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

Attornoya at Law

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

EDWARD N. ADOURIAN IR OF COLINSE.

ACKETTPIRO BY THIS SUPERMS COURT OF NEW JERSEY AS A CIVIL TRIAL ATTORNEY

"ALSO MUMBER OF PA AND DE BARS

ALSO MEMBER OF PARAM \*ALSO MEMBER OF NY BAR



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

> TEL, (856) 616-8060 FAX. (856) 616-8081

E-MAIL: C. TOMER RELATIONS ATTORNEYS@SECLAWFRALCOM WEBSITE:

WWW.SGLAWFIRM.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 Cherry Hill, New Jersey. My service advisor is Steve Womack. I have had many cars over the last 50 plus years and nowhere have I had better service. In fact, Steve Womack 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,

ENA/dlr Enclosure 134591

\*INVOICE\*

## VILLAGE VOLVO

726 Belair Rd. P.O. Box 851 BEL AIR, MARYLAND 21014 410-878-3400 410-838-3400 www.viilagevolvo.com

MRISTOWN, NJ

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Page 1

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> THANK YOU! PLEASE COME AGAIN!

#### April 4, 2003



CESTOMER RELATIONS

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

Re:

**S70 T6** 

VIN #YV1LS53D4X1

Dear Volvo:

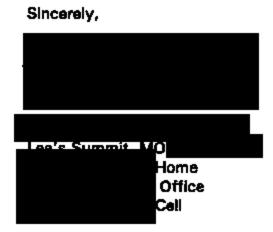
I am writing in response to an unacceptable situation I have involving service on my Volvo. I purchased this car from University Volvo in Charlotte, North Carolina, in April of 2000. In June, 2001, when the ETS light came on in the car and prevented the car from starting I towed it to University Volvo 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.



MEA Enclosures

# **SUPERIOR VOLVO**

VOLVO

for life

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

VOLVO

for life

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University Volvo

\*INVOICE\*

7716 North Tryon St. Charlotte, North Carolina

28262

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947-7616

HUNTERSVILLE, NC

69405

University Volvo

\*INVOICE\*

7716 North Tryon St. Charlotte, North Carolina

28262

PAGE 2

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Volvo of America Corporation warrents to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in meterial and workmanship for 12 morths 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 declar, the labor for removal and replacement will also be covered by this warranty.

Parts replaced free of charge under the terms of another Volvo warrenty are not subject to the warranty coverage of the Parts and Accessories warranty. Those parts will be warranted for 80 days or the remainder of the original warranty, whichever is greater.

STATEMENT OF DISCLAIMER
The factory warrancy constitutes all
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the sale of this knowleans. The
Seller hereby expressly disclaims all
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PARTS AMOUNT	22.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.00
TOTAL CHARGES	53.80
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SALES TAX	1.73
PLEASE PAY	erienikaliyari. Tur

Thank You!

CUSYOM A SECUMBULE

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



CHOMES 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 be 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".

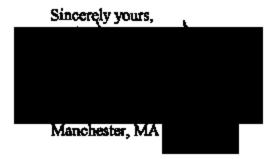
A few weeks before the throttle failure I had a flat tire on a highway more than 60 miles from home. As it was after 9pm at night, I had no choice but to drive the vehicle home on the substitute tire provided. I carefully kept my speed below 50 mph as instructed in the manual, setting cruise control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



# REPAIR ORDER

### Superior Motors 250 JEFFERSON AVENUE SALEM, MA 01970



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### Superior Motors

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



(781) 224-3700

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### 128 COLLISION CENTER

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

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Repair Order

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128 COLLISION CEN 275 MAIN ST. WILMINGTON, MA 018 (978) 888-2300



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WAKEFIELD, MA 01880

(781) 224-3700 614 North Ave.

P.O. Box 586 WAKEFIELD, MA 01880

#### 128 COLLISION CENTER 275 MAIN ST.

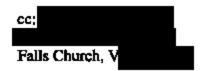
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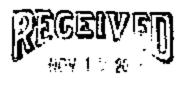
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November 14, 2002

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



Dear Mr. Doolan.



LANCER RELATIONS

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 2-1/2 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 car 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 cas door to pay the tolls. The split door jam makes
  it very difficult to do so, because of the loud "crzck" 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,



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 \$70 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.





### 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 Levirz, Esq.

PAGE 1



VOLVO

MIAM BRACH, FL

DEEL VOLVO/VW 3650 BIRD ROAD MIANI FL 33133

Authorized Volvo Cars Retailer

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MIAM BEACH, FL

VOLVO

Authorized Volvo Cars Retailer

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MIAM BEACH, FL

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DEEL VOLVO/VW 3650 BIRD ROAD MIAMI FL 33133

Authorized Volvo Care Retailer 9850 BIRO ROAD \* MARK, FLORIDA 33133 PHONE: 444-2222 \* www.deshebu.com

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MOMEN CUSTOMER CHIPPENAL MANAGE OF MUNICIPAL PRINCIP

November 29, 2001

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



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 there 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 the contact me if you would like to speak directly with me. I can be reached at

Sincerely,

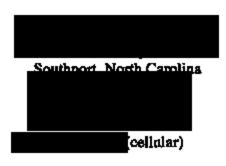
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P. 92 Jan 26 2003 14:29 Fax: 5124542316 ROGER BEASLEY VOLVO May-4-02 7:46PM; Page 2/2 512 3283928; PiO Bes 16478 STEPHEN COUNTS 2706 Bee Carne Be ATTORNEY. Austin, Texas 78716 stephen@countilew.co. ( (512) 329-0151 (512) 328-3926-6x January 28, 2003 Austin, Texas Re: : :000 S80 | Vin # YV1TS90D7Y | Attention: Jim Coylo—Service manager Dear Mr. Coyle: I had my vehicle too ad to your dealership this marning 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 at naling REDUCED PERFORMANCE came on. I assumed it was a tank of bad gas. Youte day evening, the vehicle went to significantly reduced power without waining 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. Obvicusly there is a serious problem. I am very concerned that Volvolwould 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 harraed, but I believe we were luckly. 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 plasenger side light did before the last maintenance. Finally, I had a tire blow out several days ago. In my attempt top charge the tire, the vehicle fell off the jack twice. This is a scrious safety issue that Volvo needs to resulve. When I got a new tire mounted on my wheel, I attempted twice to mount the wheel in my gutage. The vehicle again full off the jack twice. I need Volvo to replace the jack with a cafer one and mount the new wheeltire on the front left.

Ca Has m, les on:



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.

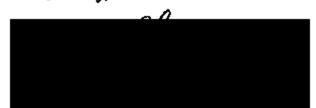
The next morning, with the bulb failure dipped beam and the engine urgent attention lights remained on but with the engine apparently running well. I drove to Traverse Motors, the only dealer for Volvo north of Detroit for Volvo "service"

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 bome 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,

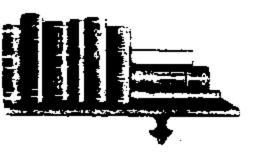


Encl. Copy of Traverse Motors invoice.

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.

\*INVOICE\*

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2/12/00 REGERVEN

COSTOMER RELATIONS

DEAR CUSTOMER RELATIONS DEPT.

(ı)

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 580-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



because my directionals were acting erratically ( shutting off after 1 or 2 Flashes or not going on at all. Incidently, this is a 70 mile roundtrip For me, The Service Dept. put the problem on the computer + could not determine where the Problem eminated 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 La 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
and 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,

ANO



4205 South Federal Hwy.
STUART, FLORIDA 34997
Stuart (561) 221-CARS • Ft. Pierce (561) 878-3050
PALM BEACH COUNTY TOLL FREE 800-490-0801
Registration No. MV-38974
Website: www.coeensideauto.com

VOLVO

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Payment Address: The GM Card P O. Box 7008 Ansheim, CA \$2850-7009

	Quick-Look Account Summary					
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Statement Date	1/22/01	Total Cash Advance Limit	\$9,000			
New Balance	\$383 )2	Averiable Credit	\$7,418			
Payment Requested By	2/16/01	Available Cash Advance	\$7,416			
Minimum Payment Due	\$12 00	# Days This Billing Cycle	31			
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Visit us at www.gmcard.com

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

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

100	grade to the second of the sec	Account Activity		
Previous Balance	- Payments and Other Credits	+ Purchases, Cash Advances, Fees and Other Debris	+ Firence Charges	= New Balance
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Previous Earnings Earnings Received Additional Earnings Earnings Adjustments Current Period Earnings	\$214.63 New Carmings Total \$27.42 Anniversary Date \$0.00 Anniversary Y-T-D Samings \$0.00 Lifetime Earnings Redeemed \$27.42	\$842.08 2/19/95 \$152.75 \$5.00	Remember, avery time you make a purchase with your GM Cord, you'll earn \$% in GM Card Samings. No other credit card offers such rich rewarts!"

