPECT WIPER BL
ADES, TEST BATTERY AND CHECK ELECTROLYTE LEVELS, AUTOMATIC TRAN
SMISSION, CHECK SHIFT CONTROL AND FLUID LEVEL AND FLUID CONDI
TION, CHECK AND RESET DIAGNOSTIC CODES, CHECK AND ADJUST PARKI
NG BRAKE, INSPECT OPERATION OF LIGHTS AND ACCESSORIES, RETORQU
E FRONT AND REAR SUSPENSION, INSPECT EXHAUST SYSTEM, INSPECT
FUEL LINES AND HOSES, REPLACE AIR FILTER CARTRIDGE, REPLACE SP
ARK PLUGS, SERVICE PCV SYSTEM, INSTALL AUTO SOLUTIONS FUEL AND
OIL ADDITIVES, INSPECT AUX DRIVE BELTS, INSPECT COOLING SYSTEM
HOSES, INSPECT C.V. JOINT AND DRIVE SHAFT BELLOWS, REPLACE FUE
L FILTER, INSPECT BRAKE LINES, TRANSMISSION SERVICE(240,740,94
0 MODELS), CHANGE ENGINE COOLANT, CHANGE BRAKE FLUID.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	PKS8030K	30K S80 NON TURBO	****	****
JOB # 1	1	AS06002	OIL ADD	6.95	6.95
JOB # 1	1	ASF1699	INJ. CLEANER	18.95	18.95
JOB # 1	1	977751-7	GASKET	1.19	1.19
JOB # 1	1	9434699-6	"C" COOLANT	16.75	16.75
JOB # 1	1	940096-1	CAP SEAL	2.07	2.07
JOB # 1	1	9204626-7	POLLER FILTER	22.00	22.00
JOB # 1	1	9186361-3	AIR FILTER	24.89	24.89
JOB # 1	1	8642661-6	SPARK PLUG KIT	17.00	17.00
JOB # 1	1	1381183-1	BRAKE FLUID	6.86	6.86
JOB # 1	1	1275810-8	FILTER INSERT	7.67	7.67
JOB # 1	7	1030-6	QT OIL	2.04	14.28
JOB # 1	1	30817997-7	30817997- FUEL FILT	34.38	34.38
JOB # 1	2	949671-2	BULB 12V	2.38	4.76
				JOB # 1 TOTAL PARTS	177.75
				JOB # 1 TOTAL LABOR & PARTS	567.75

J# 2 01V0Z6601 WIPER BLADES REPLACE UNITS: 0.00 TECH(S):5307 0.00

REPLACE WIPER BLADES
REPLACED WIPER BLADES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	9178694-7	WIPER BLADE	11.31	11.31
JOB # 2	1	9190447-4	WIPER BLADE	10.48	10.48
				JOB # 2 TOTAL PARTS	21.79
				JOB # 2 TOTAL LABOR & PARTS	21.79

J# 3 80V0Z ENGINE PERF LVL A UNITS: 2.10 TECH(S):5307 WARRANTY

CUST STATES ROUGH IDLE
CODE 130A



3121 AUTOMOBILE BLVD.
SILVER SPRING, MARYLAND 20904

Direct Service 301-847-2220 Baltimore 410-792-7105 Fax 301-891

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Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement

The warranty period for parts is one (1) year, beginning with the date the part was purchased.

PLANT NO. 51919	ADDRESS SUSAN WAMERU	TRAFFIC NO.	WARRANTY DATE 05/28/02	INVOICE NO. GVC5655554
	License No. DCE949	59,504	COLOR BLACK/SILVE	STOCK NO.
LANHAM, MD	VEHICLE MAKE / MODEL 00/VOLVO/580/4 DOOR SEDAN		DELIVERY DATE 11/03/99	DELIVERY MILES 212
	VEHICLE ID. NO. YV1T594D6Y1		SALES CONTRACT NO.	PRODUCTION DATE
	P.T.E. NO.	P. CODE	R. G. DATE 05/28/02	
CONDITIONS				MO: 59509

REPLACE MAP, STILL SLIGHT SURGE. REPLACE THROTTLE UNIT AND
DMMY LOAD SOFTWARE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	8670263-6	AIR MASS METER		WARRANTY
JOB # 3	1	9438290-0	SOFTWARE		WARRANTY
JOB # 3	1	8644347-0	THROTTLE BODY		WARRANTY
JOB # 3	1	8636753-9	GASKET		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+54V0ZRP3 REPAIR AS NEEDED UNITS: 1.00 TECH(S):5654 78.00
TECH OBSERVED UPPER ENGINE MOUNT WORN
REPLACE UPPER ENGINE MOUNT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	8671633-9	ENGINE MOUNTING	68.71	68.71

JOB # 4 TOTAL PARTS 68.71

JOB # 4 TOTAL LABOR & PARTS 146.71

J# 5+40V0ZRB2 ROTATE AND BALANCE 2 UNITS: 0.40 TECH(S):5307 31.20
BALANCE 2 TIRES GOING TO THE FRONT
ROTATE TIRES AND BALANCE TWO TIRES GOING ON FRONT
OF VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 31.20

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # A	SS	SHOP SUPPLIES		15.00
JOB # 3	MEXOD	VOLVO WARRANTY GOODWILL	655554	300.00
TOTAL - MISC				315.00

cust pays for portion of repair

TOTALS		
DRIVE SAFELY	TOTAL LABOR....	499.20
THANK YOU FOR YOUR BUSINESS	TOTAL PARTS....	268.25
WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 3PM BY APPOINTMENT	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	315.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	13.41

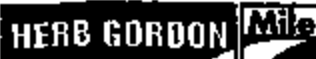
ASK ABOUT OUR LOYALTY PROGRAM FOR \$80 & \$40 OWNERS
SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS

TOTAL INVOICE \$ 1095.86

CUSTOMER SIGNATURE

Printed on Recycled Paper 100%

Thank You!



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401-847-2220

410-792-7108

20904 Fax 301-890-4688

VOLVO

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spares Parts Replacement The warranty period for parts is one (1) year, beginning with the date the part was purchased.

CLIENT NO.	51919	ADVISOR	SUSAN WAMERU	INVOICE DATE	10/14/02	INVOICE NO.	GVCS75401
		LICENSE NO.	DCE949	RELEASE POINT	67,246	COLOR	BLACK/SILVE
LANHAM, ME		YEAR/MARKET/MODEL	00/VOLVO/S80/4 DOOR SEDAN	DELIVERY DATE	11/03/99	DELIVERY MILES	212
		VEHICLE ID NO.	YV1TS94D6Y1	SALES ORDER NO.		PRODUCTION DATE	
		K.Y.E. NO.		P.D. NO.	10/14/02		
		COMMENTS					MO: 6726

JOB # 1 90VOZ067.5K 67,500 MILE SERVICE UNITS: 1.00 TECH(S):5064 82.00
 CUSTOMER REQUESTS 67,500 MILE SERVICE
 SCHEDULED MAINTENANCE DUE TO TIME/MILEAGE
 PERFORMED 67,500 MILE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKDC99	OFC CARTRIDGE FILTER	14.28	14.28
JOB # 1	7	1030-6	QT OIL	1.19	8.23
JOB # 1	1	977751-7	GASKET	7.67	7.67
JOB # 1	1	1275810-B	FILTER INSERT	23.14	23.14
JOB # 1 TOTAL PARTS					45.32

JOB # 1 TOTAL LABOR & PARTS 105.14

JOB # 2 94VOZ INTER/EXTER BODY MEC UNITS: TECH(S):5064 0.00
 CUST STATES GEAR SHIFT PANEL TRIM PEELING
 PART ON ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	9192551-1	PANEL	84.00	84.00
JOB # 2 TOTAL PARTS					84.00

JOB # 2 TOTAL LABOR & PARTS 84.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		4.10
TOTAL - MISC				4.10

COMMENTS
 FRONT PADS AT 6MM, REAR 7MM
 FRONT TIRES 9/32, REARS 4/32 BEST TIRES ON FRONT NO ROTATE

TOTALS

DRIVE SAFELY	TOTAL LABOR	82.00
THANK YOU FOR YOUR BUSINESS	TOTAL PARTS	107.14
	TOTAL SUBLET	0.00
	TOTAL G.O.S.	0.00
	TOTAL MISC CHG.	4.10
	TOTAL MISC DISC	0.00
	TOTAL TAX	5.36

ASK ABOUT OUR LOYALTY PROGRAM FOR S80 & S40 OWNERS
 SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS

TOTAL INVOICE \$ 198.80

CUSTOMER SIGNATURE

PAID
 OCT 14 2002
[Signature]

See Page 1029/Rev. 10/01

Warranty to the retail purchaser of each accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement

The warranty period for parts is one (1) year, beginning with the date the part was purchased.

VEHICLE NO. 51919	NAME MICHAEL VANHOUSEN	TRUCK NO.	INVOICE DATE 02/18/02	INVOICE NO. GVCS594701
ADDRESS LANHAM, MD	LICENSE NO. DCE949	MSRP 53,680	COLOR BLACK/SILVE	BOOK NO.
YEAR/MAKE/MODEL 00/VOLVO/S80/4 DOOR SEDAN	DELIVERY DATE 11/03/99	DELIVERY MILEAGE 212	SALES 02/18/02	PRODUCTION DATE
VIN YV1TS94D6Y1	SALES 02/18/02			
DEPARTMENT				MO: 53684

LABOR & PARTS
J# 1 00V0Z052.5K 52,500 MILE SERVICE UNITS: 1.00 TECH(S):5539 78.00
 CUSTOMER REQUESTS 52,500 MILE SERVICE
 SCHEDULED MAINTENANCE DUE TO TIME/MILEAGE
 PERFORMED 52,500 MILE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK0C99	OFC CARTRIDGE FILTER	14.28	
JOB # 1	7	1030-6	OT OIL	1.19	
JOB # 1	1	977751-7	BASKET	7.67	
JOB # 1	1	1275810-8	FILTER INSERT	23.14	
				JOB # 1 TOTAL PARTS	23.14
				JOB # 1 TOTAL LABOR & PARTS	101.14

J# 2 94V0ZRP REPAIR AS NEEDED UNITS: 1.50 TECH(S):5539 117.00
 CUSTOMER STATES L/R DOOR LOCK BUZZES
 DOOR LOCK ACTUATOR FAILED
 REPLACED DOOR LOCK ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	B650556-7	LOCK, LEFT	106.05	
				JOB # 2 TOTAL PARTS	106.05
				JOB # 2 TOTAL LABOR & PARTS	223.05

J# 3 94V0ZRP3 REPAIR AS NEEDED UNITS: 2.00 TECH(S):5539 156.00
 CUSTOMER STATES AM STATIONS LOTS OF STATIC POOR RECEPTION
 AN ANTENNA CABLE FAULTY
 REPLACED AN ANTENNA CABLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	9438707-3	ANTENNA CABLE	32.83	
				JOB # 3 TOTAL PARTS	32.83
				JOB # 3 TOTAL LABOR & PARTS	188.83

J# 4-50V0Z1010 REPL FR. BRAKE PADS UNITS: 1.00 TECH(S):5539 78.00
 FRONT BRAKE PADS WORN TO 2.5 MM
 REPLACE FRONT BRAKE PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	8634921-4	BRAKE PAD KIT	65.64	
				JOB # 4 TOTAL PARTS	65.64
				JOB # 4 TOTAL LABOR & PARTS	143.64

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	10LDC	10% LABOR DISCOUNT CARS		-7.80
JOB # 1	10PDC	10% PARTS DISCOUNT CARS		-2.31
JOB # 2	10LDC	10% LABOR DISCOUNT CARS		-11.70
JOB # 2	10PDC	10% PARTS DISCOUNT CARS		-10.61
JOB # 3	10LDC	10% LABOR DISCOUNT CARS		-15.60
JOB # 3	10PDC	10% PARTS DISCOUNT CARS		-3.28
JOB # 4	10LDC	10% LABOR DISCOUNT CARS		-7.80

Thank You!



A Mile One Company

www.mileone.com

3121 AUTOMOBILE BLVD.
SILVER SPRING, MARYLAND 20904

Direct Service
301-847-2220

Baltimore
410-792-7106

Fax
301-890-4886

VOLVO

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During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement

The warranty period for parts is one (1) year, beginning with the date the part was purchased.

