

2(2)

RECEIVED

MAR 9 2005

CUSTOMER CARE

[REDACTED]
[REDACTED]
[REDACTED]

Ms. Lena Olving
Senior Vice President, Quality
Volvo Car Corporation
SE-405 31 G
Göteborg, Sweden

February 24, 2005

Dear Ms. Olving:

I am the owner of a 1999 S80 that I purchased new in May of 1999. The dealer was Cherry Hill Volvo, Cherry Hill, NJ. We have had the car serviced at every specified interval by Cherry Hill Volvo.

We have the car in the shop at Cherry Hill Volvo for the 60,000 maintenance check. Aside from the \$775 fee for the checkup, we have been informed that the ETM module has failed. Parts and labor for replacement is \$850.

At 49 thousand plus miles we had the car serviced because of an ABS warning. The diagnosis was an ABS module failure. Against my better judgment I declined replacement because of the cost.

As an electronic design engineer and Operations Manager which included Quality Assurance, I have been responsible for bringing to market at least 6 electronic products. This experience tells me that these modules should outlast the life of the car unless there is a design fault, a software fault or a manufacturing defect (such as poor electrostatic control).

I also have had the experience that the initial customers became the beta testers and I have felt responsible for taking good care these people. I should have known that there would be the characteristic first model reliability issues but I have been a very happy Volvo owner since 1970 and was seduced by your reputation.

I am quite sure these are quality issues, not wear and tear so I am asking that Volvo replace the parts at no cost and I will pay for the labor. I look forward to your response.

Sincerely,



Charles B. Shakespeare
Director of Engineering
Spectroonics Imaging

cc: Cherry Hill Volvo

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From: Nyth, Anne (A.)
Sent: den 9 mars 2005 14:11
To: VolvoCustomerService, Volvo (.)
Subject: FW: [REDACTED]

Hi John,

I'm afraid you may not be able to open attachments still, so I will also send this correspondence by fax. (Does the "no attachments" rule still apply in your office?).

I will need to send a response to Lena Olving, since she forwarded this case to us. Could you please advise when you have been in contact with the customer?

Thanks!

Kind regards
Anne

Anne Nyth
Global Customer Relations Advisor
Dept 59139, SAAL
Volvo Car Corporation
SE-40531 Göteborg,
Sweden

Telephone: +46 31 2250077
Fax: +46 31 59 55 55
Website: www.volvocars.com/gcr

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

From: Nyth, Anne (A.) on behalf of GLOBAL CUSTOM RELATIONS, VOLVO (.)
Sent: den 9 mars 2005 14:11
To: 'john.hake@spectraonline.com'
Subject: Shakespeare 0356

Dear Mr. [REDACTED]

Thank you for your letter dated February 04, 2005, which was forwarded to us by Mrs Lena Olving, Senior Vice-President, Quality. Mrs Olving has asked us to respond on her behalf.

We are sorry to hear of the electronic problems you have experienced with your 1999 Volvo S80, in particular with the Electronic Throttle Module. However, as I am sure you will understand, whilst every effort is made to ensure that each Volvo is produced to the highest possible level of quality, there may be occasions when components fail, even with a Volvo. It is for situations such as these that Volvo offers as standard a 3-year factory warranty in the USA.

As you will appreciate you can, in the event of warranty and after the warranty expires, contribute to the cost of parts and labour should be required. This is generally a matter to be determined by your Volvo

dealer, with whom you are also in contact. We recommend that you contact our representatives in the US, since they are, according to policy, responsible for all our products here and have been empowered by Volvo Car Corporation to make decisions, in cooperation with their dealers, involving issues such as these. I will forward copies of this correspondence to them, but you are also most welcome to contact them directly as follows:

Customer Relations Department, Volvo Cars of North America Inc, 7 Volvo Drive, Rockleigh, NJ 07647
Phone: +1 800 458 15 52, Fax: +1 888 991 29 70, Email: customercare@volvocars.com

Thank you once again for taking the time to bring this matter to our attention.

Yours sincerely
Anna Ryth

Anna Ryth
Global Customer Relations Advisor
Dept 57130, SAA2
Volvo Car Corporation
SE-40531 Göteborg,
Sweden

Telephone: +46 31 5250277
Fax: +46 31 59 53 53
Website: www.volvocars.com/gcr

RECEIVED
MAR 11 2005
CUSTOMER CARE

March 6, 2005

[REDACTED]
Pensacola, FL
Phone: [REDACTED]

Service Manager
Centennial Imports
3050 Navy Boulevard
Pensacola, FL 32505

SUBJECT: MY GREAT VOLVO
Serial # YV1LS55A1X1598086

Our Volvo runs better now than it ever has since your service department worked on it March 01, 2005 (invoice # 78403). Two (2) things have made this happen. One (1), replacing the throttle body, and two (2), getting some very good advice a couple weeks ago. "never run regular gas in this car".

The reason for this letter is. I would like for you to look into something for me. I brought this car into your service department on two occasions for engine idling too high in gear, and was told, "there was nothing wrong" both times. Once on January 03, 2000 (invoice #39026) and the second time on November 16, 2000 (invoice # 44976). Something was making the car creep at signal lights. So, we had to get used to it, some times even putting it in neutral at signal lights. **NOW WE DONT HAVE TO.** The car idles great. It appears to me replacing the throttle body fixed the high idle problem.

As for as the bad advice I got, (it was OK to run regular gas), some time we learn the hard way. The bad advice came from your company. But, I should have known better.

Please keep in touch with us. I expect Volvo to stand behind their products and employees. But, I also expect them to do the right thing for a customer. You have up to now; I am very satisfied with this car and the service.

Thank you very much



Cc: Volvo Cars of North America, LLC

RECEIVED
MAR 10 2005
CUSTOMER CARE

February 23, 2005

Donna Conway
Customer Care Consultant
Volvo Cars of North America, LLC.
Seven Volvo Drive
Rockleigh, New Jersey 07647

Re: 1999 V70 XC (VIN#: YVILZ56D1X2 [REDACTED])

Dear Ms. Conway:

Thank you for your response to our letter of January 12. Unfortunately, we were disappointed by your conclusion:

"After a thorough review of your request with the service manager at Ravenna Volvo, unfortunately, we cannot honor your request for cost assistance due to your vehicle's age and mileage."

We're baffled. And a bit frustrated. However, we believe you might be willing to help us find a middle ground if we share a few more details that Ravenna probably didn't volunteer when speaking with you.

The problem with our ETS light—and with several other warning lights on our dashboard—was first brought to Ravenna's attention more than a year ago. Ravenna gave us an explanation for each light; the "check engine" light, for example, probably kept turning on whenever the gas cap wasn't fully tightened. The "service" light was supposed to turn on at regular intervals, but ours apparently lit up prematurely (Ravenna showed us how to turn it off by ourselves since it kept turning on.)

The "ETS" light, we were told, could indicate any of a large number of rather vague problems. Ravenna ticked off an ominous list of symptoms we should be experiencing: fluctuating RPM while idling, loss of power while accelerating, sudden loss of power while driving on the freeway. The service department told us that, in their opinion, an illuminated ETS light meant the car was virtually undrivable, and that repairs of a thousand dollars or more were in order immediately.

We were shocked and disappointed. Our car had always been regularly serviced by either the dealer or one of the most well-regarded independent service garages in Seattle, and we had noticed none of the symptoms Ravenna described. We were put off by Ravenna's undue dire tone, and asked the opinion of our independent mechanic and other Volvo owners. Frankly, we came away with the nagging suspicion that Ravenna was trying to scare us into a questionable repair.

One year and more than ten thousand miles later, the ETS light is still on, and we've experienced none of the symptoms Ravenna so forbiddingly described. After a long trip (3,000 miles) from Seattle to

Jack & Leslie Hamann
953 W. Emerson St.
Seattle, WA 98119-1418
(206) 285-0311
(206) 349-2425
jackhamann@comcast.net

San Diego and back, we brought the car back to Ravenna with a simple question: if the ETS light was an indication of dire consequences, why haven't they shown up in the car's performance? Again we were warned in rather frightful terms that our Volvo was near failure; the codes, they said, were a "kiss of death." The only solution, we were told, was the complete replacement of a small part at a cost of in excess of a thousand dollars. The service representative added insult to injury by telling us that his mechanic had just taken our car for a test run and (this is a direct quote) "the car could barely make it across the street." This was a lie, and we can only assume it was meant to scare us into authorizing an immediate repair without asking further questions. (We've driven the car daily since that January 12 conversation, and have never once had the problem be described.)

So where do we turn? If you re-read our January 12 letter, you will know we are long-time, loyal Volvo owners. This is the first time in more than twenty years that we have ever run into this kind of treatment from a Volvo dealer. Your reply to our letter seemed to indicate that the primary reason you will not assist us is because of the car's age and mileage. We hope you will take into account that we brought this problem to Ravenna's attention long ago.

The real issue, of course, is the ETS light. Clearly, Ravenna was overly aggressive in describing our situation as "the kiss of death." And in doing so, they have given us understandable reason to wonder about the true nature of our Volvo's problem. Our research convinces us that the ETS units in 1999 Volvo XCs were clearly defective, and should not fail on a well-maintained, single-owner vehicle. Volvo, as you know, fixed the problem in later models, but your earlier customers are now asked to pay an extraordinary fee, even when—as in our case—the true nature of the problem is not obvious to our authorized dealer, much less to us.

Please be fair. Treat this on a case-by-case basis, and offer to pay a reasonable portion of the ETS replacement on our vehicle. We have many more years of driving ahead of us, and would like to consider purchasing Volvos in the future.

Best,



LENTZ & GENGARO
Counselors at Law
443 Northfield Avenue
West Orange, New Jersey 07052
(973) 669-8900
Fax: (973) 669-8960

RECEIVED
MAR 18 2005
CUSTOMER CARE

FAX TRANSMITTAL SHEET

To: Pat Sacus
Volvo North America
Volvo Corporation

Fax No.: 800-992-3970

From: George J. Holland, Esq.

Pages: 2 (including this cover sheet)

Date: March 18, 2005

Re: Steven and Kerry LoBosco
Pre-Owned 1999 Volvo S80/YV1T590D2X1 [REDACTED]

Message: See attached.

CONFIDENTIALITY NOTE

The document(s) accompanying this transmittal contain information from the law firm of LENTZ & GENGARO that is confidential and/or legally privileged. The information is intended only for the use of the individual or entity named in this transmittal sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or taking of any action in reliance upon the contents of this transmitted information is strictly prohibited and the document(s) should be returned to this firm immediately. If you have received this transmittal in error, please notify this firm by telephone immediately so that we can arrange for the return of the original documents to us at no cost to you.

If you do not receive all of the pages indicated, please call us at the telephone number above.

LENTZ & GENGARO

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(973) 689-8960
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DAVID W. LENTZ
CHRISTOPHER P. GENGARO
MITCHELL I. GONSTEIN

Work or Email Address

GEORGE M. HOLLAND
OF COUNSEL
KATHLEEN GENGARO

March 18, 2005

By Fax

Pat Sacus
Volvo North America
Volvo Corporation
7 Volvo Drive
Rockleigh, New Jersey 07647

Re: **Steven and Kerry LoBosco**
Pre-Owned 1999 Volvo S80YV1T590D2X [REDACTED]

Dear Ms. Sacus:

I would appreciate a response to my fax dated March 15, 2005, in which I asked that you contact me as to available dates and times for an examination of the LoBosco's vehicle at Smyth's Volvo in Summit, New Jersey. Also, I would appreciate a response as to whether the vehicle could remain at Smyth's Volvo, after the examination, while we attempt to amicably resolve this matter.

I look forward to your prompt response to this letter.

Very truly yours,

[REDACTED SIGNATURE]

GMH:es
Cc: Mr. LoBosco
Z:\WP51\DATA\44-LOBOSCO\Volvo\Volvo Corp Inq.doc

LENTZ & GENGARO
Counsellors at Law
443 Northfield Avenue
West Orange, New Jersey 07052
(973) 669-8900
Fax: (973) 669-8960

FAX TRANSMITTAL SHEET

To: Pat Sacus
Volvo North America
Volvo Corporation

Fax No.: 800-992-3970

From: George M. Holland, Esq.

Pages: (including this cover sheet)

Date: March 15, 2005

Re: [REDACTED]
Pre-Owned 1999 Volvo S80/YV1T590D2X [REDACTED]

Message: Kindly contact me as to available dates and times for an examination of the LoBosco's vehicle at Smythe Volvo in Summit, New Jersey. Also, kindly advise me whether the vehicle could remain at Smythe Volvo, after the examination, while we attempt to amicably resolve this matter. I look forward to your prompt response.

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If you do not receive all of the pages indicated, please call us at the telephone number above.

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RECEIVED
MAR 23 2005
CUSTOMER CARE

March 18, 2005

Volvo Cars of North America
ATTN: Volvo Customer Care Center
7 Volvo Drive
Rockleigh, NJ 07647

Dear Sirs,

We are driving our fourth consecutive Volvo and becoming more and more disillusioned with Volvo. We are, and have been with previous Volvos, spending far too much time and money on repairs and service.

My most recent frustration is spending almost \$900 to replace a throttle unit (see photo copy of parts label of unit replaced). This same unit failed about 16 months ago and was replaced. It is inconceivable to me that such a part should have to be replaced with such regularity and at such expense. Most of my GMC Suburban replacement parts are guaranteed for life, so that if a faulty one should be installed, I am not the victim.

Your reputation for reliability and long life is being severely eroded and causing me to consider Toyota or Honda more seriously. I don't think I should have to bear the cost of the THIRD throttle unit in what is supposed to be a fine or premium automobile with only 69,787 miles, and which has been maintained and serviced at the Volvo dealership to the letter of the recommended service schedule. This has only been the latest of switches, valves and other gizmos to fail, causing us inconvenience and expense.

I would appreciate the favor of a reply, explanation, and reimbursement.

Sincerely,

[REDACTED]

Midlothian, VA [REDACTED]

[REDACTED]
(office)
(home)

1300 458 1552

DUPLICATE 1 PAGE 1

MOOERS VOLVO MIDLOTHIAN

11800 MIDLOTHIAN TURNPIKE
MIDLOTHIAN, VA 23113
PHONE (804) 894-3300
FAX (804) 894-3803

MIDLOTHIAN, VA

SERVICE ADVISOR **MARK W MITTERER**

DATE IN	DATE OUT	WORK ORDER NO.	VIN	CURT. NO.	TRAC NO.	PLATE NO.	MAKE	MODEL	PRICE
16MAR05	16MAR05	MC081PA	YV1L956D9X1	36114				17MAR05	753423
YEAR	MAKE	MODEL	TYPE	PRICE	DATE	TIME	SALES	SALES	SALES
	99	VOLVO	S70GLT	75.00	27SEP02	54			54

MESSAGE IN	MESSAGE OUT	LICENSE NO.
69787	69790	

A C/S CHECK ENGINE LIGHT ON			
300 CHECK SYSTEM & REPLACE FAULTY THROTTLE UNIT ---ECM CODE STORED 91PO-- CLEARED & RESET CODE/S			
26 CP75	4.00	300.00	300.00
1 30731212 4 GASKET	1.61	1.61	1.61
1 8644347 0 THROTTLE BODY	551.59	551.59	551.59
1 8636753 9 GASKET	2.67	2.67	2.67
1 9438298 3 EFM RELOAD	30.00	30.00	30.00
112 CUST. ADVISED			
26 CP75	0.00	0.00	0.00
B REPLACE FAULTY CAMSHAFT RESET VALV--DRAIN & REFILL OIL & REPLACE FILTER CLEAR & RESET CODES			
300 REPLACE FAULTY CAMSHAFT RESET VALVE --DRAIN & REFILL oil & replace filter --clear & REST CODES			
26 CP75	1.50	112.50	112.50
6 OIL ENGINE OIL	3.10	3.10	18.60
1 977751 7 GASKET	1.24	1.24	1.24
1 1275810 8 FILTER INSERT	8.19	8.19	8.19
1 1275579 9 SOLENOID	82.25	82.25	82.25

DESCRIPTION	TOTAL	STATEMENT OF DISCLAIMER
LABOR AMOUNT		The factory warranty constitutes all of the warranties with respect to the sale of this automobile. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to become for it any liability in connection with the sale of this automobile. ALL SERVICES PERFORMED ARE TO BE PAID UPON COMPLETION
PARTS AMOUNT		
GASOL. FUEL		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS		
SALES TAX		CUSTOMER SIGNATURE
PLEASE PAY THIS AMOUNT		X

*Thank
You
for
Your
Business!*

MOOERS VOLVO MIDLOTHIAN

11900 MIDLOTHIAN TURNPIKE
MIDLOTHIAN, VA 23113
PHONE (804) 884-3500
FAX (804) 884-3802

MIDLOTHIAN, VA

SERVICE ADVISOR **MARK W MITTERER**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAD NO.	F.O. NO.	INVOICE NO.
16MAR05	MC081PA	YV1LS56D9X1	36114			17MAR05 753423
DATE READY	YEAR	MAKE'S MODEL	TELEPHONE NO.	LABORARY	DATE	SA
	99	VOLVO S70GLT		75.00	27SEP02	54 54

69787	59790	
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<p>C** INSPECT HEADLIGHT SWITCH-RC01-CTR34058-0.2tu's//REPLACE HEADLIGHT SWITCH-RC02-CTR34058-0.2tu's</p> <p>CAUSE: SC142 INSPECT HEADLIGHT SWITCH-RC01-CTR34058-0.2tu's//REPLACE HEADLIGHT SWITCH-RC02-CTR34058-0.2tu's 26 W 0.20 1 8601773 8 LIGHT SWITCH FC: PART#: 8601773 COUNT: CLAIM TYPE: F AUTH CODE:</p>	(N/C)	(N/C)
CUSTOMER PAY MISC. SUPPLIES FOR REPAIR ORDER	9.97	

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT	412.50	The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise. ALL SERVICES PERFORMED ARE TO BE PAID UPON COMPLETION CUSTOMER SIGNATURE
PARTS AMOUNT	896.15	
GAS, OIL, LUBE	0.00	
BULLET AMOUNT	0.00	
MISC. CHARGES	9.97	
TOTAL CHARGES	1318.62	
LESS	0.00	
SALES TAX	35.31	
PLEASE PAY THIS AMOUNT	1353.93	

*Thank
You
for
Your
Business!*

YOUR SATISFACTION IS THE MOST IMPORTANT PART OF OUR RELATIONSHIP. IF YOUR EXPERIENCE WAS LESS THAN A "10" PLEASE CALL ME. I WOULD APPRECIATE THE OPPORTUNITY TO HEAR FROM YOU. YOUR FEEDBACK IS VITAL TO IMPROVE YOUR EXPERIENCE FOR THE FUTURE!!! THANK YOU,
MARK ROGERS / SERVICE DIRECTOR

VOLVO

410CDEHBE
04W481501

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0044347
65CFM-2

MAGNET
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BO
Made in
ITALY

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FROM VISA
LAWYER
MAY 2013

THE #16 OF ONE 01/2/13
CARD NUMBER 1234 5678901011
IN THE SALE

CARD FIVE UISA
SEE 1 00
TICKET # 00000000
AUM ONE 017399

TOTAL \$1153.93

CUSTOMER COPY

VIA FIRST CLASS MAIL AND EMAIL

Jaye Lianin, Executive Management Specialist
Volvo Cars of North America, LLC
Volvo Customer Care Center
7 Volvo Drive
Rockleigh, New Jersey 07647

RECEIVED

MAR 29 2005

CUSTOMER CARE

March 21, 2005

Jaye Lianin:

Thank you again for your letter. I appreciate your talking to John at Rickenbaugh Volvo but to be accurate, the car is not repaired and there are again more repairs to be made. You are correct in stating that I had the car in for repairs after your gracious offer of replacing the fuel pump. The additional \$750 in repairs were made and I got the car back.

As is usually the case with this car, after several days other problems arose and the check engine light came back on. The idle rpm's began to surge up and down and the car again ran rough. I called Rickenbaugh Volvo and talked to Dwight Davis and he responded that it was most likely the electronic throttle system. Dwight had mentioned a few months earlier that he thought the throttle system might have problems. As it turned out, the problems did materialize and materialized very quickly. He quoted me a repair cost of \$1100. He stated that he could perhaps get the cost down to \$950 but did not have much room to do anything. We have as of yet not brought the car in for repairs, again, and are debating what to do. As I stated before, the problems seem to continuously materialize.

As for worries regarding driving cross country, I have since exchanged them for worries driving around town.

With regard to the people and service at Volvo I would recommend anyone to buy a Volvo. As to the experience with the car itself, I am somewhat less than enthused. Amused at times but not enthused. If it weren't for the quality of service I have received at Rickenbaugh Volvo and the features of the car, on those rare occasions when it is running, I would have tried to get rid of the car a long time ago.

Sincerely,

Jaye Lianin

[Redacted Signature]

Deputy CC

Ph. [Redacted]

RECEIVED

MAR 15 2005

CUSTOMER CARE

VIA FIRST CLASS MAIL AND FAX

Thomas Andersson, EVP, Marketing
Volvo Cars of North America Inc.
1 Premier Place
Irvine, CA 92618
fax.1.949.341.6713

March 7, 2005

Dear Mr. Andersson

I am writing to thank you for the response of Volvo Cars of North America to my earlier letter. I have received several letters from the Customer Care Center in Rockleigh, New Jersey including a very nice letter from Jaye Linnin. I would like to thank you and Volvo for the gracious offer to fix the fuel pump on my car. I was quite surprised by the offer but very much appreciated the assistance.

I apologize for not being more prompt in my thank you but my XC wagon was and still is in the service shop at Rickenbaugh Volvo for additional repairs. Within a few days of getting the car back, the check engine light went on. I contacted Rickenbaugh and they asked that I bring the car in. The diagnostics check showed six or seven possible leaks in the air system. The service department at Rickenbaugh believes the problem is a faulty air sensor and several minor air leaks. They also informed me that the car was almost out of transmission fluid. They cannot figure out why there is no transmission fluid since there are no leaks and the car was just in for a major service a few months ago. The service department also mentioned that the throttle appears to be on the verge of failing and that we should keep a close eye on it.

I do not expect Volvo to graciously pick up the repair costs as you did last time. The current \$800 in repairs are slightly more affordable in light of the \$1500 you covered a few weeks ago. My major concern is that the problems never seem to cease. I cannot recall being able to have the car in my possession without something going wrong mechanically or electronically. Repairs are averaging over \$300 a month this last year! If the costs of repairs done under warranty were included this would also be a close approximation for the repairs over the last several years.

Given the positive response that many others seem to have with the XC line, I presume that I am simply the unlucky person who happened to get one of your cars that fell outside your quality control testing.

Jaye Linnin's letter expressed Volvo's concern regarding customer service and response to consumers impacting Volvo's reputation and a customer's willingness to purchase another Volvo. I would like to take this opportunity to tell you that my experience with Volvo personnel has been very good. From Dwight Davis, in the service department at

RECEIVED

MAR 29 2005

CUSTOMER CARE

March 24, 2005

Volvo cars of North America
Customer service
PO Box 914
Rockleigh NJ 07647-0914

Dear Madam or Sir:

I recently had my pre-certified used Volvo serviced for a fluctuating throttle problem at the dealer where I purchased the vehicle. On the first attempt to fix the problem they replaced a part that had to do with the turbo charger.

When driving the vehicle home after the repair I noticed that the problem still existed. I drove it a while and made another appointment, this time I was able to be more specific as to when the problem would occur. I dropped the car back off on February 9, and picked up a loaner car.

Later that afternoon the service advisor, John, called and told me that the throttle body control unit was bad and needed to be replaced. No big deal, I thought, I have an extended warranty, next John told me that the extended warranty would not cover the repairs and it would cost me \$1200 out of my pocket. He informed me that the warranty company would not cover the repair because no code was present in the computer. He gave me the phone number of the warranty company and said he would also call VIP service.

I called the warranty company and spoke with some rude, cold, and unsympathetic person that advised me that the repairs would not be covered. I asked to speak to her supervisor and was told he would tell me the same thing. After much discussion she told me that her supervisors name was John Southerland and she would give him my pager number and have him contact me.

I called John back at Lovring and advised him I was getting nowhere. He advised me that he spoke with VIP service and got the same run around. John also advised me that to put the car back together would be \$500. John stated that they had a considerable amount of time invested in the car which is understandable. He also told me that the Volvo Tech, the guy that works for YOU FOLKS at Volvo North America, said it was the throttle body control unit. I told John that I would continue negotiations and call him as soon as I

heard.

About 45 minutes later I received a page to the 800 number that I called earlier. I called and asked for Mr. Southerland and was put through to some rude man that stated Mr. Southerland was sorry but the repairs would not be covered. I told him that I did not call to speak to some mouth piece for Mr. Southerland and to please put me through. I gave him my cell phone number and was told he would call me. The business day ended and I never heard from him.

The next morning Mr. Southerland finally called and advised me that as long as there was no code stored in the computer that the repairs would not be covered. After much discussion on my part I told him that it was obvious that we could argue all day long and he would not see my point of view or change his mind. I thanked him for calling and hung up.

I called Loving and spoke with the service advisor, Trygve Hauge, and he advised me to put the car back together and he would work with me on the bill. When I went in to pay the bill he advised that we would split the bill in half, a reasonable enough compromise.

I have owned many different types of vehicles in the 23 years that I have had my license, and will own many more before I stop driving. This is by far the most luxurious and expensive car that I ever bought. I went with a Volvo because of its reputation for value and durability. One hears stories all the time of people putting hundreds of thousands of trouble free miles on their Volvos.

I took delivery of my 2001 V-70 2.4T on May 26, 2004. Since I have owned the car it has been back to the dealer 5 times for repair. 3 times for a no start condition and twice for the throttle problem. I have never been so unhappy with a purchase decision in my life. I am sure I am upside down and can not trade the car for many years, even then, who would want it

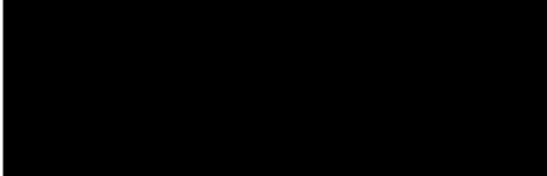
There is something seriously wrong when you have 4 men with over 100 years of automotive experience being told by some number crunching supervisor at an insurance company that they can not replace a part because the computer says it's not broken. I am not a mechanic, I am a firefighter, but I would imagine it takes brains, skill, experience, and sometimes a "gut feeling" to fix cars, not just a computer

So here I have this fine looking car. Last repair cost me \$250, it cost Loving at least \$250 plus the loss of a technician for a day, plus 2 days rental. My car payments are over \$400 a month and it drives like a piece of crap. I

March 24, 2015

would rather drive my family around in my 1996 Dodge pick up because it gives a better ride.

My whole experience with Volvo since purchasing the car has been an absolute nightmare. Your company does not seem to know what customer service is all about. Your company only seems to care about a healthy bottom line.



cc: Trygve Hauge
Kevin Minogue
Rich Lovering

LOVERING VOLVO

at Concord

95 Manchester St
 CONCORD, NH 03301
 603-225-8681
 www.lovingvolvo.com

VIN: VCCS107648	
MILEAGE: 84018	
ADDRESS: CONTOODUCK, NH	
NAME: JOHN	
PHONE: 603-737-3729	PHONE: 603-737-3729
PRICE: 50.00	PRICE: 76,451
MODEL: VOLVO/VANON/VANON	
VIN: YV1S W58D 922	
COLOR: BLUE/	NO: 78461
PRICE: 60,794	ALCO MOTORS
DATE: 07/20/05	DATE: 07/20/05

LABOR & PARTS

CUSTOMER STATES: IDLE FLUIDS...
 SERVICE TECH TO...
 ESP COMP...
 REMOVED JET... CLEANED...
 ROAD TESTED...
 WARRANTY

UNIT PRICE:	14.43
TOTAL PARTS:	3.34
TOTAL PRICE:	17.77
LABOR & PARTS:	207.00
TOTAL:	224.77

LOVING VOLVO

10216am CUSTOMER COPY

RECEIVED

APR 5 2005

CUSTOMER CARE

March 28, 2005

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

Dear Volvo Cars:

I first wrote to you in July 2004 when I had serious repairs necessary on my 2000 S80 Volvo that was only out of warranty by 1004 miles. At that time, you responded that there was nothing you could do.

In December 2004, with only 56,293 miles on the car, I was again forced to pay almost \$2000 for electronic control modules (copy of bill is attached). Needless to say, I am less than happy spending over \$3,700 when my car has low mileage and has been extremely well maintained.

My wife and I plan to buy two new cars this year. I am requesting that Volvo reimburse me for 50% of these repairs that are due to bad quality in this car.

Should you again say that there is nothing you can do, please be assured that this will be the last Volvo I ever purchase and that I will convey to all family and friends not to consider a Volvo due to the high cost of repairs when the car is only a few thousands miles out of warranty.

[REDACTED]
[REDACTED]
Towson, MD
[REDACTED]

EXCELLENT SERVICE - GREAT VALUE - COMPLETE SATISFACTION

410-666-4020
FAX 410-689-0002

Bill Kidd's Service Center

410-666-6030
FAX 410-689-0003

107 INDUSTRY LANE • COCKEYSVILLE, MD 21030
FAX: 410-666-5119

CUSTOMER NO. 10403	ADDRESS DEAN MARTIN	DOB NO. 7375	INVOICE DATE 12/15/04	INVOICE NO. VDCS144544
[REDACTED]	CAR MAKE VEHICLE NO	YEAR / MAKE / MODEL 00/VOLVO/580/4 DOOR SEDAN	COLOR VENETIAN RED	STOCK NO. 83318
BALTIMORE, MD	VEHICLE ID NO. YV1TS9003Y1	SALE PRICE 56,293	DELIVERY DATE 01/13/00	DELIVERY MILE 0
	C.I.E. NO. 102456801		COLLINS DEALER NO.	PRODUCT OR DATE
	COMMENTS		R.O. DATE 12/07/04	

NO: 56293

JOB # 1 1040306 ACK ENGINE LIGHT UNITS: 4.50 TECH: 7988
 CUSTOMER STATES CHECK ENGINE LIGHT ON CAR MONT TITLE PERFORMED DIAGNOSTIC TEST ERROR CODES ECM 30AF FROM 1008 FUEL TRACED TO INJECTOR FOUND THE ELECTRONIC THROTTLE MODULE HAVING INTERNAL FAULT AND ECM 30AD CODE WAS PER 30AF ABILITY BOOST PRESSURE SENSOR FOR THE TURBO; REPLACED THROTTLE MIDDLE AND BOOST SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 1	1	888675-0	THROTTLE BODY	52.25	52.25
JOB # 1	1	854237-0	EPN BELT	36.50	36.50
JOB # 1	1	836230-0	SOLENOID VALVE	38.71	38.71
JOB # 1	1	947322-0			

JOB # 1 TOTAL LABOR & PARTS 180.00

OTHER IMPORTANT PHONE NUMBERS:
 NEW CAR/USED CAR SALES DEPT. 410666-6030
 PARTS DEPT. 410666-4020

JOB # 2 4104205 ABS LIGHT ON UNITS: 2.50 TECH: 22607
 CUSTOMER STATES ABS LIGHT ON AND TRAC LIGHT IS ON INTERNAL MALFUNCTION IN ABS CONTROL MODULE REPLACED THE CONTROL MODULE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 2	1	8610646-0	HTF MODULE	894.07	894.07

JOB # 2 TOTAL LABOR & PARTS 894.07

DEALER IS NEITHER WARRANTY AGENT NOR REPRESENTATIVE OF BODDAYS BODDAYS PARTS AND LABOR BELIEVE TO THE DOCUMENT ARE COVERED BY THE BODDAYS PARTS LIMITED WARRANTY WHICH IS CONSPICUOUSLY DISPLAYED AT THIS PLACE OF BUSINESS. BODDAYS PARTS ARE WARRANTED BY AND FOR A PERIOD DEFINED BY THE SUBLET SUPPLIER.

MISC. CODE DESCRIPTION
 JOB # A EM ENVIRONMENTAL CHARGES 1.97
 JOB # A SS SHOP SUPPLIES 29.90
TOTAL MISC 31.87

TO BE SURE WE'VE GIVEN YOU EXCELLENT SERVICE AND VALUE, WE'LL MAKE RANDOM FOLLOW-UP CALLS TO THE PHONE NUMBERS LISTED ABOVE. Please call us if you wish to be contacted. We'll get you the best service. Thank you!

TOTALS
 TOTAL LABOR 987.83
 TOTAL PARTS 1751.18
 TOTAL SHOP 4.00
 TOTAL E.O.B. 6.00
 TOTAL MISC CHG 36.87
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.00
TOTAL INVOICE \$ 1985.88

Thank You For Serving With Us

[Handwritten Signature]

THANK YOU FOR YOUR BUSINESS.

CUSTOMER SIGNATURE

Brentwood Automotive

1036 W. 41st Street
 Baltimore, MD. 21211
 Phone - 410-889-8748 Fax - 410-889-4302

INVOICE

020779

' Import Specialist Since 1976'

INVOICE

Print Date : 05/10/2004

[Redacted]
 Baltimore, MD [Redacted]
 Cell # [Redacted] Home [Redacted]
 Cust ID : 3085

2000 Volvo - S80 T-6
 2.8L, In-Line6, VIN (90)
 Lic # : Odometer In : 51004
 Unit # :
 Vin # : YV1TS9DD3Y [Redacted]
 Hat # : Ref # :

Part Description / Number	Qty	List	Extended	Labor Description	Extended
OIL & FILTER 00	1.00	16.00	16.00	LOF, NOISE UNDER VEHICLE WHEN DRIVING OVER BUMPS, MESSAGE BOARD SAID	N/C
FRONT PADS 00	1.00	79.95	79.95	ALARM SERVICE NEEDED. FLUSH BRAKE FLUID IF NEEDED.	
ROTOR 00	2.00	102.48	204.96	OIL CHANGE	15.00
STRUT MOUNTS & BEARING PLATES 00	2.00	164.79	329.58	REPLACE FRONT PADS & REPLACE ROTORS	150.00
STRUTS 00	2.00	174.29	348.58	FLUSH BRAKE FLUID	75.80
MOUNT 00	1.00	55.12	55.12 WAS NOT ABLE TO RESET SERVICE LIGHT, OUR SOFTWARE NOT COMPATIBLE.....	
REPLACE L/FRONT SWAY LINK (PART WAS FROZEN LP NEEDED TO COME OFF INORDER TO DUE STRUTS) 00	1.00	44.50	44.50	
Shop Supplies/razmat		10.00	10.00	WHEN GOING OVER BUMPS LOUD NOISE VEHICLE NEEDS UPPER STRUTS MOUNTS. RECOMEND STRUTS @ SAME TIME..... VEHICLE ALSO NEEDS UPPER MOTOR MOUNT @ FIRE WALL, FRONT PADS.& ROTOR, , BRAKE FLUSH.	37.50
				REPLACE FRONT STRUTS, & MOUNTS	125.00
				REPLACE MOTOR MOUNT @ FIRE WALL	112.50
			 SLIGHT NOISE FROM R/FRONT SWAY BAR LINK	

*
 1758.12

VOLVO

Volvo Cars of North America, LLC

July 30, 2004

[REDACTED]
Towson, MD [REDACTED]

Dear Mr. Roth:

Thank you for contacting Volvo Cars of North America. This is in response to your recent letter concerning your 2000 Volvo S80. We are very sorry to learn of your dissatisfaction with the vehicle and the recent need to replace struts, brake pads, and rotors on the vehicle.

While we wish that we could, Volvo cannot always offer an explanation as to why you experienced these difficulties with your vehicle. Volvo does endeavor to build vehicles which are free of defects in both materials and workmanship. We take great pride and place much effort into the design and engineering of every model using only the best materials and most advanced technology available during production and yet we cannot guarantee any owner that their vehicle will be free from repair or component replacement during ownership.

We are aware that Volvo's review and response regarding an owner's concern may have an impact on an owner's decision to repurchase a Volvo. With this in mind, we take the concerns of our owners very seriously and give every possible consideration why reviewing any issue that is brought to our attention. As much as we desire to resolve each of our customer's requests to their satisfaction, it is not always possible to meet every expectation. While we regret that you may disagree we are not in a position to assist with the cost of the repairs performed by Brentwood Automotive.

We appreciate your taking the time to contact us and for allowing us the opportunity to respond. We realize that your experience has not met your expectations of Volvo and we apologize for any inconvenience this may have caused you.

Drive Safely.


Jenni Kaiser
Customer Care Consultant



RECEIVED

APR 18 2005

CUSTOMER CARE

Rob McKenna

ATTORNEY GENERAL OF WASHINGTON

P.O. Box 2317 (1019 Pacific Ave-3rd Fl) • Tacoma WA 98401-2317

April 14, 2005

**VOLVO CARS OF NORTH AMERICA
CONSUMER RELATIONS
15 PO BOX 914 DR
ROCKLEIGH, NJ 07647**

Re: [REDACTED]
File #TAC -232822

Dear Volvo Cars of North America:

This office has received the enclosed complaint from Laurie Aardal regarding your firm.

May we please have your reply so that we may determine how to proceed in this matter.

We request your response within 14 business days. If you are unable to provide your response during that timeframe, please contact this office to make alternate arrangements; please address it to me and reference our file number TAC -232822.

**Roger Gustafson
Complaint Analyst
Consumer Protection Division
(253) 593-2904**

Enclosure(s)

232822

Received Via Internet: 4/7/2005 8:53:38 PM

Form Type: eng

CCRC-CASE#: 47966

Consumer Information

Name: [REDACTED]
Address: [REDACTED]
City: Bremerton State: WA Zip: [REDACTED]
Day Phone: [REDACTED] Evening Phone:
E-mail Address: [REDACTED]
Age Group (optional): 40-49

Yes In order to process your complaint, the Attorney General's Office will send a copy of your complaint to the complained of business. Do you want the Attorney General's Office to send this business a copy of your complaint?

I understand that if I answer No, the Attorney General's Office will not process this complaint. Additionally, if I answer Yes, I understand that my complaint and any related documents I have submitted will become "public records." Under state law, public records are subject to public records disclosure requests. Under some circumstances, my complaint and related documents may therefore be seen by other people.

Business Information

Name of business that I am complaining about: Volvo Cars of North America
Address:
City: State: Zip:
Phone: Toll-Free: 8004681552 Fax:
E-mail:

Name of owner or manager (if known):
Name and address of any other businesses involved in your complaint:
Barrier Motors

Item or service purchased: Electronic Throttle Module - repair
Cost of item or service: \$1,100.00 Did you sign a contract? YES Date of transaction: 4/5/2005
Salesperson's name: Glen Hansen
Was an advertisement involved? NO Date and source of advertisement: -

About Your Complaint . . .

Have you complained to the business? YES
If YES, to whom (include position)? Sophie at the customer care line (800) 468-1552

What response did you receive? Volvo would not take responsibility for failing to notify customers that regular cleaning of the THROTTLE MODULE is necessary to avoid costly repairs later. Sophie says that my car is out of warranty which I do not dispute. The fact is that while it was under warranty, regular maintenance should have been performed by the service dept at various Volvo dealers and it appears to not have been. Barrier offers a 10% discount which Volvo claims is generous. I don't think 10% is an amount that shares responsibility.

If you have not contacted the business, explain why not:

Have you filed a complaint about this business with the Attorney General's Office before? No
If Yes, list the file number assigned to that complaint:

Have you contacted a private attorney? No
If YES, identify the name and address of the attorney:
Is there a court or other legal proceeding pending? No
If YES, please explain:

Explain your complaint in detail:
Volvo would not take responsibility for failing to notify customers that regular cleaning of the THROTTLE MODULE is necessary to avoid costly repairs later.
Sophie says that my car is out of warranty which I do not dispute. The fact is that while it was under warranty, regular maintenance should have been performed by the service dept at various Volvo dealers and it appears to not have been. Barrier offers a 10% discount which Volvo claims is generous. I don't think 10% is an amount that shares responsibility.

What do you think the business should do to resolve your complaint? (Circle one)

OTR

Explain if you have circled 'Other':

I feel that Volvo of North America should meet me half way. Pay 50% of the repair. I recognize that some wear and tear is normal for a car with 98,000 miles. However regular maintenance could have prevented this repair had I been aware. There were many opportunities for the service to be performed when my car was in for regular service at the dealers.

Signatures

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a public record and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature Laurie Asada

Date 4/7/2008

Received via the Internet
City and State where signed

April 19, 2005

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

RECEIVED

APR 24 2005

CUSTOMER CARE

Dear Sir or Madam:

I am writing in an attempt to get some response regarding my 2000 Volvo V70. VIN YV1LZ36DIY3 [REDACTED]

I purchased this car used in July of 2003, after my 1996 850 was totaled in an accident. I felt that my Volvo had prevented much more potentially serious injuries, and wanted another safe car. I did have many problems with my 850, including chronic check engine lights, and replacement of something called a relay switch, that supposedly was a problem with this model.

In November of 2003 I began to notice what I described as a chugging or missing feeling on the V70. It was not consistent, and apparently hardly noticeable, as I had my spouse drive it and also took it to others to see if they could feel it. No one did. At that time also the light for the ETM (electronic throttle module) would only flash on, so I was unable to see which specific light it was, and was unable to report it accurately.

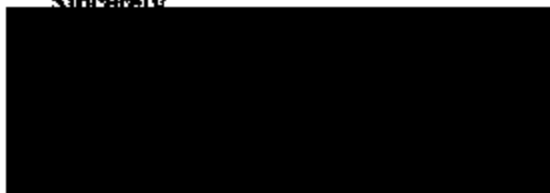
Finally in February of 2004 I took it to a local shop after ETM light came on, and the problem was getting worse. Unfortunately, this shop was not qualified to diagnose properly or repair the ETM. Shortly thereafter, I did take the Volvo to the dealership in Grand Rapids, Michigan, about 35 miles from my home. There they replaced the ETM, but were very unsympathetic to my story, and refused to honor any warranty on the car, which I understand expired sometime around the time I was struggling to figure out what to do with the car and how/where to get it repaired.