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



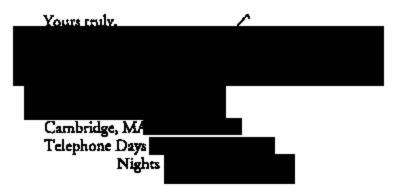
Dear Sir;

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 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.



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

January 24, 2003

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

RE: . 000 S-80

Dear Mr. Dollan:

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

I am writing you today in regards to one or my two Volvo \$-80s. The vehicle in concern is the S-80 with Vin # is YV1TS94D3Y1 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  $o_1 \approx 121,000$  miles on the car, obviously mostly highway miles, and just put the thir I act of tires on the car. I have had the car regularly serviced by Burgeron 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 time tile body was defective again and would cost a little over \$800.00 to repair. I respond d that I felt it was a manufacturing problem due to the continuation of the existing problem a and felt Volvo should repair it. The dealer then offered to do the repair for a lit is 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 is for the same problem. It idenstand that Bergeron called Volvo Service and in them of the situation. however they only replied that the ear is o 1 of Warranty with the mileage

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

PLANT COMPANY, LLC

11212 PENNYWOOD AVE. • BATON ROUSE, LA 70809 • 225,297,3288 • FAX 225,293,4564 1528 L & A ROAD • METARIS, LA 70001 • 504,532,4999 • FAY 504,828,920 200.264.9389 • FAX \$68.293.4664 www.haromentervioes.com

it has on it.

One off it item that I would like to mention is that early in the history of the problem, a Volvo i ervice Repercussive 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 : littional side note, the c r has only had premium gasoline in it.

 . added excel to myury.

VIP administrature office, I wanted that Value designed the service contract, and that the weapon their fault on their responsibility that no coverage for these stems existed.

when I then called your office and spoke to your representative, It was explained to me that the VIP contract is designed and expected by an independent appear, and that Value has nothing more to do went at after the prestoned selects the appear

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I an now extremely upset and deviluenced mith Yalvo. I feel that these replacement items, first gall, should be consider no marter whatbut certainly belance I were to close to 50,000 miles; in which case they would have been conciled anyway. I feel that the VIP Plan should certainly have good got these replacements, even of Value deart. If the VIP plan doesn't come sless like there, why was I concerned to purchase it! my total bell for these stems wear 1544. 4 I have always brought my car in for service at the appropriate invertale and Laur Taken excellent carety ut. I am desappointed and orgey that at 51,000 miles, I have a 1544hell for repoux. Mehn I fald the Volus dealer that I wear desellers oned with Valva, he suggested that I Contact you Considering the Cereum tareer, a chope that you well remove me for The Inclosed hell. These breakforms ded not come about the to any neglegence of mere In the inserest of fatureis and good secretomes relationships. I hope you will say for them. you can contact me in the following ways Drx Hills nu Home Phone cell Phone business Phone business ofhine Though you for your actention to the matter



P.O. Box 868 633 Middle Country Road Smithtown, New York 11787

08/30/86 SELLING DEALER NO

DK-GREY/GRA DELATERY CATE

Tel: (631) 724-0400 Fex: [631] 724-0401 Visit us at our website: www.VOLVOSRUS.com

**DLR# 3323** 

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 Volvo limited express warranty. To the retail purchaser Volvo parts and labor are warranteed for 12 months, unlimited mileage. Georgetown Volvo of Smithtown hereby limits either expressed or implied warranties to the same period.

M. DIES N

VQC\$217530

ME VESS OF ES

Manager Committee

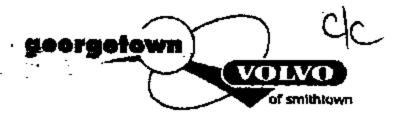
09/21/99

- Maintenance, wear and tear items, tires and all adjustments are excluded from above period.
- In the event we are compelied 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 Uou!

SKINATURE CUSTOMER ACKNOWLEDGES RECEIPT OF COPY



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DL## 3323

44874	MARTIN 6812	06/16/02 VDC\$217530
	90.80 61586	DK-GREY/GRA
	OC/VOLVO/SSCH40A/AUTO/SUNAF/288HP	OPISOTRA S
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CUSTOMER SIGNATURE

Vip Pays \$60.50 COST Pays \$1544.41

Volvo Cars North America 1 volvo Drive Rockleigh NJ. 2007647

- Valvo limited express warranty. To the retail purchaser Volvo parts and labor are warranteed for 12 months, unlimited mileage. Georgetown Valvo of Smithtown hereby limits ballomi to be appropriate warranties to the same period.
- Meintenence, waer and tear Items, tires and all Debutaxa era atrigintacijos 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 chame.

NYS REPAIR SHOP REGING. R-1520148

7kank Uou!

SK-MATTER. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

PAGE 2 OF 2

CUSTOMER COPY

END OF INVOICE

11:52:15

06/19/02

TO: GEORGETOWN VOLVO OF SMITHTOWN

683 MIDDLE COUNTRY ROAD SMITHTOWN. NY 11787 TO: FRED H. KOMSON

40 RANDOLPH DR. DIV HILLS, NY

11746

Re: Service Contract Holder:

Service Contract Number:

Date of Loss:

00000CVL018464 06/10/02 .... . ...

FRED H. KOMSON

Dur Claim Number:

/ Dealer's Policy Number:

Repair Order Number:

Repair Facility:

0002921203

GEORGETOWN VOLVO OF SMITHTOWN

0000217530

We have reviewed the Mechanical Breakdown Claim submitted for the following parts or reported failures: THROTTLE BODY MODULE. IGNITION COIL AND PEDAL SERSOR

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,

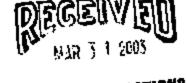
VOLVO INCREASED PROTECTION PLAN ADMINISTRATIVE OFFICES

By: ALICE TER-KARAPETYAN

VIP ADMINISTRATIVE OFFICES 5230 LAS VIRGENES ROAD, SUITE 100, CALABASAS, CA 91302-3447 (600) 325-8783 FAX (818) 880-1382

DWYIPOI-LIVES/98 OWN (P62-F4, 11/2011

180 458 1552



## ( '310MER 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 570,GLT, SE, Model 2000 was purchased in october 2000. The dealership where we purchased the volvo relinquished there volvo franchise. 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.

Fig. Fig. 1 A First App 10 to 20 to 10 to

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 Yolvo 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 voivo. At least we had planned to try and keep the milage low since we cannot afford to purchase another voivo 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,

### HOWARD V. KATZ, M.D., F.A.C.S.

Orthopaedic Surgeon Diplomate of the American Board of Orthogedic Surgery 155 Sullivan Avenue Ferndale, New York 12734

Telephone (845) 292-1500



March 19, 2003

MOMES SELECTIONS

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

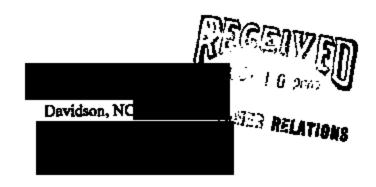


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Selling Dealer: Volvo OF Lists	<u> </u>	•	
Brief Description of Consumer Concern:	SIGNIFICANT RESPONSE	DELAY	אמן או
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October 2, 2002

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 that I murchased used in unsatisfactory. I own a 2000 Volvo S80 (vin YV1TS94DXY) 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 \$80 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.

aut

Volvo Cars of North America 7 Volvo Drive Rockleigh, NJ 07647 Attn: Arthur Buliung November 27, 2002



COMMER RELATIONS

#### Dear Mr. Buliung:

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 ½ 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 ½ years.

The Volvo service department was adament 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 our 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.	
Marshfield, MA	
Home:	
Work	
T!	
Email:	

cc: Vic Doolan, President and CEO

Eurice Stern, Manager, Customer Relations

Enclosures: South Shore Imported Cars Service Invoice #VOCS220138

Dalzell Motor Co. Recall Invoice

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

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 safety, that off car". Did this – restarted car that message was gone replaced by message – "Engine System Service required".	Called Dalzeil — 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 warmed the car up – told them I had just driven 30 miles. He them said it was perfectly normal for this to happen* – it would run until the engine cooled off. I saked at what point should I be concerned – he said it could run for as along 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 impleasant 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 hicky that this had not occurred during my commute to/from work on an extremely busy highway. I was never advised by Dalzell aervice NOT to drive the car.
Sunday, October 6, 2002	My hashend drove my car to our mechanic's shop (I followed behind him in case the car shut down – It did not)	
	en un — II delt trich	

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 lunged forward and that down. He advised us to take the car immediately to Volvo service. He said it was extremely dangerous — a safety hazard.	
Wedneday, 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 iny car to get to work so I had little choice.	
Friday, October 11, 2002	Picked up my car	

<sup>\*</sup>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.