ENTRY NO. 51919	ADVISOR MICHAEL VANHOUSEN	PLATE NO. DCE949	VEHICLE NO. 53,680	ISSUE DATE 02/18/02	ISSUE NO. GVCS594701
LANHAM, MD	YEAR / MAKE / MODEL 00 / VOLVO / S80/4 DOOR SEDAN	DELIVERY DATE 11/03/99	DELIVERY MILE 212	COLOR BLACK/SILVE	PRODUCTION DATE
	VEHICLE ID. NO. YV1TS94D6Y1	REPAIR CENTER NO.	PRODUCTION DATE		
	P.T. # NO.	R.O. DATE 02/18/02			
	COMMENTS				MO: 53684

MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # 4	10PDC 10% PARTS DISCOUNT CARS		-6.56
		TOTAL - MISC	-65.66
TOTALS			
DRIVE SAFELY		TOTAL LABOR...	429.00
THANK YOU FOR YOUR BUSINESS		TOTAL PARTS...	227.66
WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 3PM BY APPOINTMENT		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	-65.66
		TOTAL TAX.....	11.38
TOTAL INVOICE \$			602.38

Am Exp
PAID
FEB 16 2002

CUSTOMER SIGNATURE

www.mileone.com

RECEIVED
SEP 3 2002

7606 Pawling Way
Beltsville, MD 20705
August 29th, 2002

CUSTOMER RELATIONS

Volvo Cars of North America, Inc.
Customer Service
PO Box 914
Rockleigh, NJ 07647-0914

To Whom it May Concern:

This letter is to inform you of a problem that I have encountered on my 1999 V70 XC (VIN #: YV1LZ56DXX2 [REDACTED] with current mileage of 60,900.

The problem that exists is, the Electronic Throttle System (ETS) light comes on frequently when I am driving.

I purchased the car on December 15th 2001 from Fairfax Volvo (A Certified Volvo Dealer) in the Washington, DC Metropolitan Area. After two months of driving the car, the ETS light on the dashboard began to show. I brought the car in for service and the Service Representative at Herb Gordon informed me that the ETS needed to be replaced. I was certain that my certified warranty was going to cover the requisite part(s) and labor but this was not the case. I was told that the cost to replace the ETS would be \$800.00 plus.

My concern and distress is that the car was purchased at two years old from a Certified Volvo Dealership and after two months into ownership, a problem of this nature exists. Presently, I have a 1990 240 DL and I have never had any problem of this magnitude. It is because of the performance I continue to get from my 240, your marketing, and the need for additional room for my growing children that I decided to get the XC to replace my VW Wagon. I have brought the car three (3) times since the date of purchase for service. One of the major repairs completed is the replacement of the engine mount that had broken.

I have come to the conclusion that your company's reputation, partly on which I purchased the XC is no longer accurate. Instead you are marketing a product that looks good but mechanically inferior to its predecessors. This is compounded by poor service and preposterous prices at the dealerships for diagnosis and repair. Please contact me at your earliest convenience to let me know what your company can do to help me with defraying the cost of repairing/replacing the ETS.

Sincerely,

[REDACTED]



INTERMODAL EQUIPMENT PARTS, INC.
815 DIVISION STREET • ELIZABETH, NJ 07201
MAILING ADDRESS: P.O. BOX 257 • ELIZABETH, NJ 07207-0257
TEL: 908-353-1200 • FAX: 908-289-6001

Dear Volvo of North America;

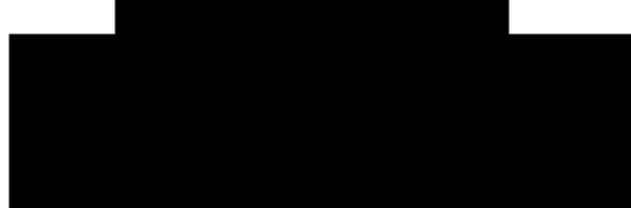
I have complained about the "ETS" light coming on from time to time on my 1999 v70awxc since it was purchased. Told not to worry, the light would indeed go out when the car was turned off. The light would stay out when the car was turned on again. Eventually the light would come on again and I learned to ignore it.

Recently, the light started to appear with increasing frequency with a resulting power loss. The dealer now informed me of a serious problem and a \$1100 repair. Together with a recommended "timing belt" replacement and a regularly scheduled maintenance, my last bill was almost \$2000.00. Bridgewater Volvo gave me a 10% discount to sooth my feelings but I write to you today asking for more.

A relatively new car with 104,000 miles is certainly a test for a quality car. My last Volvo had over 160,000 miles and never needed this kind of repair. I believe there was some kind of defect that the dealer chose to ignore until the warranty had expired. The newer Volvo costs more than its predecessor yet does not hold up as well.

What can be done to satisfy a long time Volvo customer? I await your prompt response.

Sincerely,



attn: Norm Bender

S/w cust -

volvocountry.com

CUSTOMER NO. 17501	NAME JAMESO	DATE 02/23/02	NO. 002864958
	LIST PRICE 95.00	DISCOUNT 27.880	NET PRICE 104.131
ELIZABETH, NJ	VEHICLE MAKE 99/VOLVO/V70AMXC/5 DR AUTO SR	DATE OF PURCHASE 04/28/99	DELIVERY MILE 3,503
	VEHICLE ID NO. VV1LZ56D1X2	BRIDGEWATER	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	DATE 02/21/02
COMMENTS			NO: 104136

WORK ORDER # 17501-001
 O/S STATES ETS LIGHT COMES ON
 REPLACE THROTTLE BODY AND MASS AIR FLOW METER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	8644347-0	THROTTLE BODY	508.00	508.00	508.00
	1	8636753-9	GASKET	2.40	2.40	2.40
	1	8670263-6	MASS AIR FLOW S	232.00	232.00	232.00
	1	9438298-3	ETH RELOAD	25.00	25.00	25.00
				TOTAL	PARTS	767.40

MISC	QTY	DESCRIPTION	PRICE
		10% LABOR BRIDGEWATER ADVANTAGE	-25.40
		10% PARTS DISCOUNT	-76.74
JOB# 3 TOTALS			264.00
			767.40
			-183.14
3 JOURNAL			928.26

TOTALS	PRICE
TOTAL PARTS	747.00
TOTAL LAB	1132.22
TOTAL DISC	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	-187.92
TOTAL TAX	101.48
TOTAL INVOICE \$	1792.78

VOLVO

EXCELLENCE

nothing less...

VOLVO
for life



SERVICES PROVIDED AT BRIDGEWATER VOLVO SERVICE M.I.

CUSTOMER SIGNATURE

PAGE 2 OF 2

SEE REVERSE SIDE FOR WARRANTY END OF INVOICE | 11:42:11

VOLVO OF PRINCETON, INC., LAWRENCEVILLE, NJ • BRIDGEWATER VOLVO, INC., SOMERVILLE, NJ • VOLVO OF EDISON, INC., EDISON, NJ

INTERMODAL EQUIPMENT PARTS

Visit our website
www.volvocountry.com

Schedule service appointments
Click on external users

INTERMODAL EQUIPMENT PARTS

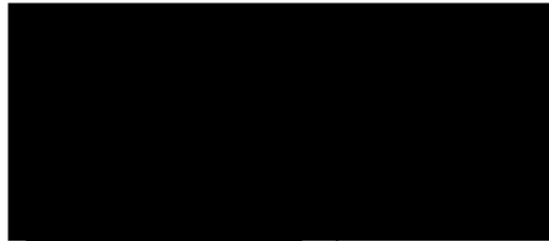
Thank you for contacting our
Service Department
BRIDGEWATER VOLVO



INTERMODAL EQUIPMENT PARTS

FREE SHUTTLE SERVICE

Available for our customers


 Elizabeth NJ

phone

 fax


Fax Cover Page

To: RUTH

Fax Number: 18009923970

Company : VOLVO

Date : 2/25/2002

From : www.ieparts.com

Fax Number : 908-289-6001

Company : Intermodal Equipment Parts, Inc.

Pages including cover page: 5

Subject : "UNHAPPY"

Message:

[REDACTED]
Elizabeth NJ
[REDACTED]



phone
[REDACTED]
fax
[REDACTED]

Fax Cover Page

To: RUTH

Fax Number: 18004581552

Company : VOLVO

Date : 2/25/2002

From : www.ieparts.com

Fax Number : 908-289-6001

Company : Intermodal Equipment Parts, Inc.

Pages including cover page: 4

Subject : UNHAPPY CUSTOMER

Message: PLEASE REVIEW THE ATTACHED LETTER AND COPY OF BILL AND SUBMIT IT TO RICHARD REINA.

THANK YOU,

TONY TISHLER

RECEIVED
JAN 13 2003

CUSTOMER RELATIONS

January 8, 2003

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

Dear Volvo:

I am writing this letter to you because of continued and persistent mechanical problems with my 1999 Volvo V70 AWXC wagon. I purchased this car from West County Motor Co., Inc, 14410 Manchester Rd., Manchester, MO 63011. The car delivery date was January 7, 1999. I have had continued maintenance and mechanical service at West County Motors since the purchase of the vehicle.

The vehicle identification number is: YV1LZ56D2X2 [REDACTED]

I was very pleased with this car at the time of my purchase, and I expected to keep this vehicle for many years. Now, however, with almost 43,000 miles on the car, I have been advised to trade the car in before my service warranty expires at 50,000 miles because the car has proved to be a "lemon."

Periodically through late 1999 and early 2000, I began noticing that the car would die after being started up. If given a lot of gas after immediately starting the car, the engine would then continue to run. This problem was checked out twice at my Volvo service department without finding a definite cause. In March 2000 when the check engine light went on, the car was again brought to the service department. The following enumerates my many visits to the West County Motors service department over the last two years because of continued mechanical problems:

1. March 16, 2000 mileage 14,856
replace ignition switch
replace starter switch
replace antenna and immobilizer antenna ring

2. August 17, 2000 mileage 19,252
engine runs after key turned off: no non-conformity found
left blinker flashes too fast: replace turn signal bulb and lamp socket.
right front fog light replaced
whirring noise heard when turning and accelerating to

July 12, 2002

RECEIVED
JUL 17 2002

Dear Eunice,

CUSTOMER RELATIONS

I'm writing to you as a loyal Volvo owner and former employee of Volvo Cars, NA. When I left Volvo in June 2000, I purchased my 1999 S70 (which I had been leasing).

In March 2002, my Check Engine light came on. I had been following the recommended manufacturer's maintenance schedule. I brought my car to Ramsey Volvo for service and the cost was \$739.65 to replace the Throttle Body. It was only a few thousand miles over the warranty, but they would not cover it. Three days later, on my first long trip after the repair, my engine overheats on the Tappan Zee Bridge and I had to be towed back to Ramsey Volvo. They assured me it had nothing to do with the previous repair - the Coolant Fan Relay burned out and subsequently cost me another \$109.48 dollars. My confidence in the Ramsey Volvo Service Center is quite low.

About 2 weeks ago, the driver's side door started making a loud creak every time it was opened or closed. I have had a mechanic friend check it out and indicated that the door needs to be welded. Now my confidence that Volvo cars are really safe and reliable is shaken.

As a former employee and believer in Volvo cars, I'm distraught that this relatively new vehicle is causing so much aggravation and costing so much money. I understand that regular maintenance is costly, however, these repairs seem above and beyond for the age of the car.

I love my Volvo and I have always felt very safe in it, but I find it disturbing that I have to incur all of these repairs so close to the warranty period. I'm asking you to please stand behind your product and reimburse me for all of these expenses.

I have enclosed copies of the repair bills and I sincerely hope to hear from you soon.

Thank you,

[Redacted Signature]

Mahwah, NJ

[Redacted]
Evening
Daytime

 WELCOME TO RAMSEY DEAL CENTER
 100 ROUTE 17 SOUTH
 RAMSEY, N. J. 07446
 YOUR SATISFACTION IS IMPORTANT TO US
 PLEASE TELL US HOW WE CAN SERVE YOU BETTER
 SERVICE - (201) 327-8383

CUSTOMER NO. 189428	ADVISOR KENNETH E. JOSS	PHONE NO.	ORDER BY	PRICE NO. WLS42-40
	LABOR RATE 90.00	LICENSE NO. INDIA'S	PLATE 54173	STOCK NO.
	YEAR/MAKE/MODEL 97/VOLVO/S70/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILE	
	VEHICLE ID NO. Y91LS56B4X15	SELLING DEALER NO.	PRODUCTION DATE	
MANNAH, NJ	PT. NO.	P.O. NO.	R.O. DATE 03/11/02	RELEASE OUT

LABOR & PARTS
 JOB # 1 14902
 ELECTRICAL SYSTEM HOURS: 2.00 TECH(S): 118946
 52.5K TRACTION CONTROL LIGHT IS ON AND CHECK ENGINE LIGHT IS ON
 ON
 REPLACED THROTTLE BODY UNIT.