I am writing just in hope of some remuneration from my expenses, when the problem with the car began prior to the warranty expiring. I was simply not able to get the problem diagnosed correctly and to the proper repair center before the expiration. I have included "proof" that I encountered the problem prior to the actual time I was able to have the car repaired. Any help you can give me would be appreciated.

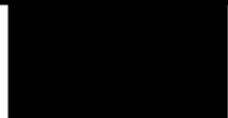
Also, I'm wondering if you can address the issue of substantial repairs I have experienced with Volvo. I mentioned the problems with my 850, the ETM with the V70, but I have also had to have the thermostat and the ignition replaced on the V70 in the less than two years I have owned it. Is this common? I had always been under the impression that Volvo was a substantially built car, and repairs, while expensive, were somewhat rare. I realize things happen, just wondering your take on the issue.

Thanks for your time.

Sincerely,



Muskegon, MI



7448192

99590

BETTEN IMPORTS

Where Relationships Grow

5001 28th St. S.E.
Grand Rapids, MI 49548
Ph. 616-301-2180 FAX 1-800-328-2471
www.bettenimports.com

INVOICE

PAGE 1

MUSKEGON, MI

HOME:

BUS:

SERVICE ADVISOR: 170 SHERRI STEDMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUZE	00	VOLVO V70	YV6LZ56DLY		40325/40325	T348	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000			WATT 03MAR04		88.00	CASH	03MAR2004
K.O. OPENED		READY		OPTIONS: DLR:403068 ENG:BB5244T-2.4 Liter			
09:46 03MAR04		11:46 03MAR04					

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE CAR HAS BTS LIGHT COMING ON CAR LOSES POWER AND CUTS OUT AT TIME ON HIGHWAY SHUDDERS WILL HAVE TO SHUT OFF WAIT FOR A WHILE AND RESTART USUALLY OCCURS TRYING TO MAINTAIN STEADY SPEED							
200 ENGINE REPAIR							
				589 CVOL	3.30	290.40	290.40
1	8644347			THROTTLE BODY	551.59	551.59	551.59
1	8636753			GASKET	2.84	2.84	2.84
1	9438298			BTM RELOAD	25.00	25.00	25.00
PARTS:	579.43	LABOR:	290.40	OTHER:	0.00	TOTAL LINE A:	869.83

TECH FOUND ELECTRONIC THROTTLE MODULE TO BE FAI LING INTERMITTENTLY REPLACED MODULE, DOWNLOAD N EW SOFTWARE TO CORRECT

*Radio Code
4633*

BETTEN IMPORTS Thanks You for Your Business! We enjoy serving you and always strive to give you EXCELLENT service. If there is any way we have not exceeded your expectations please let us know. We want you to be VERY SATISFIED. Thank you & Have an EXCELLENT Day. JIM, ART, STEVE, SHERRI, GREG AND MARTY

PAID
MAR 03 2004
BY: *[Signature]*

<table border="1"> <tr> <th>NAME</th> <th>LABOR</th> <th>TOTAL</th> <th>P.A. HOURS</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> <table border="1"> <tr> <th>PARTS</th> <th>LABOR</th> <th>TOTAL</th> <th>P.A. HOURS</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> <table border="1"> <tr> <th>THRU TO</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>ALL REPAIRS AND PARTS LISTED WERE SUBMITTED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT P.A. 306</p> <p>SERVICE ADVISOR APPROVED BY: <i>[Signature]</i></p>	NAME	LABOR	TOTAL	P.A. HOURS					PARTS	LABOR	TOTAL	P.A. HOURS					THRU TO	DATE	TIME	BY					<p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or subcontractor. I hereby grant you major your employees permission to operate the vehicle herein described during, highway or otherwise for the purpose of testing and/or inspection. An express guarantee of parts is hereby acknowledged on other vehicles to insure the amount of repair charges.</p> <p>ACKNOWLEDGE AND APPROVE WARRANTY WORK PERFORMED.</p> <p>ALL PARTS RECALLED ARE NEW UNLESS OTHERWISE SPECIFIED</p> <p>CUSTOMER COPY</p>	<table border="1"> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> <tr> <td>LABOR AMOUNT</td> <td>290.40</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>579.43</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>MISC. CHARGES</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>869.83</td> </tr> <tr> <td>LESS ADJUSTMENTS</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>34.77</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>904.60</td> </tr> <tr> <td>STATE REG. NO.</td> <td>F-108289</td> </tr> </table> <p><i>Thank You!</i></p>	DESCRIPTION	TOTALS	LABOR AMOUNT	290.40	PARTS AMOUNT	579.43	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	869.83	LESS ADJUSTMENTS	0.00	SALES TAX	34.77	PLEASE PAY THIS AMOUNT	904.60	STATE REG. NO.	F-108289
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Michael Kaufman 9 Cracco Lane Wayne, New Jersey 07470 973-696-9041

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

4/22/05

Dear Volvo:

I have been a loyal Volvo customer since 1999. My last 3 purchases have all been Volvos. I'm not sure whether my next purchase will be a Volvo. I purchased a new 2000 S80 in 1999 and a new 2002 S60 in 2002. Last month I purchased a used 2000 S 80, with only 41,615 miles.

I have been loyal because of the perceived safety factor that Volvo created. Governmental agency and private testing reports generally seem to rate Volvo among the safest, but Volvo never seems to stand out as the best. Despite this, I have stood by Volvo. I have overlooked bothersome aspects of Volvo's cars, such as poor visibility, especially "blind spots", dirty wheels, clocks that aren't accurate, poor radio reception, etc. Still, I have stood by Volvo.

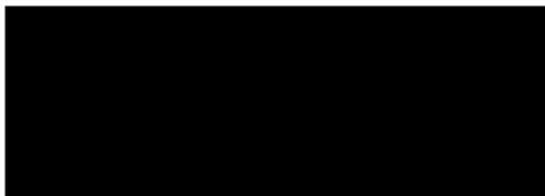
Volvo also has a reputation for longevity. However, my experience with the S80 that I purchased in 1999, was that despite regular maintenance at the proper intervals, once the car reached 50,000 miles, many expensive repairs were needed.

I purchased the 2000 S80 last month without an extended warranty. I figured that the car should at least get to the 50,000-mile mark without costly repairs. Volvo seems to demand 10's from its dealers, yet it doesn't appear to demand 10 of itself. Now that I've experienced being on the short end of the 50,000-mile or 4 years, whichever comes first, I will give more weight to the warranty in making my next purchasing decision. It seems to me that there's a difference between having an endless amount of time versus a reasonable amount of time. I'm not suggesting a 20-year/50,000 mile warranty. Volvo should, however, be able to stand behind a 6 or 7 year, 50,000 mile warranty. If not, that tells me something, which I'll have to consider when buying my next vehicle.

Rather than just sharing my thoughts and complaints with you, I'm going to give you the opportunity to stand behind your product. Enclosed are the 2 invoices to repair the electronic throttle module intake manifold and mass air flow sensor of my less than 2 month old used 2000 S80. They occurred at 43,824 miles, but were fixed on 2 occasions (the second 44,278) because the dealership missed catching the sensor problem when fixing the throttle.

What can you do to restore my confidence in Volvo? You could reimburse me for the \$1,107.79 + \$339.07. Even better, you could provide me with the 24-month/24,000 mile warranty retroactive, so the repairs would be covered. Or you could even just provide me with a 36-month/36,000 mile warranty going forward. I would still be out the \$1,447, but you'd show me your confidence in the vehicles that you manufacture.

Thank you for your consideration,



MONTCLAIR
VOLVO

DCH VALLEY MOTORS LLC.
SERV: VOLVO (973) 746-4502
SALES: (973) 746-4500
34 VALLEY RD. * MONTCLAIR, NJ 07042

WAYNE, NJ

SERVICE ADVISOR **GENE GILBERTI**

WORK ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	FAD NO.	F.O. NO.	WORK ORDER NUMBER	INVOICE NO.
06APR05	08APR05		YV1T994D8V1	6969041	T404		08APR05	25361
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LABOR RATE	WORKER	PREPARED BY	IN
		00	VOLVO VOLVO S80		105.00	01JAN05	54	54
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
43824	43824							

A MILEAGE IN () MILEAGE OUT () CM 43824					
B 49 CPV7 0.00 0.00				0.00	
CUST STATES THE CHECK ENGINE LIGHT CAME ON SN SERIAL C					
49 CPV7 0.00 0.00				0.00	
C CUST STATES REDUCE PERFORMANCE MESSAGE CAME 25128-2 ELECTRONIC THROTTLE MODULE INTAKE MANIFOLD REMOVE INSTALL/REPLACE (2)					
49 CPV7 2.50				262.50	
1	8644347	THROTTLE BODY	551.59	551.59	551.59
1	8636753	GASKET	4.29	4.29	4.29
1	9438290	ETM RELOAD	42.90	42.90	42.90
1	9441158	RELAY	14.21	14.21	14.21
D 7,500 MILE MAINTENANCE SERVICE, ROTATE TIRES					
V7K 7,500 MILE MAINTENANCE SERVICE, ROTATE TIRES					
49 CPVM 1.10				152.95	152.95
1	1275810	FILTER INSERT	5.75	5.75	5.75
1	977751	GASKET	1.79	1.79	1.79
7	8889956	EXXON SUPER-FLO	1.30	1.30	9.10
E RESET SERVICE LIGHT					
LAB RESET SERVICE LIGHT					

VOLVO SERVICE - (973) 746-4502
SALES: (973) 746-4500

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

**SEE REVERSE SIDE
FOR ALL
MANUFACTURERS
WARRANTIES**

SHOP MATERIAL INCLUDES MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLIED ITEMS ARE: NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENTS, RAGS, TOWELS, BATTERY CLEANER AND WASTE REMOVAL PROCEDURES.

CUSTOMER SIGNATURE

BY SIGNING THIS ORDER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SPECIALLY NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, UNLESS THERE WAS NO NOTIFICATION FROM THE APPLICABLE C. THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS WARRANTY IS AVAILABLE FROM CONTACT A. ANY PART NOT A. ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 217 YEAR FROM THE DATE OF MANUFACTURE BY THE SUPPLIER. PLEASE ADVISE THE MANUFACTURER OF ANY DEFECTS.

MONTCLAIR



VOLVO
DCH VALLEY MOTORS LLC.

SERV: VOLVO (973) 748-4502

SALES: (973) 748-4500

34 VALLEY RD. * MONTCLAIR, NJ 07042

WAYNE, NJ

SERVICE ADVISOR **GENE GILIBERTI**

DATE ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLST. NO.	TRK/NO.	P.O. NO.	WARRANTY	WARRANTY NO.
06APR05	08APR05		YV1TS94D8Y	6969041	T404		08APR05	25361
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COY. PAY (APPROX)	DELIVERY DATE	WARRANTY BY	24
		00	VOLVO VOLVO S80		105.00	01JAN05	54	54

RELEASE IN	RELEASE OUT	GROUP NO.
43824	43824	

49 CPV7	0.00	0.00
CUST STATES CK 12V OUTLET INOP OK ITEM INSPECTED OK AT THIS TIME		
49 CPV7	0.00	0.00
CUST STATES CK PASS SEAT HEATER OPERATION OK ITEM INSPECTED OK AT THIS TIME		
49 CPV7	0.00	0.00
** RECALL 141 - REPLACEMENT OF ENGINE COOLING FAN CAUSE: 02		
141 RECALL 141 - REPLACEMENT OF ENGINE COOLING FAN		
49 WV	0.60	(N/C)
1 30636445	ELECTRICAL FAN	(N/C)
3 983614	CABLE TIE	(N/C)
2 983662	CABLE TIE	(N/C)
1 9148344	CLIP	(N/C)
1 8651136	COVER	(N/C)
FC: 03 PART#: COUNT:		
CLAIM TYPE: 141		
AUTH CODE:		

VOLVO SERVICE: (973) 748-4502
SALES: (973) 746-4500

** PRE-INVOICE **		DESCRIPTION	TOTALS
SHOP MATERIAL INCLUDES MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLIED ITEMS ARE: NUTS, BOLTS, WASHERS, PINS, AEROSPRAYS, SOLVENTS, RAGS, TOWELS, BATTERY CLEANER AND WASTE REMOVAL PROCEDURES.		LABOR AMOUNT	415.45
		PARTS AMOUNT	629.63
		GAS/OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC CHARGES	0.00
		TOTAL CHARGES	1045.08
		LESS INSURANCE	0.00
		SALES TAX	62.71
PLEASE PAY THIS AMOUNT			1107.79

SEE REVERSE SIDE FOR ALL MANUFACTURERS WARRANTIES

CUSTOMER SIGNATURE

NEEDS 4 TIRES MICH 215/55/R16 MXM4 \$856.45
FOUR WHEEL ALIGNMENT
FRONT & REAR PADS @ 6MM

ON BEHALF OF SERVING MERCEDES-BENZ (USA) LLC, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. MERCEDES-BENZ MAKES NO WARRANTY AS TO DAMAGES TO OTHERS. THERE SHALL BE NO RECOVERY FROM THE APPROXIMATE OF THE VEHICLE OR DAMAGE. THAT ANY PART SUPPLIED OR REPLACED UNDER THIS CLAIM SHALL BEIN CONTACTED BY MERCEDES-BENZ TO ANY RECORD OF RECALLS OR INQUIRY. REPAIRS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEARS FROM THE DATE OF MANUFACTURE AT THE SERVICE QUALITY CENTER BY MANUFACTURER'S REPRESENTATIVE.

MONTCLAIR



VOLVO
DCH VALLEY MOTORS LLC.
 SERV: VOLVO 1873 748 4902
 SALES: 1873 748 4500
 34 VALLEY RD. * MONTCLAIR, NJ 07042

WAYNE, NJ

SERVICE ADVISOR **JOHN PASSANO**

INVOICE DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	P.O. NO.	INVOICE MONTH	INVOICE NO.
15APR05	15APR05		YV1TS94D8Y1	6969041	T759		15APR05	25728
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LIST PAY LABOR RATE	INVOICE DATE	PREPARED BY	SA
		00	VOLVO VOLVO S80		105.00	01JAN05	66	66
WARRANTY IN	WARRANTY OUT	LICENSE NO.						
44278	44279							

A	CUST STATES CHECK ENGINE LIGHT IS ON - SOMWHAT INTERMITTENTLY -MOST OF THE CEL FOUND MASS AIR FLOW SENSOR FAULTY 57 CPVM 0.00 0.00 0.00				
B	CUST STATES SERVICE EMISSIONS LIGHT IS ON - SOMWHAT INTERMITTENTLY -MOST O CEL REPLACED MASS AIR FLOW SENSOR AND TESTED 57 CPVM 1.50 157.50 157.50 1 8670263 MASS AIR FLOW 220.70 220.70 220.70 1 9440982 GASKET 17.15 17.15 17.15				
C	CUST STATES VEHICLE SURGING AT IDEL PREV SEE PREVIOUS LINE 57 CPVM 0.00 0.00 0.00				
D	CUST STATES VIBRATION AT HIGH WAY SPEEDS COMING THROUGH PEDAL OR FLOR 39 BALANED ALL FOUR TIRES 57 CPV7 0.00 0.00 0.00				

VOLVO SERVICE: 1873 748-4502
 SALES: 1873 748-4500

**** PRE-INVOICE ****

DESCRIPTION	TOTALS
LABOR AMOUNT	157.50
PARTS AMOUNT	237.85
GAS/OIL, TUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	395.35
LESS INSURANCE	80.00
SALES TAX	23.72
PLEASE PAY THIS AMOUNT	339.07

**SEE REVERSE SIDE
 FOR ALL
 MANUFACTURERS
 WARRANTIES**

SHOP MATERIAL INCLUDES MATERIALS
 USED ON YOUR VEHICLE. APPLICABLE
 SUPPLIED ITEMS ARE: NUTS, BOLTS,
 WASHERS, PINS, AEROSPRAYS,
 SOLVENTS, RAGS, TOWELS, BATTERY
 CLEANER AND WASTE REMOVAL
 PROCEDURES.

CUSTOMER SIGNATURE

REGENCY MOTORS STRIVES FOR EXCELLENCE
 PLEASE LET US KNOW THAT WE'VE SUCCEEDED OR
 HOW WE CAN IMPROVE TO RATE AN EXCELLENT FROM
 YOU. NOTHING LESS WILL DO!

DAID

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE. IF THERE WERE NO REPAIRS FROM THE APPLICABLE BY THE INSTALL OR OTHERWISE, THAT ANY FURTHER REPAIRS TO BE MADE UNDER THIS CLAIM MUST BE PAID BY THE CUSTOMER. THE DATE OF SERVICE IS THE DATE OF SERVICE. THE DATE OF SERVICE IS THE DATE OF SERVICE. THE DATE OF SERVICE IS THE DATE OF SERVICE.

Law Offices
DELANEY & SCOTT, P.C.

Westtown Business Center
1528 McBarial Drive
West Chester, PA 19380

510-344-9020

FAX 510-344-0924

www.delaneyscottlaw.com

RECEIVED

APR 18 2005

CUSTOMER CARE

Thomas F. Delaney

David T. Scott

April 14, 2005

Volvo Customer Relations
7 Volvo Drive
Rockleigh, NJ 07647
Attn: Unis Stern, Manager

Gentlemen:

I am the owner of two Volvos, a 1999 S70 for which I have received a recall notice recently. The second is a 2000 X70. In addition, members of my family, including my 5 sons, own at least 3 or 4 other Volvos. We have, for the most part, been satisfied with them and we are especially satisfied by the service of our dealer, Stillman Volvo, in West Chester.

However, recently, I took my car in for, what I thought was going to be some minor adjustment because the car hesitated driving and instead ended up paying over \$2,000.00. Part of that was for tires which I understand. However, I have no idea why the part which had to be replaced which was over \$600.00 failed. I have been driving for over 40 years, have owned numerous cars but never had such a problem. I was told it was not covered by warranty but, in my opinion, I believe this part to be so intrinsic to the operation of the vehicle and it should be covered.

Volvo Customer Relations

Page 2.

April 14, 2005

I, of course, have paid the bill and I will continue to drive the car. However, I just want to let you know that I think there are some things wrong with your vehicle such as over priced repairs.

Very truly yours,



TFD:jl

VOLVO

Volvo Cars of North America, LLC

IMPORTANT RECALL NOTICE

T36 PJ *****ALTO**3-DIGIT 193
FVIL33IAZNC36686
Mr. Thomas P. Dalany
767 Inverness Dr
West Chester PA 19380-6887

January 2005

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

The reason for this campaign:

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the headlight switch of certain model year 1998-2000 S70, V70, C70 and V70XC vehicles. In some cases, the connections in the headlight switch may deteriorate. If this occurs, the headlights will not function and a loss of visibility may occur, increasing the risk of a crash.

The corrective action consists of inspecting, and if necessary, replacing the headlight switch with one of a modified design.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, Volvo will honor your receipt with a refund. Please contact your authorized Volvo retailer for details.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Relations at 7 Volvo Drive Rockleigh, New Jersey 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time.

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

Telephone
201-768-7300

<http://www.volvocars.com>

Stillman

1200 Whitington Pike
 (Rt. 202)
 West Chester, PA 19382
 Phone: (610) 398-1300
 Fax: (610) 398-1126
 www.stillmanvolvo.com



VOCS128583
VOLVO

SERVICE DEPT HOURS
 Monday - Thur: 7:00 A.M. - 7:00 P.M.
 Friday: 7:00 A.M. - 6:00 P.M.

VOCS128583

DATE/TIME IN: 21360	TECHNICIAN: MICHAEL LARLESS	TECH ID: 397	DATE/TIME OUT: 04/05/05	VOCS NO: VOCS128583
VEHICLE MAKE: WEST CHESTER, PA	VEHICLE MODEL: MOONUST HT	VEHICLE YEAR: 00/VOLVO/V70 ANXC SE/V70 ANXC SE	VEHICLE COLOR: 04/27/00	VEHICLE MILEAGE: 6,650
VEHICLE VIN: YV1L256D9Y2	VEHICLE LICENSE: 379	VEHICLE REGISTRATION: 04/05/05	NO: 56808	

KEY CODE: **419335** RADIO CODE: **5855**

JOB # 1 25MIN ENGINE CABINET ON HOUS: 4:00-TECH(S): 379
 C/S ETS LIGHT ON/LACKED POWER-
 DOWNLOADED CODES TO DIAGNOSE.
 REPLACED ETH & CLEANED PCV SYSTEM;

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	864337-0	THROTTLE BODY	579.17	579.17
JOB # 1	1	8636763-9	GASKET	3.34	3.34
JOB # 1	1	9438298-3	ETH RELCAJ	34.50	34.50
JOB # 1 TOTAL PARTS					617.01
JOB # 1 TOTAL LABOR & PARTS					696.81

JOB # 2 30MIN CK FOR BULB OUT: 1 HOURS: TECH(S): 379
 CK FOR BULB OUT
 REPLACED BOTH OUTERBRAKE LIGHT BULBS-NO CHARGE FOR LABOR;

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	2	96826-1	BULB	3.68	7.36
JOB # 2 TOTAL PARTS					7.36
JOB # 2 TOTAL LABOR & PARTS					7.36

JOB # 3 01V0217 ENGINE OIL & FILTER HOUS: TECH(S): 379
 LUBE, OIL & FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	90916	LOPE W/ PAPER FLTR	15.35	15.35
JOB # 3	6	OIL	OIL	3.68	22.08
JOB # 3	1	1276810-8	FILTER INSERT	3.68	3.68
JOB # 3	1	977751-7	BASKET	3.68	3.68
JOB # 3 TOTAL PARTS					15.35
JOB # 3 TOTAL LABOR & PARTS					37.45

JOB # 4 04V0218A TIRE TIGHTENING/ROTATION HOUS: TECH(S): 379
 CHECK TIRES-
 FOUND FRONT TIRES INNER EDGE WORN BELOW TREAD-
 FOUND REAR WORN UNEVENLY-
 INSTALLED FOUR NEW TIRES;

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	4	71970	205/65/16 H	145.00	580.00
JOB # 4 TOTAL PARTS					580.00
JOB # 4 TOTAL LABOR & PARTS					674.00

JOB # 5 01V0217 WHEEL ALIGNMENT HOUS: TECH(S): 379
 DUE TO TIRE WEAR-
 PERFORMED A FOUR WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.
1 YEAR VOLVO PARTS WARRANTY AGAINST DEFECT OR WORKMANSHIP

Thank You
 for bringing your vehicle to
 Stillman Volvo for service.

- REMEMBER, WE PROVIDE YOU WITH:**
- Alternative Transportation
 - Painless Dent Repair
 - VOLVO Certified Technicians
 - Glass & Windshield Repair
 - Interior Upholstery Repair

Stillman
 WEST CHESTER, PA

Stillman

1300 Wilmington Pike
(Rt. 202)
West Chester, PA 19382
Phone: (610) 399-1300
Fax: (610) 399-1126
www.stillmanvolvo.com



VOCS128583

VOLVO

SERVICE DEPT. HOURS:
Monday - Thur: 7:00 A.M. - 7:00 P.M.
Friday: 7:00 A.M. - 4:00 P.M.

VOCS128583

Customer No. 21360	Agent MICHAEL LAWLESS	TAX ID 397	Service Date 04/05/05	Invoice No. VOCS128583
Address WEST CHESTER, PA	License 56,804	Color MOONDUST MT	Model Year 04/27/00	Deliver Miles 6,650
	Vehicle ID YV1LZ56D9Y	MSRP 379	Invoice Date 04/05/05	NO: 56808

JOB # 5 TOTAL PARTS		0.00
JOB # 5 TOTAL LABOR & PARTS		89.95
JOB # 6 TOTAL PARTS		91.65
JOB # 6 TOTAL LABOR & PARTS		167.61
TOTAL - GOG		1.98
TOTAL - MISC		5.50

TOTAL LABOR		645.81
TOTAL PARTS		1327.37
TOTAL SUBLET		0.00
TOTAL G.O.G.		1.98
TOTAL MISC CHG		5.50
TOTAL MISC DISC		0.00
TOTAL TAX		118.95
TOTAL INVOICE \$		2098.23

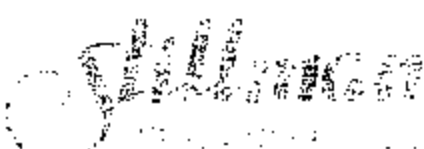
THANK YOU FOR YOUR BUSINESS!

CASH [] CHECK [] VISA []

MC [] AMEX [] DISC [] CHARGE []

DATE: _____ INITIALS: _____

CUSTOMER SIGNATURE



In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or penalty completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

1 YEAR VOLVO PARTS WARRANTY AGAINST DEFECT OR WORKMANSHIP

Thank You
for bringing your vehicle to Stillman Volvo for service.

- REMEMBER, WE PROVIDE YOU WITH:**
- Alternative Transportation
 - Paintless Dent Repair
 - VOLVO Certified Technicians
 - Glass & Windshield Repair
 - Interior Upholstery Repair

Stillman
WEST CHESTER, PA

RECEIVED

APR 20 2005

CUSTOMER CARE

713 20th Avenue
South Belmar, NJ 07719

April 14, 2005

Volvo Cars of North America, LLC
One Premier Place
Irvine, CA 92618

Dear Ann Bates:

I am contacting you concerning a defect with my 1999 Volvo XC. The Electronic Throttle System (ETS), in particular the throttle module, is defective. After researching this issue further, I understand Volvo is aware of this defect and made design corrections to the 2002 XC. However, that does not resolve the defect in my 1999 XC Volvo Wagon, which is the Magneti Marelli Series 70 ETM. There are serious safety issues - lack of acceleration, hesitation, and stalling at cruising speed - with catastrophic consequences as a result of this defect. I am requesting reimbursement for the maintenance I paid (see enclosures) on the defective throttle system while my vehicle was under warranty. This unit should have been replaced not serviced (re: class action lawsuit 04AS01934, California Supreme Court). In addition I expect Volvo to replace this defective unit immediately with the new generation module (Hall-effect). I will accept nothing less than the above-mentioned remediation from Volvo.

At this time, I am considering the purchase of a Volvo sedan, however, my choice to invest in another Volvo is directly dependent on the action Volvo takes with rectifying the acknowledged defect in my current vehicle. I am providing you the opportunity to resolve this issue to my satisfaction. However, I am prepared to escalate this issue if Volvo does not take the appropriate action.

Your prompt attention to this matter is anticipated and appreciated.

Sincerely,



Enclosures

VOLVO

PARTS, SALES, SERVICE
 COMPLETE BODY SHOP
 FLAT BED SERVICE

Garden State
VOLVO
 2415 HIGHWAY 35
 MANASQUAN, N.J. 08736
 732-528-7500
 FAX 732-528-7588

#11



PARTS
 DIRECT LINE
 732-528-7508

0101VOC5102259

CUSTOMER NO	18787	NAME	HERB WILEY	57	DATE	07/07/04	VOC	5102259
ADDRESS	[REDACTED]	ADDRESS	[REDACTED]	PHONE	69,708	DATE	WRITE/	STOCK NO
CITY	SOUTH BELMAR, NJ	MODEL	99/VOLVO/V70/SDR	YEAR	25609X2	DATE		OR. IN. USE
STATE		PLANT		DATE		DATE		PRODUCTION #
ZIP		TYPE		NO.		DATE	07/09/04	REPRINT# 1
		COMMENTS						NO: 69708

LABOR & PARTS
 JOB # 1 2102 ENGINE GENERAL TECH(S) BEC 309.40

C. STATES THE TLE IS SUNDING CR & INFORM
 VIP EXTENDED WARRANTY.
 TECH TESTED FOR CODES. DID NOT FIND ANY. INSPECTED & FOUND
 OIL INSIDE AIR INTAKE TUBE. REMOVED INTAKE & FOUND THAT
 THE PCV VALVE & THROTTLE WERE NOT CLEANED WHEN PRO VOLVO
 DID THE 60K SERVICE. THIS IS PART OF THE SCHEDULED SERVICE
 AS PER VOLVO'S MAINTENANCE PROGRAM.
 TECH CLEANED THE PCV VALVE & THROTTLE UNIT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	841	GUM-SOLV	4.44	4.44	4.44
JOB # 1	1	8536763-0	GASKET	2.86	2.86	2.86
JOB # 1 TOTAL PARTS						7.30
JOB # 1 TOTAL LABOR & PARTS						316.70

JOB # 2 2202 ENGINE OIL SYSTEM TECH(S) BEC 63.80
 C. STATES THERE IS A SLIGHT LEAK AT TURBO DRAINING CR.
 TECH REPLACED THE TURBO BY-PASS TUBE SEAL & GASKET.
 VIP WARRANTY WILL PAY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	3463786-2	SEALING R	1.72	1.85	1.56
JOB # 2	1	3514846-5	GASKET	2.80	1.80	1.80
JOB # 2 TOTAL PARTS						3.35
JOB # 2 TOTAL LABOR & PARTS						66.35

JOB # 3 2302 COOLING SYSTEM TECH(S) BEC 36.70
 C. STATES THE ENGINE TEMP RUNS HIGHER THAN NORMAL, PRO VOLVO
 REPLACED THE THERMOSTAT, STILL NO GOOD. DUST CAN SMELL
 COOLANT INSIDE THE CAR.
 TECH TESTED & FOUND THE AUX FAN RELAY WAS STUCK.
 REPLACED THE AUX. FAN RELAY.
 VIP WARRANTY WILL PAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	9442933-9	RELAY	63.31	63.41	63.41
JOB # 3 TOTAL PARTS						63.41
JOB # 3 TOTAL LABOR & PARTS						99.71

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$502.00 (+TAX)

COMMENTS
 DROP OFF
 TOTAL: \$501.17
 VIP PAY: \$111.26 AJT # 1993868
 NET BAL: \$389.91

RECEIVED

APR 1 2005

CUSTOMER CARE

[REDACTED]
South Belmar, NJ [REDACTED]

March 31, 2005

7 Volvo Drive
Rockleigh, NJ 07847

Dear Eunice Stern:

The defect in the headlight switch of our 1999 Volvo V70 XC occurred before receipt of your letter acknowledging this defect. Corrective action was required immediately for safety reasons. I expect reimbursement for the cost of both the part plus labor (30 minutes) to remedy the defect.

Your prompt attention to this matter is anticipated and appreciated.

Sincerely,
[REDACTED]

Enclosures

VOLVO

PARTS, SALES, SERVICE
COMPLETE BODY SHOP
FLAT BED SERVICE
732-528-7500
FAX 732-528-7588



VOLVO - USED CARS
PARTS
DIRECT LINE
732-528-7503



1000

CASH

JOHN

01/11/05

37229
VOR

B
I
L
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CASH SALE

S
H
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P
T
O



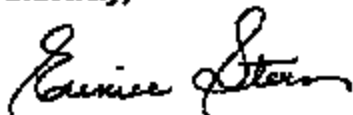
	8622023-3 LIGHT SWITCH	105FC3	28.89	28.89	28.89
<p>THIS INVOICE MUST ACCOMPANY ALL GOODS RETURNED FOR CREDIT NO PARTS RETURNABLE AFTER 90 DAYS - 20% HANDLING CHARGE DEDUCTED ON ALL PARTS RETURNED - ELECTRICAL PARTS NOT RETURNABLE SPECIAL ORDER DEPOSITS ARE NON REFUNDABLE - NO CASH REFUNDS * DEPOSITS ON SPECIAL ORDERED PARTS ARE NOT REFUNDABLE</p> <p>RECEIVED BY: X</p>			<p>TAX</p>	<p>28.89 1.74</p>	
			<p>FREIGHT</p>	<p>0.00 30.63</p>	

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-327-4236. The address is 400 Seventh Street SW, Washington, DC 20590

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,



Eunice Stern
Manager, Customer Care

Please note: According to Insurance Institute for Highway Safety President Brian O'Neill, "It is very important that owners of vehicles in which safety-related problems have been identified take those vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such notices should not be ignored or taken lightly. There is just no reason to drive around in a vehicle with a safety-related defect."

RECEIVED

MAY 5 2005

CUSTOMER CARE

Shannon Kisselman
PO Box 445
Pomeroy, WA 99347
509-993-3920
kisselman@pomeroy-wa.com

Volvo Cars of North America
PO Box 914
Rockleigh, N.J. 07647

04/29/05

To Whom It May Concern:

I am writing in hopes that there can be some sort of compensation for the highly unusual defect in my Volvo S-80 T5; VIN # YVITS90D4X [REDACTED]

My Volvo was repaired at Spokane Motor Cars, Inc., the Volvo dealing in Spokane April, 2005. I had a burned valve, which the mechanic told me is very unusual in Volvo's. I asked what I could have done to avoid this happening and he told me that it was likely it was a defective part in the first place in that it burned at 88,000 miles. I called the customer care center, and they also confirmed this to be a highly unusual problem. The cost just to get into the engine to look and verify the burned valve was \$1,300. The total cost of the repair of the engine due to the burned valve was \$4,115.55. This is an extremely high cost repair.

In addition, I replaced the throttle body for \$1,000 in August, 2004. Before that, the transmission hose came off while I was driving in a rural area and I had it towed for repairs. Before this, I replaced a couple of sensors related to surging of this vehicle at over \$400, which may have been the throttle body going bad all along.

I am happy with the safety features, the comfort and drivability of my Volvo. I am very concerned that I had to pay over \$4,000 to basically replace the top half of my engine at 88,000 miles. When I was sold my vehicle, the sales person went on and on about how Volvo engines run so long without problems. This has not been my experience.

I have attached a copy of the repair bill and itemization for the engine problem. I hope that you could assist me somehow with this issue.

Sincerely,

[REDACTED]

SPOKANE MOTOR CAR & MOTOR CARS, Inc.

1310 W. 3rd AVE.

SPOKANE, WA 99201

(509) 892-9200 • Fax (509) 892-9211

(888) 337-1155

1310 W. 3RD AVE

SPOKANE, WA 99201

(509) 892-9200 • Fax (509) 892-9211

TOLL FREE 1-888-337-1155



VOLVO

WORK ORDER NO.	4149	DATE	04/11/05	VEHICLE NO.	VOCS16912
NAME	WAYNE	AGE	84	REG NO.	1765
ADDRESS	[REDACTED]	PHONE	88,921	STREET	[REDACTED]
CITY	POMEROY, WA	VEHICLE MAKE	99/VOLVO/S80/4 DOOR SEDAN	VEHICLE YEAR	
VEHICLE MODEL	YV1TS90D4X1	VEHICLE COLOR		VEHICLE TYPE	
DATE OF SERVICE	03/21/05	MO:	88928		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	24	3517893-8	VALVE SEAL	3.15	75.60
JOB # 1	24	9180876-6	VALVE SPRING	5.28	126.72
JOB # 1	1	9471466-4	EXHAUST VALV	58.75	58.75
JOB # 1	1	1161889-9	CHEMICAL GAS	22.19	22.19
JOB # 1	1	1236319-2	GASKET	2.67	2.67
JOB # 1	3	1278365-3	SEALING RING	4.22	12.66
JOB # 1	1	1397381-3	CAP	5.28	5.28
JOB # 1	6	1397625-5	SEALING RING	2.08	12.48
JOB # 1	1	1397727-7	GASKET	77.97	77.97
JOB # 1	1	272336-1	THERMOSTAT K	18.81	18.81
JOB # 1	1	272386-4	TOOTH BELT	51.27	51.27
JOB # 1	1	272396-5	GASKET KIT	32.04	32.04
JOB # 1	2	36837866-2	SEALING RING	1.66	3.32
JOB # 1	1	30731212-4	GASKET	1.91	1.91
JOB # 1	2	3514646-6	GASKET	1.86	3.72
JOB # 1	14	6842347-4	SCREW	6.99	97.86
JOB # 1	1	9142697-3	GASKET	4.27	4.27
JOB # 1	1	9186279-7	GASKET	4.27	4.27
JOB # 1	1	9440651-9	SEALING RING	6.35	6.35
JOB # 1	1	9443310-9	SEALING RING	13.35	13.35
JOB # 1	1	9488309-3	SEALING RING	6.94	6.94
JOB # 1	1	9488469-5	BELT	75.84	75.84
JOB # 1	1	9488536-3	GASKET	15.49	15.49
JOB # 1	4	947281-2	GASKET	1.16	4.64
JOB # 1	12	948645-7	FLANGE NUT	1.85	22.20
JOB # 1	1	9434699-6	ANTI-FREEZE	19.50	19.50
JOB # 1	1	1275818-8	FILTER INSER	8.19	8.19
JOB # 1	1	977761-7	GASKET	1.24	1.24
JOB # 1	1	1275379-4	GASKET	2.13	2.13
JOB # 1	1	10713120-1	SEALING RING	3.47	3.47
JOB # 1	1	8653339-5	HOSE	3.63	3.63
JOB # 1	2	977209-6	LOCK NUT	5.13	10.26
JOB # 1	1	36837865-4	SEALING RING	2.08	2.08
				JOB # 1 TOTAL PARTS	867.10
				JOB # 1 TOTAL LABOR & PARTS	3417.10

YOUR SATISFACTION IS OUR NO. 1 CONCERN!
 Thank you for the opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. Our goal is that you will grade our DEALERSHIP as an "EXCELLENT" place to purchase and service a vehicle.

DISCLAIMER OF WARRANTIES
 The only warranties applying to parts are those which may be offered by the manufacturer. This DEALERSHIP hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part and/or service. Buyer shall not be entitled to recover from this DEALERSHIP any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

The information contained on this estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS
 NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
 PARTS RETURNED SUBJECT TO 25% HANDLING CHARGE.
 NO RETURNS WITHOUT THIS INVOICE.
 NO REFUNDS AFTER 15 DAYS.
 SPECIAL ORDER PARTS MUST BE PAID FOR IN ADVANCE.
 PACKAGING MUST BE IN NEW OR LIKE NEW CONDITION.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, AIR, ETC.

SUBLET	PO#	VEH#	DATE	DESCRIPTION	
JOB # 1	9871	35828	04/05/05	INSPECT BURNT VALVE SEAT TO	356.25
TOTAL - SUBLET					356.25
B.O.G. & SUPPLIES					
JOB # 1	7.8 OIL BULK	18M30 (107)	@	2.540 /UNIT	17.78
TOTAL - GOG					17.78

Thank You

SPOKANE MOTOR CARS, INC. MOTOR CARS, Inc.

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SPOKANE, WA 99201

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(888) 337-1155

TOLL FREE 1-888-337-1155



VOLVO

CUSTOMER NO 4149	NAME DWAYNE	AGE 84	LABOR 1765	DATE 04/11/05	NO. VOC516912
ADDRESS POMEROY, WA	LEASER NO	SALES 88,921	DATE	STOCK NO	
	MAKE/MODEL 99/VOLVO/S80/4 DOOR SEDAN		DATE	DELIVERY DATE	DELIVERY VALUE
	VIN VV1TS90D4X			DATE	PRODUCT OR SALE
	DATE			05/21/05	
					NO: BB928

QTY	UNIT	DESCRIPTION	CONTROL NO	PRICE
JOB # A	2	HAZARDOUS WASTE HANDLING FEE		1.00
JOB # A	1	SHOP SUPPLIES		1.00
TOTAL - MISC				2.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$4348.40 (+TAX)

COMMENTS
FRONT SHAY BAR LINKS LOOSE
RIGHT STRUT LEAKS
SLIGHT OIL LEAK AT TRANS. OIL PUT SEAL
7.9 10/30

TOTALS				
IMPORTANT!!	TOTAL LABOR....	2610.00		
You may receive a satisfaction survey	TOTAL PARTS....	807.10		
from Jaguar, Land Rover, or Volvo in	TOTAL SUBLET....	356.25		
the next few days. If for any	TOTAL G.O.G....	17.78		
reason you cannot grade us	TOTAL MISC CHG....	2.00		
EXCELLENT, please contact us.	TOTAL MISC DISC	0.00		
Randy O'Donkarp, Service & Parts Director.	TOTAL TAX.....	322.42		
	TOTAL INVOICE \$	4115.65		

THANK YOU!
JAGUAR, LAND ROVER, VOLVO SPOKANE

LOANER CARS NOW AVAILABLE FOR
OUR "PREFERRED CUSTOMERS"
Check out our Web-Site
WWW.JLVSpokane.COM

CUSTOMER SIGNATURE

YOUR SATISFACTION IS OUR NO. 1 CONCERN!
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us immediately. Our goal is that you will grade our DEALERSHIP as an "EXCELLENT" place to purchase and service a vehicle.

DISCLAIMER OF WARRANTIES
The only warranties applying to this car are those which may be offered by the manufacturer. The DEALERSHIP hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this car and/or service. Buyer shall not be entitled to recover from this DEALERSHIP any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

The information contained on this estimate, work order and/or repair order is incorporated herein by reference.

TERMS
NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
PARTS RETURNED SUBJECT TO 25% HANDLING CHARGE.
NO RETURNS WITHOUT THIS INVOICE.
NO RETURNS AFTER 15 DAYS.
SPECIAL ORDER PARTS MUST BE PAID FOR IN ADVANCE.
PACKAGING MUST BE IN NEW OR LIKE NEW CONDITION

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ETC.

Thank You

RECEI

MAY 22

4-29-2005

Volvo Cars of North America Inc
Rockleigh NJ

CUSTOMER

[Redacted]

Cohasset, MA

[Redacted]

Dear General Manager,

Regarding the Recall on the
light switch, I have enclosed my Repair Bill
for Reimbursement as per your letter

I also ask you to note
another repair, the Throttle Body Repair
for \$535⁰⁰ + # 8644347 and ask if this
was also a recalled repair job

The maintenance on this car has
been more than reasonable for this type auto

I appreciate any help you can give
me on this auto. VIN# YVILZ56D5X2 [Redacted]
with 93000 miles on it.

Thanking you for your concern

Respectfully

[Redacted]

Phone #

[Redacted]

94 Rutley Rd
Cohasset, MA. 02025

WCS Automotive

1 Bishop Lane
 Rockland, MA 02370
 Phone - 781-871-1337 Fax - 781-882-7116

INVOICE

5730

Thank you for your business and confidence in us.