75 Pond Street VOIX/O Norwell, MA 02081 781-829-3000 579 Washington Street
Hanover, MA 02339
781-829-3000
Volkswagen

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## South Shore Imported Cars, Inc.

VOLVO

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\*INVOICE\*



## DALZELL MOTOR CO., INC.

825 PROVIDENCE HWY, RTE, 1 DEDHAM, MA 02028 (781) 329-1100

MARSHETKLD MA PAGE 1 HOME: BUS: SERVICE ADVISOR: 124 RALPH F DELUCIA TAG LICENSE T MILEAGE IN OUT 1999 VOLVO 8802.9A YV1TS97D8X <u>82165/82168</u> DELIGHT I PRITE DATE WARRI DATE: 1 PROMISED TO THE PAYMENT OF DATE ... 01JAN2001 01JAN2001 17:00 020CT02 81.75 CASH 020CT2002 AND OPTIONS: DLR: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 8-80 TYPE: 110, CODE: 02 (.6 NORMASP, .STURBO) SHORTFORM SUBMISSION -VADIS CHECK REQUIRED FOR KLIGIBILITY CAUSE: 6 110 CAMPAIGN 110 TO REPLACE COOLING FAN UNIT ON CERTAIN 99 S-80 TYPE:110,CODE:02 (.6 NORMASP, . STURBO) SHORTFORM SUBMISSION - VADIS CHECK REQUIRED FOR KLIGIBILITY 102WPV40 (N/C) 1 8649634 6 ELECTRICAL FAN (N/C) 2 981689 3 CABLE TIE (N/C) 3 980882 5 CABLE TIE (N/C) 1 9148344 6 CLIP (N/C) FC: 02 PART#: COUNT: CLAIM TYPE: 110

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NOTE RECALL 110 DONE - NOTE HAD CHECK ENGINE LI GHT 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

\*\*\* BXCELLENT \*\* IF YOU CAN'T RATE US

\*\*\* EXCELLENT \*\* PLRASE LET US KNOW!!

THANK YOU FOR SELECTING US AS YOUR DEALER \*\*\*\*\*\* THE DALZELL VOLVO SERVICE TEAM \*\*\*\*\*\*

<b>EALES HOURS</b> Monday - Thursday
8:30 - 8:00
Friday
8:30 - 6:00
Seturday
9:00 - 5:00
Sunday
12:00 - 5:00

AUTH CODE:

PARTS AND SERVICE HOURS

Mondey - Fridey

8:00 - 5:00

Seturday

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Volvo Geruine Parts and Accessories are backed by a 12-month limited warrenty. Some even feature a <i>Watime</i> warranty.* Gonuine	٦
Volvo Parts are evallable at authorized Volvo dealers. Never accept anything less than the original. Ask for Genuine Volvo Parts and Accessories.	- 0
* See Design for complete details of Volvo's Limited Warranty and	-

 Bee Desier for complete details of Volvo's Limited Warranty and Limited Lifetime Worranty.

DEFOSAL OF HAZARDOUS WASTE:

The State of Massachusetts requires that all homology waste (UL, Solverza, Ami-Franca, etc.) must be disposed of by a Bosmad contractor in an environmentally: such manner.

Any otherpus for disposal of hexardous weste reflects our conformity to state law in addition to our conformity to state law in

SECURIOR CO.	TOTALE:
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OL, LUCE	0.00
SUBLET AMOUNT	0.00
HAZARDOLE WARTE REMOVAL	0.00
TOTAL CHARGES	0,00
PROMOTIONAL DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

Huntington Station, NY

March 26, 2003

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

Dear Sir or Medam:



COMER RELATIONS

I own a 2000 Volvo C70 convertible, which I purchased from Hassel Volvo in Huntington, New York. My car was equipped with Pirett 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 pk/s 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 Michalin 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 menufacture the tires, the company does specify the Pirelli line 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.



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 Konn's Volvo concerns which led to them to using another Volvo dealership. It appears that Konn'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 appraised of the Koon's Volvo reputation in the Baltimore and surrounding communities.

Dissatisfied Customer,

T 'T

1639 North Broedway, Bakinsone MD 211 1922 Forest Dave, Assumption MD 214 911-211-127-2277 Assay 410-206-8999 February

9610 REISTERSTOWN ROAD OWINGS MILLS, MARYLAND 21117

(410) 363-3333 P & A CODE: 10023-7



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www.koons.com

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

#### LIMITED WARRANTY

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SUMMARY OF CHARGES FOR INVOICE CUISIG PARTS HISC. HATERIALS 12,00 LAB-NECHYMICAL 80.00

SERVICE SPECIAL ADJUSTMENT 14.98-SUFE-TOTAL 123.60 TAI 2.19 TOTAL CHARGE 135,78

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CONTEL REID THINK YOU FOR CHOOSING KOONS LINC-HOPE-VOLVO WE HART YOUR SERVICE VISIT TO BE "EXCELLENG"

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

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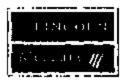
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9610 REISTERSTOWN ROAD OWINGS MILLS, MARYLAND 21117 www.koons.com (410) 369-3333

(410) 363-3333 P & A CODE: 10023-7





#### ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED LIMITED WARRANTY PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OF 4000 AND ES WHICHEVER OCCURS FIRST, AGAINST DEFECTIVE WORKMANTHIP SECTION OF THE PROPERTY OF THE I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTING BELOW <u> TERRITORIUS</u>E TIPORESELSE RANK LSTOSIN RANDALI STONA 100 वाद्या र स्वत्या हुन्य । १ MORK: ADVA 152 REIDA PAN INVOICEA PRELIN CAS C LEGGE SHEETS OF AN A VIN YVINCS603 7Fü: 280001 TAX RU 25: YYMMI THADICEGI - 04/11/2002 (0:34:0) 90 YOUVO 100 1000 DOORSTER IN: 57010 DATE: 57010 0151: 17/1 可能够加强的人。 CONTRACTOR - REGINE 04/06/02 - 000E: - 04/11/03 DATES DISPOSITION OF 1997 CONCERN SI ETS LIGHT IN ·安东中村7 of the top 17146 correction. Access coops eth 9040 and 9147 and diagnost of track 60.00 COMPAT retilace pedal, stream and venify PART MARKET NOTE: **FEGRIFTION** и**г**; WOL 8845174 -7 HACCELERATOR FED-1896 509 (640)274-7 NAPOCLERATOR POORL ÷ 100 7 f . . 1 2 (6) per the best on 類原 引翻转 胸膜切り形迹 TYFE: C HIEN विभक्ति अस्मितिक्षा । हर १ ल हे ५ ५ वर्ड १ ISLAMBAY OF CHARGES FOR CHANGE COLUMN PARIS 新砂片 海海丘 NISC. MATERIALS 19.35 JAM 196 LAG-MECHANITER 127.03 SLED-TOTAL 266.73 744 6.99 TOTAL CHARGE 275.72 je voji mave anv gojestjana – pi fakti sati dandel atjoj THANK YOU FOR CIDOOSING KANNS LINE NERC-WOLVO HE HANT YOUR STANCOL VISIT TO BE "EXCULUTATE

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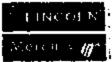
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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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#### LIMITED WARRANTY

PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4000 MILES WHICHEVEN OCCURS FIRST, AGAINST DEFECTIVE WORKMANDS IN

**AUTHORIZATION** 

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR

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

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KOONS LINCOLN MERCURY 9610 REISTERSTOWN ROAD

OWINGS MILLS, MARY! AND 21117 www.koons.com

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#### ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED LIMITED WARRANTY S.N.Y. PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4010 MILES WHICHEVER OCCURS FIRST, AGAINST DEFECTION WORKMANSHIP. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR AUTHORIZAÇÃON LISTED BELOW 删憶 RANDOLLSTOM សាក<u>មា នេះបន</u> -ADVA 152 REIDA DAN 1840CCE: PTVTLIN OLG F.C. Physical Control 非透 MFGI 28U001 TAX ROLES: YMPN IMADECEDI | 03/19/2002 13/53/44 gig (Mg 35) Odométeň (ni: 54362 (ku)) 54366 धाडार १४। £6.64 m MEGINI 03/19/02 DONE: 03/19/02 國籍家 超级流电 计更相包 er'i -arabiert Convern 27 Box Service CORRECTION - PERFORMED NAMER SOOM HILE STRVICE part number NOTE residu (III N 45 VOL KITRAGEGT SULTURE VOL 0977751-7 SARKET 棚屋 VOL 8470059-0 STYNDA FILLS KIT WOL 9106762-3 FILTER DEFERT CASLET VOL 1301164-9 BRAKE FLUCT 010 44K 44K TREATERIE 910 %130 SHEETINE OIL VO. 9434639-4 ANT FREEZE IT WIL 1275610-8 FILTER THREAT 14.14 医胚膜的遗迹 植图学 建压液 表达 基础 1111 面倒 音楽は 5階・9・時 TYPE: C $0.55\mu(1.1)$ Concern 48 fog light hut advise CORFECTION BULB INSTALLED MITE RESCRIPTION part numbur PO€ VOL 0744265-0 DOT:

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

> VPR-15-62 MON 11:28 AM MITCERS METRO. CHAPEL

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ROBERT H. MOORE, JR.