PARTS	QTY	PT. NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8444347-0	THROTTLE BODY	508.00	508.00
JOB # 1	1	8636759-9	BASKET	2.40	2.40
JOB # 1	1	9438298-3	ETW RELOAD	22.00	22.00
				JOB # 1 TOTAL PARTS	532.40
				JOB # 1 TOTAL LABOR & PARTS	754.40

JOB # 2 1100252.5K
 52.5K SERVICE HOURS: 1.00 TECH(S): 118946
 PERFORM 52.5K SERVICE
 LDF SERVICE
 PERFORMED 52.5K SERVICE

PARTS	QTY	PT. NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	1275819-8	FILTER WATER	1.75	1.75
JOB # 2	6	8889956-2	ENGINE OIL	1.98	11.88
JOB # 2	1	977751-7	BASKET	1.13	1.13
JOB # 2	1	W/M	BELT/HT	1.50	1.50
				JOB # 2 TOTAL PARTS	15.26
				JOB # 2 TOTAL LABOR & PARTS	16.26

MISC CODE DESCRIPTION CONTROL NO.
 JOB # 1 10P 10% DISCOUNT PARTS
 JOB # 2 10P 10% DISCOUNT PARTS
 TOTAL MISC -15.74

RECOMMENDATIONS
 REAR BRAKE PADS.
 FRONT BRAKE PADS (2MM) AND ROTORS.

TOTALS
 OUR SERVICE TEAM TAKES GREAT PRIDE IN THEIR HIGH LEVEL OF CRAFTSMANSHIP AND CUSTOMER SERVICE. BELIEVE IN SERVING OUR CUSTOMERS HAPPY BY PROVIDING QUALITY SERVICE TIME AFTER TIME. IF FOR ANY REASON YOU ARE NOT SATISFIED CALL OUR SERVICE MANAGER AT 201-327-8383.

TOTAL LABOR	158.14
TOTAL PARTS	547.26
TOTAL SUBLET	0.00
TOTAL O.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-15.74
TOTAL TAX	48.02
TOTAL INVOICE \$	737.66

PLEASE LET US KNOW IF FOR ANY REASON OUR PERFORMANCE IS NOT A 10

CUSTOMER SIGNATURE



CHRYSLER-JEEP
 1688 Route 17 South
 RAMSEY, N.J. 07446
 (201) 327-8383



VOLVO
 525 Route 17 South
 RAMSEY, N.J. 07446
 (201) 327-8383

VISIT US AT WWW.RAMSEYCAR.COM

INFINITI
 525 Route 17 South
 UPPER MERIDALE RIVER, N.J. 07468
 (201) 327-8100

MAYWOOD MITSUBISHI
 137 Route 17 North
 MAYWOOD, N.J. 07067
 (201) 527-8140

MAZDA-SUBARU
 426 Route 17 North
 RAMSEY, N.J. 07446
 (201) 327-8340

MINI
 508 Route 17 South
 RAMSEY, N.J. 07446
 (201) 327-1144

NISSAN
 421 Route 17 South
 UPPER MERIDALE RIVER, N.J. 07468
 (201) 625-7850

SAAB
 525 Route 17 South
 RAMSEY, N.J. 07446
 (201) 327-8383

SEE REVERSE SIDE FOR WARRANTY

 WELCOME TO RAMSEY SAAB VOLVO
 525 ROUTE 17 SOUTH
 RAMSEY, N. J. 07446

 YOUR SATISFACTION IS IMPORTANT TO US.
 PLEASE TELL US HOW WE CAN SERVE YOU BETTER
 SERVICE - (201)-327-8383

CUSTOMER NO 189428	ADDRESS [REDACTED]	PHONE NO [REDACTED]	INVOICE DATE 03/14/02	INVOICE NO [REDACTED]
[REDACTED]	NAME MONNETH C. GORS	LICENSE NO [REDACTED]	COLOR BLUE	STOCK NO [REDACTED]
[REDACTED]	LABOR RATE 90.00	VEHICLE NO 54373	DELIVERY DATE	DELIVERY MILE
[REDACTED]	YEAR/MAKE/BOOK 99/VOLVO/S70/4 DOOR SEDAN	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	VEHICLE ID Y 1 1 2 8 3 0 6 4 2	NO DATE 03/14/02	INVOICE OUT	
[REDACTED]	PTA NO			

JOB # 1	QTY 1	FP NUMBER 9442933-9	DESCRIPTION RELAY	UNIT PRICE 36.29	PRICE 36.29
JOB # 1 TOTAL PARTS					36.29
JOB # 1 TOTAL LABOR & PARTS					101.29

COMMENTS: TOW-IN.

TOTALS:

OUR SERVICE TEAM TAKES GREAT PRIDE IN THEIR HIGH LEVEL OF TRAINING AND PROFESSIONALISM. WE BELIEVE IN KEEPING OUR CUSTOMERS HAPPY BY PROVIDING QUALITY SERVICE 1 HR AFTER 1 HR. IF FOR ANY REASON YOU ARE NOT SATISFIED CALL OUR SERVICE MANAGER, AT 201-327-8383

"PLEASE LET US KNOW IF FOR ANY REASON OUR PERFORMANCE IS NOT A 10"

TOTAL LABOR	65.00
TOTAL PARTS	36.29
TOTAL SUBLET	0.00
TOTAL G.O.P.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	6.29
TOTAL INVOICE \$	107.49

CUSTOMER SIGNATURE

February 2, 2002

29575 North Birch Avenue
Lake Bluff, IL 60044

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

RE: Volvo S60 2.4T, VIN# YV1RS58D512 [REDACTED]

Dear Sir or Madam:

On June 21, 2001, my wife and I purchased a new 2001 Volvo S60 2.4T from Fields Volvo of Lake County in Libertyville, IL. We were very pleased with the dealer experience and the initial quality of our new Volvo. However, in August 2001 we began what would become an almost monthly visit to our dealership for repairs – each visit for progressively worse repairs. The vehicle repair history is as follows:

August 15, 2001: Replaced console cover and adjusted glove compartment lid.

October 16-17, 2001: Replaced failed throttle control (The car stalled at a railroad crossing)

November 7-14, 2001: Replaced transmission

February 1, 2002: Inspected car and could not duplicate problem (Continue to experience intermittent transmission/engine problems and excess vibration while driving). The dealership gave me conflicting information on this issue. At first, they informed me that the owner's manual describes my problem as a *normal occurrence on new transmissions*. I read the owner's manual and could not verify this information. The dealership later told me there was a service bulletin that dealt with one of my issues. The service department denied this comment after inspecting the vehicle on February 1, 2002.

Our Volvo only has 3,600 miles on it. My wife and I drive less than 10 miles a day since we commute to work by train. We are also the original owners of a 1994 Honda Accord with 80,000 miles that is more reliable than our new Volvo! I find this disgraceful, and I certainly hope that Volvo strives for better quality standards than those we have experienced. I met with the Fields Volvo sales manager, Mr. Joe Perkins, on December 28, 2001. Mr. Perkins presented me with two options:

Option 1: The dealership would sell me a new Volvo at their cost while providing me with a equitable trade-in value for my Volvo. This option does not provide me with a significant incentive to remain a Volvo customer. Why would I want to spend thousands more for the same vehicle with which I am already unhappy?

Option 2: Mr. Perkins would ask a Volvo Representative to look at our vehicle to determine if Volvo would consider repurchasing the vehicle. Unfortunately, Mr. Perkins

RECORDED
FEB 7 2002

(COMMUNICATIONS)

informed us on January 4, 2002 that Volvo would not be willing to do this. Therefore, the dealership left us with only one option that we do not find very attractive.

My wife and I considered a number of carmakers for our first luxury car experience. This was a special purchase for us as we looked forward to enjoying the rewards of many years of hard work and saving. We chose Volvo for two key reasons – safety and reliability. While I still believe Volvo cars are among the safest vehicles on the road, it is not very meaningful if the car is not reliable. My wife is unwilling to drive the Volvo on long trips due to the problems we experienced. She prefers to drive her 1994 Honda!

I have one very simple question for you – what is Volvo willing to do to make us happy customers? I can tell you that the following are not acceptable answers:

1. "We will make every effort to ensure that all repairs are resolved."
2. "Your dealership has made a nice offer and you should take it."

There are two key elements in a response that will make us happy Volvo customers again:

1. We receive a comparable new replacement vehicle
2. We are not required to make a major financial investment

I hope that Volvo will distinguish themselves in response to this complaint in the same manner they distinguish themselves in the auto industry. If you wish to call me, my home number is (847) 482-9350. I look forward to your prompt response.



Cc: Dan Fields, Owner, Fields Volvo of Lake County
Erin Perkins, Sales Manager, Fields Volvo of Lake County
JE

Encl: Service records for repair history.

X2371

78099

VOLVO

FIELDS VOLVO OF LAKE COUNTY

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 362-9200 FAX: (847) 918-7222

INVOICE

DUPLICATE 1
PAGE 1

LAKE BLUFF, IL
HOME [REDACTED] BUS:

SERVICE ADVISOR: 30 JAMES NETTERSTROM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	2001	VOLVO S60	YV1RS58D512 [REDACTED]		1990/1991	2371	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUN2001			17:00		86.00	CASH	17OCT2001
R.O. OPENED	READY	OPTIONS: STK:X2371 DLR:8223					
15:09 16OCT01	16:20 17OCT01						

LINE	CP	CODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CAR STALLED OUT AT IDLE, WAS HARD RE STARTING, LONG CRANKING								

CAUSE: FOUND FC ECM904C, ECM9040, ECM9150, ECM9160, ECM9187. TESTED & REPLACED FAILED THROTTLE CONTROL MODULE, DOWNLOADED SOFTWARE FOR MODULE 25128-2 THROTTLE BODY (TB) INTAKE MANIFOLD REMOVE INSTALL/REPLACE (C)
 22 SCOTT MORSE LIC#: 22
 WP 1.10
 1 8644347 0 THROTTLE BODY (N/C)
 1 9189111 9 GASKET (N/C)
 5 248211 3 CABLE TIE (N/C)
 36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (B)
 22 SCOTT MORSE LIC#: 22
 WP 0.40 (N/C)
 FC: 10 PART#: COUNT:
 CLAIM TYPE: 01
 AUTH CODE:

 B CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON W/MESSAGE URGENT SERVICE ENGINE CAUSED BY LINE A
 22 SCOTT MORSE LIC#: 22
 CP 0.00 0.00 0.00

OK. I.C. no change
 DATE 10-17-01 SA

<p>VOLVO</p> <p>Service Dept. Hours: Monday - Friday 7:00 a.m. - 6:00 p.m. SATURDAY Closed</p> <p>At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.</p>	<p>STATEMENT OF DISCLAIMER 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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT 0.00</p> <p>PARTS AMOUNT 0.00</p> <p>GAS, OIL, LUBE 0.00</p> <p>SUBLET AMOUNT 0.00</p> <p>DETAIL 0.00</p> <p>TOTAL CHARGES 0.00</p> <p>LESS ADJUSTMENTS 0.00</p> <p>SALES TAX 0.00</p>	<p>TOTALS</p> <p>PLEASE PAY THIS AMOUNT 0.00</p>
	CUSTOMER SIGNATURE		

X2371

7 8 6 6 6

VOLVO

FIELDS VOLVO OF LAKE COUNTY

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 382-9200 FAX: (847) 918-7222

INVOICE

PAGE 2

SERVICE ADVISOR: 80 MIKE SCOTT

LAKE BLUEF II.
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT	TAG
BLACK	01	VOLVO S60	YV1RS58D51 [REDACTED]			2373/2375	T892
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN2001					86.00	CASH	14NOV2001
R.O. OPENED		READY	OPTIONS: STK:X2371 DLR:8223				
09:04 07NOV01		14:05 14NOV01					

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

VIBRATE/HESITATE GOING INTO GEAR

- SEE LINE B

22 SCOTT MORSE LIC#: 22

CP 0.00

0.00

0.00

CHECKED SYSTEM FOUND FAULT
CODE TCM002E. LOCKU P
TRANSMISSION JERKS WHEN LOCKUP
ENGAUGES. TRO UBLESHOOT &
DIAGNOSE SYSTEM. FOUND FAILED
TRANS MISSION. CALLED TECH
LINE AND TALKED WITH GREG.
REPLACED TRANSMISSION AND
RESET ADAPTION.

*Received
11/14/01*

<p>VOLVO</p> <p>Service Dept. Hours: Monday - Friday 7:00 a.m. - 6:00 p.m. SATURDAY Closed</p> <p>At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		DETAIL	0.00
		TOTAL CHARGES	0.00
		LESS ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

X2371

78666

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 362-9200 FAX: (847) 918-7222

PAGE 1

LAKE BLUEF IL
HOME: BUS:

SERVICE ADVISOR: 80 MIKE SCOTT

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a Volvo S60 with VIN YV1RS58D51.

09:04 07NOV01 14:05 14NOV01
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A LOANER CAR FOR CUSTOMERS WHO PURCHASED ABOVE VEHICLE FROM THIS STORE.