RPO12447
 EPA MVB179717337

INVOICE

Print Date : 02/26/2004

[Redacted]
 Cohasset, MA [Redacted]
 Home [Redacted]
 Cust ID : 2619

1999 Volvo - V70 XC
 2.4L, In-Line6, VIN (58)
 Lic # : [Redacted] Odometer In :
 Unit # : Odometer Out : 80512
 Vin # : YV1LZ56D5X2 [Redacted]
 Hat # : Ref # :

Part Description / Number	Qty	List	Extended	Labor Description	Extended
CASTROL 10W30 GTX 1030	6.00	3.01	18.06	Lube, oil, filter and safety check.	10.00
OIL FILTER 1275810	1.00	9.85	9.85	Replace engine oil and filter, Lubricate body/suspension components as needed.	
SEAL, DRAIN PLUG 977751	1.00	1.13	1.13	Check/adjust all fluid levels. Safety check tires, brakes, exhaust, lights, steering and suspension components.	
BULB 1157	2.00	1.89	3.78	Reset maintenance reminder light as needed.	
THROTTLE BODY 8644347	1.00	535.00	535.00	Replace bulb(s) as needed. Completed. BTS light on.	N/C 180.00
GASKET / THROTTLE BODY 8636753	1.00	3.52	3.52	Replaced faulty electronic throttle module.	
SOFTWARE DOWNLOAD/UPGRADE 9438298	1.00	40.00	40.00	Resynchronized vehicle computer w/Valve VITel system (CDM download) and loaded new software into ECM. PCV system cleaned while apart for this repair.	
SOFTWARE DOWNLOAD/UPGRADE 9438416	1.00	40.00	40.00	Suspension service.	72.00
HUB ASSEMBLY 272436	1.00	187.95	187.95	Replaced worn hub/bearing assembly - LF. **** Recommendations **** 60,000 mile service approx. \$590 P+L Front sway bar endlinks \$220 P+L LF fog lamp \$150 P+L Turbo drain tube reset \$210 P+L 1 tire does not match others. Upper torque mount.	

P/O Friday 2/26/04

Certified

RECEIVED

MAY 9 2005

CUSTOMER CARE

[REDACTED]
Suite [REDACTED]
Santa Monica, CA [REDACTED]
[REDACTED]

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

To Whom It May Concern:

I have recently been forced to take my 1999 Volvo S70 in for service as a result of multiple stalling on several major freeways. As a result of reading the article in the Los Angeles Times this morning 05/03/05 I feel it is your duty not only to respond to your consumers but to fix their problems with your products.

About six years ago, when my daughter turned 16, I fulfilled a promise that I had made to her, and leased (and then subsequently purchased) a new 1999 S70 Volvo. I chose Volvo because I wanted her to drive the "safest" car on the road, as your company maintains that it is.

On Wednesday March 23rd, my daughter was driving at approximately 65 mph westbound on the 210 Freeway in Los Angeles. As she accelerated to change lanes, she suddenly felt the car jolt, on her dashboard numerous lights lit up (including the Check Engine light), and her speedometer drastically went from 70 mph to 0 mph. Thankfully, she was able to exit the freeway. At this point she calls me in hysterics and subsequently the car and my daughter were towed to a mechanic near our home.

The outside mechanic took the car to the Volvo dealer in Santa Monica. The service invoice read, "Scan ECM and pull codes ABS module and replace module, reset code". The diagnosis was a faulty control that powers the computerized brakes, Volvo assured my mechanic that the car was fixed and my total bill on March 29, 2005 for this was \$949.54.

Satisfied that the vehicle had been fixed my daughter took the car back out on the road. On Monday April 11, 2005 (not even two weeks after the previous incident), my daughter was merging onto the 10 Freeway heading westbound. She accelerated to 70 mph and had just gotten all the way over into the far left-hand lane when the car jolted again, this time much more suddenly, and my daughter began to drastically loose speed. She said the car, "felt like it was going 20 mph and losing speed", she was able to cut across three lanes to get over into the right-hand shoulder. In this situation, my daughter barely missed being rear-ended and side-swiped by a large tractor trailer truck. If you are

all familiar with Southern California freeways, you will understand that it is only by the grace of god that my daughter was not killed or maimed in one of these incidents. Not to say anything for the injuries or damage an accident at these speeds would have also caused other drivers. I am extremely grateful that her caution and driving ability enabled her to prevent serious and possibly even life threatening injuries.

After this, I returned to the service department of the Santa Monica, Ca Volvo and in the presence of the outside mechanic who had brought the car to Santa Monica Volvo (Mr. Tony Teocero), I spoke to the service manager. I asked, "Have there been any other such occurrences reported by North America Volvo," and he said, "No." I mentioned to the service manager that this could not be the first car this is happened to and again there was no admission that any such occurrences had been reported. After they inspected the car, they assured me the problem would be corrected by replacing the defective air flow meter. According to their service memo (copy enclosed), the service to be performed was, "CHECK ENGINE LITE ON UNITS: 2.00 TECH(s): 7621. CUSTOMER STATES CHECK ENGINE LIGHT AND ETS LIGHTS CAME ON DASH. VEHICLE LOST POWER WHILE DRIVING AT APPROX 70 MPH FOUND DTC CODES ECM-1300. ECM-903C & ECM-903F LOGGED, FOUND MASS AIR METER READINGS AT 14.9 KPH. READINGS ARE TOO HIGH REPLACE FAULTY MASS AIR FLOW METER. DOWNLOAD SOFTWARE UPGRADE FOR ETM. TEST DROVE VEHICLE AT HWY SPEEDS OF 60-70 MPH OVER 50 MILES. NO RE-OCCURRING PROBLEMS AND CODES DID NOT RETURN."

The car was driven by the service department after they had fixed it because I demanded that they make sure the vehicle was fixed and safe to drive. The invoice from 4/11/05 also noted that I requested the service department to check for ANY and ALL recalls or pending recalls in regard to this vehicle. They stated the only recall was a replacement of a headlight switch. My daughter's car was picked up from Volvo on April 20, 2005 and my credit card was charged another \$412.50. In the meantime, my daughter had to rent a car from April 12-April 20, totalling another \$500.00.

Furthermore, I have researched into our past invoices and found that this "Faulty mass air flow meter" has been replaced before. During the summer of 2003, the lease agreement ended and we decided to purchase the car. At this point, the car needed to be smog checked in order to re-register it with California under new ownership. My daughter took the car into a local gas station to do this, and was told that the car would not pass inspection with the check engine light on. She then told them what Volvo had told her in the past, it was simply a gas cap that hadn't been turned correctly, and she would quickly take it to Volvo to fix. According to the service records of my 1999 Volvo S70, on 8/19/03, when the car had 42,513 miles, the same problem that we are dealing with today occurred when technicians serviced our car before the smog check, "CUSTOMER STATES CHECK ENGINE LIGHT IS ON FOUND DTC CODE ECM-261A. FAULTY MASS AIR FLOW METER REPLACE MASS AIR FLOW METER" (copy enclosed). This repair cost me \$362.42. If I had known that this problem would not be fixed and would reoccur two years later, I would not have purchased the car.

In further research into my invoice history, I come to find that my daughter has previously complained of this "check engine light" dating back to 11/23/02. At this point, the car was under warranty and the service department told her the light was coming on due to a loose gas cap. She was told that the repair of this "minor" problem that would be fixed for free the first time, but after this there would be a charge. Again, on 5/16/03 she complains of the check engine light and is told "FOUND CODE 4308 EVAPORATIVE VALVE AT FAULT. REPLACED EVAP VALVE AND RESET". It is only when she complains of the check engine light on 8/19/03, when the car has just barely (by a month I would like to add) come out of its warranty that we are told it is a mass air flow problem. After the 8/19/03 service, the check engine light does not frequently re-appear as it had before, and only re-appears during these recent incidents.

I am not accusing anyone of misdiagnosing the problems on 11/23/02 or 5/16/03 or perhaps the numerous other times I know my daughter took the Volvo in the service department complaining of the check engine light. My daughter has vigilantly taken care of this car, including frequently servicing and always filling it with premium gasoline (even in today's gas price market). But, in light of this new information, I wonder if the check engine light that occur frequently between 1999-2003 was actually indicating the problem I am facing today. I have now spent \$2224.46 in an effort to fix this problem and I am not reassured that it is fixed. The first air flow failure occurred at 42,513 miles; the second air flow problem was diagnosed at 65,564 miles, some 23051 miles later. How do I know that the next failure won't occur in 100 miles?

In light of this article in the Los Angeles Times, I am appalled by the behavior and actions of the headquarters of Volvo of North America. Apparently not all dealers have been notified of the faulty throttle system. In the past two months, my daughter has been forced to endure two incidents that could have resulted in death or serious injuries due to a problem widely known to Volvo. Why this issue has not been revealed to all Volvo service technicians and Volvo customers affected startles me and is extremely appalling. A company that prides itself on safety and reliability has let their customers down, and for a newspaper to have to print an article highlighting these issues is an embarrassment to the company and to all of us that drive Volvo's. The fact that the same problem was diagnosed and treated on 8/19/03 but has resurfaced again on April 11, 2005 deeply concerns me. Furthermore, the fact that this car was taken into your service department and misdiagnosed is extremely alarming. Will my daughter be so lucky the next time?

In retrospect, from what I read in the L.A. Times, all Volvo owners should have and should be warned of this potentially dangerous defect. Even more disturbing, the article implies to me that the basic problem may not be fixed even with replacing the flow meter. The L.A. Times article writes that "According to a Volvo memo in March 2000, 'we have had problems with faulty throttles in the car plants...etc.'" For all we know, those times my daughter's check engine lights flashed before her warranty ended could have been indicators not for a gas cap problem but rather the much more important issue we are forced to address now. Please clarify for me whether the new devices have fixed the problem (it seems to me in light of my service records that it hasn't) or if the same problem will recur with time (as it has).

At this point, I feel like I will sell the car because I am not willing to take a third chance with my daughter's life. But to whom shall I sell it to? Would it be prudent of me to sell a vehicle I know to have a safety problem that puts the lives of the driver and other drivers on the road at risk of serious injury? As a doctor, I took the Hippocratic Oath to preserve, protect, and provide the appropriate care to keep patients alive and out of harms way. Of all people, I should not allow a dangerous vehicle like the one I purchased from your company to go out on the road with the possibility that a serious accident could occur. I am forced to disclose the problem to any potential buyer. And yet, who would purchase the car after such a disclosure? Or what would such a disclosure do to my resale value? Certainly it will lower the intrinsic value of the automobile. It seems to me that Volvo had the same obligation to disclose to me the issues with our vehicle as soon as the company became aware of these issues, and to either devise a way to fix these issues or to purchase back the car from me as a good faith effort to show your continued dedication to safety.

My final thought is this. According to the article in the Los Angeles Times, California Law requires that, "The basic warranty on the cars is four years or 50,000 miles, though in California emissions-related components [such as the ETM] by law are covered for seven years or 70,000 miles." This would indicate that any and all repairs related to this issue should have been and are covered under warranty by law. If this is the case I demand that you immediately reimburse me for all costs I have incurred as a result of the problems I have highlighted through out my letter. I also demand that you contact me immediately with your offer to repurchase the car from me at the value that is still owed on it as of today.-

Sincerely Yours:



CC

Volvo of Santa Monica
Service Department
1301 Santa Monica Blvd.
Santa Monica, CA 90404

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

California Air Resources Board
1001 "I" Street
P.O. Box 2815
Sacramento, CA 95812

U.S. Environment Protection Agency
Environmental Protection Agency
75 Hawthorne Street
San Francisco, CA 94105

Myron Levin
Times Staff Writer
Los Angeles Times
202 W. 1st St.
Los Angeles, CA 90012

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804
 PHONE (310) 264-4943
 aryaAUTO.com

CUSTOMER NO: 104551	ADDRESS CARTER	INT NO	INVOICE DATE	INVOICE NO
PETER HILGERS 100 Santa Monica Blvd	LABOR RATE	LICENSE NO. 80N2045	RELEASE	COLOR
	YEAR/MAKE/MODEL	DELIVERY DATE		DELIVERY MILE
	VEHICLE NO	SALES NUMBER NO	PRODUCTION DATE	
	PTS NO	MS NO	R O DATE	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		

... ENGINE LIGHT ON UNITS. ALSO HEADLIGHTS
 ... LIGHT AND ...
 ... HEADLIGHT SWITCH

... HEADLIGHT SWITCH
 ... LIGHT SWITCH

... LIGHT SWITCH
 JOB # 2 3074

Handwritten signature

Handwritten signature
 APR 20 2005



1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804
 PHONE (310) 284-4943
 any@140.com

NAME CARLOS	7387	DATE 2018	ISSUE DATE 08/19/03	ISSUE NO V0:583673
LABOR RATE	2513	CODE BACK/	STOCK NO	
TELEPHONE 977081907870		DELIVERY DATE 07/15/99	DELIVERY MILES	
VEHICLE NO 1-6 L 2-5 6-D 7-X 2-		RELEASED BY 5881	PROJECT CODE	
AGE NO		ISSUE DATE 08/19/03		
COMMENTS				NO: 42514

LABOR & PARTS
 JN 1 0290Z-01 CHECK ENGINE LITE ON UNITS: 1.50 TECH(S):7621 135.88
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON
 FOUND DTC CODE ECM-261A, FAULTY MASS AIR FLOW METER
 REPLACE MASS AIR FLOW METER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8670263-6	MASS AIR FLOW S	226.54	226.54
				JOB # 1 TOTAL PARTS	226.54
				JOB # 1 TOTAL LABOR & PARTS	367.42

JN 2+0100Z LUBE/OIL/FILTER UNITS: 0.30 TECH(S):7621 21.00
 CUSTOMER REQUEST LUBE/OIL/FILTER SERVICE
 CHECK TIRE (PRESSURE & BRAKES)
 PERFORM LUBE/OIL/FILTER SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	1275810-8	FILTER INSERT	9.98	9.98
JOB # 2	1	977751-7	BASKET	1.13	1.13
				JOB # 2 TOTAL PARTS	11.11
				JOB # 2 TOTAL LABOR & PARTS	32.11

JN 3+0500Z BRAKE DIAGNOS UNITS: 0.70 TECH(S):7621 119.00
 CUSTOMER STATES BRAKES ARE SQUEAKING
 FOUND REAR BRAKE PADS WORN DOWN TO 30% REMAINING
 REPLACE REAR BRAKE PADS
 REMAINING BRAKE PADS FRONT-95%

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	8628240-7	BRAKE PAD KIT	52.60	52.60
				JOB # 3 TOTAL PARTS	52.60
				JOB # 3 TOTAL LABOR & PARTS	114.60

JN 4+0800Z BODY/AIR COND UNITS: TECH(S):7621 0.00
 CUSTOMER STATES SUNROOF RATTLES WHEN IT'S OPEN
 INSTALLED NOISE REDUCTION TAPE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	6812838-8	TAPE	10.00	10.00
				JOB # 4 TOTAL PARTS	10.00
				JOB # 4 TOTAL LABOR & PARTS	10.00

JN 5+0800Z-2 COURTESY CAR WASH UNITS: TECH(S):7621 INTERM
 COURTESY CAR WASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

JN 6+0700Z-001 FUEL SERVICE UNITS: TECH(S):7621 0.00
 UPON SAFETY INSPECTION FOUND THROTTLE BODY DIRTY &
 FULL OF CARBON BUILD UP
 CUSTOMER DECLINED THROTTLE BODY CLEANING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	

ADDRESS CARLOS	7387	DATE 2018	INVOICE DATE 08/19/03	INVOICE NO VDC583675
LABOR RATE	42513	COMP BACK/	STOCK NO	
VEHICLE IDENTIFICATION NO 99790L002570		DELIVERY DATE 07/15/99	DELIVERY MILES	
EQUIP NO ML 55607X2		SOLUTION PRICING 3381	PRODUCT GROUP	
PTZ NO		NO 08/19/03		
COMMENTS				NO: 42514

SANTA MONICA, CA

JOB # & TOTAL PARTS	0.00
JOB # & TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES	
JOB # 2 6.0 OIL	2.750 /UNIT
TOTAL - GOG	16.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	VPFLAT	PARTS DISCOUNT (VOLVD)-FILL IN \$		-7.30
JOB # 2	VPFLAT	PARTS DISCOUNT (VOLVD)-FILL IN \$		-7.30
JOB # 2	MD	WASTE DISPOSAL FEE		2.50
TOTAL - MISC				-12.10

COMMENTS
RR DOOR

TOTALS

TOTAL LABOR	218.83
TOTAL PARTS	305.94
TOTAL SUBLET	0.00
TOTAL G.O.G.	16.50
TOTAL MISC GOG	2.50
TOTAL MISC DISC	-12.10
TOTAL TAX	24.96
TOTAL INVOICE \$	549.13

CUSTOMER SIGNATURE

[Handwritten Signature]

AUG 19 2003

E.P.A. CALIFORNIA

M.P.K. FACILITY

PDS-114-SU

RECEIVED

MAY 10 2005

CUSTOMER CARE

STERLING A. BRENNAN
5019 W. OLD OAK LANE
HIGHLAND, UTAH 84003
(801) 756-2137

May 7, 2005

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

Greg Gleeson
General Manager
Ken Garff Volvo of Salt Lake
525 S. State Street
Salt Lake City, Utah 84111

Dear Ms. Belec and Mr. Gleeson:

I hope that I have the right contact information for each of you, and that you both will be in a position to help me. I have, at least until of late, been a loyal Volvo customer. I purchased my first Volvo (a 940 GL) in 1992, and then I bought a 1999 S80 T6 from Volvo of Irvine (California). Frankly, the S80 has been nothing but trouble for me, and I have been told by several Volvo employees that the car has been riddled with problems across the board. Indeed, I even was told by a representative of Ken Garff Volvo that I would likely get a poor trade in credit on my S80 even to buy a new Volvo because the model year I purchased is recognized as being a "problem year."

To give you an idea of the extraordinary costs that I have incurred to maintain my S80, I printed out from my Quicken entries the expenditures that I have made since June 2000 at Volvo dealerships to service the various problems I have faced. Enclosed are those print outs. As you will see, I incurred \$4,475.48 at Volvo of Irvine, another \$2,301.95 at Volvo of Orange County, and over just the past year-and-a-half, an astounding \$5,117.69 at Ken Garff Volvo in Salt Lake City. These expenditures total a whopping \$12,165.12 on dealership service expenditures alone. In short, I think Volvo has more than made a substantial profit off of me.

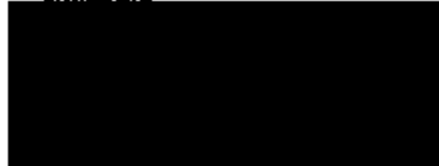
After a number of service calls to Ken Garff Volvo over a recurring emissions problem warning light that kept coming on, I was told that the throttle unit in my S80 was faulty and needed to be replaced. That cost me \$1,127.67 at Ken Garff Volvo to have diagnosed and replaced (enclosed are the pertinent service invoices reflecting these payments). Never at any time, however, was I told that this same throttle unit had been a systematic problem for Volvo. Even without that information I was pretty upset about

that cost and felt that I had been taken. Then, while traveling on business in Southern California last week, I read the article on this very problem that appeared in the May 3, 2005 edition of the business section of the *Los Angeles Times* (I assume that you have seen the article, but if not a copy is enclosed). The experiences faced by Volvo customers referenced in the article match mine, but with a couple of significant exceptions. First, I paid far more than the customers referenced in the article did to have my defective throttle unit replaced (adding to my concerns that Ken Garff Volvo is hyper-expensive and is overcharging me). Second, despite my past demonstrated loyalty to Volvo and the extraordinary service payments I have made, I was not one of the lucky few for whom Volvo actually did the right thing and replaced the throttle units without charge, even if outside the warranty period.

Just as California officials are pushing Volvo to do, I hereby demand that Volvo reimburse me for the cost I incurred (\$1,127.67) needed to have the defective throttle unit replaced. I expect prompt and complete action and satisfaction on this matter. Otherwise, I am going to consider available legal options.

Thank you in advance for your anticipated full cooperation in doing the right thing and resolving my concerns.

Sincerely,



Enclosures

857360

153076

INVOICE

VOLVO



531 S. STATE STREET
P.O. BOX 4110
SALT LAKE CITY, UTAH 84110-4110
18011 257-2530

HIGHLAND, UT

PAGE 1

HOME:

SUS:

SERVICE ADVISOR: 560 RYAN PORTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAB	
	99	VOLVO VOLVO S80	YV17890D5		99839/99841	T388	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
01JAN1999			08:00 06APR05		FLAT	CASH	07APR2005
R.O. OPENED	READY	OPTIONS:	EBS:B628476				

11:30 04APR05 16:54 07APR05

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON (SEE HISTORY)

DESCRIPTION	HOURS	LIST	NET	TOTAL
400 DIAGNOSED AND REPLACED FAULTY THROTTLE UNIT				
532 CV 2.80			270.20	270.20
1 8636753 9 GASKET		3.07	3.07	3.07
1 8644347 0 THROTTLE BODY		634.33	634.33	634.33
1 9438298 3 ETM RELOAD		34.50	34.50	34.50
100 ENGINE FLUSH				
532 CV 0.50			48.25	48.25
1 X10P QUICK-N-CLEAN		26.39	26.39	26.39
1 977751 7 GASKET		1.86	1.86	1.86
1 1275810 8 FILTER INSERT		12.57	12.57	12.57
PARTS: 712.72 LABOR: 318.45 OTHER: 0.00				
			TOTAL LINE A:	1031.17

99841 I CHECKED FOR CODES AGAIN AND IT HAD THE SAME CODES FOUR TIMES FOR THE THROTTLE UNIT AND ONE FOR THE CAMSHAFT RESET VALVE I PERFORMED AN ENGINE FLUSH CUSTOMER DECLINED THE CAMSHAFT RESET VALVE I DRAIN THE OIL CHANGED THE FILTER AND PUT NEW OIL IN WITH A CONDITIONER I REPLACED THE THROTTLE UNIT AND PERFORMED A RELOAD AND I TEST DROVE THE CAR 2.8 THROTTLE UNIT .5 ENGINE FLUSH

B REPLACE WINDSHIELD WIPER BLADES
900 REPLACED FRONT WIPER BLADES

532 CV 0.10			9.65	9.65
PARTS: 0.00 LABOR: 9.65 OTHER: 0.00				
			TOTAL LINE B:	9.65

99839 I REPLACED PET WHIPPER BLADES .2

C CUSTOMER STATES TO REPAIR PAINT AND DENT REPAIR
900 CUSTOMER GIVEN INFORMATION

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

D CUSTOMER STATES TO ADVISE DURA SHIELD

DISCLAIMER OF WARRANTIES

The only warranties applying to any replacement parts or parts are those which may be offered by the manufacturer. The selling dealer hereby excludes all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any part or parts of any vehicle. Dealer shall not be held liable to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any incidental damages.

NOTE: A SERVICE CHARGE OF 1.5% PER MONTH (WHICH IS 18% PER ANNUAL PERCENTAGE RATE) WILL BE CHARGED ON ALL ACCOUNTS 30 DAYS PAST DUE. TITLE TO THE PROPERTY HEREIN DESCRIBED, AND ANY ACCESSORIES OR SUBSTITUTIONS, SHALL REMAIN IN THE SELLER'S NAME UNTIL PAID FULL AND THE PURCHASER AGREES TO PAY ALL EXPENSES, CHARGES AND FEES INCLUDING A REASONABLE ATTORNEY'S FEE IN THE EVENT IT BECOMES NECESSARY FOR SELLER TO PLACE THIS COURT FOR COLLECTION.

CUSTOMER SIGNATURE

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

Ken Garff Volvo Jaguar

857360

151230

INVOICE

VOLVO



DUPLICATE 1
PAGE 1

531 S. STATE STREET
P.O. BOX 4110
SALT LAKE CITY, UTAH 84110-4110
(801) 267-3530

SERVICE ADVISOR: 560 EVAN PORTER

HIGHLAND, UT

HOME: [REDACTED] BOS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	99	VOLVO VOLVO S80	VV1T890D5X1		96817/96818	T476	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1999			08:54 03FEB05		FLAT	CASH	03FEB2005
R.O. OPENED		READY	OPTIONS: ENG;B6284T6				
10:36 02FEB05		17:41 03FEB05					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. COST STATES CHECK ENGINE LIGHT IS ON 400 DIAGNOSTIC SEE MECHANICS							
PARTS:	532	CV	0.50			48.25	48.25
	0.00	LABOR:	48.25	OTHER:	0.00	TOTAL LINE A:	48.25

96818 I CHECKED FOR CODES AND BCM903C THROTTLE UNIT INTERNAL FAULT INTERMITTEN FAULT 644A CAMSHAFT RESET VALVE FAULTY POSITION INTERMITTEN FAULT THESE USUALLY GO BAD OF INFREQUENT OIL CHANGES DIRT AND SLUDGE OF THE OIL GET INSIDE THE VALVE AND CAUSES PROBLEMS AND BCM 3502 MISFIRE IN ATLEAST ONE CYLINDER ON OF THE COILS ARE INTERMITTENLY NOT WORKING I ERASED THE CODES AND TEST DROVE THE CAR AND NONE OF THE CODES REAPPEARED BUT IF THESE CODES REAPPEAR MOST LIKELY THE THROTTLE MODULE WOULD HAVE TO BE REPLACED .5

B LUBE OIL & FILTER

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1 LUBE OIL & FILTER							
	532	CV	0.40			22.40	22.40
	1 977751	7	GASKET		1.43	1.43	1.43
	1 1275810	8	FILTER INSERT		9.42	9.42	9.42
	7	VOL/OIL	10/30		2.59	2.59	18.13
PARTS:	28.98	LABOR:	22.40	OTHER:	0.00	TOTAL LINE B:	51.38

96818 I PERFORMED AN LOF SERVICE RESET SERVICE LIGHT OIL LEVEL WAS LOW ABOUT TWO QUARTS TIRE PRESS 44 PSI THE MAX ON TIRE IS 51 PSI BOTH TURBO RETURN SEALS AT THIS POINT ARE SEEPING NOT LEAKING THOSE WOULD EVENTUALLY NEED TO BE REPLACED CHECKED AND TOPPED OFF FLUIDS .4

C PAINT REPAIR

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
900 UNABLE TO DO AT THIS TIME							
	99	CV	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<p>The only warranties applicable to any replacement car or parts are those which may be offered by the manufacturer. The seller does not warrant, expressly or impliedly, the condition, fit, or quality of any goods, including any broken warranties of merchantability or fitness for a particular purpose. The seller assumes no liability for any person or person's liability in connection with the sale of any part or part's under any law. Buyer shall not be entitled to recover from the seller for any consequential damages, including lost profits, lost wages, or any other consequential damages.</p> <p>TERMS: A SERVICE CHARGE OF 1.5% PER MONTH WHICH IS 18% PER ANNUAL PERCENTAGE RATE WILL BE CHARGED ON ALL ACCOUNTS 30 DAYS PAST DUE. THIS IS TO THE PROPERTY HEREIN DESCRIBED, AND ANY ADDITIONS OR SUBSTITUTIONS. SMALL AMOUNT IN THE SELLER'S NAME UNTIL PAID FULL AND THE PURCHASER AGREES TO PAY ALL EXPENSES, CHARGES AND COSTS INCLUDING A REASONABLE ATTORNEY'S FEE IN THE EVENT IT BECOMES NECESSARY FOR SELLER TO PLACE THIS ACCOUNT FOR COLLECTION.</p>	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUPPLY AMOUNT	
	MISC CHARGES	
	TOTAL CHARGES	
	LIFE INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Ken Garff Volvo Jaguar

857360

149388

INVOICE

VOLVO



HIGHLAND, UT

PAGE 1

531 S. STATE STREET
P.O. BOX 4110
SALT LAKE CITY, UTAH 84110-4110
(801) 257-3530

HOME:

BUS:

SERVICE ADVISOR: 543 ROBERT HOLMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
	99	VOLVO VOLVO S80	YV1TS90D5X		94313/94313	T127	
DEL DATE	PROD. DATE	WARR. EXP.	PROBNO	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1999		16:00 06DEC04			FLAT	CASH	06DEC2004

R.O. OPENED READY OPTIONS: ENG: B6284T6

11:57 06DEC04 15:39 06DEC04

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES OF A OIL LEAK

100 INSPECT AND DIAG

510 CV 0.20

PARTS: 0.00 LABOR: 19.30 OTHER: 0.00 TOTAL LINE A: 19.30

94313 CHECKED LEAK OUT TURBO RETURN TUBE SEALS CUSTOMER DECLINED AT THIS TIME .2 HOURS DIAG

B CUSTOMER STATES BULB OUT

450 REPLACE HEADLAMP BULB

510 CV 0.10

1 981465 8 BULB

PARTS: 17.19 LABOR: 9.65 OTHER: 0.00 TOTAL LINE B: 26.84

94313 REPLACED LEFT FRT LOW BRAM BULB .1 HRS

C CUSTOMER STATES FOG LAMP BROKEN

NC NO CHARGE

510 CV 0.00

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

94313 PRICED 2 FOG LENSES CUSTOMER DECLINED AT THIS TIME

D CUSTOMER STATES CHECK ENGINE LIGHT IS ON

400 DRIVABILITY

510 CV 0.50

PARTS: 0.00 LABOR: 48.25 OTHER: 0.00 TOTAL LINE D: 48.25

94313 CHECKED DTC 644A CAM RESET VALVE, 903C, 91A7, BOTH THROTTLE UNIT FAULTS PRICED CUSTOMER DECLINED AT THIS TIME .5 HOURS CHECK AND DIAG TOTAL .5 HOURS

DISCLAIMER OF WARRANTIES

The only warranties applying to any replacement part or parts are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability, or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any part or part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of profits, or income, or any incidental damages.

TERMS: A SERVICE CHARGE OF 1 1/4% PER MONTH WHICH IS 18% PER ANNUAL PERCENTAGE RATE WILL BE CHARGED ON ALL ACCOUNTS 30 DAYS PAST DUE TITLE TO THE PROPERTY HEREIN DESCRIBED, AND ANY ADDITIONS OR SUBSTITUTIONS, SHALL REMAIN IN THE SELLER'S NAME UNTIL PAID FULL AND THE PURCHASER AGREES TO PAY ALL EXPENSES, CHARGES AND DEBTS INCLUDING A REASONABLE ATTORNEY'S FEE IN THE EVENT IT BECOMES NECESSARY FOR SELLER TO PLACE THIS ACCOUNT FOR COLLECTION.

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

CUSTOMER SIGNATURE

CUSTOMER COPY

RECEIVED

MAY 10 2005

CUSTOMER CARE

[REDACTED]
BREWSTER, MA [REDACTED]

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

05May2005

Greetings,

I have in the past been very happy with Volvo used (and even one new) cars. I write to go back to a problem that until now, I didn't have the time to address-actually I thought that I would have heard from you in response to my previous inquiry. I brought a blue S-80, 2000 (YV1TS90D6Y [REDACTED]) to Trans-Atlantic for a problem with acceleration on 20 Nov 2003. Trans-Atlantic is where I purchased the vehicle. The next day the problem was fixed (along with a routine GOF).

I protested my responsibility for \$477.90 due to the Volvo used car warranty.

I was told that it would be covered but Volvo had no record of my coverage. TAM told me they had the cancelled check from them to Volvo but nothing further transpired other than me going back overseas.

On 04 March 2004, I traded the S-80 in for a new C-70; at that time the odometer of the S-80 was 60,000 miles.

Now that I have the time to address this problem, I would appreciate your help in correcting it.

Regards
[REDACTED]

Encl: service record
C-70 purchase agreement for C-70
Copy to Trans-Atlantic Motors

TRANS-ATLANTIC MOTORS, Inc.

Route 28 At Airport Rotary 775-4528
HYANNIS, MASS. 02601

**MOTOR VEHICLE
PURCHASE AGREEMENT**
For Consumer Use Only

227.07

DATE 2/27/04	ORDER No.	STOCK No. 4650	SALESMAN J. Kelly	CITY, STATE, ZIP
ENTER MY ORDER FOR <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> (QUANTITY) <input type="checkbox"/> FORMER USE <input type="checkbox"/> (if applicable) <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> <input type="checkbox"/> REBUILT INSURANCE TOTAL <input type="checkbox"/>				
Year: 2001 Make: VHC Model Name: C-70 Body Style/Type: COMV Model No.: C-70 Transmission: Automatic <input checked="" type="checkbox"/> Manual <input type="checkbox"/> (Specify) <input type="checkbox"/> Col.: 3 Fin.: 4 Doors: 2				
Vehicle Identification No.: YVINC62054 Clear 1st 2nd 3rd: VHC Interior 1st 2nd 3rd: 1501JC Top: 3rize Color: 4 Agent: Delivery Date: Thu 3-1-04				
WARRANTY INFORMATION <input type="checkbox"/> This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request. <input type="checkbox"/> This vehicle does not carry an express warranty. (Prior Application @ Demand)			Social Security No. Date of Birth Employer ID No. Other Price of Unit: \$ 46,000.00	
REGISTRATION FEE/TITLE FEE SALES TAX (if checks required)			Additional Equipment Date: 2-29-03	
Application for Title <input type="checkbox"/> Application for Reg. <input type="checkbox"/> New <input type="checkbox"/> Transfer Registration fee: \$ Title Fee: \$ Motor Sales Tax: \$			Dealer Installed Accessories	
In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ _____ may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.			1. Total Price: \$ 46,000.00 2. Deposit: \$ 3. Trade-in Allowance: \$ 4,000.00 4. Rebate: \$ 5. Trade-in Allowance (line 3 - lines 2, 3 & 4): \$ 26,000.00 6. Mass. Sales Tax (line 5 x 6%): \$ 1,560.00 7. Title Preparation: \$ 125.00 8. Occasionalty Preparation (line 1): \$ 75.00 9. Other: \$	
ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.			10. TOTAL CONTRACT PRICE (total of lines 5, 6, 7, 8 and 9): \$ 27,415.00 11. Balance Due at Trade-in: \$ 12. Total lines 10 and 11: \$ 27,415.00 13. Deposit: \$ 14. Amount to be Financed: \$ 15. Cash due on Delivery: \$	
This contract is not binding upon either dealer or purchaser until signed by dealer or its authorized representative. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.			16. TOTAL PAYMENT (total of lines 10, 11 and 15) (line 16 must equal line 12): \$ 27,415.00	
The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. Purchaser represents and warrants that no credit other than that stated above has been extended to him/her by dealer. Purchaser represents and warrants that she has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.			Dealer's Signature: _____	

LABOR RATE	ESTIMATE NO.	QUOTES	ORDER	PLACING
YEAR MAKE MODEL	VEHICLE IDENT. SERIAL		DELIVERY DATE	INVENTORY TAG NO.
VEHICLE ID	V T 9 B Y		DELIVERY/CHANGE DATE	PRODUCTION DATE
PHONE			DEL. DATE	
COMMENTS				
				UNLOCK CUT

BRUSTEER
 [REDACTED]

LABOR & PARTS
 J# 1 G1V0Z052.5K 52.5K SERVICE 99 U# UNITS: 1.00 TECH(S): 161
 0163 Additional Dealer 52.5K Service test
 CAFI Check all fluid levels (fill as needed) All
 CATP Check and adjust tire pressure All
 CTC Check tire conditions All
 IEL Inspect brake linings All
 DFBS Oil & Filter Change All
 SSRI Reset Service Reminder Indicator All
 RT Road test All
 TASS Test and service battery All
 CUSTOMER REQUESTS 52.505 MILE SERVICE
 52.5K SERVICE COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		977751-7	GASKET	1.16		1.16
JOB # 1	1		1275819-8	FILTER INSERT	7.67		7.67
JOB # 1	7		ENGL501L	5-30 SYN BLEND	2.75		19.25
JOB # 1	1		9459595-3	GASKET	14.50		14.50
					JOB # 1 TOTAL PARTS		

JOB # 1 TOTAL LABOR 2 PARTS

J# 2 05U0Z00 ENGINE CONCERN UNITS: 3.70 TECH(S): 261
 CUST STATES ENGINE SLUGS ON ACCELERATION
 FOUND ETH AND COOLANT RIPLE TO BE DIRTY
 CLEANED ETH AND COOLANT RIPLE, DOWN LOADED NEW SOFTWARE
 UPDATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1		9436752-9	GASKET	2.50		2.50
JOB # 2	1		7089	CLEANER	4.40		4.40
JOB # 2	1		30677023-1	30677023- UPGRADE E	15.00		15.00
					JOB # 2 TOTAL PARTS		

JOB # 2 TOTAL LABOR 3 PARTS

J# 3 09U0Z BRAKE SYS DIAGNOSIS UNITS: 1 TECH(S): 361
 IF BRAKE PADS NEEDED REPLACE YES//////NO
 BRAKES LOK GOOD AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
					JOB # 3 TOTAL PARTS		
					JOB # 3 TOTAL LABOR 3 PARTS		

COMMENTS-
 RENTAL
 DELETED OPERATION(S)
 1160Z WHEEL/HUB/DRUM/TIRE

603⁷⁰ AA
 2/NOV03

ORDER NO.	ORDER DO	AMOUNT	COLOR	PLATE NO.
YEAR MAKE MODEL	VIN		DELIVERY DATE	DELIVERY MILE
VEHICLE NO.	V 1 3 9 0 D 7 1		SELLING DEALER NO.	INSPECTION DATE
PRICE	P.O. NO.		WARRANTY DATE	
COMMENTS			RELEASE DATE	

REGISTER. TO

TOTALS-----

The entire staff at Trans-Atlantic Motors, Inc. would like to thank you for your service business. Our goal is your complete satisfaction.

CASH CHECK CREDIT CARD

TOTAL LABOR....	
TOTAL PARTS....	
TOTAL SUBLET...	
TOTAL G.O.S....	
TOTAL MISC CHG.	
TOTAL MISC DISC	
TOTAL TAX.....	
TOTAL INVOICE \$	609.00

CUSTOMER SIGNATURE

RECEIVED

MAY 12 2005

CUSTOMER CARE

Rick Jin
7611 Maribeth Drive
Dallas, TX 75252
H (214) 647-1090

May 9, 2005

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

Ref: Cost for Throttle Body Repair
Dealership: Volvo of Richardson
VIN #: YV11L561J5Y2 [REDACTED]

Dear Sir/Madam:

I am writing to complain about our recent experience with our 2000 Volvo S70 and seek reimbursement on the repair cost incurred on March 31, 2005 (please see the attached receipt):

We purchased this car for my wife from the above mentioned dealership (Volvo of Richardson Phone # 972-644-1700) in 2000. For the most part, we have been the proud owner of this car. We were even thinking about upgrading to the new XC90. Our perception was changed by a recent incident, during which time, my wife almost got into a life-threatening accident due to the sudden failure of the "throttle body system". This happened without any detectable warning. She couldn't control the car as the gas pedal didn't respond. She was horrified as she was in the middle of a busy intersection and more than 10 miles away from home. It was also in the evening hours when she was worrying about her own safety. When she finally got home after 2 hours in speed of 5 mph, she immediately burst into tears...

Over the past month, we have been researching and learned that this sudden failure of the electrical throttle body system is a "common problem" on 2000 Volvo S70 and certain other model cars. It is mainly caused by parts that were made in Italy. Newer models don't have this problem any more. Many, including the dealership mechanics say that this failure is not a matter of "if" but "when".

We learned that some consumer groups are conducting a class action lawsuit against Volvo for not doing anything about this deficiency...

Based on my wife's near accident-causing experience, and based on information we have gathered so far, we are hereby submitting a formal complaint about this deficiency and are requesting a partial if not a full reimbursement on the repair cost as shown in this attached receipt.

Sincerely yours,

[REDACTED]

Attachment: Service receipt by Volvo of Richardson dated 3-31-2005

Y2654794

398413



VOLVO
of
RICHARDSON

1321 North Central Expressway
Richardson, Texas 75080
(872) 844-1700

INVOICE

DUPLICATE 2
PAGE 1

SERVICE ADVISOR: 48289 GARY HERNDON

GARLAND, TX
HOME [REDACTED] BUS [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX	
SILVER	00	VOLVO S70	YV1LSE1J5Y[REDACTED]		61911/61913	T6214	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO-NO.	RATE	PAYMENT	INV. DATE
01JAN00 IS			19:00 31MAR05		0.00	CPN	31MAR05
R.O. ORDER		READY	OPTIONS: DLR:4289 ENG:852448-2.4 Liter				
07:10 31MAR05		09:47 31MAR05					

LINE	ORCODE	TECH	TYPR	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A. CUST STATE STS LITE ON IN DASH REPORT

210R	REPLACED THROTTLE BODY AND DOWNLOADED SOFTWARE						
	11548 CPA	4.00				340.00	340.00
1	9438298 3 MIN RELOAD				30.00	30.00	30.00
1	8644347 0 THROTTLE BODY				551.59	551.59	551.59
1	8636753 9 GASKET				4.01	4.01	4.01
PARTS:	585.60	LABOR:	340.00	OTHER:	0.00	TOTAL LINE A:	925.60

B. COURTESY WASH

WASH COURTESY WASH							
	601SDTL	0.00					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

MISC SHOP SUPPLIES

							17.00
--	--	--	--	--	--	--	-------

PAID
MAR 31 2005
 VISA MC DL
 AMEX CASH

DESCRIPTION	TOTALS
LABOR AMOUNT	340.00
PARTS AMOUNT	585.60
GAS, OIL, LUBE	0.00
BUGLET AMOUNT	0.00
MISC. CHARGES	17.00
TOTAL CHARGES	942.60
LESS INSURANCE	92.56
SALES TAX	49.71
PLEASE PAY THIS AMOUNT	899.75

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (11) YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

IGNITED DEALER: GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

STATEMENT OF DISCLOSURE
The factory represents comprehensive of the work done with regard to the sale of the item. The dealer hereby certifies that all work done, including any repair or replacement of merchandise or labor for a particular purpose. Sales tax and other charges are indicated on other pages to assist in a complete and accurate record with the aid of the manufacturer.