27330 REST CIRCLE, EASTON, MD 21801-7904

VOICE: 410-822-3435 FAX: 410-822-4459

1704 410-022-100

January 16, 2003



( ... HER RELATIONS

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

Gentlemen:

My 1999 870 Volvo has 56,000 mit 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 ov r 00,000 miles on it when I traded. Other than regular maintenance, it did not require replie it. 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? Heretofine, 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.

## Bavid Wheeler



P.O. Box 1169 MASTON, NO 21801 (410) 822-7717 (800) 327-4764 Fex (410) 822-1382

CUSTOMER NO.	2744	TARREST				
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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 bit 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,

West Windson NI

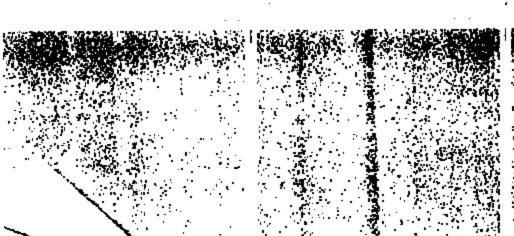


VOLVO OF PRINCETON

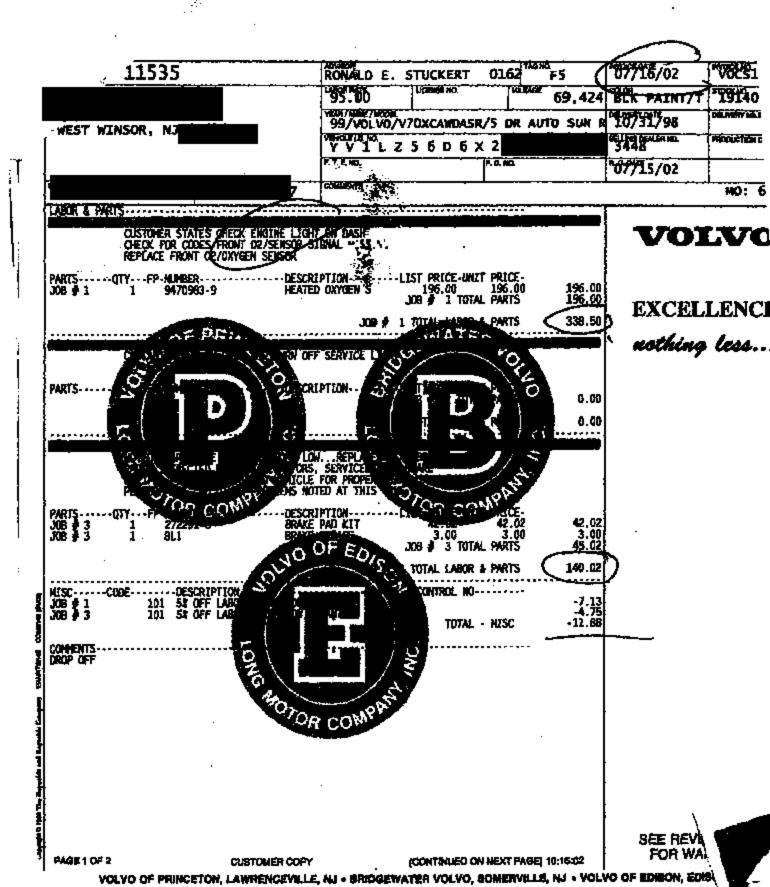
2931 BRUNSWICK PIKE LAWRENCEVILLE, N.J. 08648 (608) 882-0600

OUSTONER NO. 11726/02 V075119218 11535 ROBERT YOUNG 95.00 THE PAINT !T 76,469 99/VOLVO/V70XCAMDASR/5 DR AUTO SUN R 10/31/98 WEST WINSOR, NJ 3448 \*\*\*\* 77° 1° 1 2 5 6 D 6 X 2 MODUSTONDATE °££725/02 MO: 76469 DABOK & PAKIZ-----CUSTOMER STATES ARS AND TRACS LIGHT OIL FREV REC. CONTROL VOLVO UNIT \$789+TAX INSPECTED CONCERN AND FOUND ABS / TRACS CONTROL UNIX FAULTY.
REPLACED ABS / TRACS CONTROL UNIT AS MEEDED. ---DESCRIPTION---CONTROL HODULE EXCELLENCE ....LIST PRICE-UNIT PRICE PARTS--653.00 nothing less... V + 6 15 11 9 65 SPECIFIC TEST & CENT ACUSTOMERASTATES TO DESCRIPTION
INSPECTED CONCERN. FOUND FAULT RELATED TO DOMALS
NO OTHER FAULTS. CONCERNS PRESENT
NO REPAIRS PAGE 7 NEXTES

OTY FP. NUMBER DESCRIPTION LIST PAIR
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2 TOTAL LANCE APPARTS PARTS ---MUTED FRONT BRAKE PADS & FRONT BRAKE ROTORS ARE MORN LOWER REPLACED FRONT BRAKE PADS & FRONT BRAKE ROTORS, ALSO SERVICED FRONT BRAKE CALIPER PINS. ROAD TESTED VEHICLE... NO OTHER BRAKE RELATED PROBLEMS MOTED ATTITLES THE PROPERTY OF THE PROBLEMS WOTED ATTITLES THE PROPERTY OF THE PROPE 4.00 0.00 -QTY---FP-NUMBER----2 271,788-2 1 9485593-9 1 BL1 PARTS -- ... JOB # 3 JOB # 3 JOB # 3 180.00 59.77 3.00 242.77 AUTAL LABOR & PARTS
CONTROL NO 413.7 TOTAL - HISC RECOMMENDATIONS .... NOTE ALL FOUR YIRES ARE BALD ON EDGES. SUGGEST REPLACEMENT. SEE REVERSE SIDE FOR WARRANTY (CONTINUED ON NEXT PAGE) 14:18:38 PAGE 1 OF 2 CUSTOMER COPY VOLVO OF PRINCETON, LAWRENCEVILLE, NJ . BRIDGEWATER VOLVO, SOMERVILLE, NJ . VOLVO OF EDISON, EDISON, NJ . \*\*



### ENUNSWICK PIKE LAWRENCEVILLE, N.J. 08648 (609) 882-0600



84 7A 701

VOLVO OF PRINCETON

2931 BRUNSWICK PIKE LAWRENCEVILLE, N.J. 08648 (609) 882-0600

VOC\$11371 11535 RONALD E. 07/16/02 0162 STUCKERT F5 95.10 TCk PAINT/T 19140 69,424 99/VOLVO/V70XCAWDASR/5 DR AUTO SUN 10731798 WEST WINSOR, NO YVILZ56D6X2 3448 WAR PRODUCTION DATE r. 7. 2 no. 07715/02 MD: 69427 TOTALS TOTAL LABOR....
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TOTAL MISC DISC 237.50 241.02 0.00 0.00 0.00 -11.88 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 VOTYOPELPUSH, COM MONDAY-FRIDAY 9:00 AM-4:00 PM VOLVO 26.00 VOLVO For 11fe GENATER EXCELLENCE 494.64 OF PRING POLL nothing less... LAURENCEVILLE, NJ SERVICES PROVID JO. HASTERCARD ( ) CHECK # OTHER ( ) AMERICA LONG ဌ TOR COMP GOTOR COMP ONO OF EDIS LONG MOTOR COMP

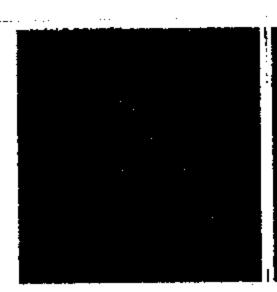
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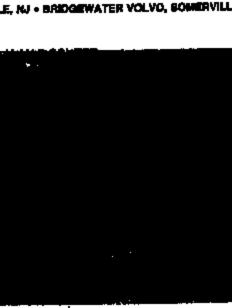
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[ END OF INVOICE ] 10:16:02

SEE REVERSE SIDE FOR WARRANTY

YOUVO OF PRINCETON, LAWRENCEVILLE, KJ . BRIDGEWATER VOLVO, SOMERVILLE, NJ . VOLVO OF EDISON, EDISON, NJ







VOLVO OF PRINCETON, INC.