LNR LOANER 10
22 SCOTT MORSE LIC#: 22
CP 0.00 0.00 0.00

B CUST STATES MESSAGE ON DISPLAY CAME UP: CHANGE TRANSMISSION OIL ON
NEXT SERVICE.
CAUSE: FAULT CODE TCM 002E
36001-2 DIAGNOSTIC TROUBLE CODES (DTCs) READING
AND RESETTING VST/VCT (B)
22 SCOTT MORSE LIC#: 22
WP 0.40 (N/C)
43710-2 AUTOMATIC TRANSMISSION REMOVE INSTALL (B)
22 SCOTT MORSE LIC#: 22
WP 6.50 (N/C)
1 8602386 8 AUTOMATIC TRAN0210 (N/C)
1 968757 5 O-RING (N/C)
1 1161540 8 TRANSMISSION O (N/C)
43717-3 AUTO.TRANS.TRANSFER PARTS (B)
22 SCOTT MORSE LIC#: 22
WP 0.10 (N/C)
43761-3 AUTOMATIC TRANSMISSION FAULT TRACING DTC
(B)
22 SCOTT MORSE LIC#: 22
WP 0.10 (N/C)
04301-6 AW 55-50 ADAPTATION
22 SCOTT MORSE LIC#: 22
WP 0.70 (N/C)
FC: 10 PART#: COUNT:
CLAIM TYPE: 01
AUTH CODE:

C CUST STATES WHEN ACCELERATING BETWEEN 30-40 MPH TRANSMISSION SEEMS TO

Table with columns: SERVICE DEPT. HOURS, STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes Volvo logo and service hours: Monday - Friday 7:00 a.m. - 6:00 p.m., SATURDAY Closed.

X2371

7 6 5 3 0

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 362-9200 FAX: (847) 918-7222

PAGE 1

LAKE BLUFF, IL

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 30 JAMES NETTERSTROM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	2001	VOLVO S60	YV1RS58D51 [REDACTED]		798/799	T793

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN2001			17:00		86.00	CASH	15AUG2001

R.O. OPENED READY OPTIONS: STK:X2371 DLR:8223

07:33 15AUG01 17:47 15AUG01

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

A LOANER CAR FOR FIELDS CUSTOMERS THAT HAVE PURCHASES FROM OUR DEALERSHIP

LNK LOANER CAR FOR FIELDS CUSTOMERS THAT HAVE PURCHASES FROM OUR DEALERSHIP

99 SHOP TECH LIC#: 99
CP 0.00

0.00 0.00

B CUSTOMER STATES, THE CENTER CONSOLE IS SCRATCHED

- REPAIRED CENTER CONSOLE SCRATCH/TEAR

99 SHOP TECH LIC#: 99
IP 0.00

(N/C)

SUB1 REPAIRED SCRATCH/TEAR TO RIGHT SIDE OF CENTER CONSOLE
PO#76530

IP

(N/C)

FC: 0

C CUSTOMER STATES GLOVE BOX RATTLE

- INSTALLED BUMP STOPS FOR GLOVE BOX DOOR=NOTE:
NOISE COMING FROM GLOVE BOX FROM LOOSE
OBJECTS INSIDE.

22 SCOTT MORSE LIC#: 22
CP 0.00

0.00 0.00

NEW LIF'S RO+16706, OUR
PO#=15437

ADD

CK. NO. _____
DATE _____

VOLVO

Service Dept. Hours:
Monday - Friday
7:00 a.m. - 6:00 p.m.
SATURDAY
Closed

At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.

Thank You.

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
DETAIL	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

X2371

80748

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
(847) 362-9200 FAX: (847) 918-7222

LAKE BLUFF, IL
HOME: [REDACTED]

DUPLICATE 1
PAGE 1

BUS: [REDACTED]

SERVICE ADVISOR: 80 MIKE SCOTT

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN-OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a Volvo S60.

Table with columns: LINE, CPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Header for repair items.

A LOANER CAR FOR CUSTOMERS WHO PURCHASED ABOVE VEHICLE FROM THIS STORE.

Table listing repair items: LNR LNR #, 99 SHOP TECH LIC#: 99, B LUBE, OIL, FILTER CHANGE, 42 STEVEN MIZENER LIC#: 042, 1 977751 7 GASKET, 1 1275810 8 FILTER INSERT, 6 5W-30 ENGINE OIL.

C CUST STATES VIBRATION IN STEERING WHEEL AT 40-50 MPH.

CAUSE: NO VIBRATION FOUND.
- TEST DROVE VEHICLE BETWEEN 40-50 MPG NO ABNORMAL VIBRATION FELT, TECH COULD'NT DUPLICATE CONCERN.
42 STEVEN MIZENER LIC#: 042
WP 0.00
FC: 10 PART#: COUNT:
CLAIM TYPE: 01
AUTH CODE:

D** CUST STATES CAR/TRANSMISSION JERKS WHEN SLOWING DOWN.

- ROAD TESTED CAR 13 MILES, NO TRANSMISSION JERKING OR ABNORMALITIES FELT AT ANY TIME. NO FAULT CODES IN COMPUTER. COULD NOT DUPLICATE CONCERN
42 STEVEN MIZENER LIC#: 042
CP 0.00

VOLVO Service Dept. Hours: Monday - Friday 7:00 a.m. - 6:00 p.m. SATURDAY Closed. At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.

STATEMENT OF DISCLAIMER: 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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this equipment. CUSTOMER SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, DETAIL, TOTAL CHARGES, LESS ADJUSTMENTS, SALES TAX, PLEASE PAY THIS AMOUNT.

RECEIVED
DEC 10 2001

December 2, 2001 CUSTOMER RELATIONS

Dear Volvo of North America Customer Relations:

On November 15, 2001, I purchased a Volvo S60 T5 ASR from Volvo of Richardson in Richardson, Texas. On November 20, 2001, the vehicle malfunctioned and had to be towed to the dealership. It is very upsetting to have purchased a new vehicle and to have that vehicle leave you stranded after only five days of ownership. The incident has left me unsure of my purchase and I can only hope that this incident is not a predictor of future problems.

Prior to purchasing the Volvo I researched the vehicle for approximately one-year. I interviewed several Volvo owners and obtained information relating to the vehicle via the Internet. So, this was not a purchase that I made without serious consideration or thought. Due to the above incident, I believe that Volvo should compensate me by providing me with an award or voucher for the 7.5 maintenance service as professional courtesy. Thank you for your time and consideration. I can be reached at HM [REDACTED] or WK. [REDACTED]

Thank you.

[REDACTED]

Attachments

12088390

317611



of

VOLVO RICHARDSON

1321 North Central Expressway
Richardson, Texas 75080
(972) 644-1700

INVOICE

PAGE 1

HOME: [REDACTED] BOS: [REDACTED] 9

SERVICE ADVISOR: 3111 GREG STUBBS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
	01	VOLVO S60	YV1RS53DB12		160/163	T5977	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
18SEP2001			19:00 20NOV01		0.00	CASH	20NOV2001

NO. CHARGED: [REDACTED] READY: [REDACTED]
 OPTIONS: STK:12088390 DLR:4289
 ENG:B5234T3-2.3 Liter Turbo

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

A COST STS THE ENGINE STARTED TO SPUTTER AND SMELL AND THEN SHUT OFF.
 MESSAGE SAID LOW PERFORMANCE AND THE CHECK ENGINE LIGHT WAS ON.
 ENGINE STARTED GOOD CHECK ENGINE LIGHT OFF

CAUSE: 10

25128-2 THROTTLE BODY (TB) INTAKE MANIFOLD
 REPLACE (C)

- 19 NV 1.10
- 1 8644347 0 THROTTLE BODY
- 1 8636753 9 GASKET
- 1 8645425 3 BTM RELOAD

(N/C)
(N/C)
(N/C)
(N/C)

28461-3 IGNITION AND FUEL INJECTION FAULT TRACING
 DTC (B)

19 NV 0.10

(N/C)

36004-2 SOFTWARE CONTROL MODULE DOWNLOADING 1X
 SOFTWARE DOWNLOADING (ECM) (B)

19 NV 0.40

(N/C)

PC: 105M
 PART#: 8644347
 COUNT:
 CLAIM TYPE: 01
 AUTH. CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B COURTESY WASH \$7.95 VALUE
 WASH COURTESY WASH \$7.95 VALUE
 758ISDTL 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C FREE VOLVO LOANER. PER DAY VALUE OF \$49.95
 LOANER FREE VOLVO LOANER. PER DAY VALUE OF \$49.95
 60 CPB 0.00

0.00 0.00

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

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

12088390

317611



VOLVO
of
RICHARDSON

1321 North Central Expressway
Richardson, Texas 75080
(872) 644-1700

INVOICE

PAGE 2

SERVICE ADVISOR: 3111 GREG STUBBS

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
01	VOLVO S60	YV1RS53D812		160/163	T5977		
DEC DATE	PROD. DATE	WARR. EXP.	PROM/SED	PO NO.	RATE	PAYMENT	INV. DATE
18SEP2001			19:00 20NOV01		0.00	CASH	20NOV2001

P.O. OPENED		READY	OPTIONS: STK:12088390 DLR:4289				
09:06 20NOV01		14:06 20NOV01	ENG:B5234T3-2.3 Liter Turbo				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
09:06				20NOV01			0.00
REPAIRS:					0.00	TAXES:	0.00
					TOTAL LINE C:		0.00

THANK YOU GREG STUBBS

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 MISUSE. 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.

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ISSUED: DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

CUSTOMER COPY

Sept 21, 2002

RECEIVED
SEP 2 2002

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

CUSTOMER RELATIONS

Dear Sirs:

I am very disappointed with the service I have received with my new Volvo. I believe that this STS problem is a common problem with Volvos from what I have found as I talk with more and more other Volvo owners. I was told that there was nothing that I could have done to cause it or prevent it. I would appreciate your consideration in accepting responsibility for what is obviously a product defect that is not mileage related. This car has only 55,971 miles on it at the present time. I have no idea WHY the dealership invoice for this work shows 58,014 miles. I asked my wife to verify this fact in case my eyes were somehow fooling me. I will be more than happy to have any neutral party verify this mileage as of 9-21-2002. I did not notice this additional error until I copied the invoice to send to you.

I have other minor complaints. Every time I have had the car in for repairs both A/C controls are reset at maximum cooling even though we know the car will cool just as well with the controls set at approximately 72 degrees. The radio stations are usually reset showing disregard for customers. The leather upholstery has been repaired twice under warranty. I appreciate the fact that it was repaired but why should it need to be repaired so often? The car also still idles rough for a minute or so. None of my Hondas have ever done so. I am disappointed that there seems to be more quality in a less expensive car.

I have the old parts in my possession if you care to inspect them. Can I expect to make this same repair in the future?

Sincerely,

[REDACTED]

Cordova TN [REDACTED] (W) [REDACTED] (H) [REDACTED]
C: Enclosure(s)



PAT PATTERSON MOTOR SALES, INC.

2085 COVINGTON PIKE
MEMPHIS, TN 38128
901-373-3000

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

BOOKING NO. 11023

SALES REP. ROBERT W. STIGLER	6208	HP# 2361	09/20/02	VOLV# 178002
SALES REP. [REDACTED]	LICENSE NO.	SALES REP. [REDACTED]	58,014	MOBILIST MT 79355
BY VOLVO 770 SERIES/4DR SED AUTO W/SR			01/18/00	DELIVERY INCL
VEHICLE # S56D6Y2				RETAILER NO.
FEDERAL BUYER EXEMPT NO.		PURCHASE ORDER NO.	09/20/02	PRODUCTION DATE

1. ENGINE CONTROL UNITS: 2.00 TECH(S): 0200 164.00
 ETS LIGHT CONES ON
 REPLACED THROTTLE NEEDLE - DOWNLOAD SOFTWARE

TS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	1	8644347-0	THROTTLE BODY	584.20	584.20
1	1	8636753-9	BASKET	2.76	2.76
1	1	9438298-3	ETH RELOAD	28.75	28.75
JOB # 1 TOTAL PARTS					615.71
JOB # 1 TOTAL LABOR & PARTS					779.71

CODE	DESCRIPTION	CONTROL NO.	
# A	SS SHOP SUPPLIES		9.00
TOTAL - MISC			9.00

ENTS: 0 CODE 2522

TOTAL LABOR....	164.00
TOTAL PARTS....	615.71
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	74.54
TOTAL INVOICE \$	863.25

DISCLAIMER OF WARRANTIES
 AS IS - THE ONLY WARRANTIES APPLICABLE TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER AGREES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS 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 PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CHARGE
 Maintaining and repairing your car inevitably use the use of chemicals and generation of waste (oil, vents, oils, coolant, used, 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. Certainly, increased costs simply result in an increased hourly labor charge. This dealership has elected in lieu of passing its labor rate to list a compliance charge on appropriate service bills, because we believe our customers would be entitled to know they are helping to pay for a cleaner, safer planet.