CUSTOMER COPY

RECEIVED

MAY 16 2005

CUSTOMER CARE

[REDACTED]
Paso Robles, California [REDACTED]
9 May 2005

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

Dear Sir:

My wife and I currently own a 1999 Volvo V70 GLT wagon.

Last year, the ETS light on the dashboard came on and the engine began running rough; then the problem cleared itself. A local mechanic advised that his shop could not troubleshoot the problem, as it was no longer manifesting itself. At that time, the car had 65,000 miles on it, within both time and mileage limits for the Certified Pre-owned Volvo warranty.

That warranty expired on March 19, 2005.

On April 28, with 73,614 miles on the vehicle, the ETS light came back on. The engine gave symptoms of serious timing or fuel problems, running very roughly at start-up. Eventually, the rough idle cleared itself, and the engine for the moment seems to be running smoothly. However, the light remains on whenever we drive the car. The same mechanic has advised us not to use the car for long trips, until the problem is identified and resolved.

Recently, the Los Angeles Times carried a lengthy article (attached) about the problem with the Electronic Throttle Module used in numerous Volvo models and years, including the 1999 V70. The symptoms described in the article are the same as the intermittent problems we have encountered with our car.

It would appear from the article that Volvo knew about the problem during development of the electronic throttle, and later when it released the new models for sale. It also appears that it was an engineering and design problem, rather than something brought on by owner mis-use.

We like the Volvo; it is safe, comfortable, economical to drive, and, thus far, has been a reliable vehicle. We would like to continue to own a Volvo into the future, due to its excellent safety reputation. However, we are concerned about its reliability, due to this issue.

The purpose of this letter is to document our experience, in the event that a settlement agreement is reached between Volvo of North America and any state or federal regulatory agencies.

Respectfully submitted,

[REDACTED]

cc: Smith Volvo, San Luis Obispo, California; Honorable Tom Blakeslee, California State Assembly;
Honorable Abel Maldonado, California State Senate; California Air Resources Board

Enclosure



PHOTOGRAPH BY



Pressure Increases on Volvo to Pay to Replace Faulty Throttles

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

By Myron Levin
Times Staff Writer

May 3, 2005

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

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

The faulty components are electronic throttle modules, or ETMs, which Volvo began substituting for traditional mechanical throttles in its '99 models. Although designed for a useful life of 100,000 miles, an estimated 21% to 94% will fail within that time, depending on vehicle model, according to reports by Volvo to the California Air Resources Board and the U.S. Environmental Protection Agency.

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

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

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

Although pressure on Volvo is coming mainly from California, any warranty extensions and

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

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

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

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

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

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

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

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

In many cases, however, owners have paid for the work because their warranties had expired or they did not know the throttle was covered.

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

The lawsuit, filed in Sacramento County Superior Court by San Mateo, Calif., law firm Fazio & Micheletti, alleges that the Volvo notice amounted to a secret warranty.

Dina Micheletti, a partner in the firm, said the action was suspect for another reason too: Volvo has acknowledged in internal documents that cleaning a faulty throttle to remove oily deposits that caused the malfunction can keep the device going only for a while. Thus, the procedure can get Volvo beyond the warranty period, with owners getting stuck later with the higher cost of throttle replacement.

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

When Volvo introduced it, the ETM was considered an advance over the mechanical throttles used in virtually all other cars and trucks. Like the mechanical version, it's a valve that flaps open and

shut to control airflow to the fuel system and, ultimately, the output of power from the engine.

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

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

According to a Volvo memo in March 2000, "we have had problems with faulty throttles in the car plants ... since SOP 98w20" — a reference to the start of production in the 20th week of 1998.

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

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

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

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

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

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

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

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

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

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

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

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

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

May 17, 2005

RECEIVED

MAY 20 2005

CUSTOMER CARE

Dear purveyor of low-quality cars,

We purchased our 2001 Volvo V70 T5 new, during the summer of 2000. Our reasons for purchasing this car were to find a safe, reliable car for our family. Since our purchase, the vehicle has lived in the repair shop. At first it was little inconveniences: the door to the fuel tank fell off, the seatbelt malfunctioned, the lightbulbs regularly burned out, and an entire light socket fell out. The car also makes a grinding noise when making sharp turns that two different Volvo dealers said was caused by a different problem. Visual inspection shows that the OEM-size tires rub the wheel well when turning.

In addition, your OEM tire wrench broke and although Volvo sent us a replacement, the replacement did not fit the lugnuts. We have purchased our own quality wrench for our luxury car. How ridiculous!

Then, shortly after the warranty expired, the throttle body modulator failed to the tune of \$1600. Our mechanic couldn't fix it so we went to the very poor repair shop at the dealer. The dealer informed us that this is a "common problem" for Volvos and we should expect this to happen again in a few years. While in the repair shop to fix this problem, the mechanics noticed that the engine mount had cracked and rotted, in our four-year old car, and they wanted \$350 to make this simple repair. The car was towed back to the repair shop two weeks later for a hose that fell off. In addition, the front light bulb socket melted. Thank goodness my husband is handy with a soldering iron! He fixed the problem for \$200 less than your dealer wanted. One month after that, the car was again taken to the dealer because our regular mechanic could not get the code information for a failed O₂ sensor.

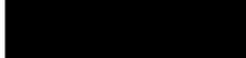
We finally thought we were finished with repair bills for a while, when three weeks after the car's last visit to the repair shop we received another error message regarding the emissions. Will it ever end? You cannot imagine our disappointment with this car. Family cars need to be safe and reliable. Our Volvo was supposed have these qualities, but is only half way there. As a manufacturer, you should step up to the plate and be proactive in addressing the throttle body modulator, constant light-bulb burnouts, and low-quality engine mount issues. You should provide all shops the tools and information to fix your cars.

At least, please send me a bumper sticker that reads, "The parts falling off this car represent the ultimate in Volvo quality," and some spare bulbs.

Sincerely,



Roseton, VA



Certified
RECEIVED

MAY 23 2005

May 19, 2005

CUSTOMER CARE

[REDACTED]
[REDACTED]
Raleigh, NC [REDACTED]

VIN: YV1SW53D11 [REDACTED] 06/00

Volvo Cars of North America
Customer Care
7 Volvo Drive
Rockreigh, NJ 07647

Dear Volvo,

I purchased a beautiful black 2001 Volvo V70 with 43,862 miles on it back on August 29, 2004. This car is my wife's and I first Volvo and we enjoy it very much. We had a 2000 BMW 325i with 75,000+ miles and with a new addition to our family we definitely needed a bigger car and this Volvo seems to be exactly what we needed. I purchased the vehicle at Leith Jaguar in Cary, NC. We had the vehicle checked out by our mechanic and with the vehicle well serviced at the Volvo Dealership he gave us good feed back about the car.

To begin, in January due to the alternator going out and under charging the battery we had our first major repair, an alternator and a battery. The battery might not seem like a major repair I'll grant you that but why would an alternator go bad at a bit over 49,889 miles? Okay - I'll agree that things go bad but come on. See receipts from Colorry Tire (Total repair cost \$671.56). Keep in mind both the battery and the alternator were purchased from Volvo.

Secondly, in mid February my wife had trouble with the car on the way home from Charleston SC. She did make it home and then took the car to Peak Automotive Service in Apex, NC. They ran a diagnostic test and no codes (as seen in the receipt enclosed) came up. They believed that they had evidence of excessive water found in the tank. They put a fuel dryer in the system and the car ran great for about one half of a day. Then she then had to take it back because of the same problem and finally (I guess) a throttle body code finally registered in the computer.

My mechanic after installing a new throttle body had to have the car sent to the Volvo Dealer in Cary to have the throttle body recoded to the car. He was telling us that the mechanics told him that these particular throttle bodies seem to have problems. I really didn't think much of it except for that fact of the \$745.65 bill that I had to pay. Recently at the end of March we visited the Orlando area and the car had a minor problem and we took it to The "VOLVO STORE". Is what happened was that the turbo exhaust line was not fully tighten and the pressure 21+ lbs blew off the line. My mechanic in Apex agreed that since the car had no other codes that he would pay for the bill I received at the Volvo Store.

One thing that caught my attention was what the service representative said to me at the Volvo Store. He mentioned to me from the explanation of the car having no power etc that "these Volvo's have throttle body problems, and that's expensive so let's hope that this isn't the problem."

After hearing from two different Volvo dealerships that these cars have throttle body problems. I feel that an expense such as this should be covered or "recalled" under Volvo. I didn't think much of it but it seems uncanny or experience talking here. In fact, I was told that your first supplier doesn't make these parts for you anymore due to the fact that there were problems. I obviously don't know this to be true but if it is shouldn't Volvo step in here and help out? I know things happen and buying a car is somewhat risky, I've had 6-8 automobiles in my short 16 years of driving, but I have never experienced problems like these. The car has needed some other items that I didn't mention here because I felt that they are regular maintenance (oil changes, brake servicing, tire rotations etc).

My purpose today in writing you is 4 fold. One is to tell you of these repairs, especially the throttle body replacement, two asking for the repair cost (a total of \$1417.21), thirdly asking you if you would give me a deal on the extended warranty package you offer and lastly a solid explanation of what went wrong with my car. Not the normal rhetoric that parts break, get dirty, etc (that's what I already got). I want an explanation that you have looked into these specific parts and found no statistical failures in these parts around 50,000 miles. I would think you would agree that both an alternator and a throttle body should last longer than what my wife and I get.

I have since called Weaver Bros. Volvo here in Raleigh and they told me about the VIP package you offer. I would seriously doubt you'll actually send me the money for the repairs but it would not be unreasonable to give a deal on the 4 year \$250 deductible VIP warranty. I did call the Volvo toll free number back in January after the alternator went out and I was told that since the 48 months had past that the warranty (50,000 mile) was void and was NOT told (to my best recollection) about the extended warranty offered through Volvo at that time. It just seems that I didn't ask enough questions or know enough at the time and of course it's my luck of these repair bills.

I thank you for reading my story and hope to hear from you.

Best regards,



Enclosed,

Peak Automotive LLC.

833 Hwy 64W
Apex, NC 27523
Phone: (919) 363-7077 FAX: 919-303-2047

Invoice No.
000003150

Page 1
Order Date 02/15/05 10:00 am
Paid: 02/15/05 12:27 pm

[REDACTED]	01 Volvo V70 Mileage in: 52800 out: 52800 Lic: 7/NC L5Cyl 12.3 Eng Vin: YV15W33D112 [REDACTED] 06700 Equipment: Last in 11/18/2004
------------	--

Quotes
 1 02/15/05 10:00 am 0.00
 Breeze in header.

Job 01 Runs Poorly **Labor: \$78.32**

Chime up in display "Reduced Performance"

DTC resolved. No codes. Checked for vacuum leaks. None present. Took fuel sample. Found water contamination. Added fuel system drier.

521000	Fuel System Drier-S	1.00	1.98	1.98	1.98
--------	---------------------	------	------	------	------

Payments to Peak Automotive LLC. **Cost Summary**

Status: Paid Work Order

Payments: \$82.59
 1 02/15/05 \$2.59 Check 3834

Labor	78.32
Parts	1.98
Shop Supplies	0.05
Hazmat	1.96
Tax	0.28
Total	\$82.59
Payments	82.59
Bal Due	0.00

Thank you for choosing Peak Automotive LLC.

Hess Express 40370
 4206 Ladson Rd.
 Ladson S.C. 29456

Invoice # 0000342
 Date 02/15/05
 Time 11:26 AM
 Sequence# 6342

CREDIT ADJUST.
 XXXXXXXXXXXX
 Exp. Date 05/07

Pump Ballons Priced
 83 12.439 \$1.949
 Product Amount
 UHL PLUS \$23.88
 Total Sale \$23.88

Thank You For
 Shopping At Hess !
 For Questions Or
 Comments Call
 1-888-NESS-DIL

Peak Automotive LLC.

833 Hwy 64W
Apex, NC 27523
Phone: (919) 363-7077 FAX: 919-303-2047

Invoice No.
000003159

Page 1
Order Date 02/16/05 04:22 pm
Paid: 02/18/05 04:51 pm

	01 Volvo V70 Mileage in: 52808 out: 52800 Lic: 7 NC [REDACTED] Vin: VV1SW5J01 [REDACTED] 600 Equipment: Last in: 2/15/2005
--	--

Quotes
1 02/16/05 05:24pm 745.65
Breana in person.

Job#01 CEL Op **Labor: \$140.98**

8643347	Throttle Body-S	1.0 @	551.59 =S	551.59	551.59
---------	-----------------	-------	-----------	--------	--------

Payments to Peak Automotive LLC. Cost Summary:

Status: Paid Work Order		Labor	140.98
Payments: \$745.65		Parts	551.59
1 02/18/05 372.82 Check	3842	Shop Supplies	10.00
2 02/18/05 372.83 Visa	055074	Hazmat	3.52
		Tax	39.56
		Total	5745.65
		Payments	745.65
		Bal Due	0.00

Thank you for choosing Peak Automotive LLC.

I hereby authorize the above repair work to be done with the equipment, material and facility grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express warranty here is hereby acknowledged on above car, truck or vehicle to be done to the amount of repair charges. You will not be held responsible for loss or damage to vehicle or contents left in vehicle in case of fire, accident or any other cause beyond your control.

Signature: _____



www.colonytire.com

800-22-TIRES

SOLD TO:

Account # 188211

SHIP TO:

INVOICE #	PREVIOUS SHIPPED INVOICE NUMBER	CUSTOMER P.O. #	YEAR MAKE-MODEL	TAG	PLATE	TELEPHONE
1136219			2001 VOLVO V70		48889	9198616265

WORK DATE	SHIP V.A.	ROUTE	DOCUMENT	TERMS	SALES REP
01/10/05	Pickup		1136219	Cash	

ITEM #	SIZE	DESCRIPTION	QUANTITY	UNIT PRICE	NET	SALES TAX	TIRE TAX	EXTENSION
B		BATTERY/STARTER/ALTERNATOR TEST	1	19.99	0.00	0.00	0.00	19.99
9489948		BATTERY	1	109.99	0.00	7.70	0.00	117.69
B		INSTALL BATTERY	1	35.00	0.00	0.00	0.00	35.00

COMMENTS

Thank you for trusting us to take care of all your tire & automotive needs!

PRODUCTS	109.99
LABOR	64.99
TIRES	0.00
STATE SALES TAX	4.85
LOCAL SALES TAX	2.75
FLT	0.00
TIRE TAX	0.00

PAID BY: [Redacted] Electronic Check - 3750 3172.00

INVOICE TOTAL 172.68

RECEIVED BY: [Redacted]

PLEASE REMIT TO: COLONY TIRE CORPORATION P.O. Box 30367 | Charlotte, NC 28230-0367



www.colonytire.com

800-22-TIRES

SOLD TO: [REDACTED] Account # 189211

SHIP TO: [REDACTED]

[REDACTED]

1138210 2001 VOLVO V70 48915 919-661

[REDACTED]

01/11/05 Pickup I-028-011 105-018 Cash

PARTS	ALTERNATOR- DEALER	1	351.56	0.00	28.32	0.00	350.54
B	INSTALL ALTERNATOR	1	112.00	0.00	0.00	0.00	112.00

[REDACTED]

Thank you for trusting us to take care of all your tire & automotive needs!

[REDACTED]

381.56
112.00
0.00
16.28
9.04
0.00
0.00

electronic check 2001 \$498.88

498.88

[REDACTED]

PLEASE REMIT TO: COLONY TIRE CORPORATION P.O. Box 30367 / Charlotte NC 28230-0367

RECEIVED

MAY 24 2005

CUSTOMER CARE

5-23-05

[REDACTED]
Fairlawn N.J.
[REDACTED]
[REDACTED]

To whom it may concern, I own a 2000 Volvo S-80 and recently I needed to change my throttle body in my car engine. I have 63,000 miles and I feel that people buy Volvo's for the reputation and performance. The cost to repair this was \$898.00. I feel like I own a chevy because problems happen after the warranty runs out. Im very unhappy with the Volvo name and probably in the future reconsider buying another one. Im one unhappy customer.

I had my car fixed at Pauls Volvo in Hawthorne N.J. and the service there was outstanding. I must admit the people from sales to mechanics are very professionals. I give Pauls Volvo a top rated performance, but had to say the performance of Volvo car does not live up to its name.

Thank you,
Anthony Dittmar

RECEIVED

MAY 27 2005

CUSTOMER CARE

May 21, 2005

Volvo Cars of North America, LLC
7 Volvo Drive
Rockleigh, N.J. 07647
Attn: Volvo Customer Care Center

To Whom it May Concern:

The purpose of this letter is to inform Volvo about an issue that has recently happened with my 2001 Volvo S60. Back in February, I had taken my car in for service for a transmission problem; car would slip into neutral at speeds at 35-40 mph, felt like the car didn't know which gear it should be in then would slip in & out of neutral. Also the rear door latch was broken & some other maintenance needed to be done. The service technician called and stated what was wrong with the car & when I went to pick the car up, I was very surprised to find that the car was just out of warranty & they charged me for a software upgrade & \$138.85 for the door lock.

Now, 3 months later I had to take the car back in for service again, right after picking the car up from the last visit, the car began idling rough, getting poor gas mileage & on several occasions while running with the AC on, the car had almost died when sitting at a light. For this service it has now cost me an additional \$969.48 for a new electronic throttle module + labor charges. I went on the internet & found that this is a common expensive item that has gone bad in other Volvo cars around 55,000 miles.

I don't feel that my 2001 Volvo with 55,400 miles is very old & that I shouldn't have these type of expensive parts go bad so soon; especially right out of warranty. I have attached a copy of the repair bills & I'm asking Volvo to reimburse me \$969.48 for the throttle module, since it is clearly a Volvo problem in these cars & \$138.85 for the door lock. I bought a Volvo because of the wonderful reputation that Volvo has in their vehicles & I'm shocked to have these items go bad so soon after the warranty had just expired. Please let me know what Volvo is willing to do for a new & hopefully a continuous Volvo owner.

Sincerely,


Laytonsville, MD 

Annapolis
VOLVO

333 Busch's Frontage Road
P.O. Box 6296
ANNAPOLIS, MARYLAND 21401

VOLVO

BALTIMORE (410) 722-4800 ANNAPOLIS (410) 349-8800 WASHINGTON (301) 688-7762 TOLL FREE (800) 765-8917

www.annapolscars.net

* Lower car
(3) - Walt - Tuesday 10:40

5:30 - 7:00

Drop car off on Tuesday -

CUSTOMER NO 25750	SALES REP STACY	SALES NO 233	SALES NO 2466	INVOICE DATE 02/22/05	ORDER NO VOC5135879
ADDRESS LAYTONSVILLE, MD		LABOR RATE 53,110	COLOR BLACK/TAUPE	STOCK NO	
YEAR MAKE MODEL 01/VOLVO/S60/4 DOOR SEDAN		DELIVERY DATE 11/23/01	DELIVERY MILE 121	PRODUCT OR DATE	
VEHICLE ID NO YV1R553D812		K DATE 02/22/05			
CONFIRMED					MO: 53110

LABOR & PARTS
363-43902 TRANSMISSION-CITR... TECHNICAL SERVICE
CUSTOMER STATES GOES INTO NEUTRAL OCCASIONALLY
TRANSMISSION FLUID BLACK, IMPROPER SOFTWARE
UPDATED SOFTWARE AND FLISHED TRANSMISSION WITH SYNTHETIC
FLUID

LABOR CHARGES ARE COMPILED BY FLAT RATE
MEASURE AND ARE BASED ON INDUSTRY
ACCEPTED ROUNDES. REPAIRS CHARGED FOR
MORE NEEDED AND PERFORMED. THE VEHICLE
HAS BEEN TESTED AND IN MY OPINION THE
WORK WAS PERFORMED SATISFACTORILY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	12	1161590-8	TRANSMISSION OIL	24.83	297.96
JOB # 1	1	3064682-3	NEUTRAL C	43.50	43.50
JOB # 1 TOTAL PARTS					341.46
JOB # 1 TOTAL LABOR & PARTS					539.46

363-43902 BODY-DRIVE/SH... TECHNICAL SERVICE
CUSTOMER STATES DR SIDE REAR DOOR LOCK DOES NOT LOCK
LEFT REAR DOOR LATCH ASSEMBLY INOP
REPLACED LATCH ASSEMBLY

ALL PARTS LABOR AND NEW UNLESS OTHERWISE
NOTED ON INVOICE
THANK YOU
YOUR COPY SHOULD BE DESTROYED WITH ALL DOCUMENTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	30699788-4	LOCK, LEF	138.85	138.85
JOB # 2 TOTAL PARTS					138.85
JOB # 2 TOTAL LABOR & PARTS					287.35

363-43902 DOOR-LOCK-IND-SUN/R... TECHNICAL SERVICE
CUSTOMER STATES SUNROOF RATTLES
OUT OF ADJUSTMENT
ADJUSTED SUNROOF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					49.50

363-43902 FUEL-FILTER-REPLACE... TECHNICAL SERVICE
CUSTOMER STATES REPLACE ENGINE FUEL FILTER
MILEAGE AND TIME ITEM
REPLACE ENGINE FUEL FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	30680779-2	ENGINE HO	72.10	72.10
JOB # 4	1	30630512-1	FUEL FILT	35.00	35.00
JOB # 4 TOTAL PARTS					107.10
JOB # 4 TOTAL LABOR & PARTS					156.60

363-43902 INT-EXH-TUBING-TANG... TECHNICAL SERVICE
LOUD NOISE FROM EXHAUST SYSTEM
COULD NOT DUPLICATE NOISE DR SHELL, TORQUE ARM BRACKET
NEEDED
REPLACED TORQUE ARM BRACKET

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL LABOR & PARTS					148.50

PAID
Chick
2/22/05



333 Busch's Frontage Road
P.O. Box 6298
ANNAPOLIS, MARYLAND 21401

VOLVO

BALTIMORE
(410) 974-4500

ANNAPOLIS
(410) 348-8500

WASHINGTON
(301) 558-7788

TOLL FREE
(800) 765-5902

www.annapoliscars.net

Customer No 25750	Advisor STACY	License No 233	Invoice No 2466	Invoice Date 02/22/05	Invoice No VOCS135879
[REDACTED]	Year/Make/Model 01/VOLVO/560/4 DOOR SEDAN	Color BLACK/TAUPE	MSRP 53,110	Delivery Date 11/23/01	Stock No 121
Location LAYTONSVILLE, MD	Vehicle ID No YV1R353D812	Bill No. Entered 02/22/05	Production Date		
	Comments				MO: 53110

JOB # 5 TOTAL PARTS	0.80
JOB # 6 TOTAL LABOR & PARTS	148.50
MISC - CODE - DESCRIPTION	CONTROL NO -
JOB # A SS SHOP SUPPLIES	
TOTAL - MISC	19.99
	19.99
COMMENTS	
NIGHT DROP	
TOTALS	
LIMITED TIME SPECIALS ON VOLVOS!	
SPORTY 2005 S40 FROM \$21,995!	
X-70 COURTESY CARS ONLY \$32,995!	
2005 XC90 AS LOW AS \$31,995!	
(HURRY, LIMITED SUPPLY AVAILABLE)	
TOTAL LABOR	594.00
TOTAL PARTS	582.81
TOTAL SALES	0.00
TOTAL S.O.S.	0.00
TOTAL MISC CHG.	19.99
TOTAL MISC DISC.	0.00
TOTAL TAX	29.38
TOTAL INVOICE \$	1230.78

LABOR CHARGES ARE COMPUTED BY FLAT RATE MEASURE AND ARE BASED ON INDUSTRY ACCEPTED SOURCES. REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. THE VEHICLE HAS BEEN TESTED AND IN MY OPINION THE WORK WAS PERFORMED SATISFACTORILY.

X

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED ON INVOICE.

THANK YOU

FOR YOUR BUSINESS AND FOR OUR ASSISTANCE.

CUSTOMER SIGNATURE



333 Burch's Frontage Road
ANNAPOLIS, MARYLAND 21401



BALTIMORE (410) 974-8800 ANNAPOLIS (410) 346-8800 WASHINGTON (202) 486-7766 TEL. TREE (800) 705-2002

www.annapoliscars.net

VEHICLE NO. 25750	DEALER WALTER A CLEMENTS	SALES 200	7189	DATE OF SALE 05/20/05	WARRANTY NO. VOC5139164
	REPAIR ORDER NO.	RELEASE NO.	55,383	COLOR BLACK/TAUPE	
ADDRESS LAYTONSVILLE, MD	YEAR MAKE MODEL 01/VOLVO/5604 DOOR SEDAN	DELIVERY DATE 11/23/01		SALES TAX NO. 121	
	VEHICLE ID NO. YV1R5530812	COLLAR NUMBER			
	KEY NO.	292		DATE 05/18/05	
					MO: 55386

LABOR & PARTS
JOB # 1 82402 SQUARES & RATTLES TECH(S):298 0.00
 CUSTOMER STATES THE SUNROOF IS STILL RATTLING-
 REAR SUNROOF LID SCREENS AND REBUE-IF CONDITION
 RECURS WILL NEED CABLES AND GUIDES REPLACED

LABOR CHARGES ARE COMPUTED BY FLAT RATE
 MEASURE AND ARE BASED ON MOST RE-
 ACCEPTED SOURCES REPAIRS CHARGES FOR
 WERE NEEDED AND PERFORMED THIS VEHICLE
 HAS BEEN TESTED AND IN MY OPINION THE
 WORK WAS PERFORMED SATISFACTORILY

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

JOB # 2 21402 ENGINE NOISES TECH(S):298 356.00
 CUSTOMER STATES CAR WAS RUNNING ROUGH AND CUSTOMER FOUND A
 NOISE JUST LAYING ACROSS ENGINE NOT ATTACHED OWNER REATTACHED
 NOISE AND IT STILL RUMS ROUGHLY WHEN SITTING AT A STOP AND
 WHEN THE AC IS ON SEEMS TO GET WORSE, FUEL MILEAGE IS VERY
 POOR AS WELL.
 CHECKED AND RETRIEVED CODE-ECN 983C, TRACED AND FOUND INTERNAL
 FAULT IN ECU, REPLACES ECU, CLEARED CODE AND RELOADED SOFTWARE

ALL PARTS LABOR ARE NEW UNLESS OTHERWISE
 STATED ON INVOICE
THANK YOU
 THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	8644347-0	THROTTLE BODY	551.59	
JOB # 2	1	8636763-9	GASKET	2.67	
JOB # 2	1	8645425-3	ETH RELOAD	30.00	
					JOB # 2 TOTAL PARTS 584.26
					JOB # 2 TOTAL LABOR & PARTS 940.26

You may be contacted
 by Volvo to participate in a
 customer satisfaction survey.
 If for any reason you are unable to
 take our service "10", among
 the best service you've experienced,
 please let us know. Your complete
 satisfaction is our goal.
 Thank You
 ANNAPOLIS VOLVO
 410-346-8800

JOB # 3 95402 LOANER CAR VOLVO LOANER CAR PROVIDED AS ALTERNATE TRANSPORTATION FOR CUSTOMER SATISFACTION PROVIDED LOANER CAR AT NO CHARGE TECH(S):298 INTERNAL

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

JOB # 4 95402 CAMPAIGN #141 CAMPAIGN #141 TECH(S):298 WARRANTY
 CUSTOMER REQUEST CAMPAIGN #141
 INSPECT/REP-ACE COOLING FAN CONTROL MODULE
 AND COOLING FAN ASSEMBLY
 PER FACTORY NOTIFICATION
 CAMPAIGN #141 COMPLETED-
 INSPECT/NO REPLACEMENT NEEDED-141 0,20/01
 INSPECT/REPLACE ELECTRIC FAN-NO COVER
 INSPECT/REPLACE ELECTRIC FAN-WITH COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	PK141	CAMPAIGN		WARRANTY
JOB # 4	1	9454164-4	DECAL		WARRANTY
JOB # 4	1	9836714-9	CABLE TIE		WARRANTY
JOB # 4	1	9186344-6	CLIP		WARRANTY
JOB # 4	1	8651136-7	COVER		WARRANTY
JOB # 4	1	38636445-6	38636445- ELECTRTCA		WARRANTY

PAID
Cash
 5/21/05



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ANNAPOLIS, MARYLAND 21401

VOLVO

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ANNAPOLIS
(410) 329-9600

MARSHFIELD
(301) 251-7200

TOWSON
(410) 281-4900

www.annapobscars.net

VEHICLE NO. 25750	TECHNICIAN WALTER A. CLEMENTS	SALES NO. 2007	SALES PRICE 7189	SALES DATE 05/20/05	SALES ORDER NO. VOCS139164
ADDRESS LAYTONSVILLE, MD	LABOR RATE 55.383	SALES TAX 55.383	SALES BLACK/TAUPE	SALES DATE 11/23/01	SALES ORDER NO. 123
VEHICLE MODEL 01/VOLVO/S60/4 DOOR SEDAN	VEHICLE ID NO. YV1R553081	SALES TAX 292	SALES DATE 05/18/05	SALES ORDER NO. NO: 55386	

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	PRIORITY
JOB # 4	2	983662-8	CABLE TIE		0.00
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

COMMENTS:
LOWER NIGHT BEFORE

TOTALS	DESCRIPTION	AMOUNT
	TOTAL LABOR	356.00
	TOTAL PARTS	584.26
	TOTAL SUBLET	0.00
	TOTAL G.O.B.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX	29.22
	TOTAL INVOICE \$	969.48

LIMITED TIME SPECIALS ON VOLVOS!
SPORTY 2005 S40 FROM \$21,495!
XC 70 COURTESY CARS ONLY \$32,995!
2005 XC90 AS LOW AS \$31,995!
(HURRY. LIMITED SUPPLY AVAILABLE)

CUSTOMER SIGNATURE

LABOR CHARGES ARE COMPUTED BY FLAT RATE MEASURE AND ARE BASED ON INDUSTRY ACCEPTED SOURCES. REPAIRS CHARGED FOR WERE PERFORMED AND PERFORMED THE VEHICLE HAS BEEN TESTED AND A MY OPINION THE WORK WAS PERFORMED SATISFACTORILY.

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE NOTED BY THE PART NUMBER.
THANK YOU
THIS COPY MUST BE KEPT FOR ANY WARRANTY.



LOMA LINDA UNIVERSITY

RECEIVED
MAY 31 2005
CUSTOMER CARE

*School of Medicine
Department of Microbiology and Molecular Genetics*

*Loma Linda, California 92350
(909) 824-4466
FAX: (909) 824-4345*

From: Gordon P. Harding
2282 S. Palomares St.
Pomona, CA 91766

To: Mr. Vic Doolan
CEO, Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ 07647

Dear Mr. Doolan:


I am writing you in regards to trouble with my 2001 S60 (VIN # YVIRS61R012[REDACTED]). I had trouble with the Electronic Throttle Module (ETM) in February 2004 which was the stalling at low speeds which is the typical symptom of a dirty ETM according to what I've been reading. The car is mostly driven on the freeway and always gets premium gas. In any case cleaning the ETM cured the stalling although it always seemed to threaten to stall at low speeds after that. I paid for this cleaning at my local dealer (Volvo of the Inland Empire, San Bernardino, California). I just found out, due to a recent article on the faulty ETM in the Los Angeles Times business section, that this should have been covered by warranty. This doesn't please me much but I could live with it except for recent events. Last month I had the cargo nuts on me in the fast of the freeway on two occasions. By "going nuts" I mean first it down shifted into second gear at 80 mph then by the time I got over to the slow lane it shifted into first gear and wouldn't go over 20mph. Then when I tried to stop it wouldn't stop it just kept on going at 20mph until I shut it off after which it died for a couple of minutes. I had the car towed to the nearest Volvo dealer (Exclusively Volvo, Ontario, California). When they looked at it the next day they couldn't find anything wrong with it. A few days later it happened again and this time the check engine light came on. I had it towed to Volvo of the Inland Empire. They kept my car for four days with no explanation other than they couldn't make it perform the problem again. Finally on the

last hour of the last day they replaced the ETM. I've had no problem since. This cost me \$890.

Only a few days past until the Los Angeles Times article appeared. When I went in and showed it to the Service Manager at Volvo of the Inland Empire he professed not to have ever heard of any problems with the ETM. Also I can't figure out what took four days to do a 2 hour job. My normally honest, bend over backwards repair guys had suddenly become Chrysleresque. No one could tell for certain if the new ETM they had installed would perform any better than the old one although the Los Angeles Times article mentions they are now being sourced from a different supplier. Are the new ETMs being installed on 2001 the same old thing or are they something more reliable?

With regard to the recall of these devices I think you should get rid of them. They represent a significant safety hazard. The car went dead on me once in a bad neighborhood where a white guy driving a Volvo wouldn't want to be walking around. Fortunately I was able to restart the car and quickly get out. The second time it happened was in friendlier territory which was good since I had to let it set for a while before I could go any distance without it stalling. The freeway incidents this year speak for themselves, the car going nuts and stranding me twice. At least I got to use my Volvo On Call Advance service. I know \$890 plus \$200 or so for the cleaning (I still haven't found my receipt) is a hell of a lot of money (believe me I know, I'm a ordinary wage earner) but I think Volvo needs to do this to uphold it's reputation and to do right by its customers. This is my second Volvo. My first was a 1980 DL. I had so much trouble with it that my parents thought I was nuts for buying this one. It has been a very good car except for this problem. Thank you for your attention to this matter.

Sincerely,

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

RECEIVED

MAY 31 2005

CUSTOMER CARE

Sheffield, MA

May 28, 2005

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

Dear Volvo Cars of North America:

My wife and I both own 2001 S 60's, 2.4T. We have been proud owners of Volvos since 1985. While we love our Volvos, we have been a bit disappointed with the reliability of our S 60's. Our latest episode is a repeat performance of the same problem.

On my wife's car, the Throttle Control Module was replaced soon after we purchased the car. Fortunately, it was covered under warranty. Now my car, with 82,000 miles, has the same problem.

Our Volvo service manager immediately knew what the problem was. The mechanic remarked he changes these quite often. It took very little research on the Internet to confirm this is a known problem.

While my car is out of warranty and Volvo is under no legal obligation to replace this defective part at their cost, my wife and I both feel they should. It is a known fact that this part has a high failure rate.

In the near future we will again be purchasing new cars. Our choice of cars will certainly be influenced by Volvo's commitment to the reliability of their products and credibility as a company to take responsibility for these unforeseen circumstances.

We look forward to hearing from you.

Sincerely,

SEE ATTACHMENTS

VOLVO

MITCHELL AUTO GROUP, Inc.
D/B/A MITCHELL VOLVO
 450 New Litchfield St. P.O. Box 897
 TORRINGTON, CT 06790-0897

VOLVO

0184750844753

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS CORRECT AND TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

ORDER NO. 50450	ADDRESS CHRIS SHEEHAN 784	INS NO. 8848	WORK DATE 05/28/05	WORK NO. VTC5588733
	LAURENCE (LICENSING)	PHONE 82229	COLOR SILVER	PRICE
	MAKE/TYPE/VERSION D1/VOLVO8004 DR SEDAN		DELIVERY DATE	DELIVERY MILE
SHEFFIELD, MA	VIN YV1R8580312		DEALER NAME	PRODUCTION DATE
	P. T. & NO.		R. & DATE 05/28/05	
	COMMENTS			

MO: 82231

LABOR & PARTS

JP 1 05V02 MAJOR ENGINE 1.00 HOURS 140.00
 CUSTOMER STATES HIS CAR WOULD NOT START. ENGINE LIGHT ON. THROTTLE STUCK OPEN. VEHICLE STARTED ON JUMP. INSPECTED AND FOUND REAR BRACKET FOR THROTTLE CABLE REPLACED THROTTLE UNIT. REPAIRS COMPLETE. TEST DRIVE, OK.

PARTS	QTY	PP	REMARKS	UNIT PRICE	TOTAL PARTS
				140.00	140.00

JP 2 11V02 FRONT STRUTS 1.00 HOURS 70.00
 CUSTOMER STATES HIS CAR WOULD NOT START. ENGINE LIGHT ON. THROTTLE STUCK OPEN. VEHICLE STARTED ON JUMP. INSPECTED AND FOUND REAR BRACKET FOR THROTTLE CABLE REPLACED THROTTLE UNIT. REPAIRS COMPLETE. TEST DRIVE, OK.

PARTS	QTY	PP	REMARKS	UNIT PRICE	TOTAL PARTS
				70.00	70.00

JP 3 12V02 FRONT STRUTS 1.00 HOURS 70.00
 CUSTOMER STATES HIS CAR WOULD NOT START. ENGINE LIGHT ON. THROTTLE STUCK OPEN. VEHICLE STARTED ON JUMP. INSPECTED AND FOUND REAR BRACKET FOR THROTTLE CABLE REPLACED THROTTLE UNIT. REPAIRS COMPLETE. TEST DRIVE, OK.

PARTS	QTY	PP	REMARKS	UNIT PRICE	TOTAL PARTS
				70.00	70.00

ESTIMATE TOTAL 280.00
 CUSTOMER MONEY ADVANCE \$280.00 RECEIVED
 APPROVED BY SALES ESTIMATE BY SALES TAX ON 05/28/05 AT 12:00 PM
 BY MR. NEINLER COMMENTS: THROTTLE UNIT

DEALER CODE
3284

SALES
(860) 498-5080

SERVICE
(860) 498-5083

PARTS
(860) 498-5088

BODY SHOP
(860) 498-5085

TOW TRUCK
(800) 541-4621

*We commit to
 delivering
 excellence*

RECEIVED
JUN - 2 2005
VOLVO CARS OF NORTH AMERICA, LLC
GENERAL COUNSEL

[REDACTED]
Englewood, CO
[REDACTED]

RECEIVED
JUN 6 2005
CUSTOMER CARE

May 20, 2005

President
Volvo Group North America, Inc.
570 Lexington Ave., 20th Floor
New York, NY 10022

Dear Mr. President:

I have been a loyal Volvo buyer and customer but am about to reconsider. I bought a 1998 S-70 (new) and have been reasonably satisfied (still have it). That led me to buy a 2000 S-80 T-6 (also new). Now, not only the issues with the car but lack of Volvo customer service leads me to consider other cars for the future. I wish to register that dissatisfaction.

The 2000 S-80 has been considerable trouble from the beginning with all its computerization. Ever since purchase, it has repeatedly had issues particularly with surges and lags in the speed linkage. Every few months required hook up to computers to adjust same (\$70 just to hook up to their computer since the warranty has expired). This car has been more trouble (service and cost) than most I have ever owned (had a 500 SD-Mercedes before the S-70). The S-80 also has other problems. For example, the "rubber/plastic" below the side windows is all cracked and broken and one of the "rubber/plastic" runners on top of the car had to be replaced.

More importantly, at the 30,000 mile service, the S-80 with only 29,190 miles required replacement of a throttle module for \$1,188. Given the low mileage and earlier problems with this same issue, this surely seems it should have been taken care of under the warranty or just good customer relations.

However, I submitted March 18th the attached to your VolvoCustomerService and received an immediate reply it was being referred from Mr. John Willets to your Regional Representative and the Rickenbaugh Volvo Service Manager. To this day I never heard anything from anyone. I sent another email April 19th with NO response. I called Mr. Willets on May 9th and left a message - no response. I called again May 19th and had to speak to a Ms. Cathleen Natale, apparently Mr.

Wilets boss. She apparently conferred with Mr. Wilets and advised there will be no relief and no apologies.

Not only am I disappointed in the no relief response when I had to chase Volvo for an answer but even more so in the lack of customer service. No one believes in getting back to the customer.

Don't know if you care.

Regards,



[REDACTED]
From:
Sent:
To:
Subject:

[REDACTED]
Tuesday, April 19, 2005 8:24 AM
'customercare@volvocars.com'
2000 T-6

I sent you an e-mail 3/18/2005 of my dissatisfaction (not repeating here). I received a response from John Willets the same day saying it was being referred to Rickenbaugh Volvo Service Manager. To date, no response. Good customer service!

[REDACTED]
[REDACTED]
[REDACTED]

5/19/05 called 500-458-1552: Jordan ans + referred me to
Willets @ K1980 - LM @ 11:05

5/19 called 3pm Cathleen Natale (says Willets boss)
Dave Wilson seen my
no relief

[REDACTED]

From: VolvoCustomerService, Volvo (.) [volvocus@volvocars.com]
Sent: Friday, March 18, 2005 12:57 PM
To: [REDACTED]
Subject: RE: 2000 T-6

Dear [REDACTED]

We are sorry to learn of the repairs you have incurred with your 2000 S80 and most recently the throttle module. Volvo puts great effort into designing and manufacturing a quality automobile.

Unfortunately, it is not possible for us to offer an explanation as to why you have experienced these problems with your particular vehicle. While it would be ideal for any vehicle to remain repair free, we cannot place a life expectancy on any part or component, especially as the vehicle begins to age and becomes subject to normal wear and usage.

Once the vehicle is out of warranty, Volvo can review customer's requests on a case by case basis with respect to the vehicle's age, mileage and service history.

We have forwarded your information to our Regional Representative and the Service Manager at Rickenbaugh Volvo to review further.

Sincerely,

John Willets ✕ 1980

Volvo Cars of North America

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

From: [REDACTED]
Sent: Fri 3/18/2005 12:14 PM
To: VolvoCustomerService, Volvo (.)
Cc:
Subject: 2000 T-6

You are getting a very unsatisfied customer. We previously owned a Mercedes SD-300 for several years but bought an S-70 Volvo in 1998 and have been reasonably satisfied. However, we purchased a 2000 S-80 T-6 in 1999 and have had way too many problems with the particularly the computerization. After only 29,190 miles (when taken in for the 30,000 mile service) we are now required to replace modules (\$1855). (Can provide a copy of the invoice from Rickenbaugh Volvo in Denver, CO.)