, 2931 BRUNSWICK PIKE LAWRENCEVILLE, N.J. 08648 (609) 882-0800

VOLVO

BRIDGEWATER VOLVO, INC.

1028 ROUTE 22 SOMERVILLE, N.J. 08876 (908) 526-7700

VOLVO

VOLVO OF EDISON

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



PLEASE ASK TO SEE A SALESMAN ABOUT OUR

SUPER SELECT PRE-OWNED

BALEFII

# EXCELLENCE nothing less...

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SEE REVERSE SIDE FOR WARRANTYCONTINUED ON NEXT PAGES



#### To Whom It May Concern:

I purchased the 2000 Volvo S80 in November 1999. When I first saw this car, I felt 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" vechicle. I have serviced this car religiously in accordance with your ownership manual and dealer recommendations and have all the invoices to prove it.

I 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. GVCS65554). 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 GVCS806043) 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 vechicle, 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.



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 tree from defects in material or workmanship.

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

IF and CNLY iF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removed 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.

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PAGE 1 OF 2

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Votvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Votvo replacement part or accessory that such part or accessory will be free from dielects in meterial 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 removel and replacement will also be covered by this warranty.

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#### 3121 AUTOMOBILE BLVD. SILVER SPRING, MARYLAND 20904

Direct Service 301-847-2220

**Baltimore** 419-792-7105 Fax 301-890-4686

www.mileone.com

PAGE 1 OF 2

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Volvo Cars of North America, inc. werrants 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 relation.

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.

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### \$121 AUTOMOBILE BLVD. SILVER SPRING, MARYLAND 20904

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Fæ 301-69

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Volvo Care 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 detects in material or workmanship.

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IF and CNLY 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

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PAGE 2 OF 2

**CUSTOMER COPY** 

[ END OF MYOICE ] 16:38:42



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410-792-7105

AVT-847-2220

Fex 301-**890-459**8

### VOLVO

#### www.mileone.com

Volvo Care of North America, Inc. warrents 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

en euthorize	d Volvo retailer.			part	was purchased.			
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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.

PAGE 1 OF 2

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

Space Parts Replacement
The warranty period for parts is one (1) year, beginning with the date the
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Thank You!

**CUSTOMER COPY** 

[CONTINUED ON MEXT PAGE] 11:23:21



### 3121 AUTOMOBILE BLVD. BILVER SPRING, MARYLAND 20904

Direct Service 301-647-2220

Baltimore 410-792-7106

Fex 301-290-4096

#### A Mile One Company www.mileone.com

Volvo Care 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 tree from detects in material or workmanship.

During the warranty period, sity 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 dats the

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CUSTONER STEWATURE					

PAGE 2 OF 2

CUSTOMER COPY

( IBND OF INVOICE }11:23:21



7606 Pawling Way Beltsville, MD 20705 August 29<sup>th</sup>, 2002

## COSTOMER 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 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 15<sup>th</sup> 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.



#### INTERMODAL EQUIPMENT PARTS, INC.

615 DIVISION STREET • ELIZABETH, NJ 07201 MAILING ADDRESS; P.O. BOX 257 • ELIZABETH, NJ 07207-0257 TEL: 908-353-1200 • FAX: 908-269-6001

#### 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.

Size and the second

S/w cust.

attn: Norm Benduz

Visit us at www.ieparts.com



PAGE 1 OF 2

### BRIDGEWATER VOLVO, INC.

1028 ROUTE 22 SOMERVILLE, N.J. 700678 (908) 526-7700

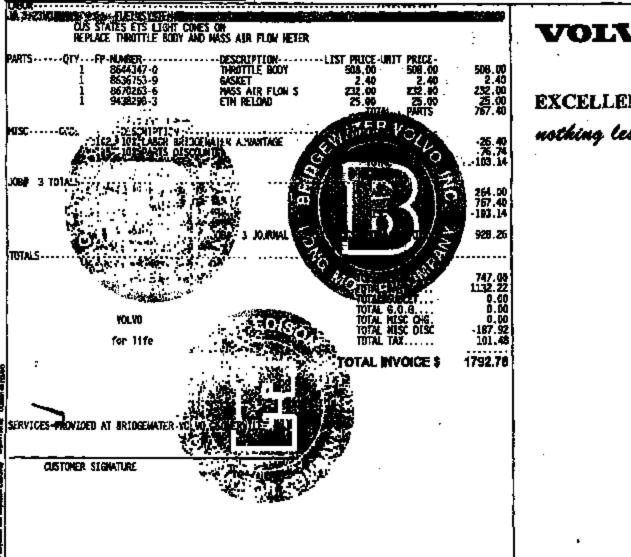
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when due to come.

volvocountry.com

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EXCELLENCE nothing less...

PAGE 2 OF 2 SEECHEPERSESIDE FOR WARRANTY END OF INVOICE 111:42:11 VOLVO OF PRINCETON, INC., LAWRENCEVILLE, NJ + BRIDGEWATER VOLVO, INC., SOMERVILLE, NJ + YOLVO OF EDISON, INC., EDISON, NJ

INTERMODAL EQUIPMENT PARTS

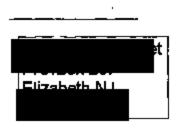
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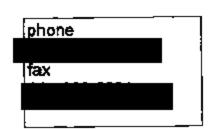
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INTERMODAL EQUIPMENT PARTS

Available for our customers







## 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.

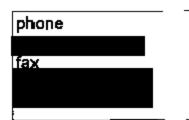
Pages including cover page: 5

Subject: "UNHAPPY"

Message:







## **Fax Cover Page**

To: RUTH

Fax Number: 18004581552

Company: VOLVO

Date: 2/25/2002

From: www.ieparts.com

Fax Number: 908-289-6001

Company: Intermedal 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** 



" MER 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

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 definete 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:

- March 16, 2000 mileage 14,856 replace ignition switch replace starter switch replace antenna and impobilizer antenna ring
- 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



Dear Eunice.

( 38TOMER 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 570 (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 Caolant Fan Relay burned out and subsequently cost me another \$109.48 dollars. My confidence in the Ramsey Volvo Service Center is quite low.

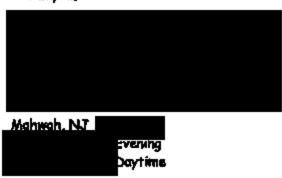
About 2 weeks ago, the driver's side door started making a laud creak every time it was opened or closed. I have had a mechanic friend check it out and indicated that the door needs to be welded. Now my confidence that Valvo cars are really safe and reliable is shaken.

As a former employee and believer in Volvo cars, I'm distrought 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 cor.

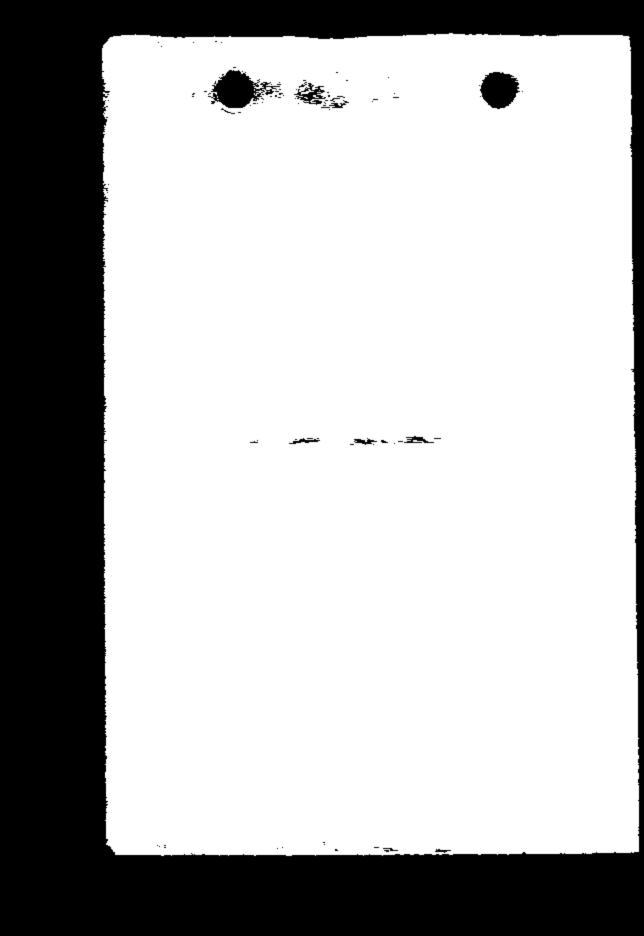
I love my Volvo and I have always felt very safe in it, but I find it disturbing that I have to incur all of these repairs so close to the warranty period. I'm asking you to please stand behind your product and reimburse me for all of these expenses.