CUSTOMER SIGNATURE

P L A N T
 By USA

PAT PATTERSON VOLVO

[REDACTED]
West Simsbury, CT [REDACTED]

RECEIVED
FEB 19 2003

CUSTOMER RELATIONS

February 14, 2003

Volvo Cars of North America
Customer Service Department
Seven Volvo Drive
Rockleigh, N.J. 07647

Dear Customer Service Representative:

I own a 2000 Volvo, model S80, purchased new at Clayton Motors, in East Hartford, Connecticut. Since the purchase I have had all scheduled maintenance work completed. The vehicle currently has 50,987 miles on the odometer, just over the warranty mileage for this automobile.

Since owning the vehicle I have experienced several instances where the S80 has stalled while at a traffic light, or stopped in traffic. Last year I brought the S80 to Clayton, since the sporadic stalling had become commonplace. At that time, the vehicle was still under warranty, so the new chip and associated work was covered by Volvo.

The same problem arose this past week (January 23), both on the way back from New York to my home and on the way into the office on the 24th. I brought the S80 to Clayton, and left it there for a diagnostic check, and the ultimate repairs. The S80 was fixed and ready for pick-up on Tuesday, January 28th. The bill was \$1,159.56 for the work to replace a faulty throttle module.

I have 3 questions:

Since I had this problem last year, and chips/parts were replaced, and less than six months later the same problem recurs, shouldn't Volvo cover the cost of the parts and labor?

The vehicle is less than 1,000 miles over the warranty, and given my past experience with the same problem, why wouldn't Volvo 'step up to the plate', and cover the expense of the repair? Should a problem of this magnitude occur twice in less than six months? Have other Volvo owners experienced similar problems?

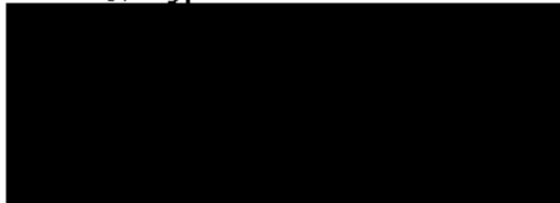
I purchased this vehicle for its exemplary safety record, and what I perceived was the quality of the vehicle. What do you think my impression of how Volvo treats its customers is, and my feeling of safety is, now?

If you watch your own advertisements you'll know that Volvo portrays itself as a cut above the rest of the crowd, and positive differentiation is what sell automobiles, and

more importantly brings customers back for new purchases. I am very disappointed in your company's inability to 'do the right thing'.

Please feel free to contact Clayton, and obtain my service records. Thank you in advance for taking the time to review my request.

Sincerely,



101967

354415



INVOICE

A Comfortable Experience

300 Connecticut Blvd. EAST HARTFORD, CT 0810
Service (860) 628-8308
www.gengras.com

SIMSBURY CT

PAGE 1

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 81 JASON MCGINNIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
SILVER	00	VOLVO S802.9A	YV1TS94D0Y1 [REDACTED]	UV4132	50957/50961	T25	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30AUG1999			16:30 24JAN03		75.00	CASH	28JAN2003
R.O. OPENED	READY	OPTIONS:	TIME IN				
08:41 24JAN03	13:03 28JAN03	STK:VV077864 DLR:18 1)PDA NP GI					

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

A APPT CUST STATES THAT CAR IS STALLING OUT IN TRAFFIC
DIAG DIAGNOSTIC TIME

6	CPV					75.00	75.00
1	9438290	0	ETM RELOAD		27.50	27.50	27.50
1	8691303	5	UPGRADE ECM BP		16.50	16.50	16.50
ELE REPLACE THROTTLE SENSOR							
6	CPV					187.50	187.50
1	8644347	0	THROTTLE BODY		573.10	573.10	573.10
1	8636753	9	GASKET		2.71	2.71	2.71
36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (B)							
6	CPV					150.00	150.00
FLAME REPLACE CLOGGED FLAME TRAP HOSE AND ORIFICE							
6	CPV					75.00	75.00
1	9202852	1	PIPE		46.37	46.37	46.37
2	976561	1	HOSE CLAMP		2.94	2.94	5.88
PARTS:	672.06	LABOR:	487.50	OTHER:	0.00	TOTAL LINE A:	1159.56

VERIFIED CUSTOMERS CONCERN THAT CAR IS STALLING OUT. FOUND CODES , 130A,272A,903F,904D. TRACED TO FAULTY THROTTLE MODULE. REMOVED AND REPLACED THROTTLE MODULE. LOAD SOFTWARE INTO MODULE. UPGRADED SOFTWARE IN SYSTEM. REPLACED CLOGGED FLAME TRAP, FLAME TRAP HOSE, AND ORIFICE. CLEARED ALL CODES AND ROAD TESTED CHECKED OPERATION OK AT THIS TIME

B OIL CHANGE

LOFS80 LUBE, OIL AND FILTER							
6	CPV					18.33	18.33
1	1275810	8	FILTER INSERT		8.23	8.23	8.23
1	977751	7	GASKET		1.24	1.24	1.24
1	DIS DISP/HAZAR/WASTE				3.00	3.00	3.00
1	V5*30* MOTOR OIL				9.35	9.35	9.35
PARTS:	21.82	LABOR:	18.33	OTHER:	0.00	TOTAL LINE B:	40.15

OIL CHANGE: CHANGED ENGINE OIL AND FILTER. LUBED DOORS, HINGES AND WHEEL STOPS. CHANGED DRAIN PLUG GASKET. SET TIRE PRESSURE. TOPPED OFF ALL

Thank You Very Much!

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER AUTHORIZATION X

SERVICE HOURS
7:30 AM - 5:30 PM
MONDAY THRU FRIDAY

SHUTTLE AVAILABLE!

ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.

SALES: (860) 289-3481
PARTS: (860) 289-8441
FAX: (860) 628-6483

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

101967

354415

INVOICE



A Comfortable Experience

300 Connecticut Blvd. EAST HARTFORD, CT 0610
Service (860) 528-9306
www.gengras.com

SIMSBURY CT

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 81 JASON MCGINNIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T2	
SILVER	00	VOLVO S802.9A	YV1TS94D0Y1	UV4132	50957/50961	T2	
DEL DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30AUG1999			16:30 24JAN03		75.00	CASH	28JAN2003
R.O. OPENED	READY	OPTIONS:	STK:VV077864 DLR:18 1)PDA NP GT				TIME IN
08:41 24JAN03	13:03 28JAN03						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 FLUIDS. INCLUDING : BRAKE FLUID,WINDSHIELD WASHER SOLVENT,TRANSMISSION
 FLUID AND POWER STEERING FLUID.

SHOP-CHARGE

7.50

You may receive a survey from Volvo or Dodge in reference to your most recent service experience. If for any reason your experience was less than "EXCELLENT" Please call Ray Angle @ 860-528-9306

The Comfortable Car Store

Thank You Very Much!

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER AUTHORIZATION X

SERVICE HOURS
 7:30 AM - 5:30 PM
 MONDAY THRU FRIDAY

SHUTTLE AVAILABLE!

ASK YOUR SERVICE
 ADVISOR FOR ANY
 ARRANGEMENTS.

SALES: (860) 289-3481
 PARTS: (860) 289-8441
 FAX: (860) 528-6483

DESCRIPTION	TOTALS
LABOR AMOUNT	505.83
PARTS AMOUNT	693.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.50
TOTAL CHARGES	1207.21
LESS INSURANCE	0.00
SALES TAX	72.43
PLEASE PAY THIS AMOUNT	1279.64

CUSTOMER COPY

GENGRAS VOLVO DODGE
380 CONNECTICUT BLVD
EAST HARTFORD, CT 06108
(860) 289-3461

JAN 28, 2003 12:57PM

TERM : 3
MERCH: 000006328782

REF #: 009
ACT #: *****5293
CARD : MASTERCARD
INVOICE #: 354415

SALE: \$ 1279.64

RETR REF#: 302817120983
APPROVAL CODE: 028326

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

SIGNATURE

H. BROWN WRIGHT

3888 Twin Island Drive

Maryville, TN 37804

866 882-2283

866 882-8790 fax

hw@bwdc@esper.com

RECEIVED

FEB 24 2003

MER RELATIONS

SW
Cust

February 20, 2003

Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, New Jersey 07647

Dear Sir or Madam:

Since 1987, I have been a proud and satisfied owner of Volvo automobiles. I have had three Volvos during that time, a 1987 240 DL, a 1995 850, and currently a 2000 S70. In fact I liked the 850 so much that I deliberately bought the S70 because it is practically the same car. I bought each of these cars new or nearly new and have carefully maintained them according to the Volvo maintenance schedules. I drove the first two cars almost 150,000 miles each with no major problems or repair bills. I bought my third and current Volvo with the same expectation.

However, that expectation was dashed yesterday. At 53,091 miles -- just 3,091 miles out of warranty -- I was told I had to replace the throttle body unit, (Code 903 Internal Fault according to the car's computer) if I wanted to stop the intermittent engine surging the car was experiencing. The part cost me \$548.46 and the labor to replace it was 195.00 for a total of \$822.88, including sales tax (repair receipt enclosed). I am no longer a happy Volvo owner.

I realize that a new car warranty has to end at some point and that my car has passed that point. However, there are two reasons why I believe Volvo should be interested in helping cover my cost of replacing the throttle body unit. One is that the car was giving symptoms of fuel flow problems before it went out of warranty. At times, when starting, it would fire and then immediately choke down. However, it always started on the second or third attempt. I took the car to the local Volvo dealer and they were unable to identify or solve the problem, other to say the car did not have Volvo spark plugs in it (repair receipt enclosed). Subsequently, I replaced the plugs with Volvo plugs (repair receipt enclosed). At times the car still started rough.

Page 2

The second reason is that I understand throttle body unit failure is not uncommon in the Volvo S70s. This would indicate that the part is inherently defective or of low quality. That being the case, Volvo should either replace the part through a general recall or at least provide some assistance to individual owners who experience the problem.

There is also a third reason. Volvo should be interested in keeping a dedicated, sixteen-year Volvo owner like me happy and looking forward to continued Volvo ownership and driving.

I am writing this letter to let you know of my experience, my displeasure, and to request at least partial assistance from Volvo in paying this high, premature repair bill. That is the least I would expect from such a reputable company with such reliable products as Volvo cars.

Sincerely,



Enclosures



9715 Parkside Dr.
Knoxville, TN 37922
(865) 560-0050

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday

2/19/03	1239188/1			
2/19/03	Pre-Invoice			
53073	53091			
Chris Berney/295				
YV1L856D5Y2				
8/28/00				
2000	VOLVO	S70	4DOOR	BLACK

#1 - Customer Reports: ENGINE SURGES BETWEEN 50 AND 70MPH
NEED TO BE GOOD AND WARM-HAS BEEN DOING IT FOR
ABOUT 10DAYS

Caused by CODE 903P INTERNAL FAULT

Work performed by John Bye	(15)		195.00
Installed 8636753-9 :GASKET		1@2.46	2.46
Installed 8644347-0 :THROTTLE BODY		1@521.00	521.00
Installed 9438290-0 :ETM RELOAD		1@25.00	25.00
REPLACED THROTTLE BODY UNIT			
Sub Total: Labor: 195.00	Parts: 548.46	Total: 743.46	

#2 - Customer Reports: AT TIMES ENGINE WILL TURN OVER AND NOT
START

Work performed by John Bye	(15)		
NO PROBLEM FOUND			
Sub Total: Labor: .00	Parts: .00	Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair
or hereinafter to be done along with the necessary material and agree that you are not responsi-
ble for loss or damage to vehicle or articles left in the 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 or your employees permission to
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing
after inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure
a amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by
a manufacturer. The seller hereby expressly disclaims all warranties either express or implied, includ-
ing 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
old products. Any limitation contained herein does not apply where prohibited by law.

LIMITED EXPRESS WARRANTY. Labor and parts are warranty for 90 days or 4,000 miles,
whichever occurs first. The dealer hereby limits any implied warranties of merchantability and
fit to the same period.