We have had repeated problems with what I refer to as surges and lags in the speed linkage. Each time it was put on a computer and adjusted to only do the same thing a short time later. No one ever said anything about a bad module until it is now out of warranty (which it seems it should not really be given such low mileage). Records can be checked at Rickenbaugh and McDonald, both in the Denver area.

We are seeking some relief from particularly the \$1888 for the throttle module, etc. It seems this should be taken care of under the warranty. If no resolution, I guarantee we will begin looking at Lexus or others in the future. We look forward to hearing from you soon.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, March 18, 2005 10:14 AM
To: 'customer@volvocars.com'
Subject: 2000 T-6

You are getting a very unsatisfied customer. We previously owned a Mercedes SD-300 for several years but bought an S-70 Volvo in 1998 and have been reasonably satisfied. However, we purchased a 2000 S-80 T-6 in 1999 and have had way too many problems with the particularly the computerization. After only 29,190 miles (when taken in for the 30,000 mile service) we are now required to replace modules (\$1855). (Can provide a copy of the invoice from Rickenbaugh Volvo in Denver, CO.)

We have had repeated problems with what I refer to as surges and lags in the speed linkage. Each time it was put on a computer and adjusted to only do the same thing a short time later. No one ever said anything about a bad module until it is now out of warranty (which it seems it should not really be given such low mileage). Records can be checked at Rickenbaugh and McDonald, both in the Denver area.

We are seeking some relief from particularly the \$1188 for the throttle module, etc. It seems this should be taken care of under the warranty. If no resolution, I guarantee we will begin looking at Lexus or others in the future. We look forward to hearing from you soon.

[REDACTED]
Englewood, CO
[REDACTED]

965352

287953

RICKENBAUGH VOLVO
THE RICKENBAUGH WAY - RESPECT
780 Acoma Denver, Colorado 80203
(303) 573-7773
www.rickenbaugh.com

INVOICE

PAGE 1

ENGLEWOOD, CO

HOME BUS:

SERVICE ADVISOR: 793 WALTER BARNES

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, TAG, DEL DATE, PROC. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Includes vehicle details for a Volvo S80T6 and service dates.

Table with columns: LINE, OCCAS, TECH, TYPE, HOURS, LIST, NET, TOTAL. Header for service lines.

Table containing service details for Line A: MESSAGE CENTER SAYS ENGINE SYSTEM SERVICE REQUIRED. Lists parts like Throttle Body, Gasket, Solenoid Valve, and IM Reload with prices.

29193 5.3HRS 12// FAULT TRACED THROTTLE MODULE AND BANJO FITTING PLUS THE TURBO CHARGER CONTROL VALVE PER VALVE FAULT TRACED ECM903P AND 9150 THROTTLE MODULE INTERNAL FAULT, ECM 6806 TURBO CHARGER CONTROL VALVE INSTALLED A NEW THROTTLE MODULE, DOWNLOADED SOFTWARE AND CLEANED BANJO FITTING NIPPLE INSTALLED A NEW TURBO CHARGER CONTROL VALVE RESET CHECK ENGINE LIGHT AND TEST DRIVE CAR FOR REPAIR

Table containing service details for Line B: PERFORM 30,000 MILE SERVICE. Lists parts like Filter Insert, Spark Plug Key, Hose Clamps, Brake Fluid, Filter Insert, Gasket, and Cleaner with prices.

REPAIR ORDER NOTICE
Colorado law provides for imposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action to enforce the lien which may result in the vehicle being sold pursuant to court order.

DISCLOSURE OF WARRANTIES
Any warranty on the products and parts on these made by the manufacturer. The Rickenbaugh Center, Inc. Service represents and warrants that any and all work performed by us is done in accordance with the highest standards of the industry. We warrant that the work performed by us is done in accordance with the highest standards of the industry. We warrant that the work performed by us is done in accordance with the highest standards of the industry.

Table with columns: DESCRIPTION, TOTALS. Summary of charges including Labor Amount, Parts Amount, Gas, Oil, Lube, Sublet Amount, Misc. Charges, Total Charges, Less Insurance, Sales Tax, and Please Pay This Amount.

CUSTOMER COPY

RECEIVED
JUN 6 2005
CUSTOMER CARE

5/23/2005

Volvo Care of North America
P.O. Box 914
Rockleigh, NJ 07647

ATTENTION: SUSAN CAMPBELL
RE: 2001 Volvo S80, VIN YV1TS90D91 [REDACTED]

Dear Ms. Campbell:

We are writing to let you know that after being proud Volvo owners for more than 10 years, our confidence in what we thought was one of the safest, most reliable cars on the road has been shaken.

Recently, while driving on a busy neighborhood street, our 2001 Volvo S80 (we also own a 1992 940) seemed to shift into another gear and was not able to go faster than 15 mph. Even the cyclists were passing me! I was so thankful that I wasn't on an interstate highway. I pulled over and ended up having the car towed to my Volvo service center.

We thought the problem was in the transmission as we previously owned a 1999 S80 that had three transmissions replaced. However, we thought that to be a problem with the first release of S80s, and after much consideration went ahead and leased another S80 in 2000 (which we ended up purchasing). However, this time the problem was in the electronic throttle module (ETM), which we later found out is the subject of a class action law suit.

At around 50,000 miles, we've had three major problems:

1. ABS computer malfunction,
2. Struts needed replaced,
3. and now, the ETM.

All three issues could be major safety issues and all were pretty expensive (close to \$1,000 each). We feel that we take very good care (both maintenance-wise and driving of our cars) as evidenced by our '92 940's condition. However, we also feel the quality of Volvo's cars has deteriorated over the years. In our opinion, a well-maintained car should not have parts like those noted above breakdown within 50,000 miles.

The real issue here though is safety and reliability. Upon asking the service department if the new ETM part was a new, redesigned part that we wouldn't have to worry about, they couldn't give an answer. They didn't know. They have been an excellent service department and we don't think they were being evasive - they just don't know. Why wouldn't Volvo improve a part known to break much too early?

Page 2

Again, our confidence in what we thought was one of the safest, most reliable cars on the road has been shaken. Thanks for listening to our concerns. We expect this information may help Volvo improve upon their reliability in the future.

Sincerely,

[Redacted]

Lafayette, Colorado

[Redacted]

[REDACTED]
Powhatan, VA [REDACTED]

RECEIVED
JUN 6 2005
CUSTOMER CARE

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

To Whom It May Concern:

My wife and I purchased a used 2000 S70 Volvo in April of 2004 and have enjoyed the car. This is the first Volvo we have owned and have been pleased with the performance and comfort of the drive. We purchased the car with just a little under 50,000 miles and since most of the warranty would no longer be applicable, we purchased an extended warranty through our Credit Union.

In the past two months major repairs have been required that are not covered under the original warranty nor the extended warranty we purchased. The first repair, a little over a month ago, was for a serpentine belt which we understand is standard maintenance. The second repair, however, is what we are concerned about. The Electronic Throttle Body Housing had to be replaced at a cost of \$751.20. The local Volvo dealership quoted us over \$900 for this repair. We chose the dealer listed on the attached bill after a check of their reliability and reputation.

Could you please help us understand why a car with no more than 56,500 miles would require such a major repair? Is this standard for Volvo's? Is this particular model subject to such a major repair at such a mileage?

I currently drive a 1993 S100 Audi and have over 160,000 miles on the car. I have not had such repairs with this vehicle. I am considering trading in the Audi due to the mileage and was considering a Volvo as a replacement. However, before I make such a purchase, I would like to know if what we have experienced is typical of certain models or just this one?

Sincerely,
[REDACTED]

Attachment

Mercedes/Volvo Service Center

11702 Midlothian Turnpike
Midlothian, VA 23113
Phone: (804)794-3030 FAX: (804)7944676

Invoice N.

000011800

Order Date 05/09/05 08:23
Completed: 05/09/05 05:26 pm

www.myservicecenter.com

	00 Volvo S70 Blue
	36423 MI
	Lic: [REDACTED]
	Vin: YV1LS6EJ2Y [REDACTED]
	Equipment: [REDACTED]
	Profile: [REDACTED]

Job01 Check Engine Light Labor: \$77.00

8644347	Throttle Body Housing-S	1.0 ea	535.00 =S	535.00	
8636753	Throttle Body Gasket-S	1.0 ea	2.67 =S	2.67	537.67

Light is on - pull codes and report. Replaced the throttle body housing.

Job Subtotal: \$614.67

Job02 ECU Programming Sublet: \$109.65

If you are satisfied with our work - tell a friend! If you are not - TELL US. We stand behind our reputation and will go the extra mile to ensure your satisfaction. Thank you for your business.

Rick Long, Owner

Payments to Mercedes/Volvo Service Center Cost Summary

Status: Completed Work Order	Labor	77.00
Payments:	Parts	537.67
	Sublet	109.65
	Tax	20.88
	Total	\$751.20
	Payments	0.00
	Bal Due	751.20

Thank you for choosing Mercedes/Volvo Service Center

[REDACTED]

RECEIVED

Louisville, Kentucky [REDACTED]
Telephone: [REDACTED] Cell Phone: [REDACTED]

JUN 16 2005

CUSTOMER CARE

June 10, 2005

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

RE: 2001 S-80 Vin. YV1TS94D911182078

Dear Sirs,

In July 2003, my wife and I purchased the above captioned vehicle with about 22,000 miles registering on the odometer and an original delivery date of April 2001. We were excited about purchasing a vehicle with the reputation of safety and reliability of Volvo. Another reason we purchased the vehicle was Volvo's policy of transferring the remaining factory warranty to a new owner. We have continued to have the routine and warranty service on the vehicle done at the Volvo dealer in Louisville or at a Volvo trained service provider. We have been pleased with the vehicle performance and were looking forward to the "Volvo for Life" promise of reliability and safety - that is until last week.

On June 2, 2005, on a routine errand, the vehicle lost power and the check engine light came on. We took the car to Kenny Jones Automotive to have the problem checked. The Throttle Module had failed. I then checked with Volvo of Louisville to see if there was any warranty information on this problem since there was only 39,386 miles on the car. I was told that the car was out of warranty (by less than two months) and that no warranty work would be considered. I had Kenny Jones Automotive replace the throttle module at a repair cost of \$728.74 and I have enclosed a copy of the repair order. Since this part failed so soon after the warranty period, I would like Volvo to consider a reimbursement of this repair. It is my understanding that Volvo has experienced a high rate of failure on this particular module.

We are getting to a point in our lives where we can afford most any automobile that we want. Our main criteria for a car purchase are reliability and safety, not prestige. If we wanted a car that experience significant maintenance problems shortly after the warranty period, we would have continued to purchase lower priced General Motors or Chrysler products. We are beginning to wonder if the "Volvo for Life" tag line is a statement of business philosophy or just another catchy slogan to get the public to buy your cars.

Thank you for your consideration.

[REDACTED]

[REDACTED]

[Redacted]
 Louisville KY [Redacted]

Year 2001
 Make VOLVO
 Model S80
 Color
 VIN YV17894D911 [Redacted]
 Lic A664
 Miles 39,386

Kenny Jones Automotive Inc.
 2314 Hatterson Trail
 Louisville, KY 40299
 (502) 267-2002 FAX 267-0074
 Repair Order 1278 Date 06/03/05

Item Number	Description	Qty	Price	Ext	Labor and Service Description	Labor
UAE6031753	THROTTLE BODY GASKET	1.00	2.54	2.54	PULLED CHECK ENGINE CODES, RESET LIGHT & ADJUSTING	36.00
543B24C	SOFTWARE	1.00	19.00	19.00	REPLACED THROTTLE BODY	44.50
IGN8544147	V/VANDE 870	1.00	224.00	224.00	SOFTWARE DOWNLOAD	36.00
NOTE: SEE FOR POSITION CAN BE IN ANYTHING THAT WILL CHANGE ENGINE POSITION						

Thank you for choosing Kenny Jones Automotive Inc.
 We appreciate your business!
 New parts carry 12 month or 12,000 mile warranty.
 Used parts carry 6 month or 6,000 mile warranty.

I, the undersigned, authorize you to perform the above repairs and to use any necessary parts and labor on the above vehicle. I understand the cost of the materials is an estimate only. Your employees may operate vehicle for inspection, testing, or repair at my risk. You will not be responsible for loss or damage to vehicle or contents held in it. I agree to pay reasonable charges on vehicle and tools that 45 hours after completion of the work are returned. An approved mechanic's report is maintained on above vehicle to ensure the accuracy of repairs & costs. I understand that I am responsible for any other work or repair that may be required on this vehicle. In the event an hourly rate is to be used, this rate is set forth in the contract of work which I agree to pay. I agree to pay costs of collection and reasonable attorney fees.

Receipt of a copy of this order is hereby acknowledged

Signature _____
 Customer Signature

Labor	136.80
Parts	356.95
Parts + Labor	693.35
Tax	33.39
	0.00
EPA DISPOS	0.00
Subtotal	726.74
0% Discount	0.00
Total	726.74

W. L. McVey

15532 Signal Hill Ct.
Granger, IN 46530

RECEIVED

June 13, 2005

JUN 16 2005

CUSTOMER CARE

Jordon Volvo
Attn: Mr. Bob Hayden
1605 N. Cedar St.
Mishawaka IN 46545

Dear Sir

The Throttle Body Assembly of my 2000 Volvo S80 failed for the third time. Volvo and Jordon agreed to pay for this repair. The repair was performed on May 27. The first failure was at 20,000 miles and car was repaired under warranty. The second time was about one year ago and cost nearly \$1000 for repair.

The diagnostic test performed prior to repair showed two error codes in addition to the throttle body problem. One for a leaking gas cap and the second showed a failure of the Air Mass Flow Meter. There was no indication of either of these failures by any car fault light prior to repair. The day following repair I made a 350 mile road trip. Gas mileage was no better than prior to repair. If anything it was lower. It appears to me that problems were not verified by any car performance problem or failure indicator. The only indication was an error light on diagnostic equipment. Maybe the equipment was at fault. The Air Mass Flow Meter repair was quoted on the phone at \$250. Actual cost was \$203 for material and \$120 for labor for a total of \$323. The gas cap was \$31. I was told price and agreed to it, however I think price is outrageous.

This was the second time the Mass Air Flow Meter has been replaced in my car. The first time was a warranty repair. I think that the Mass Air flow Meter is also a design problem.

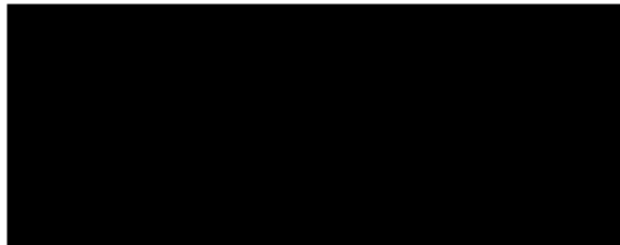
During repair I was called and told that Fuel Filter had never been replaced and should be. Thinking filter materials should be less than \$10 and perhaps require removal of 3 or 4 bolts, I said ok. Cost was \$44 for material and \$55 labor. I would have allowed repair even if told cost, however, I think design is at fault if it cost \$100 to replace a fuel filter.

This unexpected trip to Jordon's cost me nearly \$500 even though Throttle Body repair was paid for by Volvo and Jordon.

Labor for repair totaled 6.25 hours including 4 hours for the Throttle Body repair. Repair started after 1:00 and was completed by 4:30. That is 3.5 hours required for 6.25 hours of work. Is it Jordan's policy to charge flat rates for each repair even though some steps are the same? I would like some one to explain to me how 6.25 hours of \$80 per hour shop time can be performed in 3.5 hours.

We are pleased with our car's performance and appearance. However I think Volvo has some serious design problems. Failure three times of a part that results in a car being disabled is dangerous and at \$1000 per repair it is also expensive. It must be a design problem to have occurred that often. The second instance occurred in the middle of 4 lanes of Chicago rush hour traffic. Car would not idle in the stop and go traffic. A city tow truck stopped 4 lanes of traffic and I managed to get off expressway. This last time I was 50 miles from home. Repairs are too complicated, too expensive, and are required too often.

We are on a 4 year new car cycle and would probably have purchased our third Volvo by now if there had been sheet metal redesign of the S80. I am not certain what we will buy now after our experience with this lemon. Top of my list now for new car shopping is reliability and repair costs. I did not do my home work when we purchased this S80. Current research shows 2000 S80's have bad repair record. Fool me once shame on you. Fool me twice shame on me.



Cc Volvo Customer Service

Priority Mail

6-17-05

Volvo Customer Care
Volvo Cars of North America, LLC.
Seven Volvo Drive
Rockleigh, New Jersey
07647

RECEIVED

JUN 20 2005

CUSTOMER CARE

[REDACTED]
Westminster, CA
[REDACTED]

RE: 2000 S80 Throttle Module

To whom it may concern,

I am writing to Volvo North America directly to resolve an issue I had with the throttle module of my 2000 S80. I attempted to resolve the issue through my dealership, but it is apparent I need to go directly to Volvo. I wrote to my dealer (pages 1 through 7) regarding my concerns, he responded (page 8) and I responded back (page 9) informing him I would contact Volvo directly. The attached letters explain my circumstances, so I will not re hash everything for you here.

Even though I was told some reimbursement was coming, nothing has arrived as of yet. I am not looking to recover anything for towing or inconvenience, just what I paid for work related to the throttle module issue.

I am very proud and happy with my S80, barring this experience. I just feel very strongly that a car the level of an S80, which has been serviced faithfully, following the guideline set by Volvo, and every suggested repair performed, should not completely fail the owner.

[REDACTED]

5-8-05

Volvo Cerritos
18303 Studebaker Road
Cerritos, CA
90703

[REDACTED]
Westminster, CA
[REDACTED]

RE: 2000 S80 Throttle Module

To Customer Service Manager,

I am writing to express my disappointment in repair work done on my S80. I faithfully bring my Volvo to your dealership for its scheduled maintenance at the recommended mileage, so I figured I would never be stranded by my car. On the evening of 2/3/05, my car shut down in downtown LA on my way home from work and was towed 35 miles to Volvo of Cerritos. I expressed my concern and dissatisfaction of the failure of my car, even though it had never missed a scheduled service, to Debbie when my car was brought in. Debbie informed me that these rare failures can just happen. I also asked if it would be prudent to write Volvo of North America to have the repair reimbursed as my car only had 3020 miles over warranty. I was told this would be a waste of my time because even if the car was 1 mile over warranty, it would not be covered.

Imagine my reaction when I read an LA times article (page 2 & 3 attached) on the high failure rate of Volvo throttles and how it is a well known fact. I became more upset when I recalled I had also paid for a throttle cleaning on 4/28/04, when the car had 90113 miles on it - only 9887 miles left on the warranty. I now feel this was done to extend the life of the throttle module past the warranty, when this service should have been provided under warranty and the throttle module should have been replaced at this time anyway.

I have always been extremely satisfied with the service I receive from your dealership. I primarily deal with Lindsay Albrethson, which is always a pleasure. On this one time when I dealt with Debbie, she was also very courteous and professional. I was never concerned if the repairs suggested were necessary or not, I always approve the suggested repairs as I want to keep my car in top condition (I'm sure you can see all of this on your records). This kind of maintenance, and even preventative maintenance, does not come cheap. I do not want to worry if the repairs being performed are necessary or concerning items known to be faulty.

I am requesting reimbursement on the throttle module replacement \$624.71 (pages 4 & 5 attached) and the throttle cleaning \$188.20 (pages 6 & 7 attached) for a total of \$1,110.91. I plan on continuing to bring my S80 to you for service and hope you will feel this request is appropriate. I could do this with piece of mind if I know Volvo of Cerritos will "make it right" in the end.

Thank you for your time,
[REDACTED]

AIRB: Christine Mariaga in her 1991 Volvo. The Star Vista resident took the car to a dealer last month after it began stalling. Mrs. Mariaga Los Angeles Press was charged about \$200 to clean the throttle after the dealer inaccurately told her that her warranty had expired.

Piracy Merits t Badge

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Pressure Increases on Volvo to Pay to Replace Faulty Throttles

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

By MYRON LEVIN
 Times Staff Writer

Defective throttles in 1990-2001 Volvos have been falling at unusually high rates, causing cars to stall, raising air emissions and sticking owners with costly repairs.

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

The faulty components are electronic throttle modules, or

ETMs, which Volvo began substituting for traditional mechanical throttles in its '99 models. Although designed for a useful life of 100,000 miles, an estimated 71% to 94% will fail within that time, depending on vehicle model, according to reports by Volvo to the California Air Resources Board and the U.S. Environmental Protection Agency.

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

The faulty throttles also are the subject of a class-action suit

charging that Volvo violated California law by issuing a so-called secret warranty to assist some but not all owners with defective throttles.

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

Although pressure on Volvo is coming mainly from California, any warranty extensions and reimbursements would apply nationwide. Volvo would not say how many vehicles are involved. But based on U.S. sales of affected vehicles, including 070, 570, V70, S60 and S80 Series Volvos, the number appears to be 200,000 to 300,000 cars.

[See Volvo, Page C5]

for Verizon, the nation's largest phone company, and MCI to create a global rollout on a par with the pending combination of AT&T Corp., the nation's largest long-distance company, and SBC Communications Inc., the second-largest regional carrier. SBC's acquisition of AT&T is awaiting approval by shareholders and regulators.

Although the bidding war has dragged on since February, the deal came quickly Monday. First Verizon, under pressure to respond to a \$25-per-share offer by Qwest, raised its bid from \$23.10 per share to \$28.

MCI's board, which 10 days ago had declared Qwest's cash-and-stock bid superior, immediately decided to accept the Verizon offer of cash and stock.

In explaining its rationale, MCI added a new twist: "a large number of its most important business customers" preferred a deal with Verizon and some renewing customers asked for clauses mandating that contracts should Qwest buy MCI.

"From the standpoint of risk versus reward, Verizon's revised offer presents MCI with a stronger, superior choice," MCI Chairman Nicholas Katzenbach said.

Verizon, which reportedly asked for an MCI statement about possible customer defections, pointed to its stronger financial condition, its Verizon

division, will be a senior vice president of Capital Research Management, which manages the \$670-billion American Fund mutual fund group. His duties will include ensuring that if funds are in compliance with federal and state laws.

Roy's move to Capital Research comes as the SEC, after more than a year of investigation, is in the final stages of determining whether to charge a company with wrongdoing if certain revenue-sharing arrangements with some brokerages that sell American Funds.

Capital Research already is fighting related charges filed against it this year by California Atty. Gen. Bill Lockyer and the NASD, the securities industry's self-regulatory agency.

Roy, 51, said he was not hired to advise or assist Capital Research in the pending case. Several ethics rules ban former SEC

[See Fund, Page C7]

Linkin Park Seeks Release From Its Warner Contract

The rap-rock band's demand comes at a delicate time for the label, just before its IPO.

By CHARLES DENTON
 Times Staff Writer

After releasing five albums

Warner Music, whose stable of talent includes Madonna, Metallica and Green Day, responded in its own statement saying Linkin Park's complaint was nothing more than an attempt to wrest more money out of the company as it readies to file for an initial public offering.

"While Linkin Park's talent is without question, the band's



INSIDE

Newspapers See Steep Drop in Circulation

The decline may reflect change in circulation reporting in the wake of overvalued figures. CE

Vacancy Filled on Public Utilities Commission

The governor appoints John Bohr, former head of Moody's Investor Service. CE

Occidental Wins Rights to Oman Oil Field

The development project could substantially boost the company's overall production. CE

R.J. Reynolds Hearing

The Supreme Court says a lower court should revisit its ruling in a suit alleging smuggling. CE

Volvo Sued on Throttles

[Volvo, from Page C1]

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

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

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

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

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

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

The June 2004 Volvo document said that in just over a year, the company had paid more than \$1.5 million to replace or clean ETM throttles and to buy back cars as a goodwill gesture.

In many cases, however, owners have paid for the work because their warranties had expired or they did not know the throttle was covered.

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

The lawsuit, filed in Sacramento County Superior Court by

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

Dina Michaletti, a partner in the firm, said the action was suspect for another reason too: Volvo has acknowledged in internal documents that cleaning a faulty throttle to remove oily deposits that caused the malfunction can keep the device going only for a while. Thus, the procedure can get Volvo beyond the warranty period, with owners getting stuck later with the higher cost of throttle replacement.

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

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

But in at least the first three model years, the electronic throttles were easily fouled by carbon deposits, causing rough idle, increased emissions and frequently loss of power and stalls. Michaletti said warranty claim data produced in the lawsuit reflected close to 1,000 reports of stalling from California Volvo operations.

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

According to a Volvo memo in March 2000, "we have had problems with faulty throttles in the car plants ... since BQP 99040" — a reference to the start of production in the 26th week of 1998.

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

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

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

responsibility.

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

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

One unhappy customer, Daniela Wilson of Bethesda, Md., was traveling with her family in January when their 2004 Volvo V70 XC station wagon suddenly stalled and would not start.

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

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

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

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

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

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

Unknown to Noriega, whose 2004 Volvo S40 sedan had about 34,000 miles on it, the warranty was still in effect because of California's longer coverage on emissions-related parts.

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

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

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

IN BRIEF

ECONOMY

Rates on Short-Term T-Bills Fall in Auction

The Treasury Department auctioned \$15 billion in three-month bills at a discount rate of 2.970%, down from 2.980% last week. An additional \$13 billion in six-month bills was auctioned at a discount rate of 3.685%, down from 3.690% last week.

The new discount rate understates the actual return to investors — 2.931% for three-month bills with a \$10,000 bid selling for \$9,927.45, and 3.17% for a six-month bill selling for \$9,844.54.

In a separate report, the Federal Reserve said the average yield for one-year Treasury bills rose to 3.33% last week from 3.23% the previous week.

From Associated Press

TOBACCO

Witness Focuses on Cos of Treating Smokers

The cost of treating health problems of people who started smoking before they were 21 will be \$645 billion by 2050, a government witness said in a federal lawsuit in Washington against cigarette makers.

The witness, Timothy Wye, a biostatistics expert, testified the government sought to persuade a U.S. District Court judge to order tobacco companies to pay for a \$130-billion stop-smoking plan.

From Bloomberg News

AUTOS

U.S. Opens Probe of 1.3 Million GM Vehicle

Federal regulators have opened an investigation of about 1.3 million General Motors Co. pickup trucks and sport utility vehicles in 11 states about a lock brakes.

The investigation involves GM trucks and SUVs from 1993-2002 model years, including the GMC Sierra, GMC Trail, GMC Yukon Denali and GMC Yukon XL; Chevrolet Lumina, Chevrolet Silverado, Chevrolet Suburban; and Cadillac Escalade and Cadillac.

From Associated Press

PHARMACEUTICALS

Firms Seek OK of Drug

Power Volvo Cerritos

B.A.R. TAG 203801
EPA TAG 200015931

1997 VOLVO
S40 2.0 TURBO

SALES
SERVICE

VOC587346

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WESTMINSTER, CA

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67.712

02/03/05

02/04/05

02/01/03

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT US IMMEDIATELY.

Thank You

JOB# 1 CHARGES

JOB# 1 CHARGES
 1 100700F ENGINE REPAIRS TECH(S): 42312 279.00
 JUST STATED A MESSAGE CAME ON "STOP SAFELY AND RESTART CAR"
 AFTER STARTING CAR. IT TOOK VERY LONG AND DION "HAYE"
 AND "ONER"
 FROM 900F 9150, 9100, 9140 FAULTY THROTTLE MODULE
 REG. AFTN THROTTLE MODULE

QTY	NUMBER	DESCRIPTION	UNIT PRICE	
1	2514547-0	THROTTLE BODY 2511	551.50	551.50
1	3630793-9	DASKEY 2511	4.48	4.48
1	7439290-0	ETH RELAY	40.50	40.50
TOTAL - PARTS				596.50

JOB# 1 TOTALS

LABOR 279.00
PARTS 596.50

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 079.50

JOB# 2 CHARGES

JOB# 2 CHARGES
 2 1070209 20 PT INSPECTION TECH(S): 11111 INTERNAL
 FREE 20-POINT PREVENTIVE MAINTENANCE INSPECTION
 CUSTOMER REQUEST
 COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

JOB# 3 CHARGES
 3 0510209 TIMING BELT TECH(S): 42312 0.00
 PLEASE GET AN ESTIMATE TO REPLACE TIMING BELT.
 PARTS AND LABOR 1032.79

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

JOB# 4 CHARGES
 4 2410229 SUPER WASH TECH(S): 11111 INTERNAL
 PERFORMED CAR WASH, INTERIOR VACUUM, AND CLEANED WINDOWS.
 COMPLETED EXTERIOR WASH, INTERIOR VACUUM, AND WINDOWS
 CLEANED.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX VOCS JOB# 4 TOTAL 0.00

PAID
 FEBRUARY 2005
 ME

Power Volvo Cerritos

15000 S. GARDEN ST. #100
 CERRITOS, CA 94540
 TEL: (925) 466-1111
 FAX: (925) 466-1112
 WWW: WWW.POWERVOLVO.COM

VOC587346

19345

WESTMIDWEST, CA

12190 0144

5BAE033 103 016

00/VOLVO/S80-2 9ASR/SD

Y.V.I.T.S.9.4.D.3.Y.1

BLACK/ 11904

MO: 103020

57.712

02/03/05

02/04/05

02/01/03

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT US IMMEDIATELY.

Thank You

JOB # 11904

DOOR # 14130145 METAL 141 TECH751:42312 WARRANTY
 PERFORM RECALL CAMPAIGN 141: INSPECT, AND IF NECESSARY, REPLACE THE ELECTRIC DOORING PUMP WITH A PUMP OF MODIFIED DESIGN.
 RECALL CAMPAIGN 141 COMPLETED

QTY	DESCRIPTION	UNIT PRICE	WARRANTY
1	WIRE HARNESS		WARRANTY
1	WIRE HARNESS		WARRANTY
1	WIRE HARNESS		WARRANTY
1	WIRE HARNESS		WARRANTY
1	WIRE HARNESS		WARRANTY
	TOTAL PARTS		0.00

JOB # TOTAL 19345
 JOB # JOURNAL PREFIX VOC587346 JOB # TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$189.00 (+TAX)
 APPROVED REVISED ESTIMATE OF \$192.79 (+TAX) ON 02/04/05 AT 01:54PM
 BY STEPHEN P. QUIREZ COMMENTS E.T.N.

FINALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	CK NO. []	TOTAL LABOR	279.00
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	TOTAL PARTS	806.50
<input type="checkbox"/> AMEX EXPRESS	<input type="checkbox"/> OTHER	<input type="checkbox"/> CHARGE	TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL HISC CHG.	0.00
			TOTAL HISC DISC.	0.00
			TOTAL TAX	49.27
			TOTAL INVOICE \$	924.77

THANK YOU FOR CHOOSING POWER VOLVO CERRITOS. WE STRIVE TO MAKE YOUR SERVICE A PERFECT "10". IF FOR ANY REASON WE HAVE FAILED TO MEET OUR GOAL, WE WOULD LIKE TO KNOW. PLEASE FEEL FREE TO CONTACT OUR SERVICE MANAGER. BILL GUNNING TO REPORT ANY CONDITION OTHER THAN A "10".

CUSTOMER SIGNATURE

Power Volvo Cerritos

194 10407300 892
 187.00
 187.00

VOCST3314

10345

LINDSEY ALBRETHSEN

NONE 90.111

00/VOLVO/580-2.9ASR/SD

Y V T S D A Y I

BLACK/

11904

MO: 90113

67,712

04/27/04

04/28/04

02/01/03

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT US IMMEDIATELY.

Thank You

JOB 5 JOURNAL PREFIX VOCS JOB 5 TOTAL 108.36

REPLACE THERMOSTAT
 REPLACE THERMOSTAT AS PREVENTATIVE MAINTENANCE
 PERFORM A DRAIN AND FILL IN COOLING SYSTEM.
 THERMOSTAT AND GASKET REPLACED

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	272335-1	THERMOSTAT KIT 2827	25.42	25.42
1	9140882-8	GASKET 2812	18.95	18.95
1	9134899-0	ANTI-FREEZE 1841	16.85	16.85
			TOTAL PARTS	59.23
			LABOR DISCOUNT	-7.77
			DISC PARTS	-5.92
			TOTAL MISC	-13.69

JOB 6 JOURNAL PREFIX VOCS JOB 6 TOTAL 123.26

PERFORM DECARB THROTTLE BODY SERVICE
 REMOVE DEPOSITS FROM THE COMBUSTION CHAMBER
 REMOVE SLIM AND VARNISH DEPOSITS FROM THE FUEL INDUCTION
 SYSTEM AS WELL AS THE THROTTLE BODY, PLENUM AND AIR INTAKE
 SYSTEM.
 CLEAN CARBON DEPOSITS FROM THE INTAKE VALVES.
 PLEASE SERVICE AS DESCRIBED ABOVE.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	1650-9	DECARB KIT 100	46.95	46.95
			TOTAL PARTS	46.95
			LABOR DISCOUNT	-16.00
			DISC PARTS	-24.70
			TOTAL MISC	-20.70

Power Volvo Cerritos

WESTMINSTER, CALIFORNIA
 5 A.M. - 10 P.M.
 894 CADILLAC DR.
 WESTMINSTER, CALIFORNIA 92683
 (714) 791-1111
 FAX (714) 791-1112

VOCS73314

19345

WESTMINSTER, CA

INDOSEY ALBRETHSEN 42248

NONE 90.113

00/VOLVO/580-7.3ASR/SD

Y V 1 T 5 9 4 D 3 Y 1

BLACK/ 11904

MO: 90113

67.712

04/27/04

04/28/04

07/01/03

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT US IMMEDIATELY.

Thank You

LABOR	159.95
PARTS	46.95
MISC	20.70
JOB # 7 TOTAL	186.70

LABOR
 # 8-24V0205 REPELL. FUEL FILTER - 1.00
 REMOVE AND REPLACE FUEL FILTER.
 REPLACED FUEL FILTER.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
1	30817997-1	30817997- FUEL FILT	48.02	48.02
TOTAL - PARTS				48.02

DISC	DESCRIPTION	CONTROL NO	TOTAL
L10	10% LABOR DISCOUNT		-9.19
P10	10% DISC PARTS		-4.80
TOTAL - MISC			-13.99

JOB # 8 TOTALS	LABOR	91.93
	PARTS	48.02
	MISC	-13.99

JOB # 9 CHARGES	JOB # 8 JOURNAL PREFIX	VOCS	JOB # 8 TOTAL	125.96
------------------------	-------------------------------	-------------	----------------------	---------------

LABOR
 # 9-24V0205/ELECTRICAL/UPGRADE/PERFORMED SOFTWARE UPGRADE
 ECU UPGRADE WILL HELP WITH LOCK DIP WHILE A/C IS RUNNING

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
1	30677021-5	30677021- UPGRADE E	15.00	15.00
TOTAL - PARTS				15.00

JOB # 9 TOTALS	PARTS	15.00	
JOB # 9 JOURNAL PREFIX	VOCS	JOB # 9 TOTAL	15.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$465.52 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$754.03 (+TAX) ON 04/28/04 AT 08:43am
 BY APCD 868-435-4446 COMMENTS: VIP OF 1 UPPER ENGINE HOULT AND PASSENGER DOOR LOCK
 APPROVED REVISED ESTIMATE (# 2) OF \$1350.74 (+TAX) ON 04/28/04 AT 08:52am
 BY STEPHEN P CHAVEZ COMMENTS: COST OF DEL. FILTER, T-STAT AND COOLANT DRAIN. T/M AND
 APPROVED REVISED ESTIMATE (# 3) OF \$2345.70 (+TAX) ON 04/28/04 AT 08:51am
 BY STEPHEN P CHAVEZ COMMENTS: INTAKE SERV. WITH 550 VIP DEDUCT. (VIP NOT IN THIS QUOTE)

May 5, 2005

[REDACTED]
Westminster, Ca [REDACTED]

Power Volvo Cerritos
18303 Studebaker Rd.
Cerritos, Ca. 90703

Follow up/throttle module

[REDACTED]
I hope this letter will help explain the issues you stated in your letter of May 5th.

I have contacted Volvo, on your behalf, and explained your concerns.


Before I get to that, I would like to take a moment and expand on how we handled your claim and why the statements were made about the ETM. This store has not seen an unusually high failure rate of the ETM. This might be due to the fact that we do not have a high percentage of cars in the 90,000-mile range. The problem we encounter as dealers are, we don't get to see the reports that show the failure rate of parts, or what Volvo is doing about fixing it.

My staff and I were not informed of the pending legal problems until we read the same news article you had read. At that point I called Volvo Cars, to find out what course of action they were going to take, knowing full well that our phones were going to start ringing, with customers who had experienced these problems. At that time I was told that, the warranty is what it is, and they would look at the problem cars, on a case-by-case status. Volvo also stated that they had not gone to court, yet, and they were working with the Air Board to come up with a workable plan.

When I contacted Volvo about your car we went over the service history, the miles and if the ETM had been cleaned. They asked me if I thought you were a "good customer". I stated that you are and took care of your car, you serviced it regularly and it was in good shape for the miles. The Volvo rep. stated that they would pay for the part, not for the labor or the cleaning. What I can tell you Mr. Quarez, is that Volvo has said no to people who did not come to this dealership, until they read about this problem, or didn't keep their car up to date on services.

I know this is not all that you asked for. If you feel that you want to call Volvo, please contact me for that information or for any reason.

Bill Gunning


Service Director
Power Volvo Cerritos
562 207 1210

6-17-05

Bill Gunning
Service Director
Power Volvo Carritos
18303 Studebaker Road
Carritos, CA
90703

[REDACTED]
Westminster, CA
[REDACTED]

RE: 2000 S80 Throttle Module

Mr. Bill Gunning,

Thank you for contacting Volvo on my behalf concerning the throttle module issue (letter attached). I am writing to Volvo directly for complete compensation of my throttle module replacement and throttle module cleaning. I am confused as to why Volvo would agree to compensate for the part, but not the labor. It is also my understanding that in California, the throttle module cleaning that was performed while still under warranty should have been covered.

Once again I want to let you know how helpful and professional your staff is, especially Lindsay (who I deal with the most). I will continue to bring my car in for its scheduled service without hesitation.

Thank you,
[REDACTED]

Barbara Boyk, Ph.D.

LICENSED PSYCHOLOGIST

RECEIVED

JUN 22 2005

CUSTOMER CARE

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

Hello,

I am writing to inform you of my disappointment when my

4.5 year old

2001 Volvo S80

with 45,000 miles

needed to have a new throttle body installed in May of this year.

The cost of this repair was 1117.04 (see enclosed invoice).

I purchased this first Volvo for me, in part because of Volvo's fine record of low maintenance. I am most dismayed to have had this costly a repair in a car so new and with relatively low mileage.

I understand several others have had similar problems with throttle body failure in this model year. (Los Angeles Times article by Myron Levin 2003) I hope you will consider some significant form of recompense for those of us who had to cope with this vital and expensive repair.

I have had many good experiences as a Volvo owner until now. This situation will have an impact on my inclination in the future to purchase a Volvo.

Sincerely,



100-100-1000
VOLVO CAR CORP
700-440-0000



Sweet's Engineering

*Exclusive Volvo
Parts and Service*

585 State Circle Ann Arbor, MI 48106 Tel 734-761-1091
 REG # F121935 www.sweetshengineering.com

Terms, Conditions and Warranty made and to whom made. Vehicle will be kept until repair is completed may be subject to a storage fee of \$ 14.00 per day.

Robert Boyk
 1 N. Rowland
 Ann Arbor, MI 48103
 (419) 944-4005 Home
2001 Volvo S80
 VIN: YV1TB94D01
 Engine: LS 2.5L, 2617cc, Gas, FI
 Transmission: AUTOMATIC

License # [REDACTED] **Repair Order # 3638**
Wage In [REDACTED] **Out** 48458 **Inw Date** May 21, 2005 @ 12:57pm
Color Gold
Unit #
PC #
Mfg. Date 10/01
Service Writer Cory Zelen
Status Posted
Driver Boyk, Robert

Vehicle Problems	Requests for Service	Services Performed	Hrs	Qty	Price	Disc	Est
Vehicle Problems: Car stalled and wouldn't start kept up. Restarted after 1.5 hours then the car started and restarted. Labor Service: Car started and the idle was surging. Checked for fault codes and found codes ECM 130A Air leakage, Code ECM 905P Throttle unit, internal fault and code ECM 504D Pedal sensor fault. Checked for vacuum leaks, none were detected. Replaced the throttle body assembly and loaded the updated software, cleared codes and road tested the car - it tested OK! (Techs: MLN)							
		THROTTLE BODY	1.00		634.33		634.33
		GASKET, THROTTLE BODY 59-	1.00		2.97		2.97
		Software Package	1.00		60.00		60.00

Technician Certification: Repairs properly performed. Certified by:
 MLN NEWBORN, MARK 34138452

Notes

State of MI:
 You are advised by law
 to the replacement of parts
 repaired, avoid those
 with heavy use heavy or
 long, and those required
 to be sent back to the
 manufacturer or contributor
 of the work of warranty work
 or an exchange agreement.
 You are advised to inspect
 the parts and cannot be
 held responsible.

I authorize the above described repair or replacement of parts and/or labor.

Posted 5/25/05 3:14 AM
 Visa St. 161.28

Repair Order Summary:
 Parts 7487.30
 Labor 3380.92
 Supply Charge 339.74

Tax Breakdown:
 Default Sales Tax 644.22

Sub Total \$1,177.04
 Sales Tax (OFF) 644.22

Certified

RECEIVED

JUN 24 2005

CUSTOMER CARE

Tel [redacted]
Fax [redacted]
e-mail [redacted]

[redacted]
Diamond Bar CA [redacted]
20 June 2005

Volvo Cars of North America
7 Volvo Drive
Rockleigh NJ 07647

Re Electronic Throttle Module Problem
2000 Volvo S70 VIN YV1LS61J9Y2 [redacted]

Attn: John Willets

We have had correspondence about the referenced problem, first discovered on 19 May by Upland Automotive during the 120,000 mile inspection. I immediately e-mailed you about possible fixes, but even after a follow up e-mail on 25 May, I heard nothing from you until after I sent a third e-mail on 31 May. Since I needed to take an immediate trip in the car, and Upland Automotive could schedule the work (in conjunction with Volvo dealer Exclusively Volvo) on 1 June 2005, I went ahead and had the problem corrected. I opened your 1 June e-mail advising me to take it directly to a dealer after I had authorized Upland Automotive to proceed with the work. Based on the attachments that show that the computer work was done by Exclusively Volvo, I request reimbursement of the entire bill of \$834.60.