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

Thomk you,



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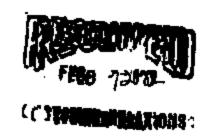
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February 2, 2002

29575 North Birch Avenue Lake Bluff, IL 60044

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

RE; Volvo \$60 2.4T, VIN# YV1RS58D512



#### Deer Sir or Madem:

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:

<u>August 15, 2001</u>: Replaced console cover and adjusted glove compartment lid.

<u>October 16-17, 2001</u>: 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 diagraceful, 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

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 hazury 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 Handa!

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."
- "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
Linf Perkins, Sales Manager, Fields Volvo of Lake County
Line

Encl: Service records for repair history.

ALIEF. II.

LAKE

78099

#### FIELDS VOLVO OF LAKE COUNTY

\*INVOICE\*

1121 S. Milwaukee Ave. LIBERTYVILLE, IL 60048

DUPLICATE 1
PAGE 1

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

BUS: HOME SERVICE ADVISOR: 30 JAMES NETTERSTROM YEAR MAKE/MODEL TAG COLOR LICENSE MILEAGE (N/ OUT 1990/1991 BLACK 2001 VOLVO \$60 YV1RS58D512 INV. DATE PROMISED PROD. DATE WARR, EXP. PO NO. RATE PAYMENT DEL DATE 2000012001 86.00 CASH 170CT2001 17:00 R.O. OPENED READY OPTIONS: STK:X2371 DLR:8223 116:20 170CT01 15:09 160CT01 LINE CPCODE 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 (N/C) WP 1.10 1 8644347 0 THROTTLE BODY  $\{N/C\}$ 9189111 9 GASKET (N/C) 401/0 6 948211 8 CABLE TIE 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: \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* 3 CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON W/MESSAGE URGENT SERVICE ENGINE CAUSED BY LINE A 22 SCOTT MORSE LIC#: 22 0.00 CP 0.00 0.00\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

CK.I.O. NOCHALAD

DATE 10-17-01

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BUS:

78666

#### FIELDS VOLVO OF LAKE COUNTY

\*INVOICE\*

1121 S. Milwaukes Ave. LIBERTYVILLE, IL 60048

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

PAGE 2

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VOLVO

Service Dept. Hours:

Mondey - Friday 7:00 a.m. - 6:00 p.m. SATURDAY

Closed

At Fields Volvo we are constricted to your settifection, if you are not completely satisfied, please context the Service Manager immediately.

Thank You.

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0.00

PLEASE PAY

THIS AMOUNT

CHSTOMER COPY

CUSTOMER SIGNATURE

### FIELDS VOLVO OF LAKE COUNTY

\*INVOICE\*

1121 S. Milwaukee Ava. LIBERTYVILLE, IL 60048

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

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### FIELDS VOLVO OF LAKE COUNTY

TOTALS

DESCRIPTION

\*INVOICE\*

1321 S. Milwaukee Ave.

LIBERTYVILLE, IL 60048

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

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STATEMENT OF DISCLAIMER

### FIELDS VOLVO OF LAKE COUNTY

\*INVOICE\*

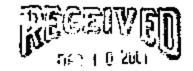
1121 S. Milwaukee Ave. LIBERTYVILLE, IL 60048

DUPLICATE 1

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

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completely satisfied, please conta	of the Service Manager Immediately. Thank You.	CUSTOMER BESKATURE	PLEASE PAY THIS AMOUNT	32.88



December 2, 2001

-R DELATIONS

#### 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.

or WK.

Thank you.

Attachments

\*INVOICE\*

1321 North Central Expressway Richardson, Texas 75080

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1321 North Central Expressively Richardson, Texas 75090

(972) 644-1700

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\*INVOICE\*

PAGE 2

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THANK YOU GREG STURBS

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 INCICATION FROM THE AFFEARANCE OF THE VEHICLS OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH A THIS ACCIDENT, NEGLIGENCE OR NISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR IT! YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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STATEMENT OF DISCLAIME

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THIS AMOUNT I	ስ ቡብ

Sept 21, 2002

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

A THE 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.	
Cordova TN	(H)
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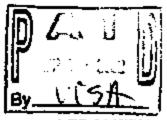


## PAT PATTERSON MOTOR SALES, INC.

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

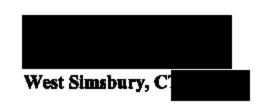
# VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

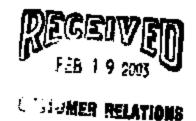
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BID OF MYOICE THATALE

PAT PATTERSON VOLVO





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?

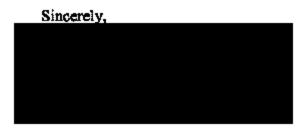
The vehicle is less than 1,000 miles over the warranty, and given my past experience with the same problem, why wouldn't Volvo 'step up to the plate', and cover the expense of the repair? Should a problem of this magnitude occur twice in less than six months? Have other Volvo owners experienced similar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



SIMSBURY CT

354415

\*INVOICE\*

PAGE 1



A Comfortable Experience 300 Commence Blod. EAST HARTFORD. CT 0810 Service (880) 528-8306

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		6	CPV	. 2.1				75.00		
			1 PIPE				46.3			
2			HOSE CLA				2.9			88
PARTS:	672.	06,	LABOR:		OTHER:	0.00	TOTAL :	LINE A:	1159.	56
130A,272A, REPLACED 1 IN SYSTEM: CLEARED AI	903E HEROT REI LL CC	7,904 PTLE PLACE XDES	ID. TRACEI MODULE. I ED CLÖGGEI AND ROAD	O TO FAULT COAD SOFT O FLAME TO TESTED CO	TY THRO WARE IN RAP, FI HECKED	ALLING OUT.  OTTLE MODULE  TO MODULE  AME TRAP H  OPERATION	E. REMOVE UPGRADED HOSE, AND OK AT THI	D AND SOFTWARE ORIFICE. S TIME		
B OIL CHAN										
LOFS	90 LC		OIL AND I	TLTER				18.33	3 18.	33
1	1276	6	CPV 8 FILTER	TMEPOT			8.2			.23
			GASKET	INDIANI			1.2			.24
			/HAZAR/W	ASTE			3.0			.00
			MOTOR CIL				9.3		59.	.35
PARTS:			LABOR:	18.33	OTHER:	0.00		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

اعبي مقدم مستر متسس	SERVICE HOURS	DESCRIPTION	10140
Thank You Very Much!	7;30 AM · 5:30 PM	LABOR AMOUNT	
_ •	MONDAY THRU PRIDAY	PARTS AMOUNT	
EXCLUSION OF WARRANTIES	SHUTTLE AVAILABLEI	GAS, OIL, LUBE	
Any marranting on the parts and measurable sold hereby are made by the menufacture. The underlying purchases understood and agrees that study makes its wanterior of any limb.	ONOT THE AVACABLE	SUBLET AMOUNT	
express or triplies, and disciolate all treatmenties, including weaponies of mendium-shifty or figure for a periodic purpose, with regard to the parts and/or experience purchased, and	ASK YOUR BERVICE	MISC. CHARGES	
Hert in my graph shall dealer he itable for incidental or corresponded temporal or communical	ADVISOR FOR ANY	TOTAL CHARGES	
became arising out of such purchase. The undersigned purchaser further agrees that the summersion excluded by distar, include, but are not limited to any warmendon that such parts.	ARRANGEMENTS.	LESS INISURANCE	
gradion manageories are of merchantette questry or that they will draide any esticle or any of its protects to perform with responsible sufety, efficiency, or complet.	SALES: (860) 269-3461	SALES TAX	
CUSTOMER X	PARTS: (880) 288-8441 FAX: (880) 526-6483	PLEASE PAY THIS AMOUNT	

354415

\*INVOICE\*



A Comfortable Experience 300 Commetteut Whet. EAST MARTFORD, CT 0610 Service (860) 526-9306

PAGE 2

HOME:			BUS:					www.	gengrai		
				_	SEA	IVICE ADVISOR:	81 JAS	ON MC	CINNI	\$	
COLOR	YEAR	AR MAKE/MODEL			Γ VIN .		LICENS		MILEAGE IN/ OUT		7/
SILVER	00		VO 5802.9	A	YVITS	94D0Y1	UV4132	5	0957/	50961	TZ
DEL DATE	PROQ.	DATE	WARR, EXP.	PROMIS	i)	PO NO.	RATE	PAYM	ENT	INV. D	ATE
30AUG1999	<u>L</u> .	_		16:30 24	JAN03		75 <u>.00</u>	CASH		28JAN20	203
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FINITE INCIDENCE DATE FILL MINESPER NACHED COLUMN DESMENTERION											

FLUIDS. INCLUDING: BRAKE FLUID, WINDSHIELD WASHER SOLVENT, TRANSMISSION FLUID AND POWER STEERING FLUID.