LABOR	195.00
PARTS	548.46
DEDUCTIBLE	.00
SMILEY	.00
SHOP SUPPLIES	9.75
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	69.67
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	822.88

**ARNOLD MCGHEE
SPECIALIZING IN VOLVO**

Invoice

KNOXVILLE
HOME
CELL

DATE

2/13/03

BILL TO

Memphis, TN
/FAX

VEHICLE

2000-570-Volvo-Turbo-4dr
Vin--YV1LS46D5Y
Mileage-52,812
Color-Black

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
1	Labor	Replace Spark Plugs	50.00	50.00
1	28-8692071	Spark Plugs, Turbo 830,570 Platinum	36.34	36.34
		Check Fuel Pressure		
		Road Test		
		Sales Tax	9.23%	7.99
Thank you for your business.			Total	594.33



9715 Parkside Dr.
Knoxville, TN 37922
(865) 560-0050

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday

11/20/02	1237534/1			
11/21/02	Pre-Invoice			
48171	48175			
Chris Davis/707				
YV1L856D5Y2				
8/28/00				
2000	VOLVO	S70	4DOOR	BLACK

#1 - Customer Reports: AT TIMES WHEN STARTING CAR SEEMS LIKE IS NOT GOING TO START, VERY INTERMITTING... SEE GREG

Work performed by Michael May (28)
CHECKED FUEL PRESSURE, 3 1/2 BAR AT IDLE
1 1/4 BAR AT REST PRESSURE

#2 - Customer Reports: REPLACE CABIN FILTER

Work performed by Michael May (28)
Installed 9171296-8 :PARTICULATE FILTER
REPLACED CABIN FILTER

1@21.47

32.50
21.47

Sub-Total Labor: 32.50
Sub-Total Parts: 21.47

#3 - Customer Reports: NOTE:

Work performed by Michael May (28)
CAR DOES NOT HAVE VOLVO PLUGS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair of this vehicle to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 or your employees permission to use 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 to secure a amount of repair charges.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by a manufacturer. 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 its products. Any limitation contained herein does not apply where prohibited by law.

LIMITED EXPRESS WARRANTY. Labor and parts are warranty for 90 days or 4,000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and title to the same period.

LABOR	32.50
PARTS	21.47
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.63
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.14
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	60.74

Certified Mail

04. February 2002

Volvo Customer Service Representative
Volvo Cars of North America
Seven Volvo Drive
Rockleigh, NJ 07647

RECEIVED
FEB 7 2002

CUSTOMER RELATIONS

Dear Volvo Customer Service Representative,

My husband and I purchased a 1998 V70XC (license # 4CQT617, VIN #YV1LZ56D3X2 [REDACTED]) as a used vehicle from McKevitt Volvo in Berkeley, California in December of 1999. We decided to purchase a Volvo because we were expecting our first child and we wanted a safe and reliable vehicle. However, our Volvo has proven to be neither safe nor reliable.

Since our purchase, we have brought our car to Putnam Volvo in Burlingame, California numerous times to fix a multitude of problems. Several problems soon emerged. The two recurring problems that most greatly effected the safety of the vehicle were the headlights burning out and the leaking of the power steering fluid. Clearly, the headlights burning out affected the safety of driving the vehicle at night or in the rain. With the leaky power steering fluid, it became difficult to turn the wheel because the steering became tight. To date, we have brought in the vehicle two times to replace the headlights, several times to refill the power steering fluid and two times to replace a faulty power steering part. Also, I expect to replace the headlights several more times in the future as the dealership has told me that it's a known problem. The latest problem with the car has been the "Check Engine" and "ETS" warning lights have lit up. After bringing it into the dealership, we were told that the car has a faulty throttle unit and mass airflow sensor. Since this problem appeared shortly after the warranty expired, the cost to replace the faulty part is estimated at \$1,300.00. We truly believe that the car we purchased is plagued with a terrible amount of problems. We have several friends who have also have a Volvo V70XC and do not have ANY of these problems. Please refer to the attached service history I received from Putnam Volvo.

With all of the problems mentioned above, we do not feel that our Volvo is the safe and reliable car we thought it would be when we decided to purchase a family car. In addition, as working parents, our lives are incredibly busy and taking the car to the dealership so many times has been frustrating and time-consuming. Although we know that it does not meet the general criteria under the California Lemon Law, we do feel that since the auto we bought has had so many different mechanical issues making it unsafe and unreliable, we are entitled to a refund of our purchase price.

We appreciate your assistance in the quick resolution of this matter. We look forward to hearing from you and please let us know if you have any questions or need additional information.

[REDACTED]

VOLVO

SERVICE
#3 CALIFORNIA DRIVE

BAR REG #
AG128383

PUTNAM AUTOMOTIVE

www.putnamauto.com
#3 CALIFORNIA DR.
P.O. BOX 982
BURLINGAME, CA 94011-0982
(650) 347-4800

HOME OF RED CARPET SERVICE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

MAZDA

SERVICE
#65 CALIFORNIA DRIVE

CAL EPA #
CAD 881983368

64050

CUSTOMER NO. 24421	ADDRESS ISAIAS AVILA	REG NO. 313	INVOICE DATE 01/23/02	INVOICE NO. VOCS26000
		RELEASE 64,050	COLOR GREEN/	STOCK NO.
REDWOOD CITY, CA	YEAR / MAKE / MODEL 99/VOLVO/V70ASR		DELIVERY DATE 01/01/99	DELIVERY MILES 0
	VEHICLE I.D. NO. YV1LZ56D3X2		DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.G. NO.	R.O. DATE 01/23/02	
	COMMENTS E# 85254T			NO: 64051

JOB# 1 CHARGES.....

LABOR.....

J# 1 10V0Z06 CHECK ENGINE LIGHT TECH(S):388 125.00
 CUSTOMER STATES CHECK ENGINE LIGHT ON
 AND ETS LIGHT COMES ON
 CHECKED AND FOUND A FAULTY THROTTLE UNIT AND
 MASS AIR FLOW SENSOR.....
 CUSTOMER WAS ADVICE AND DECLINED REPAIRS AT THIS TIME

JOB# 1 TOTALS.....

LABOR 125.00

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 125.00

ESTIMATE.....

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$150.00 (+TAX)

TOTALS.....

<p>*****</p> <p>* [] CASH [] CHECK CK NO. [] *</p> <p>* [] VISA [] MASTERCARD [] DISCOVER *</p> <p>* [] OTHER [] CHARGE *</p> <p>*****</p>	<p>TOTAL LABOR.... 125.00</p> <p>TOTAL PARTS.... 0.00</p> <p>TOTAL SUBLET... 0.00</p> <p>TOTAL G.O.G.... 0.00</p> <p>TOTAL MISC CHG. 0.00</p> <p>TOTAL MISC DISC 0.00</p> <p>TOTAL TAX..... 0.00</p> <hr/> <p>TOTAL INVOICE \$ 125.00</p>
--	--

THANK YOU FOR THE OPPORTUNITY TO SERVICE
 YOUR VEHICLE.

 CUSTOMER SIGNATURE

Copyright © 1999 The Putnam Group, Inc. and Reynolds & Reynolds Company. ESTIMATE/CUSTOMER COPY. NO. SA-1000 (1/1/00)

REPAIR ORDER

AUTO DIAGNOSIS
 4299 PERALTA BLVD, Suite EF
 FREMONT, CA 94536
 (510) 796-8467
 EPA CAL 000173026
 BAR AK207751

R/O #: 1574
 Name: [REDACTED]
 Date: 02/02/2002
 License #: [REDACTED]
 Make: VOLVO
 Model: XC
 Year: 99
 Mileage: 64635
 VIN: YVILZ56D3X2 [REDACTED]

[REDACTED]
 REDWOOD CITY, CA [REDACTED]
 [REDACTED]

LABOR	AMOUNT
OIL AND FILTER CHANGE	240.00
60 K SERVICE	
COOLANT CHANGE	
BRAKE FLUID CHANGE	
TIRES BALANCE AND ROTATION	
POLEN FILTER CHANGE	
CHECK ENGINE LIGHT ON-DIAGNOSIS	.00
ECM 261-A, ECM 903C, ECM 91A7.	
NEEDS THROTTLE UNIT AND AIR MASS MEATER	

PARTS	PRICE	QTY	AMOUNT
9186352 Auxiliary Drive Belt	50.01	1	50.01
11998 GASKET	1.24	1	1.24
1381183 BRAKE FLUID	4.00	2	8.00
272313 SPARK PLUG KIT	36.44	1	36.44
3517857 OIL FILTER	9.98	1	9.98
01 OIL CASTROL 10/30	2.52	6	15.12
9186262 Air Filter	27.00	1	27.00
9434699 COOLANT	15.95	1	15.95
9171296 POLEN FILTER	20.43	1	20.43
965827 BULB	2.50	1	2.50

RECOMMENDATIONS AND TECHNICIANS NOTES
 FRONT BRAKE PADS 2.0 MM-NEEDS REPLACEMENT
 BROKEN UPPER ENGINE MOUNT
 AC NEEDS SERVICE
 ENGINE OIL LEAKS

SMITH VOLVO
 1408 976 1100

Original Estimate : 440.73

Increases to Estimate					
Date	Time	OK'd By	Phone	Emp.	Increase

LABOR	240.00
PARTS	186.67
SUBLETS	.00
	.00
HAZARDOUS MATERIALS	5.90
SUB TOTAL	432.57
TAX	15.40
TOTAL	447.97

I hereby authorize the repair work herein set forth to be done, along with 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. 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 to secure the amount of repairs thereto.

Authorized by :

Date :

--	--	--	--

Vehicle Profile

Model: V70 XC
Year: 1999
Engine: B5254T
Transmission: AW42AWD

VIN:
Chassis:

Customer Profile

Work Order:
Vehicle Registration:
Customer Name:

Receptionist:
Date Logged: 2/2/02
Latest Update: 2/2/02

<i>Test</i>	<i>Result</i>	<i>Symptom Area</i>	<i>Symptom</i>	<i>Condition</i>
ECM-261A Long-term fuel trim, Upper limit		28	ECM 261A Long-term fuel trim, bank 1, Upp	Logged
ECM-903C Throttle unit, internal fault		28	ECM 903C Throttle unit, internal fault, Faulty	Logged
ECM-91A7 Throttle unit, internal fault. Faulty signal		28	ECM 91A7 Throttle unit, internal fault, Faulty	Logged



18 100000 10011



PUTNAM VOLVO

HOME OF RED CARPET SERVICE

#3 CALIFORNIA DR.

P.O. BOX 982

BURLINGAME, CA 94011-0982

(650) 347-4800

BAR # AG126383 EPA# CAD 801963356

SERVICE ADVISOR: 186168 WILLY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	STAG. NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21 JUL 00	26 JUL 00		YV1LZD603X	542400	T7656		26 JUL 00	18177
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	SIA
		1998	VOLVO V70GRN			01 JUN 97	816	51
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT		LOCATION			
26472	26472							

A CUSTOMER REPORTED LEFT SIGNAL GLIMPS FOR LIGHT REPORT

35290-2 TURN SIGNAL/FLASHER UNIT (FRONT)

REPLACE (C)

340 NV93

1 900557 DULB

340 NV93

PART# 9176939

CLAIM TYPE: 01

WITH COLOR

CLOSED INTERMITTENT

340 NV93

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	1.50		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	1.50		
LESS ADJUSTMENTS	1.50		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE.

CUSTOMER SIGNATURE

AUTHORIZED BY:

ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.

PUTNAM VOLVO is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM VOLVO

HOME OF RED CARPET SERVICE
 83 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800

BAR # AG128383 EPA# CAD 8E1983256

REYWOOD CITY, CA

ISAIAS AVILA

SERVICE ADVISOR:

REPAIR ORDER WRITTEN 21 JUL 00	DATE READY 21 JUL 00	STOCK NO.	VEHICLE IDENTIFICATION YV1LZ56D9X2	CLST. NO. 542440V	TAG NO.	P.O. NO.	INVOICE PRINTED 21 JUL 00	INVOICE NO. 18172
TIME IN	TIME READY	YEAR 1999	MAKE & MODEL VOLVO V70ABR	TELEPHONE NO.	DELIVERY DATE 01 JAN 99	PREPARED BY 313	B/A 31	
MILEAGE IN 26472	MILEAGE OUT 26472	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					

TEST	TYPE	QUANTITY	UNIT PRICE	TOTAL	COST	SALE	COMP.
A	CUSTOMER REPORTS LEFT SIGNAL BLINKS TOO FAST REPORT						
	GD REPLACED LEFT SIGNAL SOCKET AND BULB AND RECHECK.						
	340 W/93			(N/C)	752	0	
	1 9178939 LAMP SOCKET			(N/C)	546	764	0
	1 980557 BULB			(N/C)	175	245	0
					721	1009	TPART
					752	0	TLAEC
B	DOOR LIGHT WONT GO OFF WHEN THE R/F DOOR IS CLOSED INTERMITTENT REPORT						
	GD ORDERED A NEW R/F FRONT DOOR LATCH.						
	340 W/93			(N/C)	0	0	
					0	0	TPART
					0	0	TLAEC

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.
 CUSTOMER SIGNATURE:

AUTHORIZED BY:

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE

PUTNAM VOLVO

HOME OF RED CARPET SERVICE

#3 CALIFORNIA DR.