This problem is doubly annoying since the same repair had been done under warranty on 21 November 2002 when the car had 62539 miles on the odometer. That problem also was discovered during service by Upland Automotive, but the repair was done entirely by Exclusively Volvo since it was under warranty.

After reviewing the 3 May 2005 article in the *Los Angeles Times* Business Section on the same subject, I believe that I am entitled to reimbursement for this second module replacement. This failure occurred about 30 months and 61,000 miles after the first failure. I expected the replacement module to have been engineered to eliminate the problem, but it failed at approximately the same time/mileage as the first. For a company that advertises its vehicles as extremely long lived, this is a glaring weakness.

My wife and I have enjoyed this car, and we have taken several trips from Los Angeles to Tampa, as well as trips to North Dakota, Ohio, Oregon and several trips to Carson City. We planned to keep it for several more years, but if the ETM problem isn't really corrected, then I feel that we will have to move on to another brand.

I am not interested in joining a class action lawsuit, nor am I claiming any damages for the time and expenses incurred beyond the actual bill from Upland Automotive. However, I do believe that Volvo is liable for the actual service cost.

I request your immediate response to this situation.

Sincerely yours



Attachments

Exclusively Volvo invoice dated 22 Nov 2002

e-mail [redacted] to customercare@volvo.com dated 19 May 2005

e-mail [redacted] to customercare@volvo.com dated 25 May 2005

e-mail VolvoCustomerService to [redacted] et dated 1 June 2005
including e-mail James Randall to customercare@volvo.com dated 31
May 2005

Upland Automotive invoice 1 June 2005

Exclusively Volvo invoice dated 1 June 2005

*✓ 1/12/02
C. J. ...
HUP IN ...*

Y2647797

21353

Exclusively VOLVO

1300 Auto Center Drive
Ontario, CA 91761
(909) 608-5700 • Fax (909) 605-6482

INVOICE

PAGE 1

SERVICE ADVISOR: 754 MIKE MIYASHITA

DIAMOND BAR, CA
HOME: [REDACTED] BOS:

STOCK NO.	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
SILVER	00	VOLVO S70	YV1L561J9Y [REDACTED]	4JBC223	62539/62539	T6975
DEL. DATE	PRGD. DATE	WARR. EXP.	REQUESTED	PO NO.		INV. DATE
01JAN2000			17:00 22NOV02		0.00 CASH	21NOV2002
S.O. OFFERED:		READY	OPTIONS: DLR:5119 ENG:B52445-2.4 Liter			

07:52 21NOV02	15:45 21NOV02	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
---------------	---------------	------	--------	------	------	-------	------	-----	-------

A STATES THAT THE "C" LIGHT COMES ON AND OFF... THEN SOMETIMES CAUSE THE CRUISE CONTROL TO STOP WORKING

CASE:

- 25128-2 THROTTLE BODY (TB) INTAKE 970 WVS4 (N/C)
- 1 8644347 THROTTLE BODY (N/C)
- 1 8696753 GASKET (N/C)
- 36004-2 PROGRAMMING CONTROL MODULE SOFTWARE 970 WVS4 (N/C)
- 28468-3 IGNITION AND FUEL INJECTION FAULT 970 WVS4 (N/C)

FC: PART#: 8644347 COUNT:
CLAIM TYPE:
AUTH CODE:

B *** CUSTOMER HAS EXTENDED VOLVO CERTIFIED WARRANTY *** CALL FOR APPROVAL ***
100 *** WARRANTY TO COVER ON 72 MONTHS/70,000 MILES WARRANTY ON EMISSIONS ...
970 CVO 0.00 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
OAS, DL, LUBE	0.00
SUBLET AMOUNT	0.00
SPECIAL WASTE CHARGES	0.00
TOTAL CHARGES	0.00
LESS REBADI	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

From: [REDACTED]
To: customercare@volvocars.com
Date: 5/19/2005 3:28:07 PM
Subject: Electronic Throttle System 2000 S70

Gentlemen

I just had the 120,000 mile service done on my 2000 S70 VIN YV1LS81J9Y2 [REDACTED] at an authorized Volvo service center, Upland Automotive in Upland CA. They were having a lot of trouble resetting the computer to tune out a "problem" with the Electronic Throttle System. The owner told me that an article in a recent *Los Angeles Times* indicated that Ford/Volvo recognized an ongoing problem with this system. On 21 November 2002, with 62538 miles on the car, the throttle body, throttle body gasket, programming control module software, and ignition and fuel injection fault were replaced/repared under warranty by Exclusively Volvo of Ontario CA. Do you plan to honor a second repair to this system? If so, please direct me to the dealer/service center of your choice, as I would like to have this problem addressed as soon as possible. Otherwise, I will have the work done and then see if I can collect from you in small claims court.

[REDACTED]

[REDACTED]

5/19/2005

From: [REDACTED]
To: customers@volvocars.com
Date: 5/25/2005 4:11:34 PM
Subject: ETS system

I sent you an e-mail on 19 May about the trouble with the ETS system on my 2000 S70. I need to get this problem resolved as soon as possible. When can I expect your response?

[REDACTED]

[REDACTED]

5/25/2005

From: VolvoCustomerService, Volvo (.)
To: [REDACTED]
Date: 6/1/2005 6:44:08 AM
Subject: RE: ETS Problem 2000 S70

Dear [REDACTED]

Thank you for contacting Volvo. We apologize if you did not receive a response to your e-mail concerning the ETS problem with your 2000 S70.

Upland Automotive is not an authorized Volvo retailer and not affiliated with Volvo Cars of North America. Volvo can only review those concerns that are diagnosed by an authorized Volvo retailer. You can find a retailer in your area, click on the "Find a Dealer" section of our website, www.volvocars.us.

Sincerely,

John Willets

Volvo Cars of North America

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

From: [REDACTED]
Sent: Tue 5/31/2005 5:35 PM
To: VolvoCustomerService, Volvo (.)
Cc:
Subject: ETS Problem 2000 S70

Gentlemen

I have been trying to get a response from you concerning the problem that I have with my 2000 S70's ETS. I can't wait for your action any longer - I have to get it fixed. Therefore I plan to have Upland Automotive repair the system as soon as we can schedule a day. I will submit their bill to you for payment. Please refer to my e-mail of 19 May for details.

[REDACTED]

[REDACTED]

6/1/2005

UPLAND AUTOMOTIVE
 1803 W. FOOTHILL BLVD, UPLAND, CA 91786
 (714)985-8514 BAR # AC108440

VOLVO AND TOYOTA SERVICE FOR OVER 25 YEARS

INVOICE FOR SERVICES

INVOICE NUMBER: **37702**

Invoice Date: 06/01/05

Page 1

████████████████████
 DIAMOND BAR, CA ██████████

W: ██████████
 H: ██████████

 Lic: ██████████ Year: 00 Make: VOLVO Model: S70
 Odom: 123483 Veh ID: YV1LS61J9Y2 ██████████ Unit #: SILVER

Qty	Part Number	Description	List	Price	Total
1.0	8636753	INTAKE BASKET		2.67	2.67
1.0	8643747	THROTTLE BODY		551.59	551.59

Labor Performed:

REMOVE THROTTLE BODY AND REPLACE AS NEEDED
 DOWN LOAD SOFTWARE (EXCLUSIVELY VOLVO)

100.00

PM

2

 Taxable Parts: 554.26 Labor Charges: 232.00 Tax: 43.34
 Non-Taxable Parts: 0.00 Misc. Shop Supplies: 5.00 Total: 834.60

Customer Signature Of Acceptance Date

Charge, Cash, Check #, Credit Card, Card #, Exp. Date, Authorization #

ALL PARTS ARE NEW UNLESS OTHERWISE NOTED
 ASK ABOUT OUR COMPLETE AUTO DETAILING.

Y2647757

37389

Exclusively VOLVO

300 Auto Center Drive
Ontario, CA 91761

1939 606-5700 Fax 1939 605-2482

INVOICE

PAGE 1

SERVICE ADVISOR: 225 MICHAEL LANSON

DIAMOND BAR, CA

HOME: [REDACTED] BUS:

STOCK NO.	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE 'N' OJT	PAID
SILVER	00	VOLVO S70	YV1L561J9Y2	[REDACTED]	123483/123483	T3646
DEL. DATE	PROD. DATE	WARR EXP.	REQUESTED	PG NO.		INV. DATE
01JUN05			17:00 01JUN05		0.00 CHG	01JUN05
R.O. OPENED		READY	OPTIONS	DLN:5119 ENG:852449-2.4 liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS THAT THE ETM BE DOWNLOADED							
						90.56	90.56
					36.60	36.60	36.60

S12 MINOR ENGINE REPAIR
249 CVO
1 9438298 ETM RELOAD
TECH COMPLETED ETM DOWNLOAD

*****COMPLIMENTARY CAR WASH & VACUUM*****

DESCRIPTION	TOTAL \$
LABOR AMOUNT	90.56
PAIRED AMOUNT	36.60
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
SALES TAX	0.00
TOTAL CHARGES	127.16
SALES TAX	0.00
SALES TAX	2.84
PLEASE PAY THIS AMOUNT	130.00

CUSTOMER COPY

RECEIVED

JUL 5 2005

CUSTOMER CARE

[REDACTED]
Rowayton, CT [REDACTED]

Volvo cars of North America, LLC
Attn: Vic Doolan, President & CEO
Executive Offices
7 Volvo Drive, Rockleigh, NJ 07647

June 28, 2005

Dear Mr. Doolan

I am writing to let you know of the totally unpleasant and costly experience we have had with a 2001 Volvo S 80 sedan which we purchased from Stamford Volvo 4 ½ years ago for about \$ 42,000. This is our 2nd Volvo, the first being a 1997 850 station wagon now at 104,000 miles and serving us well. Both cars have had all service done regularly at Stamford Volvo.

The warranties for the S 80 sedan ended late in 2004, and its present mileage is about 50,400 miles. Since expiry of the warranties we have had to spend \$ 3561 in the first 6 month of 2005 simply to keep the car running, whereas all service prior to this year cost about \$ 1,700, or a little over \$ 400 per year.

The two main expenditures this spring were 1) to replace a good deal of front end ball joints, shock absorbers and struts (scaled units at \$ 1,400 for what used to be reliable parts if lubricated regularly) in February, and 2) in June for a throttle body unit (I'm told it's a computer costing over \$ 1,000 for what a carburetor used to do for a life time). It is disgraceful in a \$ 42,000 car to have to put this kind of money into a 4 ½ year old car for parts that used to last a lifetime with only minor service.

We hear a lot from Volvo how great their cars are, but I sincerely doubt we'll ever consider one again. The reliability is now terrible and the repair cost is totally excessive.

I am copying Gen Mgr. Larry Abear and Owner Curt Riley, of Stamford Volvo to let them know how we feel about the products they are selling. I am also sending a copy to Forbes Magazine which has a good automotive columnist who might wish to comment on our adverse experience.

I would appreciate hearing your reaction as well

Sincerely

[REDACTED]

Alexandria, Virginia

June 14, 2005

RECEIVED

JUN 24 2005

CUSTOMER CARE

Ms. Anne Belec
President and Chief Executive Officer
Volvo Cars of North America
7 Volvo Drive
Rockleigh, New Jersey 07647

Re: VIN YV1LS56D9X2

Problem: Third failure of Electronic Throttle Module in 1999 S70

Dear Ms. Belec:

This letter is to express my strong disappointment in the failure of my third Throttle Control Module on my 1999 S 70, identified above. My vehicle was maintained at the Don Beyer dealership in Alexandria, Virginia (Richmond Highway) from the time of initial purchase in November 1999. The recommended service/maintenance schedule was followed precisely. I am attaching relevant service records relating to the engine surging problem, which now requires replacement of the Throttle Control Module a third time. Don Beyer replaced the Throttle Control Module for the first time in October 2002; a second replacement was done on May 12, 2003. However, the problem remained for the most part with subsequent diagnostics by the dealership through December 2003. With ongoing problems and likelihood of another failure, I paid approximately \$1,000 to have the ETM replaced yet again in May 2005.

I am seeking partial compensation from Volvo for the costs of the ETM failures and repairs. I am requesting a reimbursement of the labor cost of \$376.00 for the October 2002 ETM installation. As Don Beyer was aware, the car had 59,352 miles on it at that point and would have been covered under the 70,000 mile extended warranty that had since been imposed in California. Of course, my residency in Virginia should not deny me comparable warranty protection against the failing ETMs.

As for the most recent \$1,000 expense for the third ETM, I am requesting that Volvo reimburse me for at least 50% of the cost. The ETM lasted only two years from time of installation (May 2003 to May 2005) which, of course, falls well below anticipated useful life.

Background

Beginning in October 2002, the car was in and out of the Don Beyer dealership to correct engine surging. The module was replaced October 3, 2002, but problems continued and resulted in a service call on December 12, 2002. I took the car to an independent specialist to see if they could trace the problem (April 23, 2003), and they found a diagnostic code 561A. The car was returned to Don Beyer for service on May 5, May 12, and October 3, 2003, but the surging

continued. I returned to the independent servicer on October 16, 2003 to see if they could provide additional information, as detailed in the letter of that date. Don Beyer serviced the car again on December 3, 2003 and the problem was ameliorated for approximately one year. All scheduled maintenance was continued.

In early 2005, the surging began again and I now find that I require another Throttle Control Module. As you can imagine, the cost of such a part, with labor, is prohibitive but a THIRD replacement is truly deplorable. Don Beyer will not make any concession with regard to cost, given the mileage on the car (109K) and the fact that the Throttle Control Module is over a year old. Without any support from the dealership (contacted via telephone May 27, 2005), and the ongoing problems with the replacement Throttle Control Module installed by Don Beyer, I chose to have the independent servicer make the repair. I clearly believe that the initial repair was insufficient to correct the initial problem and I have incurred great time and expense to resolve this problem.

I would hope that there is some kind of compensation that is available for situations of this type. This is my second Volvo and I am a member of the "My Volvo Saved My Life" club; however, this kind of repair is prohibitively costly. I look forward to hearing from you with any suggestion or course of action to correct the expense I have incurred due to the Throttle Control Module issue. Please feel free to contact me if I can provide any additional information with regard to Don Beyer or my efforts to deal with this.

Thank you for your consideration.

Regards,

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

Copy to Paul Portu, Service Manager, Don Beyer Volvo, Alexandria, Virginia

HOURS:
 WED THRU FRIDAY
 AM TO 8:00 PM
 ASHER AND CUSTOMER PICKUP
 7:00 AM TO 7:30 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"
 7410 Richmond Hwy, ALEXANDRIA, VA 22304
 703.788.6800

ORDER NO 52244	ADVISOR BRIAN REGAN	FAVORITE 79138	SALES 3996	DATE OF ORDER 10/04/02	PHONE NO. VACS232281
	STREET [REDACTED]	STATE [REDACTED]	ZIP 56,081	COLOR EMER GREEN/	STOCK NO.
ALEXANDRIA, VA	YEAR / MAKE / MODEL 99/VOLVO/S70/4 DOOR SEDAN	DATE OF DELIVERY 10/30/99	SALES TAX 3,343	DATE OF PURCHASE 01/01/99	
	VEHICLE ID NO. YV1LS5609X2	DATE OF SERVICE 10/03/02			
					MO: 56093

JOB # 1 02V02 STATE INSPECTION UNITS: **TECH(S): 43800** 15.00
 PLEASE COMPLETE VIRGINIA SAFETY INSPECTION \$15.00
 COMPLETED VIRGINIA SAFETY INSPECTION \$15.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	15.00

JOB # 2 18V02 DRIVABILITY ANALYSIS UNITS: **4.00 TECH(S): 43801** 376.00
 CUST STATES: ENGINE SURGED *surging*
 OPEN
 PERFORM COMPUTER DIAGNOSTIC AND CHECK FOR CODES, NONE
 FAULT TRACE AND REPLACE THROTTLE CONTROL MODULE (ETH) &
 RELOAD SOFTWARE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	9458298-3	ETH RELOAD		WARRANTY
JOB # 2	1	8642347-0	THROTTLE BODY		WARRANTY
JOB # 2	1	0036753-9	GASKET		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	376.00

JOB # 3 02V02012 SPEAKERS UNITS: **TECH(S): 43800** 0.00
 CUST STATES: BOTH REAR SPEAKERS HAVE STATIC
 LEFT FRONT SPK CUTS OUT AT TIMES
 REAR REAR TRIM PANELS TO INSPECT REAR SPEAKER & REAR
 NO EXTERNAL DAMAGE FOUND, ALL WIRING & CONNECTIONS OK
 INTERNAL CONDITION ON REAR SPEAKERS, NEEDS SPEAKERS
 CUSTOMER ADVISED
 NOTE: LEFT FRONT SPEAKER WORKING OK AT THIS TIME
 DID HEAR SOME STATIC IN RIGHT FRONT SPEAKER....

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

JOB # 4 08V02000 WIPER BLADES UNITS: **TECH(S): 43800** 0.00
 REPLACE WIPER BLADES
 DONE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	272394-0	WIPER BLADE KIT	28.15	28.15
				JOB # 4 TOTAL PARTS	28.15
				JOB # 4 TOTAL LABOR & PARTS	28.15

MISC CODE DESCRIPTION CONTROL NO.
 JOB # A 08V ACCT BALANCE 19.55
 JOB # A 08V ACCT6 BALANCE 19.55

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. DON
 BEYER VOLVO HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
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 YOUR BUSINESS

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

7418 Richmond Hwy. ALEXANDRIA, VA 22306
703.786.6600

AND CUSTOMER PICK-UP
9 AM TO 7:30 PM

52244	PAUL PORTU	43798	3204	12/12/02	VAC 5242654
	LABOR RATE		59,352	EMER GREEN/	
ALEXANDRIA, VA	99/VOLVO/S70/4 DOOR SEDAN		10/30/99		3,343
	Y V L S 5 6 D 9 X 2				01/01/99
				12/12/02	
					MO: 59361

LABOR & PARTS
 CUSTOMER REQUESTS 60,000 MILE SERVICE
 RESET SERVICE LIGHT
 OIL AND FILTER CHANGE, 10,000 MILE INTERVAL ADJUSTMENTS,
 REPLACED SPARK PLUGS, AIR FILTER, BRAKE FLUID,
 LUBRICATE BELT TENSIONER AND CHECK DRIVE BELT. DIAGNOSTIC
 CODE CHECK. CERTAIN MODELS ADJUST VALVES, THROTTLE SERVICE.
 REPLACE SERPENTINE BELT, PLANE TRAP AND SERVICE PCY SYSTEM.
 INSPECT CABIN AIR FILTER-RECOMMEND REPLACING IF DIRTY.
 RESET SERVICE LIGHT.

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. DON
 BEYER VOLVO HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
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 YOUR BUSINESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PROGRT	99/00 70 SERIES TUR		
	65	906	10W50 OIL	0.29	18.85
	1	263	M3300	18.65	10.65
	1	138	MDA OIL ADD	9.45	9.45
	1	978045-7	O-RING	2.18	2.18
	1	907751-7	BASKET	1.70	1.70
	1	948052-4	MULTI FILTER	40.85	40.85
	1	948076-2	BELT	91.29	91.29
	1	948734-5	BRAKE FLUID	15.20	15.20
	1	948090-1	BASKET	2.93	2.93
	1	918528-3	FILTER INSERT	32.81	32.81
	1	962971-7	SPARK PLUG KIT	48.54	48.54
	1	1275818-8	FILTER INSERT	18.10	18.10
				JOB # 1 TOTAL PARTS	284.46
				JOB # 1 TOTAL LABOR & PARTS	644.46

TIRE WHEEL SERVICE UNITS
 CHECK REAR TIRE-ADVISE
 REAR TIRES WORN TO TREAD BARS-RECOMMED

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

ENGINE SERVICE UNITS
 CHECK FOR SURGING FROM ENGINE AFTER CAR IS WARMED UP
 CHECKED FOR CODES-NONE-CHECKED VACUUM LEAKS
 AND FUEL.

← surging

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

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	DBV1	ACCT BALANCE		18.00
JOB # A	DBV	ACCTS BALANCE		-18.00
JOB # A	HAZ	HAZARDOUS WASTE		3.00

CALCUL

Swedishcar.Com, Inc.
aka Swedish Specialists, Inc.
8249-C Backlick Rd
Lorton, VA 22079
Phone: 703-550-7777 FAX: 703-550-7779

Invoice No.
130421016

Page 1
Order Date 04/21/03 05:47 pm
Completed: 04/23/03 10:54 am



99 VOLVO S70 Green
 61491... in 1/22/2003
 Mileage: 114,000
 Equipment: ...
 Profile: ...

4/23/03
 Customer states car keeps running after ignition switch is turned to off position intermitt.
 Customer taillight is out.
 Customer r/r window is inop from l/f master switch.

Diagnostics Labor: \$43.19

Tech ran diagnostics and found code 561A: sense of engine surging and car having difficulty cutting off engine. Customer declined repairs at this time: possible warranty issue through Volvo.

Status: Completed Tech: JEW Job Subtotal: \$43.19

Notes Labor: \$0.00

Recommendations: master window switch (operating at this time) and air mass meter.

Status: Completed Tech: JEW Job Subtotal: \$0.00

Bulb Labor: \$8.33

Replaced bulb.

PARTS	bulb-N	1.00	4.80	= \$	4.80	4.80
Status: Completed Tech: JEW						
						Job Subtotal: \$13.13

Status: Completed Tech: JEW Job Subtotal: \$13.13

N=New, U=Used, R=Rebuilt

All repairs using new or manufactured parts are warranted against defects in material and workmanship for a period of twenty-four months. Original or used parts are warranted for a period of 100 days or as stated otherwise on invoice, whichever is longer. Mileage at time of repair must be recorded. Continued on the next page

WEDAY
 1:00 PM
 AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM

Don Beyer Volvo

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 7416 Richmond Hwy. ALEXANDRIA, VA 22304
 703.788.5800

CUSTOMER NO 52244	NAME LIZ PEARSON	PHONE 83990	FAX 3811	DATE 05/05/03	VIN VAC5264609
ADDRESS ALEXANDRIA, VA	MAILING ADDRESS [REDACTED]	SALE PRICE 65,903	FINANCE EMER GREEN/	STOCK NO	
	MODEL 99/VOLVO/S70/4 DOOR SEDAN		DELIVERY DATE 10/30/99	DELIVERY MILES 3,343	
	TYPE VV1LS56D9X2		SALES TAX 05/05/03	DATE 01/01/99	
	QUANTITY 6				NO: 65910

LABOR & PARTS
 J# 1 21402 ENGINE HURON UNITS: 3.00 TECH(S): 43801 294.00
 CUSTOMER STATES ENGINE SURGES-WAS HIGH IDLE-AND RUM ON
 WATS HOOK UP-SCAN FOR FAULTS-CODE 261A INTERMITTENT FAULT
 STORED-CHECKED PARAMETERS NORMAL-SEE PRINT OUT
 IDLE FLUCTUATION NOT NORMAL-NO CODES STORED FOR ETH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8678283-6	MASS AIR FLOW S	218.48	218.48
				JOB # 1 TOTAL PARTS	218.48
				JOB # 1 TOTAL LABOR & PARTS	512.48

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	DBY1	ACCT BALANCE		14.70
JOB # A	DBY	ACCTG BALANCE		-14.70
JOB # A	HAZ	HAZARDOUS WASTE		3.00
JOB # 1	BAS	LOWER GAS		0.00
JOB # 1	SP	SERVICE GOODWILL		0.00
TOTAL - MISC				3.00

TOTALS	
TOTAL LABOR	294.00
TOTAL PARTS	218.48
TOTAL SUBLET	0.00
TOTAL G.D.S.	0.00
TOTAL MISC CHG	27.70
TOTAL MISC DISC	-398.70
TOTAL TAX	9.97
TOTAL INVOICE \$	154.45

DATE: _____
 TIME: _____
 PHONE # _____
 E-MAIL ADDRESS _____

CUSTOMER SIGNATURE _____

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION- DON
 BEYER VOLVO HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
 WE APPRECIATE
 YOUR BUSINESS

MC

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 3:00 PM
 CASHIER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"
 7416 Richmond Hwy. ALEXANDRIA, VA 22304
 703.766.6800

CUSTOMER NO 52244	SALES LIZ PEARSON 83990	SALES 3883	DATE 05/14/03	INVOICE NO VACS265749
ADDRESS ALEXANDRIA, VA	LABOR RATE 66.162	SALES TAX 66.162	PAINT EMER GREEN/	FINANCE 3.343
YEAR / MAKE / MODEL 99/VOLVO/S70/4 DOOR SEDAN	DATE 10/30/99	DEPT 10/30/99	SALES 01/01/99	REPRINT# 1
VIN YV1LS5609X2	F. I. E. NO	P. O. NO	DATE 05/12/03	NO: 66175

OF 1 84V02 ENGINE NUMBER: 3111-TECHSY 03001 WARRANTY

CUSTOMER STATES: CAR IS IN SUBMORSE NOW WITH NEW MASS AIR METER

FOUND SURTNG-CHECKED FOR CODES-NONE-FAULT TRACED TO THROTTLE BODY NOT OPERATING CORRECTLY

REPLACED AND PERFORMED SOFTWARE DOWNLOAD

PARTS WARRANTY-10/3/2.WTLES-56,081,RO #232281
 36001(3),25128(5),36004(3)

→ *throttle*

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8644347-4	THROTTLE BODY		WARRANTY
JOB # 1	1	8438298-3	ETH RELOAD		WARRANTY
JOB # 1	1	8636753-9	GASKET		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS				TOTAL LABOR	0.00
				TOTAL PARTS	0.00
				TOTAL SUBLET	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX	0.00
				TOTAL INVOICE \$	0.00

NOW THAT WE HAVE COMPLETED YOUR SERVICE, WE WOULD LIKE TO MAKE AN APPOINTMENT WITH YOU FOR A FOLLOW UP CALL (1) WHAT WOULD BE CONVENIENT??

DATE: _____

TIME: _____

PHONE # _____

E-MAIL ADDRESS _____

CUSTOMER SIGNATURE _____

LIMITED WARRANTY
 VOLVO PARTS 12 MONTHS NO MILEAGE RESTRICTION. DON BEYER VOLVO HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

Thank You!
 WE APPRECIATE YOUR BUSINESS

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SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 2:00 PM
 CALLER AND CUSTOMER PICK-UP
 7:30 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM

don beyer volvo

Affiliate For Volvo Dealer

7416 Richmond Highway, Alexandria, VA 22036 - Phone (703) 768-5800

www.donbeyervolvo.com

CUSTOMER NO 52244	REGISTRATION LIZ PEARSON	REG NO 83990	TAX NO 3205	REGISTRATION DATE 10/06/03	REGISTRATION NO VAC5290297
LABOR RATE	VEHICLE NO	VEHICLE	75,614	COLOR EMER GREEN/	STOCK NO
TRAILER MAKE / MODEL	99/VOLVO/S70/A DOOR SEDAN		10/30/99	SALES TAX	3,343
VEHICLE ID NO	YV11556D9X2		REGISTRATION NO	PRODUCTION DATE	01/01/99
PT # NO			REG DATE	10/03/03	
COMMENTS					

NO: 75616

LABOR & PARTS
 JOB # 1 24902 ENGINE: HONOR UNITS: TECH(S): 43864 INTERNAL
 CHECK FOR ENGINE SURGING??
 PERFORMED SOFTWARE UPGRADE FOR THROTTLE
 RECHECKED OK. THROTTLE WAS REPLACED 10/03/02 NO #232881
 RELAGE 56.081

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 1	1	9438298-3	ETH RELOAD		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

NOW THAT WE HAVE COMPLETED "YOUR" SERVICE, WE WOULD LIKE TO MAKE AN APPOINTMENT WITH "YOU" FOR A FOLLOW UP CALL. IT'S WHAT WOULD BE CONVENIENT ??

DATE:
 TIME:
 PHONE #
 E-MAIL ADDRESS

CUSTOMER SIGNATURE

3 YEAR WARRANTY
 LIMITED PARTS 12 MONTHS NO
 MILEAGE RESTRICTION WARRANTY
 OF ALEXANDRIA (VEHICLE LIMITS
 APPLIED) WARRANTEES TO THE
 SAME PERIOD

WE APPRECIATE
 YOUR BUSINESS



SwedishCar

703-550-7777



VolksCarService

8249-C Backlick Road, Lorton, VA 22079

M-F 7am-6pm

October 16, 2003

Dear [REDACTED]

After investigating your 1999 Volvo S70 we have found the following:

Your throttle is pulsing when in "Park." It fluctuates a few hundred RPM's both up and down. It seems to idle fine at about 900 RPM when in other gears, such as "Reverse" or "Drive."

Sincerely,

Bob Drye
Swedish Car/Volks Car

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 5:00 PM
 CABNER AND CUSTOMER PICK-UP
 7:30 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM



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WORKORDER 52244	SALESMAN LIZ PEARSON	FAO NO 3729	TRADE DATE 12/04/02	INVOICE NO WAG300056
	DEPT NO 80,484	SALES PRICE 80,484	DEALER EMER GREEN/	DELIVERY V.A.#
ALEXANDRIA, VA	YEAR / MAKE / MODEL 88 / VOLVO / S70 / 4 DOOR SEDAN	REGISTRATION	REGISTRATION DATE 10/30/00	PRODUCTION # 3,343
	VEHICLE ID YV1L55609X7		R.O. DATE 12/03/03	WARRANTY DATE 01/01/99
	CONTRACT			NO: 80486

LABOR & PARTS

367 SERVICE ENGINE MINOR UNITS: TECH(S):4853 INTERNAL

CUSTOMER STATES ENGINE SURGES AT TIMES AT IDLE
 CHECKED FOR CODES NONE FOUND PCV SYSTEM CLOGGED
 CLEANED PCV THROTTLE CLRTY-C. LARED AND
 PERFORMED SOFTWARE UPGRADE
 CLEANED EFM TCM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 1	1	1161436-9	CLEANER H		INTERNAL
JOB # 1	1	0636753-9	BASKET		INTERNAL
JOB # 1	1	30577800-9	UPGRADE EGM PET		INTERNAL
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

NOW THAT WE HAVE COMPLETED "YOUR" SERVICE, WE WOULD LIKE TO
 MAKE AN APPOINTMENT WITH "YOU" FOR A FOLLOW UP CALL !!!
 WHAT WOULD BE CONVENIENT ??

DATE.....
 TIME.....
 PHONE #.....
 E-MAIL ADDRESS.....

CUSTOMER SIGNATURE.....

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. SUBARU
 OF ALEXANDRIA HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD

Thank You!

**WE APPRECIATE
 YOUR BUSINESS**

[REDACTED]
Alexandria, Virginia
June 2, 2005 [REDACTED]

BY FAX TO: (703) 768-6038

**Mr. Paul Portu
Service Manager
Don Beyer Volvo of Alexandria
7416 Richmond Highway
Alexandria, VA 22306**

Re: VIN YV1L556D9X2 [REDACTED]

Problem: THIRD failure of Throttle Control Module in 1999 S70

Dear Mr. Portu:

Thank you for taking the time to meet with me yesterday with regard to the above-mentioned issue. As it turns out, I mistakenly referred to my most recent "second" ETM failure in my letter dated June 1st. In fact, I should have referred to the THIRD ETM failure on my vehicle. You installed an ETM in October 3, 2002, and another on May 12, 2003 (I initially thought this was just a service adjustment on the October unit). The unit from 2003 failed after ongoing issues and multiple attempts to restore proper functionality, resulting in the third ETM installation on May 31, 2005.

I wanted to be sure that the facts were presently accurately so that you can have the most productive discussion with Volvo to pursue this matter. As I mentioned yesterday, I am requesting a reimbursement of the labor cost of \$376.00 for the October 2002 ETM installation. As you know, the car had 59,352 miles on it at that point and would have been covered under the 70,000 mile extended warranty that had since been imposed in California. Of course, my residency in Virginia should not deny me comparable warranty protection against the failing ETMs.

As for the most recent \$1,000 expense for the third ETM, I am requesting that Volvo reimburse me for at least 50% of the cost. The ETM lasted only two years from time of installation (May 2003 to May 2005) which, of course, falls well below anticipated useful life.

Please let me know if I can provide anything further to seek reasonable compensation for this distressing, long-standing issue. Thank you for your consideration. I look forward to hearing from you in the next week or so with Volvo's response.

Regards,
[REDACTED]

Alexandria, Virginia
June 1, 2005

BY FAX TO: (703) 768-6038

Mr. Paul Portu
Service Manager
Don Beyer Volvo of Alexandria
7416 Richmond Highway
Alexandria, VA 22306

Re: VIN YV1LS56D9X2

Problem: Second failure of Throttle Control Module in 1999 S70

Dear Mr. Portu:

As we discussed on the phone this morning, I am attaching the service records since December 2003 for the above-mentioned vehicle. My issue relates to the Throttle Control Module/Electronic Throttle Module (ETM) for my car, which you first replaced in October 2002; however, the problem remained for the most part with subsequent diagnostics by your dealership through December 2003. At that time, I went to an independent service provider, Swedish Auto in Springfield, Virginia, for resolution of the problem. However, the ETM you replaced has now failed and has required subsequent replacement at a cost to me of approximately \$1,000. I hope that you and Volvo Cars of North America can offer some compensation for the significant cost I have incurred. Of note, I am aware of the class-action suit against Volvo for faulty ETMs in California. In the event that there is a lack of responsiveness on Volvo's part, I will consider similar action in Virginia as a result of the problems I have experienced.

In summary, beginning in October 2002, the car was in and out of your Don Beyer dealership to correct engine surging. The module was replaced October 3, 2002, but problems continued and resulted in a service call on December 12, 2002. I took the car to an independent specialist to see if they could trace the problem (April 23, 2003), and they found a diagnostic code 561A. The car was returned to Don Beyer for service on May 5, May 12, and October 3, 2003, but the surging continued. I returned to the independent servicer on October 16, 2003 to see if they could provide additional information, as detailed in the letter of that date. Don Beyer serviced the car again on December 3, 2003 and the problem was ameliorated for approximately one year. All scheduled maintenance was continued; the records are attached with this letter.

In early 2005, the surging began again and I now find that I require another ETM. As you can imagine, the cost of such a part, with labor, is prohibitive but a SECOND replacement is truly deplorable. Your dealership will not make any concession with regard to cost, given the mileage on the car (109K) and the fact that the ETM is over a year old. Without any support from your dealership (contacted via telephone May 27, 2005), and the ongoing problems with the replacement ETM your dealership installed, I chose to have the independent servicer make the repair. I clearly believe that the initial repair was insufficient to correct the initial problem and I have incurred great time and expense to resolve this problem.

I would hope that there is some kind of compensation that is available for situations of this type. This is my second Volvo and I am a member of the "My Volvo Saved My Life" club; however, this kind of repair is prohibitively costly. I look forward to hearing from you with any suggestion or course of action to correct the expense I have incurred due to the ETM issue. Please feel free to contact me if I can provide any additional information to address this situation.

Thank you for your consideration.

Regards,



Swedishcar.Com, Inc.
aka Swedish Specialists, Inc.
8249-C Backlick Rd
Lorton, VA 22079
Phone: 703-550-7777 FAX: 703-550-7779

Invoice No.
130122002

Page 1
Order Date 01/22/03 07:17 am
Completed: 01/22/03 01:50 pm

ALEXANDRIA VA H#: [REDACTED] VA: [REDACTED] Two	99 VOLVO S70 Green
	61248 MI.
	Lic: [REDACTED]
	Vin: [REDACTED]
	Equipment: AC FS FI Profile:

Brake Light - Integrity Light

Trans Flush?

Power Steering Flush?

← SURGING

Throttle Sensor Was Replaced About Two Months Ago - When Engine Is Warm It Still Seams To Surge At Idle In Gear

Trans Flush **Labor: \$86.37**

Flushed dirty transmission fluid until clean.

MERCON/DEXRON	Transmission Fluid-N	12.0 @	3.23 = \$	38.76	38.76
---------------	----------------------	--------	-----------	-------	-------

Status: Completed Tech: BCP

Job Subtotal: \$125.13

Integrity Light **Labor: \$17.27**

Found and replaced two burned bulbs, one brake light, one tag light.

BULB	bulb-N	2.0 @	2.85 = \$	5.70	5.70
------	--------	-------	-----------	------	------

Status: Completed Tech: BCP

Job Subtotal: \$22.97

Tires 2 **Labor: \$52.04**

Replaced tires.

Includes:

Inspection of original tires.

----->----->----->-----Continued on the next page----->----->----->-----

Swedishcar.Com, Inc.
 aka Swedish Specialists, Inc.
 8249-C Backlick Rd
 Lorton, VA 22079
 Phone: 703-550-7777 FAX: 703-550-7779

Invoice No.
130122002

Page 2
 Order Date 01/22/03 07:17 am
 Completed: 01/22/03 01:50 pm

Surge

Tires 2

Dismounting tires.
 Inspection of wheels for damage.
 Mounting of new tires on wheels.
 Spin balance wheels on at least 2 centers (more precise)
 Install wheels/tires on car.
 Test drive.

195/60-15	Tires-8	2.0 8	57.80 =9	115.60	115.60
-----------	---------	-------	----------	--------	--------

Status: Completed Tech: BCF

Job Subtotal: \$167.64

Notes **Labor: \$0.00**

Checked car for surge at idle when in gear. We have scanned the computer for codes and none had been stored. We have checked for any vacuum leaks and have found none.

However, we can feel a small surge and feel that this is related to the throttle sensor that had recently been replaced. We suggest having this looked at by the service center that did the repair.

Status: Completed Tech: BCF

Job Subtotal: \$0.00

New, Used, Rebuilt

All repairs using new or manufacturer parts are warranted against defects in material and workmanship for a period of 12 months. Labor is not warranted. All parts are warranted for a period of 120 days or as stated otherwise on invoice. Whichever is lesser. Excludes all electrical work. All defective parts are accepted from this warranty. Damage caused by misuse or neglect is exempt from this warranty. Invoicing is subject to our terms of sale. All warranty repairs must be made at Swedish Specialists, Inc. of Lorton, Va. 22079. Requested vehicles left over the working days may be subject to a thirty-five dollars per day storage fee. Customer is liable for attorney fees in litigation or bill collection.

Payments to Swedishcar.Com, Inc. Cost Summary

Status: Completed Work Order	Labor	155.68
	Parts	160.06
Payments:	Discount	31.57
	Shop Supplies	4.67
	Subtotal	288.84
	Tax	6.69
	Total	\$295.53
	Payments	0.00
	Bal Due	295.53

Thank you for choosing Swedishcar.Com, Inc



SwedishCar

703-550-7777

8249-C Backlick Road, Lorton, VA 22079

M-F 7am-6pm



VolksCarService

October 16, 2003

Dear [REDACTED]

After investigating your 1999 Volvo S70 we have found the following:

Your throttle is pulsing when in "Park." It fluctuates a few hundred RPM's both up and down. It seems to idle fine at about 900 RPM when in other gears, such as "Reverse" or "Drive."

Sincerely,

Bob Dryc
Swedish Car/Volks Car

Called pickup 5pm

Swedishcar.Com, Inc.
aka Swedish Specialists, Inc.
3249-C Backlick Rd
Lorton, VA 22079
Phone: 703-550-7777 FAX: 703-550-7779

Invoice No.
131124009

Page 1
Order Date 11/24/03 11:13 am
Completed: 12/01/03 11:56 am

[Redacted]	99 VOLVO S70 Green
[Redacted]	80430 MI. Last in 10/16/2003
[Redacted]	Lic: [Redacted]
ALEXANDRIA VA	Vin: FVLLS56D9X [Redacted]
[Redacted]	Equipment: AT AC PS FI
[Redacted]	Profiles:

Surging?

*12-1 Mon at 8am, loaner/ride, works just a couple miles away
Winter special
Knows she may need a new battery
Knows about the air mass meter (she's bringing it to the dealer for that)

Winter Special **Labor: \$34.95**

Winter Special includes:

- Replace engine oil and filter.
- Check power steering fluid.
- Check transmission fluid.
- Check windshield wiper fluid level. Add as needed.
- Check coolant condition and level.
- Check battery for proper operation.
- Check tires for condition and proper inflation.

Status: Completed Tech: BCF

Job Subtotal: \$34.95

of S70 **Labor: N/C**

Changed engine oil and filter. Checked vital fluids.

16W3D	Engine oil, Mobil Super-M	6.0 @	2.23 = \$	N/C
0977751	Drain plug washer-M	1.0 @	1.03 = \$	N/C
1275810	Filter Insert-M	1.0 @	7.21 = \$	N/C

Status: Completed Tech: BCF

Battery mt47 **Labor: \$12.49**

Replaced battery.

BP	Battery Pad-F	2.0 @	0.50 = \$	1.00
MT-47	BATTERY-N	1.0 @	96.47 = \$	96.47 97.47

Status: Completed Tech: BCF

Job Subtotal: \$109.96

Brakes, Rear C/S/V70 **Labor: \$172.74**

----->----->----->---Continued on the next page--->----->----->----->

Swedishcar.Com, Inc.
 aka Swedish Specialists, Inc.
 8249-C Backlick Rd
 Lorton, VA 22079
 Phone: 703-550-7777 FAX: 703-550-7779

Invoice No.
131124009

Page 2
 Order Date 11/24/03 11:13 am
 Completed: 12/01/03 11:56 am

Brakes, Rear C/S/V70

Replaced rear brake pads and rotors.