\*\*\*\*\*\*\*\*\*\*\*\*

SHOP-CHARGE

SIMSBURY CT

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 WARRANTES

my warrenities on the parts and accessories sold humby are made by the manufa Any wereness of this period accessories and humby are made by the manufacture. The undersigned purchases understants and agrees that dealer makes no werentian of any kind, appears or implied, and declaring all werentiae, including werrantiae of merchanishing or fitness for a particular purpose, with regard to the parts and/or accessories purchases; and that in no extent shall dealer be faith for inclining or corresponds formation for more agrees that the werentiae and or such purchase. The undersigned our chains further agrees that the werentiae majuried by dealer, include, but are not inside to any werentiae that each parts and/or accessories are of merchanishing quarky or that they will maid to any well-on or any extension of any expension of the content of t as eyesems to perform with researchie eafery, efficiency, ar earefort.

CUSTOMER AUTHORIZATION X

<u>SERVICE HOURS</u> 7:30 AM - 5:30 PM MONDAY THRU FRIDAY

SHUTTLE AVAILABLE

ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.

SALES: (860) 289-3461 PARTS: (860) 289-8441 FAX: 18601 528-6483

DESCRIPTION	TOTALS
LABOR AMOUNT	505-83
PARTS AMOUNT	69 <u>3.88</u>
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.50
TOTAL CHARGES	1207.21
LESS INSURANCE	0.00
BALES TAX	72.43
PLEASE PAY THIS AMOUNT	1279.64
THIS AMOUNT	127 <u>9.64</u>

GENGRAS VOLVO DODGE 380 CONNECTIONT BLVD EAST HARTFORD, CT 86108 (868) 289-3461

JAN 28. 2803 12:57PM

TERM : MERCH:

000006328782

REF #: 009

ACT W: ##########5293

CARD : MASTERCARD INVOICE #: 354415

SALE:

**8** 1279.64

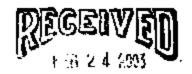
RETR REFW: 302817120983 APPROVAL CODE: 828326

I AGREE TO PAY ABOVE TOTAL AMOUNT A CORDING TO CARD ISSUER AGREEMENT

SIGNATURE

## H. BROWN WRIGHT

3868 Twin Island Drive Maryville, TN 37804 866 982-2243 866 982-8790 fex swassoc@esper.com



MER RELATIONS



February 20, 2003

Volvo Cars of North America, Inc. Seven Volvo Drive Rockleigh, New Jersey 97647

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.

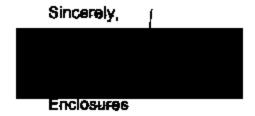
I realize that a new car warranty has to end at some point and that my car has passed that point. However, there are two reasons why I believe Volvo should be interested in helping cover my cost of replacing the throttle body unit. One is that the car was giving symptoms of fuel flow problems before 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). 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.





9715 Parkside Dr. Knoxville, TN 37922 (865) 560-0050 SERVICE DEPARTMENT HOURS 8:00 e.m. to 5:00 p.m. Monday - Friday

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2/19/03	1239188/1
	·
2/19/03	Pre-Invoice
53073	53091

8/28/00

Chris Bernsy/295

YV1L856D5Y2

MARYVILLE, TN

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	1
Work performed by John Bye (15)	195.00
Installed 8636753-9 :GASKET 102.46	2.46
	•
	25.00
Inetalled 9438290-0 :ETM RELOAD 1@25.00	25.00
REPLACED THROTTLE BODY UNIT	ŀ
Sub Total: Labor: 195.00 Parts: 548.46 Total: 743.46	
	,
#2 - Customer Reports: AT TIMES ENGINE WILL TURN OVER AND NOT	ì
START	1
Work performed by John Bye (15 )	
NO PROBLEM FOUND	Ì
Sub Total: Labor: .00 Parts: .00 Total: .00	1

ERMS: STRUCTLY CASH URBLESS ARRIANGEMENTS ARE MADE. It hereby surjectes the regain on herebyetter to be done stong with the necessary reported on aggree that you are not responsible for loss or demands to vehicle or articles less in the vehicle in casts of fire, that, or any crimer state begand your control or for any delays caused by sessentiability at parts or delays in parts hyprents by the displain or herebourter. It hereby grant you or your employees parmission to award the vehicle hereby successful. An express mechanic's done to hereby addressinged on above vehicle to require a amount of require they are.

ISCLAMBER OF WARRANTIES. Any warranties on the products sold hundry are those much by a fillinglistic part. The reflect hereby expressly disclaims all warranties either express or implied, helds g any implied warranty of merchantability or Rimoss for a particular gurpope, and the setter neither number nor extherizes any other person to essure for it may liability in contraction with the use of sid products. Any impliciture contained herein does not apply where prohibited by less,

MITED EXPRESS WARRANTY. Labor and parts are warranty for 90 days of 4,000 mins, nichewar accurs first. The dealer handry limits any implied warranties of marchanaphility and need to the same period.

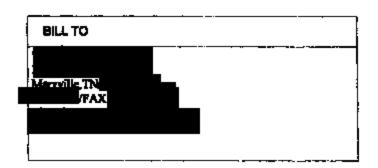
LABOR	195.00
PARTS	54B. <u>4</u> 6
SESUCTION.	.00
MISLET	.00
SHOP SUPPLIES	9.75
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID.	69.67
SPECIAL ORDER DEPORT	.00
DESCOUNTS	.00
TOTAL DUE	822.88

# KNOXVILLE, HOMB CELL

# ARNOLD MCGHEE SPECIALIZING IN VOLVO

Invoice

2/13/03



VEHICLE

2000—S70—Volvo—Turbo—4dr
Vso--YV1L83605Y3

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
1	Labor 28-8692071	Repisco Spark Piegs Spark Piegs, Turbo 850,870 Pietrium Check Puel Pressure Road Test	50.00 36.34	50.06T 36.34T
		Seice Tax	9.25%	7.99
	]			
			!	
			!	
		<u> </u> 		
		i	E	
ank you for your	business.		Total	 \$94,33



9715 Parkside Dr. Knoxville, TN 37922 (865) 560-0050 SERVICE DEPARTMENT HOURS 8:00 s.m. to 5:00 p.m. Monday - Friday

11/20/02	1237534/1
11/21/02	Pre-Invoice
48171	48175
	-

(865) 560-0050 Chris Davis/707

MARYVILLE, TN 8/28/00 2000 VOLVO 870 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: REFLACE CABIN FILTER Work performed by Michael May {28 } Installed 9171296-8 :PARTICULATE FILTER 1621.47   REPLACED CABIN FILTER	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	

EMMA: STRICTLY CASH URLESS ARRANGEMENT'S ARE SAUCE. If hereby subtorize the repair cost hereinteller to be done stone with the necessary material and agree that you are not responsible for time or diverge to which or articles left in the vehicle in case of lee, theft, or any other same temporal your control or for any delays caused by unavailablely of parts or delays in parts approach by the suggister or transporter. I havely grant you or your employees permission to seeke the vehicle homes described on alreads, highways, or elegations for the purpose of testing third transporter. An express mechanical lies to havely extended on above vehicle to secure a semplant of repairs therefor.

-SCLAMER OF WARRANTIES. Any visitanties on the products said brooky are those treate by a manufacture. The selfer hereby proposely disclaims all visitanties either express of emphies, incl. of the perfector purpose, and the selfer netween sources nor extension any other person is ensured for a say liability in governous with the self-of-id products. Any finitiation commitmed herein does not apply where professed by law.

MITED EXPRESS VIANRANTY. Labor and parts are security for 90 days of 4,000 miles, followsr occurs first. The dealer hereby limits any implied waventies of merchantability and wile to the secret ported.

ir LABOR	32.50
PARTS	21.47
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.63
HAZARDOUS MATERIALS	.00
SALES TANOR TAXID.	5.14
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	
TOTAL DUE	60.74

04. February 2002

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

Dear Volvo Customer Service Representative,

Certified Mail



( '3fower melations

My husband and I purchased a 1998 V70XC (license # 4CQT617, VIN #YV1LZ56D3X2 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 affected 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 refit 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 Lernon 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.