P.O. BOX 982

BURLINGAME, CA 94011-0982

(650) 347-4800

BAR # AG12033 SPAN CA0 98780385

SERVICE ADVISOR: [REDACTED]

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DESK PRINTED	INVOICE NO.
0900100	1800100		YV1LZ56U3X2	5429400	T4671		1800100	18620
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	PREPARED BY	SIA	
		1998	VOLVO V70WDR	[REDACTED]	01-19-99	1118		
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT	LOCATION				
31724	31724	[REDACTED]						

(A) CASE (233843) FRONT FRONT DOOR LATCH WORK TO
 LOCK OFF DOOR LATCH WAS ORDERED. INSPECT AND
 REPAIR
 CAUSE: 44
 0014-2 LOCK FRONT DOOR REPLACE (L)
 395 4999
 1 8629224 LOCK FRONT
 4 9192097 CLIP
 104 4450
 PART#: U629224
 COUNT:
 REPAIR TYPE: 01
 REPAIR CODE:

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00	NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.	
ENVIR. COMPLIANCE	0.00	I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE.	
TOTAL CHARGES	0.00	CUSTOMER SIGNATURE	
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

AUTHORIZED BY: _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE

PUTNAM VOLVO is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM VOLVO

HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 882
 BURLINGAME, CA 94011-0882
(650) 347-4800

BAR # A0120003 EPA# CAD 981983356

REDWOOD CITY, CA

JOHN GILDERMAN

SERVICE ADVISOR:

REPAIR ORDER WRITTEN 09OCT00	DATE READY 09OCT00	STOCK NO.	VEHICLE IDENTIFICATION NO. YV1LZ56R3X2	CUST. NO. 542440V	TAG NO. T4671	P.O. NO.	INVOICE PRINTED 09OCT00	INVOICE NO. 186201
TIME IN	TIME READY	YEAR 1999	MAKE & MODEL VOLVO V70ABR	TELEPHONE NO.	DELIVERY DATE 01/06/99	PREPARED BY 307	S/A 307	
MILEAGE 31724	MILEAGE 31724	TECH. NO.	MISCELLANEOUS COMMENT/LOCATION					

A CSR REPORTS RIGHT FRONT DOOR LIGHT WONT GO OFF, DOOR LATCH WAS ORDERED INSPECT AND REPORT
 GD REPLACED RIGHT FRONT DOOR LOCK
 395 HV93
 1 8628224 LOCK, RIGHT
 4 9182897 CLIP

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00	\$ 8434	\$ 9735
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE.

AUTHORIZED BY:

I HAVE RECEIVED A COPY OF THIS INVOICE

PUTNAM VOLVO

HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800

BAR # AG126383 EPA# CAD 98183356

SERVICE ADVISOR: ROBERT VAN DORDT

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICES PRINTED	INVOICE NO.
10NOV00	14NOV00		YV1L75619X7	547490	TL0LF		14NOV00	18834
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		1999	VOLVO V700SR			01JAN99	RLC	30
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
3439	3439							

CAUSE: 24
 09515-6 REFL BOTH HEADLIGHT BULBS
 308 WY93
 2 941465 BULLO
 19119 ADMINISTRATIVE ALLOWANCE USA
 308 WY93
 F01 2493
 PART#: 941465
 COUNT: 2
 AUTH CODE:

DESCRIPTION	TOTALS	1/5/00	4/7/00
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUULET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
 I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED GAVE ORAL APPROVAL OF THE ABOVE REVERSE ESTIMATE:
 CUSTOMER SIGNATURE

AUTHORIZED BY: _____ I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

PUTNAM VOLVO

HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800
 BAR # AG128383 EPA# CAD 85186336

11111 YOUNG
 1234 STREET
 BURLINGAME, CA 94011

PUTNAM VOLVO CORP

SERVICE ADVISOR:

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE #
10101700	1/14/99		YV11Z56D3X	5101409	TCOLE		1381700	18934
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	PREPARED BY	SIA	
		1999	VOLVO V70ADR		01JAN99			
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
34392	34392							

TEST	TYPE	PLANT	LABOR	MATERIAL	TOTAL	COST	SALE	COMP.
CSR STATES THE FRONT HEADLIGHTS ARE OUT TO BE REPLACED BOTH HEADLIGHTS 2 981463 BULB					(N/C)	335		
2 981463 BULB					(N/C)	1424	1994	1994
						1424	1994	1994
						235		

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER; PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:
 CUSTOMER SIGNATURE

AUTHORIZED BY: _____
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS PRICE.

PUTNAM VOLVO is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM VOLVO
 599 SHELBY DR
 BURLINGAME, CA 94010

PUTNAM VOLVO
 HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 882
 BURLINGAME, CA 94011-0882
(650) 347-4800
 BAR # A0126153 EPA# CAD 881863358

SERVICE ADVISOR: GEORGE L. JEN. WEST

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
29NOV00	30NOV00		YV1LZ56D3X2	512440N	17630		30NOV00	18930
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		1999	VOLVO V70ASR			01JAN99	JZO	
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
85767	85769							

TECH	TYPE	HOURS	LABOR	NET/UNIT	TOTAL	COST	SALE	COMP.
A 1999 VOLVO POWER STEERING LEAK/CHECK AND ADVISE COURTESY 64518-2 POWER STEERING PUMP REMOVE INSTALL / REPLACE INCLUDING O-RINGS (C) 2016 WAYS 1 9403904 POWER STEERING 1 969092 O-RING 1 1161502 POWER STEERING PART # 9403904 QUANTITY CLAIM TYPE: 01 BILL CODE:								
					(N/C)	4925	11160	
					(N/C)	37007	45940	
					(N/C)	26	36	
					(N/C)	791	1107	
						33644	47101	17630
						4925	11160	17630

DESCRIPTION	TOTAL	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE:
 CUSTOMER SIGNATURE

AUTHORIZED BY: _____ I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

[Handwritten signature]

PUTNAM VOLVO is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM MAZDA

HOME OF RED CARPET SERVICE
 85 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800

BAR # AG126383 SPAS CAD 00106330

REPAIR ORDER CITY, CA

SERVICE ADVISOR: GEORGE L. JR. WEST

REPAIR ORDER WRITTEN 29NOV00	DATE READY 29NOV00	STOCK NO.	VEHICLE IDENTIFICATION YV1L75AD3X	CUST. NO. 542440V	TAG NO. AT7630	P.O. NO.	INVOICE PRINTED 29NOV00	INVOICE NO. 16933
TIME IN	TIME READY	YEAR 1999	MAKE & MODEL VOLVO V70ASR	TELEPHONE NO.	DELIVERY DATE 01JAN99	PREPARED BY 800	S/A 300	
MILEAGE IN 35767	MILEAGE OUT 35769	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION :					

DESCRIPTION	TOTAL	DEBIT	CREDIT	BALANCE
A CUST STATE'S POWER STEERING LEAK/CHECK AND ADVISE ON VERIFIED COMPLAINT/REPLACED POWER STEERING PUMP	(N/C)	4935		0
1 9485904 POWER STEERING	(N/C)	33644	45058	0
1 969092 OARING	(N/C)	4935	36	0
1 1161329 POWER STEERING	(N/C)	319791	47101	0
		33644		116975
		4935		116975

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED GAVE ORAL APPROVAL OF THE ABOVE REVISE ESTIMATES.
 CUSTOMER SIGNATURE

AUTHORIZED BY:

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

PUTNAM VOLVO
 599 SIGNAL CK
 BURLINGAME, CA 94005

PUTNAM VOLVO
 HOME OF RED CARPET SERVICE
 83 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800
 BAR # AQ128383 EPA# CAD 86146338

SERVICE ADVISOR: **GEORGE I. JES. WEST**

REPAIR ORDER WRITTEN 12JAN01	DATE READY 17JAN01	STOCK NO.	VEHICLE IDENTIFICATION YV1LZ56D3X2	CUST. NO. 542940V	TAG NO. T6685	P.O. NO.	INVOICE PRINTED 12JAN01	INVOICE NO. 191855
TIME IN	TIME READY	YEAR 1999	MAKE & MODEL VOLVO V70ASR	TELEPHONE NO.		DELIVERY DATE 01JAN99	PREPARED BY 303	S/A 303
MILEAGE IN 39296	MILEAGE OUT 39298	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					

DESCRIPTION	HOURS	LABOR	PARTS	TOTAL	DEBT	SAL	COMP.
A PERFORM RECALL 101							
CAUSE:							
DD PERFORMED RECALL 101				(N/C)	423	0	
389 WV93				(N/C)	846	1184	0
1 8629377 LAMP SOCKET					846	1184	TPARTS
FC1 PART# 8629377 COUNT#							
CLATH TYPE#							
AUTH CODE#					423	0	118400
B CUST STATES FLUID LEAKING/POWER STEERING							
HAYES NOISE/DR AND ADVISE							
DD VERIFIED COMPLAINT/REPLACED DEFECTIVE							
HOSE CLAMP				(N/C)	846	0	
389 WV93				(N/C)	127	178	0
1 976561 HOSE CLAMP				(N/C)	809	1133	0
1 1161529 POWER STEERING					936	1311	TPARTS
					846	0	FLABOR

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT			
PARTS AMOUNT			
GAS, OIL, GREASE		\$	\$
SUBLET AMOUNT			
ENVIR. COMPLIANCE			
TOTAL CHARGES			
LESS ADJUSTMENTS			
SALES TAX			
PLEASE PAY THIS AMOUNT			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED GAVE ORAL APPROVAL OF THE ABOVE REVISION ESTIMATES:
 CUSTOMER SIGNATURE

AUTHORIZED BY: _____ I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE

PUTNAM VOLVO is not responsible for loss or damage to cars or articles left in care due to fire, theft or any other cause beyond our control.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM VOLVO
 1000 SUNDAY DR
 BURLINGAME, CA 94011-0662

PUTNAM VOLVO
 HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0662
(650) 347-4800

BAR # A0126383 EPA# CAD 001083066

SERVICE ADVISOR: GEORGE L. JES. 0131

REPAIR ORDER WRITER 12/JAN/01	DATE READY 12/08/01	STOCK NO.	VEHICLE IDENTIFICATION YV1L78612X2	CUST. NO. 507470A	TAG NO. T6689	P.O. NO.	SERVICE PRINTED 12/08/01	INVOICE NO. 1918
TIME IN	TIME READY	YEAR 1999	MAKE & MODEL VOLVO V70ASR	TELEPHONE NO.		DELIVERY DATE 01/08/02	PREPARED BY JES	S/A
MILEAGE IN 39294	MILEAGE OUT 39296	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					

TEST	TIME	HOURS	LABOR	PAYMENT	TOTAL	COST	SALE	COMP.
A FRONT END RELATED TO CAUSE:								
2 00089 1999 RECALL TO 309 WV93					(N/C)	423	230	
1 0008777 LAMP SOCKET					(N/C)	147	1184	
FOR OS PARTS: COUNTY						846	1184	11781
CLAIM TYPE: 1000 BY AUTH CODE:								
B COST STATES FLUID LEAKING/POWER STEERING								
WAS ADVISED AND ADVISE								
CAUSE: 27								
64339 POWER STEERING PUMP COMPLETE					(N/C)	846	3720	
309 W993					(N/C)	127	178	
1 076061 HOSE CLAMP								
1 1161529 POWER STEERING					(N/C)	805	1135	
FOR 2710								
PARTS 076061								
COUNT:						936	1311	11781
CLAIM TYPE: 01								
AUTH CODE: 4						846	3720	11781

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT			
PARTS AMOUNT			
GAS, OIL, GREASE		\$	\$
SUBLET AMOUNT			
ENVIR. COMPLIANCE			
TOTAL CHARGES		NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.	
LESS ADJUSTMENTS		I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.	
SALES TAX		CUSTOMER SIGNATURE	
PLEASE PAY THIS AMOUNT			
AUTHORIZED BY:			

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE

PUTNAM VOLVO is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM VOLVO

HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800

BAR # AG12582 EPA# CAD M198358

SERVICE ADVISOR: ROBERTO VAN OORIT

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03FEB00	17FEB00		YV1L25603X2	512440V	TRYU		17FEB00	1727
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		1999	VOLVO V70ADR			01-JAN-99	314	
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
18974	18974							

DESCRIPTION	TOTAL	COST	SALE	COMP.
A ENGINE ELECTRICAL / QUIET / STARTS BUT HEADLIGHTS ARE OUT				
CAUSE: 24				
25123-0 HEADLAMP BULB REPLACES (2) (D)	(N/C)	142	1700	
2 980556 BULB	(N/C)	142	1700	
PART # 980556				
COUNT:		142	1700	TRUCK
CLAIM TYPE: 01				
AUTH CODE:				
D ENGINE ELECTRICAL / DR. DIMS STAYS ON / FLASHER TOO FAST				
CAUSE: 24				
35230-2 TURN SIGNAL PARKING LIGHT FRONT				
REPLACE (C)	(N/C)	54	850	
1 980557 LAMP SOCKET	(N/C)	54	850	
1 980557 BULB	(N/C)	175	245	
PART # 9178939				
COUNT:		72	1000	TRUCK
CLAIM TYPE: 01				