0271794	R/Rotors C/S/V 70-W	2.0 @	\$0.20 = \$	160.60	
8628240	Pads, Rear Braks-W	1.0 @	\$5.35 = \$	65.35	225.95

Status: Completed Tech: BCP

Job Subtotal: \$398.69

Engine Mount S70 Upper

Labor: \$129.56

Replaced upper engine mount.

8649597	engine mount-W	1.0 @	\$4.46 = \$	\$4.46	\$4.46
---------	----------------	-------	-------------	--------	--------

Status: Completed Tech: BCP

Job Subtotal: \$214.02

Recommendations: *Transmission*

N=New, U=Used, R=Rebuilt

All repairs using new or remanufactured parts are warranted against defects in material and workmanship for a period of twenty-four months. Repairs using used parts are warranted for a period of 100 days or so stated otherwise on invoice, whichever is longer. Subsequent or consequential damage caused by defective parts is deemed to be the customer's responsibility. Damage caused by abuse or neglect is exempt from this warranty. Service is limited to the miles for warranted repairs. All warranty repairs must be made at Swedish Specialists, Inc. of Lorton, Virginia. Repaired vehicles left over two working days can be subject to a thirty-dollar per day storage fee. Customer is liable for attorney fees in litigation or bill collection.

Payments to Swedishcar.Com, Inc.

Status: Completed Work Order

Payments:

Cost Summary

Labor	349.74
Parts	407.88
Discount	60.00
Shop Supplies	13.99
Env. Waste Fee	12.24
Subtotal	723.85
Tax	19.53
Total	\$743.38
Payments	0.00
Bal Due	743.38

Thank you for choosing Swedishcar.Com, Inc.

Added Pick up my 3q.

Swedishcar.Com, Inc.
aka Swedish Specialists, Inc.
8249-C Backlick Rd
Lorton, VA 22079
Phone: 703-550-7777 FAX: 703-550-7779

Invoice No.
131016002

Page 1
Order Date 10/16/03 08:02 am
Paid: 10/16/03 08:02 am

[Redacted]	99 VOLVO S70 Green
[Redacted]	75289 M. Reg. In: 10/2/2003
[Redacted]	Lin: [Redacted]
[Redacted]	Vin: XVIDA [Redacted]
[Redacted]	Equipment: AS AC-PS FI
[Redacted]	Model: [Redacted]

Surging

Shifter push in button does not release
Trunk bulb

Throttle pulsing

Notes **Labor: \$0.00**

The throttle is pulsing only in "Park." When in any other gear it is working properly at about 900RPM.

Found that the trunk light was simply turned off :-)

Keep an eye on the shifter push button, when more major repairs are needed in that area of the vehicle we will be able to help fix it for you.

Status: Completed Tech: DBW

Job Subtotal: \$0.00

Recommendations: "Oil and Filter Change"

N=New, U=Used, R=Rebuilt

All repairs using new or re-manufactured parts are warranted against defects in material and workmanship for a period of ninety-four months. Repairs using used parts are warranted for a period of 180 days or as stated otherwise on invoice, whichever is longer. Subsequent or consequential damage caused by defective parts is excluded from this warranty. Damage caused by abuse or neglect is excluded from this warranty. Warranty is limited to the value for replacement supplies. All warranty disputes must be held at Swedish Specialists, Inc. of Lorton, Virginia. Repaired vehicles held over two working days may be subject to a thirty-dollar dollars per day storage fee. Customer is liable for attorney fees in litigation or bill collection.

Payments to Swedishcar.Com, Inc. **Cost Summary**

Status: Paid Work Order

Labor	0.00
Parts	0.00
Subtotal	0.00
Tax	0.00
Total	\$0.00
Payments	0.00
Bal Due	0.00

Payments:

Thank you for choosing Swedishcar.Com, Inc.

Swedishcar.Com, Inc.
aka GermanSwedish Auto Service
7890-A Backlick Rd
Springfield, VA 22150
Phone: 571-322-7777 FAX: 571-322-7779

Invoice No.
150526015

Page 1
Order Date 05/26/05 05:07 pm
Completed: 05/31/05 02:44 pm

[REDACTED] **99 VOLVO S70 Green**
100338 Mi. Last in 1/31/2005
Lic: [REDACTED]
Vin: YV1L8629X2 [REDACTED]
Equipment: AT AC 75 71
Profile:

Surging

- 1- When vehicle in park rpms go up and down random.
- 2- Oil change
- 3- Replace wiper blades.

703-635-8552

Body **Labor: \$345.48**

When vehicle is in park RPMs fluctuates. Check and advise.

Traced problem to throttle body. Replace defective throttle body unit and re-program.

Completed

854347-0	Throttle Body Unit-S	1.0 @	551.48 = \$	551.48
SOFTWARE DOWNLOAD	SOFTWARE DOWNLOAD-S	1.0 @	96.95 = \$	96.95

Status: Completed Tech: JEW

Job Subtotal: \$993.92

oil change Volvo 850/v60/v70 <00 **Labor: \$13.50**

Changed oil and filter. Checked all vital fluids.

5W30	Oil-N	6.5 @	1.53 = \$	9.94
0977751	Drain plug washer-N	1.0 @	0.68 = \$	0.68
1275810	Filter Inpart-N	1.0 @	3.32 = \$	3.32
OK 149 D (Oil filter)				
HV 819 Z				

Status: Completed Tech: BCF

Job Subtotal: \$29.44

Wipers 20 **Labor: \$0.00**

Replaced front wiper blades.

20	Wiper blade-N	2.0 @	16.17 = \$	32.34
----	---------------	-------	------------	-------

Status: Completed Tech: BCF

Job Subtotal: \$32.34

----->----->----->---Continued on the next page--->----->----->----->

Swedishcar.Com, Inc.

Invoice No.

Page 2

aka GermanSwedish Auto Service

150526015

Order Date 05/26/05 05:07 pm

7890-A Backlick Rd

Completed: 05/31/05 02:44 pm

Springfield, VA 22150

Phone: 571-322-7777 FAX: 571-322-7779

N=New, U=Used, R=Rebuilt

All repairs using new or manufacturer parts provided by Swedishcar.com are warranted against defects in material and workmanship for a period of twenty-four months. Repairs using used parts are warranted for a period of 100 days or as stated otherwise on invoice, whichever is longer. Subsequent or consequential damage caused by defective parts is covered from this warranty. Damage caused by abuse or neglect is excluded from this warranty. Towing is limited to 100 miles for emergency repairs. All emergency repairs must be made at Swedish Specialties, Inc. of Leesville, Virginia. Reported vehicles left over 48 working days may be subject to a thirty-five dollars per day storage fee. Customer is liable for attorney fees in litigation or bill collection.

Payments to Swedishcar.Com, Inc.

Cost Summary

Status: Completed Work Order

Labor	358.98
Parts	696.72
Shop Supplies	14.36
Env. Waste Fee	20.00
Subtotal	1,090.06
Tax	36.56
Total	\$1,126.62
Payments	0.00
Bal Due	1,126.62

Payments:

Thank you for choosing Swedishcar.Com, Inc.

RECEIVED

JUL 28 2005

CUSTOMER CARE

[REDACTED]
Alexandria, Virginia [REDACTED]
July 25, 2005

Ms. Jaye Linnin
Executive Management Specialist
Volvo Cars of North America, LLC
7 Volvo Drive
Rockledge, New Jersey 07647

Re: VIN YV1L856D9X2 [REDACTED]

Problem: THIRD failure of Throttle Control Module in 1999 S70

Dear Ms.Linnin:

Thank you for your letter of July 15 with regard to the multiple ETM failures in my 1999 Volvo S70. I must point out that the repair in October 2002 for which I am requesting reimbursement of \$376.00 in labor costs was at the Don Beyer dealership in Alexandria, Virginia. You reiterate that Volvo Cars of North America will not honor my reimbursement request due to repairs being made at a "non-authorized Volvo facility." That is simply not the case, as the 2002 repair was at an authorized Volvo dealership. Thus, I am again requesting reimbursement of the \$376.00 I paid for labor for a repair which would have been covered under the extended ETM warranty that was made available in California.

As for the charge of \$1,000 for the third ETM at an authorized Volvo service facility, you will note that I went back to Don Beyer for service on May 5, 2003 with diagnostics from the service facility on April 23, 2003. I went back to Don Beyer again on December 3, 2003 with diagnostics from the service facility on October 13, 2003. It is due to the high quality of the independent service provider that I ultimately found an acceptable repair, which was not available at the dealership. I had no option but to go to another facility where, I should point out, the repair was made by a technician who has received Volvo's EXPERT Tech rating. This individual is certified by Volvo to make the repairs required, and to apply Volvo's standards (which the dealership seemed unable to uphold).

I urge Volvo to reconsider its lack of responsiveness to these issues. I believe that it would be in Volvo Cars of North America's best interest to take the steps requested and compensate me for the labor incurred in 2002 of \$376.00 and the \$1,000 to replace the ETM for the third time.

Thank you for your consideration. I look forward to hearing from you in the next week or so with Volvo's response.

Respectfully,
[REDACTED]

Butler

Alexandria, Virginia
July 8, 2005

RECEIVED

JUL 8 2005

CUSTOMER CARE

Ms. Jaye Linnin
Executive Management Specialist
Volvo Cars of North America, LLC
7 Volvo Drive
Rockleigh, New Jersey 07647

Re: VIN YV1LS56D9X2

Problem: THIRD failure of Throttle Control Module in 1999 S70

Dear Ms.Linnin:

Thank you for your letter of June 28 with regard to the multiple ETM failures in my 1999 Volvo S70. It is unfortunate and unusual that Volvo denies any responsibility for the failures, especially as public knowledge of the design problem increases.

I take particular note of your letter's reference to the fact that the October 2002 repair at the Don Beyer dealership was out of warranty. You are aware, I am sure, that the state of California required Volvo to increase the warranty coverage for the ETM to 70,000 in light of the high failure rates. That being the case, my labor charge of \$376.00 would have been within the warranty period if I lived in California (note the article in the Los Angeles Times by Myron Levin and the Secret Warranty Class Action suit being waged by Fazio Micheletti, attorneys). My attorney advises me that this geographic distinction is unlikely to hold merit in court, if I pursue legal action, as warranty extensions and reimbursements should apply nationwide.

As for the charge of \$1,000 for the third ETM at an authorized Volvo service facility, you will note that I went back to Don Beyer for service on May 5, 2003 with diagnostics from the service facility on April 23, 2003. I went back to Don Beyer again on December 3, 2003 with diagnostics from the service facility on October 13, 2003. There comes a point where the customer has taken EVERY REASONABLE ACTION and the problems remain.

I urge Volvo to reconsider its lack of responsiveness to these issues. I believe that it would be in Volvo Cars of North America's best interest to take the steps requested and compensate me for the labor incurred in 2002 of \$376.00 and the \$1,000 to replace the ETM for the third time. The alternative is certainly likely to cost Volvo much more than the amounts requested herein.

Thank you for your consideration. I look forward to hearing from you in the next week or so with Volvo's response.

Regards

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

JON WINOKUR
POST OFFICE BOX 1117
PACIFIC PALISADES, CA 90272-1117
(310) 454-9393

RECEIVED

JUL 11 2005

CUSTOMER CARE

June 28, 2005

Nino Hernandez, Service Manager
Volvo of Santa Monica
1301 Santa Monica Boulevard
Santa Monica CA 90404-2804

COPY

Dear Nino,

As you know, I've been a loyal VSM customer, primarily because I've always received excellent service from you and your staff, most recently from Martin Munoz.

However, on April 15, 2005, after bringing in my 1999 S70 for the scheduled 52,500-mile service, Martin informed me that the throttle body and injection system needed cleaning, so I authorized the work. Two weeks later I learned of the "secret warranty" controversy and the defective throttle bodies in my model, and on two subsequent occasions asked Martin whether there would be a make-good from Volvo. Unfortunately, there has been no such adjustment to date. From what I've learned about the situation, especially the potential for dangerous stalling episodes, I believe it is Volvo's responsibility to rectify the problem.

I therefore request (1) immediate reimbursement in the amount of \$211.01 for the cost of the cleaning, and (2) prompt replacement of the throttle body unit at no charge.

Sincerely,

cc: Martin Munoz
Via Certified Mail Number 7004 2890 (00) 4732 4605

RECEIVED

JUL 13 2005

CUSTOMER CARE

[REDACTED]
Walnut Creek, CA
[REDACTED]
W
Cell [REDACTED]

July 7, 2005

Dear Ms. Belee,

I am following up on a message I received from John Sandusky at my local dealership at Lawrence Volvo on June 20th 2005 regarding my 1999 Volvo S80 vehicle I.D. number YV1TS97DXX [REDACTED]. I was elated to hear the message stating that Volvo is "stepping up to the plate with a beyond a fair deal and pay for parts and labor" for the failed ABS-STC unit.

I have always had my Volvo repaired at your dealerships but lost confidence when after a couple hundred miles of a major service on 2/26/04 at 60,241 miles several warning lights lit up on my dashboard and message center; brake, ABS, check engine, emission system service required. This was soon after paying \$1,003.01 for the major service.

When I called to inquire about this I was told the warning lights are most likely unrelated to the major service that was just completed and there would be a minimum service fee to diagnose the exact problem. I felt this was a quality issue of the Volvo product given the repair history of this vehicle so I made a complaint directly to Volvo Cars of North America about the car, not about the dealership. I was further discouraged when I felt I was rebuffed without any serious consideration and told someone would get back to me but no specific names were provided and weeks passed before any follow up was done. During this time I consulted a private repair shop owner who has serviced Volvos for over twenty five years and I had the STC-ABS unit replaced on 5/26/05 for \$790.35. Since Volvo has offered to take care of parts and labor I am asking you to reimburse me for this expense and I am still waiting for a reply. Please see attached service repair receipt from Bob's Volvo-Toyota Specialists dated 5/31/05. Had I known Volvo would have "stepped up to the plate" a long time ago I would have never considered taking my S80 somewhere else.

I am also requesting reimbursement for my electronic throttle module-ETM unit that was replaced at Lawrence Volvo dealership on 2/10/05. I am well aware that there is a 21%-94% projected failure rate on the ETM units in various Volvo models and that Volvo has recently made an admission to the California Air Resources Board that Volvo will extend the warranty and reimburse its customers for this failed component. I know that you have reimbursed other Volvo customers with the same problem I have. I also know there is a pending class action law suit regarding the ETM problem in your various models and I

hope to avoid making contact with Fazio & Micheletti LLP located at 1900 So. Norfolk Street, Suite 350, San Mateo, CA 94403 regarding this litigation. I strongly believe that these components, ETM and STC-ABS, failed before their normal useful life even with my strict adherence to the maintenance schedule and only using premium gasoline in my S80 since the day I purchased it. I have all service records and premium gasoline receipts for my Volvo S80.

I have been a faithful Volvo customer and, as an insurance broker and vice president of sales, I have always recommended Volvo cars to my customers as safe and reliable vehicles. I respectfully ask you to consider my request in good faith and knowing Volvo's reputation, I am confident you will not let me down.

Thank you for your time and consideration. Please don't hesitate to call me directly.

Sincerely,



INVOICE

WALNUT CREEK, CA

2791 N. MAIN ST. * WALNUT CREEK, CA 94597-2731

(925) 939-3333

www.lawrancevolvo.com

WALNUT CREEK, CA

PAGE 1

HOME: [REDACTED] BOS: [REDACTED]

SERVICE ADVISOR: 131 PAOLO L FIORENZA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	99	VOLVO S802.9A4DR	YVLT697DKX	[REDACTED]	72193/72197	TE48
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
16 JAN 1999			17:00 11 FEB 05		CASH	11 FEB 2005

H.S. OPENED READY OPTIONS: DEL:5479 1)DDC*NS


14:27 10 FEB 05 15:23 11 FEB 05

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A OWNER STATES THE TRANSMISSION SERVICE WARNING LIGHT, ABS, TRACS WARNING, STC WARNING LIGHTS ARE COMING ON. ENGINE STALLING OUT. CK AND ADVISE

36001-2 DIAGNOSTIC TROUBLE CODES (DTC) READING/RESETTING VST/VCT (2)	18 CV			48.00	48.00
28466-3 ENGINE CONTROL MODULE FAULT TRACING DIAGNOSTIC TROUBLE CODE (2)	18 CV			108.00	108.00
25128-2 ELECTRONIC THROTTLE MODULE INTAKE MANIFOLD REMOVE INSTALL/REPLACE (2)	18 CV			168.00	168.00
1 8644347 0 THROTTLE BODY		551.59	551.59		551.59
1 8636753 9 GASKET		2.67	2.67		2.67
36002-2 PERFORM SOFTWARE DOWNLOAD FOR NEW ECM AND UPGRADE SOFTWARE FOR BCM	18 CV			48.00	48.00
1 30677021 5 UPGRADE BCM PH		20.00	20.00		20.00
1 30677036 3 UPGRADE TCM		20.00	20.00		20.00
1 9438290 0 ECM RELOAD		30.00	30.00		30.00

HOOK UP VADIS AND CHECK FOR STORED FAULT CODES. MULTIPLE FAULT CODES FOR THE ABS SYSTEM STORED. INTERNAL FAULT WITH THE ABS CONTROL MODULE. REPLACEMENT OF MODULE REQUIRED FOR REPAIR. OWNER ADVISED/DECLINED REPLACEMENT OF THE ABS CONTROL MODULE AT THIS TIME. BCM FAULT CODES 510F, 530D, 903C AND 91A7 STORED. TESTED AND FOUND A DEFECTIVE ELECTRONIC THROTTLE MODULE. REPLACE THE ELECTRONIC THROTTLE MODULE. PERFORM SOFTWARE UPGRADES FOR ECM AND BCM.

ORIGINAL ESTIMATE	AUTHORIZED NEWED ESTIMATE	DESCRIPTION	TOTALS
 <p>LAWRENCE VOLVO SUPPORTS A CLEANER ENVIRONMENT WITH A COMPREHENSIVE RECYCLING AND HAZARDOUS WASTE DISPOSAL PROGRAM.</p> <p>I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.</p> <p>CUSTOMER SIGNATURE</p>		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		TIRET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER C/P

BAR # AA110026 EPA # CAD 06248538

INVOICE

LAWRENCE VOLVO (925) 939-3333

2791 N. MAIN ST. WALNUT CREEK, CA 94597-2731

WALNUT CREEK, CA
HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

(925) 939-3333



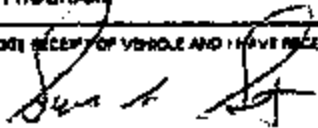
www.lawrencenvolvo.com

SERVICE ADVISOR: 131 PAOLO L. RIORENZA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION	TAG
SILVER	99	VOLVO S802.9A4DR	YV1T597DKX1	[REDACTED]	72193/72197	T848
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
16JAN1999			17:00 11FEB05		CASH	11FEB2005
H.O. OPENED	READY	OPTIONS: DLR:5479 1)DDC*NS				
14:27 10FEB05	15:23 11FEB05					

LINE	QRCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
***** TECHNICIAN NOTED NOISEY LIFTERS FROM ENGINE ON ROAD TEST. POSSIBLE INTERNAL OIL PUMP PICK UP SEALS. ***** THANK YOU FOR CHOOSING LAWRENCE VOLVO. IF YOU HAVE ANY QUESTIONS ABOUT THE WORK PERFORMED ON YOUR CAR TODAY PLEASE CONTACT YOUR SERVICE ADVISOR***** *****							



	ORIGINAL ESTIMATE 	AUTHORIZED REVISION ESTIMATE _____	DESCRIPTION LABOR AMOUNT 372.00 PARTS AMOUNT 624.26 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 996.26 LESS ADJUSTMENTS 0.00 SALES TAX 51.50 PLEASE PAY THIS AMOUNT 1047.76	TOTALS 1047.76
	LAWRENCE VOLVO SUPPORTS A CLEANER ENVIRONMENT WITH A COMPREHENSIVE RECYCLING AND HAZARDOUS WASTE DISPOSAL PROGRAM.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. CUSTOMER SIGNATURE 	

CUSTOMER C/P

BAR # AA119526 NPA # CAD 98248826

CUSTOMER INFORMATION

Bob's Volvo-Toyota Specialists

VEHICLE INFORMATION

Company _____ P/Residence _____ Phone _____
 Name _____ H _____ Berkeley, CA _____ Fax _____
 Address _____ O _____
 Walnut Creek, CA _____ M _____
 Work Bar # AC226698

Y/M/M 1999 Volvo S80
 Vin YV1TS97DXX1025460
 License 4EEB516 Trans Auto
 Engine D5304 Mileage 74786

ORIGINAL PROBLEM(S)

WORKORDER INFORMATION

RECOMMENDATIONS

Abs module problem STS solenoid
 Check brakes
 Check for rubbing at low speeds possible bad C vial

Invoice # 3638 Received 5/26/2005
 PO # Finished 5/31/2005
 Picked Up 5/31/2005

Brakes Remaining F New R New
 Steering Rollers From Out
 Possible Front Wheel Bearing starting to make noise
 Check Engine On

PARTS DETAIL

LABOR DETAIL

Part #	Part Description	Qty	Price	FET	Core	Ext. Price	Type ID	Description	Mechanic	Total
8619545	ABS Computer w/STC 580 99-01	1	\$620.15	\$0.00	\$0.00	\$620.15	DIAG	Check ABS Codes. Confirm ABS/STC Computer failure.	2	\$170.00
274170	F Brake Rotor S80	2	\$111.08	\$0.00	\$0.00	\$222.16		Remove and replace ABS/STC Computer.		
8634921	F Brake Pad Set V70 XC AWD	1	\$80.12	\$0.00	\$0.00	\$80.12	BRAK	Remove and replace front brake rotors and front brake pads.	2	\$110.00
1161325	Brake Silicone Paste OE	1	\$11.25	\$0.00	\$0.00	\$11.25	BRAK	Remove and replace rear brake pads.	2	\$82.00
BC	Brake Cleaner	1	\$3.95	\$0.00	\$0.00	\$3.95		Reset Check Engine light. Advise customer to monitor.	2	\$0.00
8634825	R Brake Pad Set XC70 S80	1	\$51.26	\$0.00	\$0.00	\$51.26	OTHER	Remove and Replace Engine Oil and Filter Cartridge.	1	\$12.00
1275811	Oil Filter Cartridge Volvo 99-	1	\$9.27	\$0.00	\$0.00	\$9.27	MAINT	retow Drain Plug washer and Oil Cap Seal		
977751	O-Ring Drain Plug	1	\$1.15	\$0.00	\$0.00	\$1.15				
940089	Oil Filter Cap Seal	1	\$2.13	\$0.00	\$0.00	\$2.13				
5W30	Shift Motor Oil 5W30 1 qt	7	\$2.43	\$0.00	\$0.00	\$17.01				
Parts Total						\$1,018.45			Labor Total	\$384.00

SUBLET DETAIL

Sublet Description	Total

Estimate Revisions

Contact How	Orig Amt	Revised Amt	Revised Date	Revised Time	Approved By	Phone
By Phone	\$0.00	\$1,428.00	5/31/2005	2:15:00 PM	Santos, Scott	(925) 256-0777

Revision Reason: ABS/STC Computer, Front Brake Pads/Rotors and rear brake pads.

Parts installed are not warranted beyond warranties given by the respective manufacturers. No other warranties are made except as listed on this invoice.

Parts and Labor are warranted for 8000 miles or 6 months, whichever comes first. This warranty is limited to the work mentioned on this form only and is not transferable. Vehicle must be returned to our workshop, at customer's expense, to honor warranty, warranty is void in case of misuse and/or neglect.

A Storage Fee of \$30.00 a day will be charged on all vehicles left over 48 hours after completion.

The Parts and Accessories sold and installed by this Repair Shop and the Service connected with the installation and adjustment of Parts and Accessories sold and installed by this Repair Shop, are Guaranteed to be free from material and workmanship under normal service and use until such Parts and Accessories are used or replaced for a period of 8000 miles or a period of 6 months, whichever is stated.

Signature- 

TOTALS INFORMATION

Parts Total	\$1,018.45	Subtotal	\$1,411.05
Labor Total	\$384.60	Sales Tax	\$89.11
Tax Rate	8.750%	Discount	\$0.00
Sublet	\$0.00	Work Order Total	\$1,500.16
Hazard Waste	\$8.00	Total Payments	\$0.00
		Pay Method	
		Amount Due	\$1,500.16

215 1st Ave. S.W.
Atlanta, Ga. 30334
Phone 525-1234

Invoice No. 123456

Sale

10011000000000000000

100

Total:

10000

Net 10000

Amount Due

10000
10000

10000

Net 10000

Amount Due

Invoice No.

Date

7/12/05

RECEIVED

JUL 18 2005

CUSTOMER CARE

Dear Mr. Belac.

I am a Volvo owner and have had a number of problems with my car so I decided to write directly to you.

I own a Volvo V-70 2001 purchased new in Nov. 2001. The car presently has 18,500 miles on it, mainly highway miles. We own two other cars which we use around town and mainly use our Volvo to drive to a vacation home we have so the Volvo has not had hard Urban driving. The car is parked off the street in an enclosed parking area and we live in Santa Monica California where the weather is quite mild, cool summers, warm winters.

I have not had either engine or transmission problems but rather concerning body integrity or computer or electrical problems.

I have serviced my car on the recommended basis at Santa Monica Volvo, which I must say has given me excellent service and attention.

I have had to replace all of the lug bolt covers because of rust. At a later date I had to replace the top part of the rear bumper because of serious discoloring, I have had to replace the two mold strips which run the length of the car, (on the top) because of rust (Rust) At another time I had to have the rear door locking system replaced because the door wouldn't open. At another time the car window wouldn't open.

I have a few computer problems of which one I want to explain the problem to you.

We were driving on the Highway when a warning light went on stating that the gas filler door was open.

I pulled off the Highway but found it to be closed.

After driving off the warning light went off.

The next day we were going to an exact and I took the Volvo because it needed fuel. When I stopped at the gas station the fuel door would not open.

The next day I went to the Volvo dealer because I needed gas for help.

He told me he could reset and work on the computer to get the door to open. I then asked what would happen if it occurred again up at the mountains at our Vacation home. He said he really didn't know.

I then called Customer Service at Volvo Inc. and talked to one of your reps. She said if that happened again I should take it to a Volvo dealer. I said there are none anywhere near our vacation home. She said I should then break up the door in order to put gas into the car. But to me it meant causing damage to the body of the car.

I couldn't believe there wasn't some sort of an emergency way to open the door.

I then went back to the Volvo dealer in which they set up a system for me so I could open the door by hand if another similar problem occurred. Thanks to them. The Service Manager was great.

The problem I have mentioned as only some of the problems I have had.

My concern is that my warranty will expire soon and many of the problems I have had can't continue to have will be expensive to maintain.

I believe an extension of the warranty is called for in a situation like this.

I bought a Volvo believing I was buying quality. I could have bought many less expensive cars if I didn't feel that way.

Recently my wife just bought a new auto, she was planning on buying a Volvo but instead bought another brand because of the problems with our Volvo.

I hope to receive a reply soon.

Thank you.



RECEIVED

43734

JUL 28 2005

178871

CUSTOMER CARE INVOICE



ALAN BYER AUTO SALES, INC.
1230 West Genesee Street
Syracuse, NY 13204
315-471-6107 FAX 315-471-9313
Repair Shop Reg # R4340258

PAGE 2

SERVICE ADVISOR: 15731 RICK KEMP

CHAMPAINS	35	VOLVO SERIES C70	VIN: YVING552XXJ	47051/47081	7282						
06JAN02 IN	06JAN2004	17:00	15JUL05	76.00	CASH						
12:00	06JUL05	5:47	15JUL05	DLN:3718	ENG: B5254T						
LINE				OPCODE	TECH	TYPE	HOURS	CODE	2454	21WVIP	DLN:307333245

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	9494448	REAR					(N/C)
1	9458534	GASKET					(N/C)
1	947282	GASKET					(N/C)
1	942700	HOSE					(N/C)
2	7051171	CLAMPS					(N/C)
2	7051171	CLAMP					(N/C)
1	9438425	RTM RELOAD					(N/C)
0.00	LABOR			304.00	OTHER	0.00	(N/C)
TOTAL LINE B:							304.00

Attch: Eve

JUL 28 2005

Thank You for servicing your car at Alan Byer



DESCRIPTION	TOTALS
LABOR AMOUNT	304.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SMILEY AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	304.00
LESS INSURANCE	0.00
SALES TAX	24.32
PLEASE PAY THIS AMOUNT	328.32

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

CUSTOMER COPY

43734

178871



ALAN BYER AUTO SALES, INC.
 1230 West Genesee Street
 Syracuse, NY 13204
 315-471-6107 & FAX 315-471-7313
 Repair Shop Reg # R4340268

INVOICE

PAGE 1

PAYETTEVILLE, NY
 HOME

BGS

SERVICE ADVISOR: 15733 RICK KEMP

CHAMPAGNE	99	VOLVO SERIES C70	YV1RC55DKX	47051/47001	T792
DEL DATE	PROD DATE	WARR EXP	PROMISED	RATE	PAYMENT
05JAN00 IS	05JAN2004	17:00	15JUL05	76.00	CASH
NO. OPENED	READY	OPTIONS	DLR:3718	ENG:85254T	AXL:2454 1)RADIO
			CODE 2454 2)NVIP	DL#307333245	

12:00	08JUL05	15:47	15JUL05		
LINE	DECODE	TECH	TYPE	HOURS	
A	ENL ON AS WELL AS	RCT LIGHT	ENG. IS	SLEEPING/SUCKING	RRUNNING VERY

POORLY

36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (2)
 20 MW 0.23 (N/C)
 20 MW 0.07 (N/C)
 0.30 (N/C)
 1 8644347 THROTTLE BODY (N/C)
 1 8636793 GASKET (N/C)
 1 9438425 ETM RELOAD (N/C)
 28128-2 ELECTRONIC THROTTLE MODULE INTAKE MANIFOLD REMOVE INSTALL/REPLACE (1) (N/C)
 19 NW 1.00 (N/C)
 PC PARTS: 9494448 COUNT:
 CLEAN WORK
 AUTH CODE:

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

47035 CHECK HISTORY; REPEAT ETM PROBLEMS. CONTACT VOLVO VERIFY OPERATION OF DIAGNOSIS SYSTEM FOR DTC BCM9160. CONNECT LINE SCOPE TO POWER SUPPLY/MONITOR FOR DROP OUT/NONE. CHECK GROUNDS AND SPLICES IN WIRING. REPAIR/REPLACE TERMINAL AT 31771. REPLACED SUPPLY RELAY/OK. RECODE RADIO/+++CORRECT CODE IS 2452. DOWNLOAD NEW SOFTWARE INTO ETM. SAME CONDITION. CODE 9160 WILL NOT ERASE. CONNECT WIRING SYSTEMS FOR TEST/CODES CLEAR. REPLACED ETM AND NEW SOFTWARE ROADTEST/OK SO FAR. TYPE OF WARR

EM R/R INTAKE MAINFOLD AND CLEAN VACUUM BORT AND			
19 C	4.00	304.00	304.00
MS MEND SERVICE			
12 IG	0.00		

<p>Thank You for servicing your car at Alan Byer</p> <p>Ask about our loaner car program or shuttle service Would you currently recommend this dealership for service to anyone? Have we exceeded your expectations during your recent visit?</p>	<p>We Assist</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MSC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p>TOTALS</p>
---	------------------	---	---------------

July 21, 2005

RECEIVED
JUL 25 2005
CUSTOMER CARE

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

Re:

[REDACTED]
Fayetteville, NY
[REDACTED]

VIN# YV1NC56DXX [REDACTED]

Purchased 5/01/03 from Jim Culligan, Inc. (Auto Place ~ Williamsville, NY)
Current Mileage: 47,000

To Whom It May Concern:

When I purchased my vehicle from Jim Culligan's I was told that after the 4 year warranty expired, I would have an additional 2 years because extra money was paid to add on the "Certified" program. It was explained that the only difference in the warranty was that there would be a \$50.00 flat fee each time I used it, regardless of what had to be done.

I have had an on going program with the ETS on my car. I have been taking it to Alan Byer Auto Sales for service (Jim Culligan's is in Buffalo and I live in Syracuse). After spending weeks in the shop this summer, hopefully they have finally fixed the problem. I almost got killed on the highway by a truck speeding by when my power went out the last time it was supposedly fixed.

I do not blame the people at Alan Buyer's. This was a problem that the scopes could not diagnose. They had a lot of time into this. When it came time to pick up my car, it was explained to me that I would have to pay more than the \$50.00 because the "Certified" program was not the same as the original warranty. I called Jim Culligan's and they confirmed what they told me when I bought the car that the warranty was identical (except for the \$50.00).

Apparently, the "Certified" program only pays what they feel is appropriate and therefore it is my responsibility to pay the difference for the time it actually takes to fix the problem.

I was charged \$50.00 in June 2005 to fix this problem, and then \$328.32 in July 2005 to continue to fix the same problem. Something is not right here. I am requesting a refund of the \$328.32 either from the "Certified" program or from Volvo (not from Alan Byer; they deserve to be compensated for there time).

If you would like to discuss it over the phone, please call.

Very truly,





91 Main Street ▶ PO Box 428 ▶ Topsham, ME 04086
 207-729-3369 ▶ Fax 207-729-1185 ▶ 1-800-BCVOLVO

Invoice No 17271	Customer HUGH BARTON	Invoice No 2228	Invoice Date 08/20/03	Invoice No VOC5212025
Price 77.00	Invoice Total 53,274	Color EMER GREEN/	Year 02/29/00	Customer Code 175
Address NORTH YARMOUTH, ME	Model / Description 00/VOLVO/V70 SERIES/5DR WGV	Production Date YV1L25601Y2	Invoice Date 08/20/03	Invoice No NO: 53278
Phone No 207 836	Fax No 207 729			

LABOR & PARTS

CUSTOMER STATES: [REDACTED]
 REGISTRATION - ADVICE
 CHECKED FOR OILS - [REDACTED]
 THROTTLE INT.
 REPLACED THE THROTTLE [REDACTED]
 THE NECESSARY SOFTWARE [REDACTED]

PARTS	QTY	FP NUMBER	DESCRIPTION	PRICE	TOTAL
JOB # 1	1	864387-8	THROTTLE BODY	21.00	21.00
JOB # 1	1	864387-8	THROTTLE BODY	601.00	601.00
JOB # 1	1	863870-9	THROTTLE BODY	2.46	2.46
				TOTAL PARTS	624.46
				LABOR	77.00

THE CAR BATTERY IS GOOD FOR ANOTHER YEAR OR LOT.
 TESTED THE BATTERY AND IT FAILED THE LOAD TEST.
 REPLACED THE BATTERY

PARTS	QTY	FP NUMBER	DESCRIPTION	PRICE	TOTAL
JOB # 2	1	989948-7	BATTERY	142.00	142.00
JOB # 2	1	OFLR	SALES TAX	1.00	1.00
				TOTAL PARTS	143.00
				LABOR & PARTS	142.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF [REDACTED]
 COMMENTS: LOWER

TOTALS

CASH CHECK A/R M/VISA DISC

WE STRIVE FOR PERFECTION...
 BUT WE WOULD LIKE YOU TO RATE OUR SERVICE AS A "10"

OUR SERVICE OFFICE HOURS ARE MONDAY THROUGH FRIDAY,
 7:00 AM TO 6:00 PM
 CLOSED SATURDAYS AND SUNDAYS

LABOR	269.00
PARTS	624.46
TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	12.62
TOTAL	954.58

CUSTOMER SIGNATURE _____

NO: 1 OF 1 CUSTOMER COPY END OF INVOICE j00299

[REDACTED]
North Yarmouth ME [REDACTED]

December 15, 2003

RECEIVED
JAN 5 2004

CUSTOMER RELATIONS

To Whom It May Concern:

This is my 2nd letter that I have written in reference to my service done on my 2000 Volvo XC at the Goodwins Volvo in Topsham, Maine. As stated in my last letter, I brought my car in for routine service and mentioned that the car seemed to hesitate like it was not getting gas. The car was serviced and I assumed that everything was fine. After the servicing the car continued to have the hesitation until the point it would not get gas. I brought the car in and they informed me that I needed to replace the internal throttle unit. Now if they told me that when I first had the problem then I would have been under the 50,000 mile warranty. Unfortunately my mileage was at 53,274 when I got the car back in and the internal throttle control which cost me 779.46. I have always taken my car since I bought it back to the dealer for service and for a car that is only a 2000, I have spent thousands on servicing or fixing minor problems. Attached is the copy of the invoice and I feel that a waiver should be made for the cost of service since I was just over the warranty and if we discovered this earlier I would have been under the warranty. I have never written a letter to get reimbursed for anything and in this case I think I am justified in request a refund for 779.46.

Sincerely,
[REDACTED]

RECEIVED
JAN 26 2004

CUSTOMER RELATIONS

Northport, New York
January 23, 2004

Volvo Customer Care
7 Volvo Drive
Rockleigh, New Jersey
07647

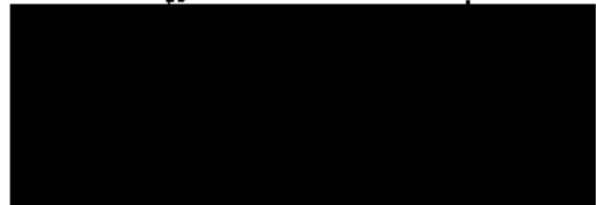
I am presently the original owner of a 2000 Volvo S80. I have previously purchased only Volvo's for the past 25 years. I have always been more than satisfied with those cars and kept each car for 8-10 years and well over 100,000 miles. For this reason, I had no hesitation in purchasing my present vehicle. I am the sole driver of my car, I am 58 years old and take very good care of my cars with servicing and maintenance on them, and my driving habits are not abusive on a car.

I have been extremely unhappy and dissatisfied with this S80. The repairs on this car have been excessive and at present I have only 27,000 miles on my car. I have enclosed the repairs that have been done on this car. The most recent being "the defective locking arm and shift cable". If R is defective, why do I have to pay for it? More upsetting to me is a shift cable should never have to be replaced on a car with this low mileage. Does this mean in another 25,000 miles I will be replacing it again? This is also the case with many of the repairs done on this car, as you can see from the repair report I have enclosed. I would like an explanation from Volvo as to why this car required so many repairs with only 27,000 miles on the vehicle and why I am responsible to pay for a "defective part".

I purchased my car at Hazlet Volvo Dealership, and would like to report that the service advisors have always been extremely courteous and helpful to me in my dealings with them.

Your attention and reply to this matter is greatly appreciated. At this point, I feel distraught that my only option on this car is to get rid of it after this many repairs on a very low mileage car. After owning Volvo's for most of my adult life with satisfaction, I would certainly have to look at other high end types of cars after owning this one. I honestly don't believe this is how Volvo wants to be perceived by its loyal customers.

Yours truly,



HASSSEL AUTO GROUP, INC. HASSSEL AUTO WEST, INC
VOLVO **VOLVO**

348 W. Justice Tpk.
 Huntington, N.Y. 11743
 Tel (813) 371-1300
 Fax (813) 371-8913

78 Cedar Swamp Rd.
 Glen Cove, N.Y. 11542
 Tel (516) 871-1700
 Fax (516) 808-3070

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

NORFOLK, NY

SERVICE ADVISOR ANTONIO D. D'ALESSIO

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAB NO.	P.A. NO.	DATE	INVOICE NO.
24JAN03	HV2799X	YV1TS94D7Y	30479			24JAN03	70257
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	REGISTRATION	TAX	SALES TAX
14:28	16:47	00	VOLVO S60 4DR		93.00	11OCT99	304 303
MILEAGE IN	MILEAGE OUT	LICENSE NO.					
21038	21038						

INOP
 35 ADJUST WASHERS.
 382 CPV 0.00 0.00 0.00
 *** TECH NOTED LOWER TORQUE MOUNT BROKEN
 CAUSE: 43 BROKEN
 21822-2 ENGINE MOUNTING/TORQUE ARM UPPER
 REPLACE (C)
 382 WPV3 0.50
 1 9179014 TORQUE ROD
 FC: PARTS: 9179014 ACCOUNT:
 CLAIM TYPE:
 AUTH CODE:



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBST AMOUNT	0.00
WASH. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00 X

N.Y.S. REG. REPAIR SHOP LIC. NO 7078288

EXCLUSION OF WARRANTIES
 The customer on this date and acceptance and hereby are held by the repairperson. The undersigned purchaser understands and agrees that there is no warranty of any kind, express or implied, and that the purchaser is responsible for the condition of the vehicle at all times. The undersigned purchaser understands and agrees that the repairperson is not responsible for any damage to the vehicle or any other property of the purchaser that may occur as a result of the repair work. The undersigned purchaser understands and agrees that the repairperson is not responsible for any damage to the vehicle or any other property of the purchaser that may occur as a result of the repair work.

REPLACE BROKEN POWER STEERING HOSE CLAMP.
 PERFORM FREE OIL AND FILTER CHANGE.
 REPLACE WIPER BLADES N/C PART OF SALE.
 ADJUST WASHERS.
 REPLACE LOWER TORQUE ARM MOUNT.

BY SIGNING OR PROVIDING SERVICE, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. THE CUSTOMER HAS BEEN ADVISED OF THIS AND HAS NO OBJECTION FROM THE SIGNATURE OF THE CUSTOMER. THIS WORK ORDER IS VALID FOR 90 DAYS FROM THE DATE OF SERVICE. THIS WORK ORDER IS NOT VALID FOR 90 DAYS FROM THE DATE OF SERVICE. THIS WORK ORDER IS NOT VALID FOR 90 DAYS FROM THE DATE OF SERVICE.