## VOLVO SERVICE

#3 CALIFORNIA DRIVE

# PUTNAM AUTOMOTIVE

mazoa

#3 CALIFORNIA DR. RO. BOX 982 BURLINGAME, CA 84011-0962 (650) 347-4800

SERVICE #65 CALIFORNIA DRIVE

8AR REG 6 AG128383

HOME OF RED CARPET SERVICE

CAL EPA # GAD 881983366

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

o yas

сиятамен но. 24421	ISAIAS AVI	<u></u>	313		01/23/02	VOC\$26000
		Lindusc vo	MILEAGE	64,050	GREEN/	STOCK NO.
REDWOOD CITY, CA	99/VOLVO/V	/70ASR	•		01/01/99	DELWENY MEES
ALDHOOD CITT, CA	VENCLEID NO.		x 2		BE LUNG (SALER NO.	PRESCUENCE GATE
	F.T.E.NO.		R CJ, MCJ.		01/23/02	
	E# 852547			_		MO: 6405
JOB# 1 CHARGES					·	
LABOR-  JIF I 10 VOZO6  CHECK ENGINE LIGHT  CUSTOMER STATES CHECK ENGINE LIC  AND ETS LIGHT COMES ON  CHECKED AND FOUND A FAULTY THROTH  HASS AIR FLOW SENSOR  CUSTOMER WAS ADVICE AND DECLINED	THE UNIT AND . REPAIRS AT THIS	TIME		125.00		
UOB# 1 TOTALS		(ABO		125.00		
J08#	1 JOURNAL PREFIX	VOCS J08#	1 TOTAL	125.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$150,00 (+TAX) TOTALS-		TOTAL	LABÓR	125.00		
* [] CASH [] CHECK CK NO. [	*   *	TOTAL :	PARTS Sublet	0.00 0.00		
* [] YISA [] NASTERCARD [] DISCOVE	* #	TOTAL I	S.O.G Hisc Chg.	0.00 0.00		
	ž	TOTAL	MISC DISC TAX	0.00 0.00		
<del>*************************************</del>	tex#	TOTAL	NVOICE \$	125.00		
THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE.						
CUSTOMER STEMATURE						

# REPAIR ORDER

AUTO DIAGNOSIS 4299 PERALTA BLVD, Suite EF FREMONT, CA 94536

(510) 796-8467 EPA CAL 000173026 BAR AK207751

REDWOOD CITY, CA

R/O # : 1574 Name :

Date: 02/02/2002

License #

Make: VOLVO Model: XC Year: 99

Mileage : 64635

VĬŇ:YVILZ56D3X2

LABOR
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

ECM 261-A,ECM 903C,ECM 91A7.

NEEDS THROTTLE UNIT AND AIR MASS MEATER

.00

PARTS		PRICE	QTY	AMOUNT
		50.01	1	50.01
9186352	Auxiliary Drive Belt			
L1998	GASKET	1. <b>24</b>	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	į_	2.50

RECOMMENDATIONS AND TECHNICIANS NOTES
FRONT BRAKE PADS 2.0 MM-NEEDS REPLACEMENT

BROKEN UPPER ENGINE MOUNT

AC NEEDS SERVICE ENGINE OIL LEAKS

SMYTHE VOUS 1408 976 1100

Original Estimate: 440.73											
Increases to Estimate											
Date	Time	OK'd By	Phone	Emp.	Increase						
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PARTS	186.67
SUBLETS	.00.
	.00
HAZARDOUS MATERIALS	5.90
SUB TOTAL	432.57
TAX	15.40

LABOR

TOTAL <u>447.97</u>

240.00

I bereby 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 great you end/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 tien is hereby acknowledged on above vehicle to secure the amount or repairs thereto.

Authorized by:

Date:

Vehicle Profile

Model: V70 XC

Year: 1999 Engine: B\$254T

Transmission: AW42AWD

VIN:

Chassis:

Customer Profile

Work Order:

Vehicle Registration: Customer Name:

Receptionist:

Data Logged:

2/2/02

Latest Update:

2/2/02

7est	Result	Symptom Area	Symptom	Condition
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

PUTNAM VOLVO
HOME OF RED CARPET SERVICE
#3 CALIFORNIA DR.
P.O. BOX 962

BURLINGAME, CA 84011-0982 (650) 347-4800

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PUTNAM VOLVO is not responsible for loss or denuge to call or surfaces left in care due to five, their or any other cause beyond our control. ALL, PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PUTNAM VOLVO
HOME OF RED CARPET SERVICE
#3 CALIFORNIA DEL
P.O. BOX 982
BURLINGAME, CA 94011-0982
(650) 347-4800

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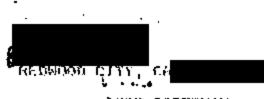
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PUTNAM VOLVO
HOME OF RED CARPET SERVICE
43 CALIFORNIA DR.
P.O. BOX 982

650) 347-4800

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HOME OF RED CARPET SERVICE #3 CALIFORNIA PR. P.O. BOX 982 BURIJNGAME, CA 94011-0982 (\$50) 347-4800

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PUTNAM VOLVO is not responsible for loss or durings to cars or articles left in causidity to kno, digit or any other cause boyond our control ALL PARTS ARE NEW UNLESS OF ERWISE SPECIFIED.

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HOME OF RED CARPET SERVICE #3 CALIFORNIA DR. P.O. BOX 982 BURLINGAME, CA 94011-0982

(650) 347-4800

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PUTNAM, YOUVO is not responsible for loss or damage to care or articles left in care due to lire, theft or any other saume beyond our control.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

अक्षेत्र भवा A ROOM SHEEL CH. BECOMOUNTED, CAPENS,

#3 CALIFORNIA DR. P.O. SOX 982 BURLINGAME, CA 94011-0982

(650) 347-4800

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P.O. BOX 982 BURLINGAME, CA 94011-0982 (650) 347-4800

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PERMISON CITY, CA

PUTNAM MAZDA
HOME OF RED CARPET SERVICE
65 CALIFORMA DR.
P.O. BOX 962
BURLINGAME, CA 94011-0982

(650) 347-4800

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PUTNAM MAZDA is not responsible for loss or demage to card or articles (of in care due to live, theil or any other cases beyond our control. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

PARTY MARKET 599 SHOAL CR 88:88000 CTO; CA 94085 HOME OF RED CARPET SERVICE #3 CALIFORNIA DR. P.O. BOX 982 BURLINGAME, CA 94011-0982

(650) 347-4800

BAR # AG 126363 EPA# CAD 861943356

ALL PARTS ARE NEW LINLESS OTHERWISE SPECIFIED.

SERVICE ADVISOR DE CROSE 1 US. WEST

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PUTNAM VOLVO HOME OF RED CARPET SERVICE #3 CALIFORNIA DR. P.O. BOX 982 BURLINGAME, CA 94011-0962

(650) 347-4800 BAR # AG126363 EPAR CAD 001983366

SERVICE ADVISOR: OF OROL L. JULY MILET

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PUTNAM VOLVO is not responsible for loss or damage to care or articles left in dere due to fire, their 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 # AGUSSID EPA# GAD \$41983358

BEDWOOD CLIY, GA

SERVICE ADVISOR: ROBETS FOR MAIN CORDS

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SAN ERUNO, CA

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PUTNAM MAZDA/VOLVO
HOME OF RED CARPET SERVICE
AS CALIFORMA DR.
P.O. BOX 982
BURLINGAME, CA 94011-0902
(650) 347-4800
BAR & AR18836 EPAS CAD 961963386

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PUTNAM MAZDAN/QLVQ is not responsible for loss or derivage to cars. or articles left in care due to lire, that is any other couse beyond our control. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAN BRUNG, CA

ROBERTO V. SORDT

PUTNAM MAZDA/VOLVO
HOME OF RED CARPET SERVICE
#3 CALIFORNIA DR.
P.O. BOX 962
BURLINGAME, CA 94011-0962
(650) 347-4800
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ALL PARTE ARE NEW UNLESS OTHERWISE SPECIFIED.

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- printer

## Arthur Zilversmit 320 Spruce Avenue Lake Forest, IL 60045-1353



October 26, 2002

Mr. Vic Doolan, CEO Volvo Cars of North America 7 Volvo Drive Rockleigh, N. J. 87647

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.

10651

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

		STATEMENT OF DISCLAMER	DESCRIPTION	TOTALS
	Service Dept. Hours:	The factory supresty constitutes of of the supresting with respect to	TANDOMA ROBALI	329.00
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FIELDS VOLVO OF LAKE COUNTY

1121 S. Milwaukee Ave. LIBERTYVILLE, IL 60048

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

INVOICE

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## VOLVO

\*INVOICE\*

## FIELDS VOLVO OF LAKE COUNTY

1121 S. Milwaukee Ave.

LIBERTYVILLE, IL 60048 (847) 362-9200 FAX: (847) 918-7222

AKE FORES	T. I				PAGE 1	(847) 362	-9200 FAX:	(847) 918	-7222
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		institute.	LESS ADJUSTMENTS	37.18
	itted to your satisfaction. If you are not		SALES TAX	1.47
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