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT			
PARTS AMOUNT			
GAS, OIL, GREASE		\$	\$
SUBLET AMOUNT			
ENVIR. COMPLIANCE			
TOTAL CHARGES			
LESS ADJUSTMENTS			
SALES TAX			
PLEASE PAY THIS AMOUNT			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED GAVE ORAL APPROVAL OF THE ABOVE REVIS ESTIMATES:
 CUSTOMER SIGNATURE

AUTHORIZED BY: _____
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

PUTNAM MAZDA/VOLVO

HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 982
 BURLINGAME, CA 94011-0982
(650) 347-4800
 BAR # AG126385 EPA# CAD 861863386

SAN BRUNO, CA [REDACTED]

SERVICE ADVISOR: ROBERTO VAN DORDT

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE N
03AUG99	27AUG99		YV1LZ5603X		T3999		27AUG99	16309
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		1999	VOLVO V70ASR			01JAN99	814	30
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
13483	13490	[REDACTED]						

TECH	TYPE	HOURS	LABOR	PRIORITY	TOTAL	COST	SALE	COMP.
A MINOR SERVICES / CUSTOMER STATES HOOD LATCH INOP. / CAUSE: 44								
82115-2 HOOD LATCH REPLACE INCL. ADJUST (C)								
					(N/C)	2982	1700	
					(N/C)	1734	2430	
					(N/C)	768	1103	
					(N/C)	0	850	
						2524	3532	TPAR
						2982	2550	TLAB

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR AMOUNT	0.00		
PARTS AMOUNT	0.00		
GAS, OIL, GREASE	0.00		
SUBLET AMOUNT	0.00		
ENVIR. COMPLIANCE	0.00		
TOTAL CHARGES	0.00		
LESS ADJUSTMENTS	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISION ESTIMATES:
 CUSTOMER SIGNATURE

AUTHORIZED BY:

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE

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PUTNAM MAZDA/VOLVO

HOME OF RED CARPET SERVICE
 #3 CALIFORNIA DR.
 P.O. BOX 882
 BURLINGAME, CA 94011-0882
(650) 347-4800
 SAN # AQ126381 EPA# CAD 861283380

SAN BRUNO, CA

ROBERTO V. JORDI

SERVICE ADVISOR:

REPAIR ORDER WRITTEN 03AUG99	DATE READY 03AUG99	STOCK NO.	VEHICLE IDENTIFICATION YV1LZ503	CUST. NO. 542440V	TAG NO. T3939	P.O. NO.	INVOICE PRINTED 03AUG99	INVOICE N. 16309
TIME IN	TIME READY	MAKE & MODEL VOLVO V70		TELEPHONE NO.		DELIVERY DATE 01JAN99	PREPARED BY 309	S/A 30
MILEAGE IN 13433	MILEAGE OUT 13490	VEHICLE NO. 617	MISCELLANEOUS COMMENT/LOCATION					

DESCRIPTION	QUANTITY	UNIT	TOTAL	COST	SALE	COMP.
A MINOR SERVICE / CUSTOMER STATES HOOD LATCH						
INOP. /						
99 REF	1	BOTH HOOD LATCH	(N/C)	0	0	
	12	WV93	(N/C)	1736	2430	0
	1	SAFETY LATCH	(N/C)	788	1103	0
	1	SAFETY LATCH	(N/C)	2524	3533	TPART
				0	0	TLABD

82115
 10212
 82115

DESCRIPTION	TOTALS	2524	3533	0
LABOR AMOUNT	0.00			
PARTS AMOUNT	0.00			
GAS, OIL, GREASE	0.00			
SUBLET AMOUNT	0.00			
ENVIR. COMPLIANCE	0.00			
TOTAL CHARGES	0.00			
LESS ADJUSTMENTS	0.00			
SALES TAX	0.00			
PLEASE PAY THIS AMOUNT	0.00			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REPAIR ESTIMATE.

CUSTOMER SIGNATURE

[Handwritten Signature]

AUTHORIZED BY:

I HEREBY ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE

Aug 4 1999

PUTNAM MAZDA/VOLVO is not responsible for loss or damage to cars or articles left in cars due to fire, theft or any other cause beyond our control. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

Arthur Zilversmit
320 Spruce Avenue
Lake Forest, IL 60045-1353

6-10-02
RECEIVED
October 1 2002
CUSTOMER RELATIONS

October 26, 2002

Mr. Vic Doolan, CEO
Volvo Cars of North America
7 Volvo Drive
Rockleigh, N. J. 07647

Dear Mr. Doolan:

I am the owner of a 1999 Volvo S70. I like the car, it is very comfortable and I feel safe when I am driving it. However, I am dissatisfied with the number of repairs that I have been required to make. Since the car now has over 50,000 miles, I have had to pay for the most recent repairs.

Specifically, recently when the ETS light went on I was told by the Volvo dealer that I needed to replace the computer that controls the throttle. This cost me almost \$1,000 (considerably more than the price of an entire Dell desktop computer)! I am very disappointed that such an important part lasted less than 60,000 miles. One of the reasons I bought my first Volvo was the advertisement that stressed its reliability, with testimonials from drivers who had driven well over 100,000 miles. Since I like to keep my car for a long time this appeals to me. (Recently, my Honda went 120,000 miles without a major repair and my son-in-laws Toyota currently has gone 120,000 miles without a major repair). My other car, an Infiniti that I bought in 1996, is doing well, with no major repairs. I am, therefore disappointed in the reliability of my Volvo. Is the lesson that I should replace it with a Japanese car?

The fuel system was repaired twice before:

At 27,561 miles when the car repeatedly stalled, the ignition and fuel injection fault was traced and new software control module was downloaded, In addition an evaporator valve was replaced.

A Fuel system integrity recall was performed at 10,439 miles.

In addition there have been numerous electrical repairs as well as repairs of power steering and air conditioner leaks.

The current repair that I am protesting was at 55,126 miles (just after the warranty expired). The dealer replaced the throttle body and also reloaded an upgraded "ETM." The total bill was for \$557.37 for parts and \$329.00 for labor.

Since the fuel system was repaired twice before, while it was still in warranty, I think that the current charge should have been paid (at least in part) by Volvo. Don't you agree?

Sincerely yours,



Enc: copies of repair bills
Cc: Mr. Jim Netherstone, Service Manager
Fields Volvo of Lake County

22499

86397

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
(847) 362-9200 FAX: (847) 918-7222

PAGE 1

SERVICE ADVISOR: 70 TIM WANISH

JAKE FOREST II
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	99	VOLVO S70-AWD	YVILT56D3X		55126/55127	T200	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
02OCT1998					94.00	CASH	07OCT2002
R.O. OPENED		READY	OPTIONS: STK:X1042 DLR:8223 1)RC-1533 2)TRIM-3970				
2:49 04OCT02		10:33 07OCT02	3)PAINT-419				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

LNR 3

LNR LOANER CAR FOR CUSTOMERS WHO PURCHASED ABOVE
VEHICLE FROM THIS STORE.

99 SHOP TECH LIC#: 99
CP 0.00

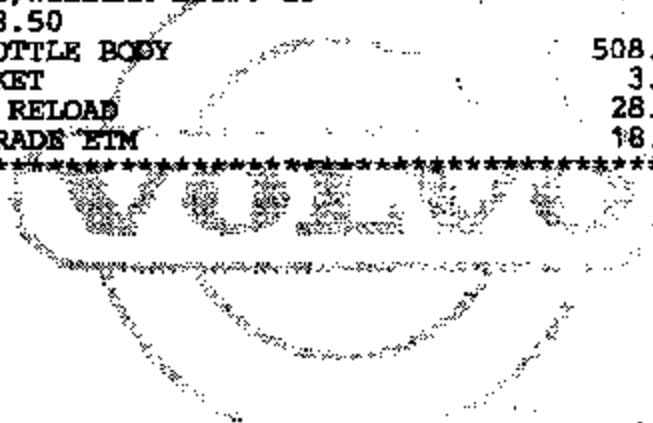
0.00 0.00

CUST STATES ETS LIGHT IS ON-ADVISE

- DIAGNOSED AND REPLACED INOPERATIVE ELECTRONIC
THROTTLE MODULE, AND RELOADED SOFTWARE.

25 SANDERS, WILLIAM LIC#: 25
CP 3.50

1	8644347	0	THROTTLE BODY	508.00	329.00	508.00	329.00
1	8636753	9	GASKET	3.12	3.12	3.12	3.12
1	9438298	3	ETM RELOAD	28.25	28.25	28.25	28.25
1	8633202	0	UPGRADE ETM	18.00	18.00	18.00	18.00



452
15

A MEX
10-7-02 FR.

VOLVO Service Dept. Hours: Monday - Friday 7:00 a.m. - 6:00 p.m. SATURDAY Closed	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT DETAIL TOTAL CHARGES LESS ADJUSTMENTS SALES TAX	TOTALS 329.00 557.37 0.00 0.00 0.00 886.37 0.00 36.23
	CUSTOMER SIGNATURE Thank You.	PLEASE PAY THIS AMOUNT 922.60	

At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.

22499

69367

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.

LIBERTYVILLE, IL 60048

(847) 362-9200 FAX: (847) 918-7222

PAGE 1

SERVICE ADVISOR: 30 MICHAEL SOLOMON

LAKE FOREST, IL
HOME: [REDACTED]

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/EA	IN/OUT	TAG
PEW SILVER	1999	VOLVO S70	YV1LT56D3X [REDACTED]	[REDACTED]	27561	27561	T637
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
22OCT1998			WAIT		82.00	CASH	01NOV2000
R.O. OPENED	READY	OPTIONS: STK:X1042 DLR:8223 1)RC-1533 2)TRIM-3970 3)PAINT-419					
09:37	01NOV00	10:38	01NOV00				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CHECK ENG LIGHT ON

CAUSE: EVAP VALVE INOP

23433-2 EVAP VALVE REPLACE (C)

5 GONYO, GORDY LIC#: 005

WP 0.20

1 9470775 9 VALVE

1 9499664 2 UPGRADE ECM

28462-3 IGNITION AND FUEL INJECTION FAULT TRACING

DTC (B)

5 GONYO, GORDY LIC#: 005

WP 0.20

36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (B)

5 GONYO, GORDY LIC#: 005

WP 0.70

FC: 10 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

Mail

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

PAID

C.M. [REDACTED]
11-01-00

VOLVO

Service Dept. Hours:
Monday - Friday
7:00 a.m. - 6:00 p.m.
SATURDAY
Closed

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranty with respect to the sale of the item(s). The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither authorized nor authorized any other person to endorse for its any liability in connection with the sale of the item(s).

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
DETAIL	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.

Thank You.

22499

55011

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 382-9200 FAX: (847) 918-7222

PAGE 1

SERVICE ADVISOR: 50 ROBERT REDMAN

LAKE FOREST, IL
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BSILVER	99	VOLVO S70	XV1LT56D3K2		10439/10439	T979	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22OCT98			15APR99		72.00	LOFD	15APR99

R.O. OPENED READY OPTIONS: STK:X1042 DLR:8223 1)RC-1533 2)TRIM-3970
 3)PAINT-419

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CHANGE OIL AND FILTER							
LOF CHANGE OIL AND FILTER							
37 JOHANSSON, KENT LIC#: 037							
CP 0.50							
1	1275811	6	FILTER INSERT		7.14	7.14	7.14
1	977751	7	GASKET		1.84	1.84	1.84
7	10W-30		ENGINE OIL		1.95	1.95	13.65

FUEL SYSTEM INTEGRITY RECALL							
AUSE: PERFORMED RECALL 93							
9392907 CAMPAIGN 93							
37 JOHANSSON, KENT LIC#: 037							
WP 0.30							
1	9486464	2	CLAMP				(N/C)
FC: 10 PART#: COUNT:							
CLAIM TYPE: 01							
AUTH CODE:							

** CUST STATES PARKING BRAKE LOOSE FEELING							
- ADJUSTED HANDBRAKE CABLE							
37 JOHANSSON, KENT LIC#: 037							
CP 0.00							
						0.00	0.00

VOLVO Service Dept. Hours: Monday - Friday 7:30 a.m. - 6:00 p.m. SATURDAY 8:00 AM - 3:00 PM	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this instrument. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this instrument.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT DETAIL TOTAL CHARGES LESS ADJUSTMENTS SALES TAX	TOTALS 39.50 22.63 0.00 0.00 0.00 62.13 37.18 1.47
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	26.42

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 Thank You.