HASSEL AUTO GROUP, INC. HASSEL AUTO WEST, INC
VOLVO **VOLVO**

348 W. Jambro Tpk.
 Hamilton, N.Y. 11743
 Tel (845) 871-1200
 Fax (845) 271-8818

78 Cedar Street Bldg.
 Glen Cove, N.Y. 11543
 Tel (516) 871-1200
 Fax (516) 808-3070

Visit us at our website: www.hassel.com
 E-MAIL US AT: service@hasselvolvo.com

NORTHPORT, NY

SERVICE ADVISOR ANTONIO D. D'ALESSIO

24JAN03	24JAN03	HV2799X	YV1TS94D7Y	30479		24JAN03	70257
14:28	16:47	00 VOLVO 880 4DR			93.00	11OCT99	304 303
21038	21038						

A CUSTOMER STATES THERE IS POWER STEERING
 CAUSE: 27 LEAKAGE
 REPLACE (C)
 382 WPV3 0.40
 1 983725 3 HOSE CLAMP (N/C)
 EC: PART#: 983725 COUNT: 3
 CLAIM TYPE:
 AUTH CODE:
 B PERFORM FREE OIL AND FILTER CHANGE
 019 PERFORM FREE OIL AND FILTER CHANGE
 1 1275810 8 FILTER
 1 8889956 ENGINE OIL (N/C)
 1 977751 7 GASKET
 C CUSTOMER REQUEST REPLACE FRONT WIPER BLADES
 35 WIPERS AND WASHERS
 382 INCV 0.00 (N/C)
 1 9190447 4 WIPER BLADE (N/C)
 D CUSTOMER STATES DRIVER SIDE WASHER JET IS

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

N.Y.S. REG. REPAIR SHOP LIC. NO.
 7078288

EXCLUSION OF WARRANTY
 Any warranty on the parts and accessories sold hereby are made by the manufacturer. The undersigned purveyor does not warrant the quality or workmanship of any part, service or repair and therefore, the purveyor, including purveyor of maintenance or labor for a particular problem, will accept no liability for mechanical or consequential damage or consequential losses arising out of such services. The undersigned purveyor further agrees that the warranties contained by their supplier, but not limited to, any manufacturer that sell parts under agreement on a workmanship quality or that they will provide any vehicle or any of its systems in perfect and reasonable safety, condition, or manner.

X

ON BEHALF OF SERVICE ADVISOR, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND I AGREE TO WAIVE ALL RIGHTS OF THE PURVEYOR OR SUPPLIER, INCLUDING ANY CLAIMS OR DAMAGES, THAT MAY BE ASSERTED OR INCURRED AGAINST ME IN ANY MANNER WITH ANY LIABILITY, INCLUDING BUT NOT LIMITED TO, REPAIRS, REPLACEMENTS, AND COSTS OF LITIGATION, FOR (1) YEAR FROM THE DATE OF PURCHASE AND REPAIRS AT THE SERVICE DEALER FOR DEFECTS BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE _____ DATE _____

HASEL AUTO GROUP, INC. HASEL AUTO WEST, INC.
VOLVO **VOLVO**

346 W. Jersey Turnpike
 Haddonfield, N.J. 08033
 Tel: (856) 271-1200
 Fax: (856) 271-0813

78 Cedar Street Rd.
 Glen Cove, N.Y. 11542
 Tel: (516) 871-1700
 Fax: (516) 868-3070

Visit us at our website: www.hasel.com
 E-mail us at: service@haselvolvo.com

NORTHPORT, NY

SERVICE ADVISOR **JOSEPH A. TISO**

10FEB03	11FEB03	HV2799X	YV1TS94D7Y	30479		11FEB03	70821
13:09	13:35	00	VOLVO S80 4DR		93.00	110CT99	307 307
21314	21316						

A CUSTOMER STATES CHECK SRS LIGHT COMING ON
 37219 REPLACED CONTROL MODULE AND
 DOWNLOADED SOFTWARE
 311 BOUTSIKOS, JOHN LIC#: 0436

1 9162779 4 MODULE (N/C)
 1 9488286 SWM RELOAD (N/C)
 1 9488286 SWM RELOAD (N/C)
 1 8685286 UPGRADE SWM (N/C)
 36004-2 SOFTWARE CONTROL MODULE
 DOWNLOADING
 311 BOUTSIKOS, JOHN LIC#: 0436
 FC: PART#: 9162779 COUNT:
 AUTH CODE:

B CUSTOMER STATES CHECK ABS LIGHT COMING ON
 0 SEE COMMENT BOX
 311 BOUTSIKOS, JOHN LIC#: 0436

C CUSTOMER STATES CHECK RIGHT FRONT DOOR LOCK
 NOT OPERATING. CHECK LOCKING SYSTEM

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

N.Y.S. REG. REPAIR SHOP LIC. NO.
 7076268

EXCLUSION OF WARRANTIES
 Any warranties on the parts and labor are hereby excluded by the repair shop. The undersigned mechanic certifies that the vehicle was inspected at the time of repair and that the vehicle was returned to the customer in good working order. The undersigned mechanic further certifies that the vehicle was returned to the customer in good working order and that the vehicle was returned to the customer in good working order. The undersigned mechanic further certifies that the vehicle was returned to the customer in good working order and that the vehicle was returned to the customer in good working order.

ON BEHALF OF REPONSE SERVICE, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND COMPLETE AND THAT I AM AWARE OF THE CONSEQUENCES OF THIS STATEMENT AND THAT I AM NOT PROVIDING THIS INFORMATION FOR THE PURPOSE OF OBTAINING A FINANCIAL BENEFIT OR OTHER BENEFIT. I AM NOT PROVIDING THIS INFORMATION FOR THE PURPOSE OF OBTAINING A FINANCIAL BENEFIT OR OTHER BENEFIT. I AM NOT PROVIDING THIS INFORMATION FOR THE PURPOSE OF OBTAINING A FINANCIAL BENEFIT OR OTHER BENEFIT.

CUSTOMER SIGNATURE: _____ DATE: _____

HASSEL AUTO GROUP, INC. HASSEL AUTO WEST, INC.
VOLVO **VOLVO**

540 W. John F. ...
Huntington, N.Y. 11743
Tel (831) 271-1500
Fax (831) 271-0819

75 Cedar Street Rd.
Great Neck, N.Y. 11042
Tel (516) 471-1700
Fax (516) 808-3070

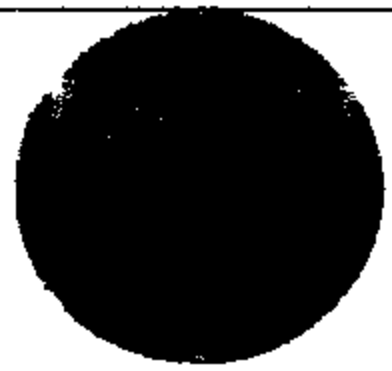
Visit us at our website: www.hassel.com
E-mail us at service@hasselvolvo.com

NORTHPORT, NY

SERVICE ADVISOR **ANTONIO D. D'ALESSIO**

12JUN03	13JUN03	HV2799X	YV1TS94D7Y	30479	13JUN03	75179
09:05	10:16	00 VOLVO B80 4DR		0.00	11OCT99	303 303
24146	24147					

CAUSE: 12 COMPONENT MISSING
 358 BRAMBACH JR, ED LIC#: 4628
 1 3546923 8 WHEEL CAP (N/C)
 CLAIM TYPE:
 AUTH CODE:
 PERFORM FREE OIL AND FILTER CHANGE
 019 PERFORM FREE OIL AND FILTER CHANGE
 1 1279810 8 WHEEL CAP (N/C)
 INSERT (N/C)
 1 977751 7 GASKET (N/C)
 1 8889956 ENGINE OIL (N/C)
 017 TRANSPORTATION/GOODWILL
 SUPPLIED TWO DAY RENTAL TO CUSTOMER HERTZ
 ILCV: (N/C)



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00 X

N.Y.S. REG. REPAIR SHOP LIC. NO
7078268

EXCLUSION OF WARRANTIES

The customer on the date and signature will hereby be taken by its...
The undersigned purchaser understands and agrees that their...
The undersigned purchaser agrees that the vehicle is being sold as is...
The undersigned purchaser agrees that the vehicle is being sold as is...
The undersigned purchaser agrees that the vehicle is being sold as is...

PERFORM SOFTWARE DOWNLOAD 793 FOR IDLE SURGE.
 REPLACED DEFECTIVE AIR MASS METER.
 LUBED DRIVER FRONT WINDOW GUIDE.
 REPLACED MISSING LEFT REAR WHEEL CAP.
 PERFORM FREE OIL AND FILTER CHANGE.
 SUPPLIED TWO DAY RENTAL TO CUSTOMER

IN FULL OF SERVICE... I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE...
I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE...
I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE...

HASSEL AUTO GROUP, INC. HASSEL AUTO WEST, INC.
VOLVO **VOLVO**

345 W. Justice Tpk.
 Huntington, N.Y. 11743
 Tel (516) 371-1200
 Fax (516) 371-0813

78 Cash/Beacon Rd.
 Glen Cove, N.Y. 11543
 Tel (516) 671-1700
 Fax (516) 600-3070

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 E-mail us at: service@hasselvolvo.com

NORTHPORT, NY

SERVICE ADVISOR ANTONIO D. D'ALESSIO

2JUN03	13JUN03	HV2799X	YV1T894D7Y1	30479		13JUN03	75179
09:05	10:16	00 VOLVO S80 4DR		757-0856	0.00	11OCT99	303 303
24146	24147						

TRACING DIAGNOSTIC TROUBLE CODE (B)
 WPV3 0.20 (N/C)
 REPLACE (B)
 WPV3 0.30 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 C CUSTOMER STATES LEFT REAR WHEEL CAP IS MISSING
 SQUEAKING WHEN GOING OVER BUMPS
 83957-2 POWER WINDOW MECHANISM GREASE
 358 BRAMBACH JR, RD LIC#: 4628
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 D CUSTOMER STATES LEFT REAR WHEEL CAP IS MISSING

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

N.Y.S. REG. REPAIR SHOP LIC. NO.
 7078268
EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories used hereby are made by the manufacturer. The undersigned purchaser understands and agrees that they accept no responsibility of any kind, express or implied, and absence of warranties, including extension of manufacturer's warranty for 1 year after purchase, with regard to the state-of-the-art customer's purchase and that in no event shall dealer be held liable for incidental or consequential damages or punitive damages arising out of such purchase. The undersigned purchaser further agrees that the warranties provided by dealer herein, but are not limited to, any warranties along with parts and accessories are of reasonable quality or that they will satisfy any vehicle or any of its systems in part with reasonable safety, efficiency, or comfort.

IN WITNESS WHEREOF, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNDER MY PERSONAL KNOWLEDGE AT THE TIME OF MY SIGNATURE AND THAT I AM AWARE OF THE OBLIGATION TO COMPLY WITH THE REGULATION OF THE STATE OF NEW YORK. THAT ANY PART CONTAINED ON THIS FORM WHICH IS SUBJECT TO THE CLAIM AND WHICH IS NOT CONNECTED IN ANY MANNER WITH ANY ACCOUNT, MAY BE USED BY ANY PERSON TO SUPPORT THE CLAIM AND AVAILABLE FOR UP TO 180 DAYS FROM THE DATE OF PAYMENT NOTIFICATION BY THE SERVICE DEALER FOR THE PURPOSE OF MANUFACTURER'S WARRANTY CLAIM.

DATE: _____ CUSTOMER SIGNATURE: _____ SERVICE MANAGER OR AUTHORIZED PERSON: _____ DATE: _____

HASSEL AUTO GROUP, INC. HASSEL AUTO WEST, INC.
VOLVO **VOLVO**

348 W. Jericho Turnpike
 Huntington, N.Y. 11743
 Tel (516) 271-1200
 Fax (516) 277-8813

79 Cedar Swamp Rd.
 Glen Cove, N.Y. 11543
 Tel (516) 671-1700
 Fax (516) 609-3070

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

NORTHPORT, NY

SERVICE ADVISOR **ANTONIO D. D'ALESSIO**

DATE IN	DATE OUT	VIN	MAKE & MODEL	MI	OD	PRICE	PRICE NO.
12JUN03	13JUN03	HV2799X	YV1TS94D7Y1	30479		13JUN03	75179
09:05	10:16	00	VOLVO S80 4DR	0.00	11OCT99	303	303
24146	24147						

A CUSTOMER STATES INTERMITTENTLY WHEN AC IS ON
 WITH OUT THE AC ON
 36004-2 SOFTWARE CONTROL MODULE
 358 BRAMBACH JR, ED LIC#: 4628
 WPV3 0.40
 1 859:303 S UPGRADE ECM
 BP
 FC: PART#: 8691303 COUNT:
 CLAIM TYPE:
 AUTH CODE:

B CUSTOMER STATES THAT THE CHECK ENGINE LIGHT
 CAUSE: 10 DEFECTIVE COMPONENT
 READING/ RESETTING VST/VCT (B)
 358 BRAMBACH JR, ED LIC#: 4628
 WPV3 0.30
 FLOW
 28462-3-ENGINE CONTROL MODULE FAULT

DESCRIPTION	TOTALS
LABOR AMOUNT	
GAS, OIL, LUBE	
BUYLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
PLEASE PAY THIS AMOUNT	

N.Y.S. REG. REPAIR SHOP LIC. NO.
 7078268

EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories sold herein are made by the manufacturer. The undersigned purchaser certifies and agrees that dealer makes no warranty of any kind, express or implied, and including of materials, including warranty of workmanship or fitness for a particular purpose, with respect to the parts and/or accessories purchased and that to no extent shall dealer be held liable in tort, contract or otherwise for damages or consequential losses arising out of such operations. The undersigned purchaser further agrees that the replacement cost of labor required, but not limited to any unexpected labor such parts and/or accessories, are of workmanship quality or that they will install any vehicle or any of its systems in perfect with reasonable safety, efficiency, or economy.

ON BEHALF OF SERVICE BUREAU, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, LAURENCE STEPHANE SERVICE BUREAU, 1000 WEST 10TH AVENUE, DENVER, COLORADO 80202. THIS WAS AN INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHER FACTORS. NO PART PROVIDED BY REPLACES UNDER THIS CLAIM HAS BEEN CONDUCTED IN ANY WAY WITH ANY INTERFERENCE TO THE ORIGINAL MANUFACTURER'S WARRANTY. THIS CLAIM IS AVAILABLE FOR 111 YEARS FROM THE DATE OF PAYMENT NOTIFICATION BY THE SERVICE DEALER FOR REPAIRS BY MANUFACTURER'S REPRESENTATIVE.

NORTHPORT, NY

VOLVO

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

28 Collins Ave. S.E.
 Glen Cove, N.Y. 11543
 Tel (516) 621-1700
 Fax (516) 608-3070

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

SERVICE ADVISOR **ROBERT R. GASSLER**

DATE IN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.L. NO.	DATE	INVOICE NO.
16JAN04	20JAN04	HV2799X	YV1TS94D7Y1	30479			20JAN04	82849
11:52	16:54	00	VOLVO S80 4DR		0.00	11OCT99	304	304
27415	27415							

CUSTOMER STATES IGNITION KEY WONT COME OUT

45 REPLACE DEFECTIVE LOCKING ARM AND
 SHIFT CABLE.

311 BOUTSIKOS, JOHN LIC#: 0436

311 BOUTSIKOS, JOHN LIC#: 0436

1	9480720	LOCKING ARM	14.79	14.79	14.79	(N/C)
		IADSV				(N/C)
	9480840	CABLE	37.90	37.90	37.90	(N/C)
		CPV				(N/C)

PLIT FOR THIS OPERATION 90/10 LABOR AND PARTS

019 PERFORM FREE OIL AND FILTER CHANGE

INCV 0.40

INSERT

REPAIR ENGINE OIL

1 977751 7 GASKET

1 1189943 2 NW SOLVENT

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

N.Y.S. REG. REPAIR SHOP LIC. NO.
 7078288

DISCLAIMER OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer shall be responsible for any labor, repairs or material, and installation of accessories, including accessories of non-manufacturer or dealer for a particular purpose, with regard to the given make equipment purchased; and that in no event shall dealer be liable for incidental or consequential damages or consequential losses arising out of such operations. The undersigned purchaser further agrees that the warranties offered by dealer herein, but are not limited to, any warranties that such parts, whether accessories or of manufacturer quality or that they will enable the vehicle or any of its systems to perform in a safe, reliable manner, or manner.

X

WE warrant that the information contained herein is accurate unless otherwise stated. SERVICE ADVISOR'S NAME PRINTED AT THE BOTTOM OF EACH PAGE WILL BE INDICATED FROM THE APPEARANCE OF THE VEHICLE ON THE SERVICE. IF ANY PART APPEARS ON THE SERVICE ORDER THE CLASS HAS BEEN CONNECTED IN ANY WAY WITH AN ACTUAL, REPAIRING OR MAINTENANCE OPERATION. THIS CLASS WILL EXPIRE 12 (12) MONTHS FROM THE DATE OF PAYMENT OF INVOICE AT THE SERVICE CENTER FOR REPAIRS BY MANUFACTURER'S REPRESENTATIVE.

HASEL AUTO GROUP, INC. HASEL AUTO WEST, INC. VOLVO VOLVO

348 W. Justice Tpk. Huntington, N.Y. 11743 Tel (516) 271-1300 Fax (516) 271-6813

79 Cedar Swamp Rd. Glen Cove, N.Y. 11542 Tel (516) 871-1700 Fax (516) 808-3070

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NORFOLK, NY

SERVICE ADVISOR ROBERT R. GASSLER

Table with columns: DATE READY, STOCK NO., VEHICLE IDENTIFICATION, CUST. NO., TAG NO., P.O. NO., REG, INVOICE NO., TIME IN, TIME READY, YEAR, MAKE & MODEL, TELEPHONE NO., GROSS WT, NET WT, FEELS, CA. Includes data for 16 JAN 04, 20 JAN 04, HV2799X, YV1TS94D7Y1, 30479, 20 JAN 04, 82849.

C** REPLACE WIPERS. 15 WIPERS AND WIPERS. 317 BOUTSIKOS, JOHN LIC#: 0436 INCV 01.00 (N/C) 1 274481 1 WIPER BLADE (N/C)



Table with columns: DESCRIPTION, TOTAL. Rows include LABOR AMOUNT (441.00), PARTS AMOUNT (52.69), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (493.69), LESS INSURANCE (0.00), SALES TAX (43.20), PLEASE PAY THIS AMOUNT.

N.Y.S. REG. REPAIR SHOP LIC. NO. 7078268

EXCLUSION OF WARRANTIES. Any warranties on the parts and materials used hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, that includes or extends, liability coverage of workmanship or fitness for a particular purpose, with regard to the parts and/or materials provided and that in no event shall dealer be liable for accidental or consequential damage or expenses hereon arising out of such purchase. The undersigned purchaser further agrees that the vehicles included by dealer herein, but not limited to, are vehicles that each carry dealer's disclaimer on all workmanship parts or that they will credit any value or any of its features to perform with reasonable safety, efficiency, or comfort.

REPLACE DEFECTIVE ROCKER AND SHIFT CABLE. PERFORM FREE OIL AND FILTER CHANGE. REPLACE WIPER BLADES N/C AS PER CAR SALE. SUPPLY FREE LOANER CAR TO CUSTOMER.

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE, UNLESS OTHERWISE INDICATED. THIS WARRANTY IS VOID WHERE PROHIBITED BY LAW. THIS WARRANTY IS NOT VALID UNLESS IT IS PRINTED ON THE REVERSE OF THIS WARRANTY. ANY OTHER SERVICE CONTRACTS OR WARRANTIES IN ANY WAY CONTRADICT THIS WARRANTY. LIABILITY FOR DEFECTS, INCLUDING WARRANTIES, IS THE SOLE RESPONSIBILITY OF THE MANUFACTURER. FOR THE STATE OF NEW YORK, NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

HASEL AUTO GROUP, INC. HASEL AUTO WEST, INC.
VOLVO **VOLVO**

345 W. Justice Tpk.
 Huntington, N.Y. 11743
 Tel (831) 271-1200
 Fax (831) 271-4813

70 Cedar Swamp Rd.
 Glen Cove, N.Y. 11543
 Tel (516) 673-1700
 Fax (516) 608-8070

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

ROSEPORT, NY
 SERVICE ADVISOR **JOSEPH A. TISO**

8744-0
 8744-0
 8744-0

10FEB03	11FEB03	HV2799X	YV1TS94D7Y	30479	11FEB03	70821
13:09	13:35	00 VOLVO S80 4DR		93.00	11OCT99	307 307
21314	21316					

CAUSE: 10 DEFECTIVE
 83...
 (C)
 WPV3 0.80 (N/C)
 1 982565 4 BLIND RIVET (N/C)
 FC: PART#: S80551 QTY: 1
 CLAIM TYPE:
 AUTH CODE:
A S S E
VOLVO



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INWARRANT	0.00
SALES TAX	0.00

N.Y.S. REG. REPAIR SHOP LIC. NO.
 7078288

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold herein are made by the manufacturer. The undersigned neither warrants nor implies that their work is free from any defect, error or fault, and declines all warranties, including warranties of workmanship or fitness for a particular purpose, with regard to any parts and/or accessories purchased and used in the repair and/or maintenance of this vehicle. The undersigned disclaims any liability for any damage or loss of any kind resulting from the use of any parts and/or accessories purchased and used in the repair and/or maintenance of this vehicle. The undersigned disclaims any liability for any damage or loss of any kind resulting from the use of any parts and/or accessories purchased and used in the repair and/or maintenance of this vehicle. The undersigned disclaims any liability for any damage or loss of any kind resulting from the use of any parts and/or accessories purchased and used in the repair and/or maintenance of this vehicle.

PLEASE PAY THIS AMOUNT X

REPLACED CONTROL MODULE AND DOWNLOADED SOFTWARE
 ABS REPAIRED WHEN MODULE REPLACED
 REPLACED RIGHT FRONT DOOR LOCK ACTUATOR
 FREE CAR WASH

IN WITNESS WHEREOF, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. SERVICE CHARGES WILL BE REPAIRED AT MY CHARGE TO ORDER. THIS WARRANTY IS SUBJECT TO THE APPROVAL OF THE VOLVO FINANCIAL GROUP. THAT ANY PART PURCHASED OR REPAIRED UNDER THIS PLAN HAS BEEN CONSTRUCTED IN ANY WAY WITH ANY MATERIALS, WORKMANSHIP, EQUIPMENT, METHODS OR TOOLS THAT ARE NOT APPROVED BY VOLVO. THIS WARRANTY IS VOID FROM THE DATE OF AGENCY NOTIFICATION AT THE MANUFACTURER'S DISCRETION BY MANUFACTURER'S REPRESENTATIVE.

Visit us at our website www.hassel.com &
 E-mail us at: service@hasselvolvo.com
HASSEL AUTO GROUP, INC. HASSEL AUTO WEST, INC.
VOLVO VOLVO

345 W. Jericho Tpke. 79 Cedar Swamp Rd.
 Huntington, N.Y. 11743 Glen Cove, N.Y. 11542
 Tel (831) 271-1200 Tel (516) 571-1700
 Fax (831) 271-8812 Fax (516) 608-8070

NORTHPORT, NY [REDACTED]
 SERVICE ADVISOR **JOSEPH A. TISO**

CALL AD 2-3

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	QTY. NO.	TAG NO.	P.O. NO.	INVOICE NO.	STOCK NO.
21 FEB 02	25 FEB 02	HV2799X	YV1TS94D7Y1 [REDACTED]	30479	[REDACTED]	[REDACTED]	25 FEB 02	58853
TIME IN	TIME READY							
13:13	10:53	00	VOLVO 880 4DR			89.00	11 OCT 99	303 307
16195	16209							

A CUSTOMER STATES CHECK CLUNK FROM FRONT END

CAUSE: 40 WORN
 76210-2 LINK ANTI ROLL BAR FRONT 2 SIDES
 REPLACE (C)
 382 WPV3 0.40
 2 981062 3 SEMS SCREW
 2 8578585 O-RING
 2 274303 LINK
 2 941426 BUSHING
 21913-2 O RING S/E FRAME BUSHING REAR X2
 INSTALL AS PER 2190030
 382 WPV3 0.70
 INSTALL/ REPLACE (C)

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



FC: PART#: 981062 COUNT:
 CLAIM TYPE:
 AUTH CODE:

B CUSTOMER STATES CHECK VIBRATION WHILE

60 REPLACED WORN REAR A FRAME BUSHINGS
 0.00 0.00

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

N.Y.S. REG. REPAIR SHOP LIC. NO. 7078268

EXCLUSION OF WARRANTIES
 Any vehicle in the parts and accessories and labor is not warranted. The undersigned purchaser understands and agrees that they shall release and hold harmless the undersigned and its affiliates, including successors of responsibility or those to a certain extent, with regard to the parts and accessories purchased and that it is not over and shall hold it liable for whatever or consequential damages or expenses that may result from the use of such parts. The undersigned purchaser further agrees that the warranties included by the manufacturer, but do not extend to any accessories that such parts, proper installation and of workmanship. Quality to that they will provide any vehicle or any of its systems to perform with reasonable safety, efficiency, or economy.

REPLACED WORN FRONT SWAY BAR END LINKS.
 REPLACED WORN FRONT LOWER SUBFRAME BUSHINGS
 REPLACED WORN A FRAME BUSHINGS.
 SUPPLIED FREE LOANER VEHICLE.

ON BEHALF OF SERVICE CENTER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND NOT DECEITFUL. I AM NOT PROVIDING ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE MERCHANTABILITY OF THE GOODS OR SERVICES, OR FITNESS FOR ANY PARTICULAR PURPOSE. I AM NOT PROVIDING ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE MERCHANTABILITY OF THE GOODS OR SERVICES, OR FITNESS FOR ANY PARTICULAR PURPOSE. I AM NOT PROVIDING ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE MERCHANTABILITY OF THE GOODS OR SERVICES, OR FITNESS FOR ANY PARTICULAR PURPOSE.

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HASSEL AUTO GROUP, INC. HASSEL AV
VOLVO **VOLVO**

NORTHPORT, NY

345 W. Jericho Tpke.
Huntington, N.Y. 11743
Tel (831) 271-1200
Fax (831) 271-6813

79 Cedar Swamp Rd.
Glen Cove, N.Y. 11542
Tel (516) 871-1700
Fax (516) 808-3070

SERVICE ADVISOR **JOSEPH A. TISO**

08MAR02	08MAR02	HV2799X	YV1TS94D7Y	30479		08MAR02	59325
13:24	15:23	00 VOLVO S80 4DR		89.00	11OCT99	307	307
16417	16419						

CUSTOMER STATES CHECK THERE IS A CLUNK IN ACCEL AGAIN

61254-2 BALL JOINT LOWER 1 SIDE REPLACE

332 WILLIS, DAVID LIC#: 9487

WPV3 0.90

1 274193 2 BALL JOINT

KIT

1 8671633 8 ENGINE

MOUNTIN

21822-2 ENGINE MOUNT/TORQUE ARM UPPER REPLACE (C)

332 WILLIS, DAVID LIC#: 9487

WPV3 0.90

FC: PART#: 274193 COUNT:

CLAIM TYPE:

AUTH CODE:

S F

** PRE-INVOICE **		DESCRIPTION	TOTAL	N.Y.S. REG. REPAIR SHOP LIC. NO. 7078288
		LABOR AMOUNT	0.00	EXCLUSION OF WARRANTIES We warrant on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that their value is dependent on any list, agency or outlet, and that the manufacturer, including warranties of merchantability or fitness for a particular purpose, shall remain in full force and effect. The undersigned purchaser further agrees that the warranties provided by their manufacturer and not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will match any vehicle or any of its systems in design and operating safety, efficiency, or capacity.
		PARTS AMOUNT	0.00	
		GAS, OIL, LUBE	0.00	
		SURLET AMOUNT	0.00	
		MISC. CHARGES	0.00	
		TOTAL CHARGE	0.00	
		LESS INSURANCE	0.00	
		SALES TAX	0.00	
		PLEASE PAY THIS AMOUNT	0.00 X	
		REPLACED RIGHT SIDE BALL JOINT REPLACED TORQUE ARM BUSHING		
<small>ON RECEIPT OF GOODS, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND COMPLETE. I AGREE TO HOLD THE UNDERSIGNED PARTS AND ACCESSORIES AS SHOWN TO BE THE PROPERTY OF THE VEHICLE OR EQUIPMENT THAT ANY PART REPLACED OR REPAIRED UNDER THIS WARRANTY WILL BE CONSIDERED AS ANY PART WITH ANY WARRANTY, INCLUDING THE ORIGINAL MANUFACTURER'S WARRANTY. THIS WARRANTY DOES NOT APPLY TO THE WORK FROM THE DATE OF RECEIPT NOTIFICATION BY THE MANUFACTURER FOR DEFECTIVE PARTS BY MANUFACTURER'S REPRESENTATIVE.</small>				
		CUSTOMER SIGNATURE		DATE

James Ball

United States Home

Information Center Customer Support



Search

<input type="text"/>	Office / Print Services	Freight Services	Expedited Services
Ship	<input type="text"/>	Manage My Account	International Tools

Track Shipments
Detailed Results

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You can also track:

- [FedEx Trade Network shipments](#)
- [By Email Track](#)
- [By FedEx Wireless Solutions](#)

Tracking number	791379991152	Reference	953903010008555
Ship date	Nov 5, 2004		8
		Delivery location	SAN LEANDRO, CA
		Service type	FedEx 2Day Freight
		Weight	249.0 lbs.

Status **Arrived at FedEx location**

Wrong Address?
Reduce future mistakes by use [FedEx Address Checker](#).

Date/Time	Activity	Location	Details
Nov 5, 2004	11:12 AM Arrived at FedEx location	OAKLAND, CA	Shipping Weight? FedEx has LTL, air freight, surface and air expedited for multi piece package delivery and ocean freight.
	8:25 AM Departed FedEx location	NEWARK, NJ	
Nov 5, 2004	8:03 PM At local FedEx facility	ELIZABETH, NJ	
	7:34 PM Left origin	ELIZABETH, NJ	
	6:30 PM Picked up	ELIZABETH, NJ	
	11:35 AM Package data transmitted to FedEx; package not in FedEx possession		

[Signature proof](#) [Track more shipments](#)

Email your detailed tracking results (optional)

Enter your email, submit up to three email addresses (separated by commas), add your message (optional), and click **Send email**.

Add a message to this email.

From	<input type="text"/>
To	<input type="text"/>

[Send email](#)

Part # 8678866

RECEIVED

JAN 11 2005

CUSTOMER CARE

Office of the President & CEO
Volvo Cars of North America, LLC
7 Volvo Drive
Rockleigh, NJ 07647

5 January, 2005

Dear Mr Doolan,

Thank you so much for the Welcome to Care by Volvo® packet with the enclosed flower seeds. We felt all warm and fuzzy for nearly a whole day after it arrived in the mail on 3 January, 2005. Until the next day that is, when our just-over-a-month old V50 died and left us stranded in the middle of nowhere. It was standing in the dark, 30 degrees, on the side of the road last night that we learned the irony of the Volvo for life slogan. There is no provision in the Care by Volvo® On Call Roadside Assistance program to take care of the people who are stranded within 250 miles of their home, only the Volvo. Imagine the PR value of a car company that had roadside assistance that included something like up to a 25 mile ride home. All the other programs, the ad would announce, leave people stranded on the side of the road, in bad weather perhaps, but Volvo's Care by Volvo® actually delivers you to where you were going should your car become disabled. How handy would that be? How unhandy is the alternative?

Imagine in the information age we live in there is a CEO who is sending forget-me-not seeds to his customers but doesn't have a provision for Volvo On Call Roadside Assistance, aka Cross Country Motor Club, to notify the Volvo dealer that a customer's broken down car is being delivered by tow truck and the driver's name and contact number is included in the email or fax. Incredible, but true, as our family learned in the last eighteen hours. This is service from a company that claims to have award winning service and something called Argosi.net.
From www.argosi.net

"Argosi.net is an industry leading web site that provides service providers and repair facilities the opportunity to transact business, view performance data, and communicate online."

I can see your dilemma as a CEO. Seeds or service ? Sadly, the seeds won.

I called my dealer, Mitchell Volvo of Simsbury, CT, and told the Sales Manager, John Gallagher, how much I loved my salesman, Glenn Rio, and how much I hated the Volvo On Call Roadside Assistance program. His reaction was amazing! He agreed. He told me he complains about it to his Volvo rep all the time. Obviously it is a real problem and one that I don't think will be fixed with seeds. A Mitchell Service Manager told me that tow truck operators are paid \$15 to tow a Volvo under contract with Cross Country Motor Club. My reaction was, if you pay peanuts you get monkeys.

I won't be bought with seeds, sorry.

And whoever thought that you needed to add in your P.S. that "the enclosed wildflower seeds are a small gift..." should be told that we can see how small they are, thank you very much. Little did I know how small until I compared them to the size of Volvo's On Call Roadside Assistance.

On a positive note, let me thank you for what is a fantastic automobile. I am sure that the frayed belt whose errant thread cut through our AC hose and sprayed what appeared to be coolant all over our alternator was an anomaly. I am thrilled with the design, mileage, performance and safety in this remarkable car. We all love it and I have every intention to replace my Land Rover Discovery with a Volvo XC90 when the lease expires.

If there was an iPod connection socket the V50 would be perfect!

I thank my aforementioned salesman extraordinaire Glenn Rio and all the folks at Mitchell Volvo as well as all the people at Volvo Cars of North America and Sweden for such a great automobile.

Thank you also for the time to read my complaints. I hope you, or your successor, are able to implement some improvements in the On Call Roadside Assistance program.

I wish you a satisfying final few months as President and CEO.

Sincerely,

[REDACTED]

Member #17962,
Volvo Club of America

[REDACTED]
Salisbury, CT
[REDACTED]

My wife's VIN # YV1MJ6829 [REDACTED]

CC
Mitchell Volvo
Cross Country Motor Club
Swedespeed forum



WORLDWIDE

1888 5
1888 8

Philip Giles

5 January 2004

RECEIVED
JAN 21 2004

CUSTOMER RELATIONS

Volvo Cars of North America, LLC
Volvo Customer Care Center
Seven Volvo Drive
Rockleigh, New Jersey 07647

Dear Sir or Madam:

For the past 18 years we have been loyal Volvo customers, having bought three new cars during that time:

- 1988 740 Turbo purchased from Meyer Volvo, Larchmont, NY
- 1994 850 Turbo purchased from Meyer Volvo, Larchmont, NY
- 1999 S80 T6 purchased from Mt. Kleco Volvo, Mt. Kisco, NY

Until recently, we have been very happy with Volvo sedans for our family car. This is the result of comfort, safety, performance and reliability.

However, the 1999 S80 has been very disappointing, to say the least. Shortly after taking delivery in May 1999, the car had to be returned to the dealer several times due to an oil leak. The solution at that time was to replace the transmission, after which performance was more or less satisfactory.

However, much worse is the fact that as soon as the 50,000 mile warranty expired, in a little over one year I have spent \$8,000 on repairs, and am facing another \$900 in imminent repair bills.

Records will prove that I've always had my Volvos serviced at the dealer on time specified by the warranty. In August 2002, just after the 50,000 warranty was up, a "Transmission Service Urgent" message appeared and the transmission had to be replaced (mileage of 52,368). Total charge was \$3,147. I've owned about 30 cars in my driving lifetime and have never before had to replace a transmission, and some cars had well over 100,000 miles.

I was also informed that the throttle body unit had failed and had to be replaced for a total of \$808. The dealer was very quick to point out that no problems were indicated

RECEIVED
JUL 10 2003

JOHN ANDREW LEACH

CUSTOMER RELATIONS

1903 Brant Road, Wilmington DE 19810-3801 ♦ +1 (302) 529-1885 ♦ LeachJA2001@aol.com

7 July 2003

Volvo Cars of North America, LLC
Attn: Customer Service Department
Seven Volvo Drive
Rockleigh NJ 07647

RE: Lost Customer Reclaimed

Dear Sirs and Mesdames:

I am writing this letter to tell you of recent experiences I have had with two very different Volvo dealerships. One of them was responsible for losing me as a future Volvo customer while the other was so exemplary in its service that it has more than made up for the deficiency of the former. Allow me to elaborate by recounting my tale.

In March of this year, I was involved in a collision with my 2001 Volvo S60 2.4T in Alexandria VA. At the time, my family and I were preparing to relocate to Wilmington DE, where we reside at the present date. At the time of the accident I called Don Beyer Volvo to ask them for a suitable body shop for repairs. They recommended that I have my Volvo towed to an establishment named Potomac Motors in Alexandria VA. I later learned that this body shop was owned by Don Beyer Volvo.

In short, my experience with both Potomac Motors and Don Beyer Volvo was appalling and exasperating. Within five miles after driving the vehicle away from Potomac Motors on 10 April, it quit running. I rang them immediately to inform them of my plight. Their response was, "That's not what we handle. You need to take the car to the dealer." I managed bring the limping vehicle to Don Beyer Volvo where they replaced the throttle body and gasket at no charge save for the inconvenience. I received the vehicle back on 11 April and we were relocating on 15 April.

Upon settling in Wilmington DE, I began to notice more problems. At that time, I thought that they were small: the steering alignment was slightly off and a soft squeal began emanating from under the hood. Concerned, I located a nearby dealer, Stillman Volvo of West Chester PA. Upon bringing my S60 to them, I learned from them that my vehicle had not been repaired fully and that my alignment issues were far more dramatic than I had supposed. The Service Advisor, Matt Johnson, took the time to review the problems with me and make certain I understood what was needed to remedy the matter. He then took the time to submit a supplemental claim on my behalf to my insurance company.

I have included an assessment of repairs produced by Stillman Volvo needed after Don Beyer Volvo had supposedly "fixed" my vehicle. Most shockingly, Potomac Motors and Don Beyer Volvo failed to notice that the front right strut was bent and required replacement. Please take note of the alignment of the right front annotated as "Before". Potomac Motors and Don Beyer Volvo billed a total of \$5,029.61 and yet Stillman Volvo still had to submit a supplemental claim of \$518.50 in order to make the vehicle street worthy.

I wish to leave no doubt that the sole reason why I will consider buying any Volvo in the future is because of the outstanding service provided by Stillman Volvo and Mr. Matt Johnson. This dealership provides first-class service and performs to their utmost to make me feel confident that my

vehicle is safe and in perfect working order. Indeed, I cannot notice any difference now between the current performance of my S60 and its performance prior to the collision.

I hope that there is some recognition that Volvo gives to its dealerships that perform *par excellence*. If so, please consider this letter as a nomination for Stillman Volvo to receive such recognition.

Sincerely,



Cc: Stillman Volvo, West Chester PA
Cc: Don Bayer Volvo, Alexandria, VA

U.S.A.A.
MID ATLANTIC REGIONAL OFFICE
5800 NORTHAMPTON BLVD
NORFOLK, VA 23502
(800) 551-0222

CD LOG NO 1635 -1

SUPPLEMENT S1

03-21-03 9:45 AM
04-08-03 10:04 AM

CLAIM INFORMATION

CLAIM # 800080002 POLICY # [REDACTED]
COMPANY USAA, BASE = VA, CLOSE CD = NP CLAIM REP 84450/00059
INSURED [REDACTED] LOSS DATE 03-20-03
CLAIMANT [REDACTED] LOSS TYPE COLLISION
LOSS PAYEE ACCT # 801

INSPECTION

TYPE FIELD
PRIMARY POI RIGHT FRONT FENDER SECOND POI FRONT END CENTER
APPRAISER NAME BRIAN SHERMAN
LICENSE # EXT 35834
WORK PHONE (800) 551-0222 FAX
ADDRESS P.O. BOX 30032 INSP DATE 03-21-03
CITY STATE ALEXANDRIA VA LOCATION FIELD
ZIP 22310- CITY STATE RESTON VA

OWNER

[REDACTED] WORK [REDACTED]
[REDACTED] HOME [REDACTED]
ALEXANDRIA VA [REDACTED]

REPAIR

POTOMAC MOTORS CAR IN
8183 RICHMOND HWY CAR OUT
ALEXANDRIA VA 22309- REPAIR 25 DAYS
SHOP PHONE (703) 780-7200 FAX

VEHICLE

2001 VOLVO S60 T5 4 DR SEDAN
3CYL GASOLINE TURBO 2.3

OPTIONS

TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
TRACTION CONTROL SYSTEM CLIMATE CONTROLLED A/C
AUTOMATIC TRANS

BODY COLOR GOLD MILEAGE 36,948
CONDITION VIN YV1R650D312 [REDACTED]
LICENSE # YG52270 CODE KS18

REMARKS:

SYSTEM CK ISSUED PC 02
SUPP 4 SHERM BY SHERM CODE H SYSTEM CK SENT
QRP BROCHURE GIVEN TO OWNER
ESTIMATE GIVEN TO OWNER
D/A 3/20 D/C 3/20 D/R 3/21

ORIGINAL INSURANCE
APPRAISAL @
POTOMAC MOTORS

OP CODES:

-1-

2001 VOLVO S40 T5 4 DR SEDAN

03-21-03 9:43 AM

CLAIM # 000800082

LOG 1635 -1

\$1 04-08-03 10:04 AM

* = USER-ENTERED VALUE	E = REPLACE OEN	NO = REPLACE NAGS
EC = ALTERNATE REPL PART	UC = RECONDITIONED PRT	UN = REMAN/RESULT PRT
EU = RECYCLED PART	EP = ALTERNATE REPL PART	PC = PXN RECONDITIONED
PN = PXN REMAN/REBUILT	TE = PARTL REPL PRICE	ET = PARTL REPL LABOR
IT = PARTIAL REPAIR	I = REPAIR	L = REFINISH
BR = BLEND REFINISH	TT = TWO-TONE	CG = CHIPGUARD
SB = SUBLET	N = ADDITIONAL LABOR	RI = R&I ASSEMBLY
P = CHECK	AA = APPEAR ALLOWANCE	RP = RELATED PRIOR
UP = UNRELATED PRIOR		

OP	GDE	MC	DESCRIPTION	MFR-PART NO.	PRICE	AJX	EX	HOURS	R
E	0010		BUMPER,FRONT	84820962	295.00			1.7	1
E	0004	01	COVER,FRONT BUMPER	399612910	549.00			2.3	1
E	0015		CVR,FRONT BUMPER LW RT	91519249	14.86				INC 1
E	0017		MLDG,FRONT BUMPER COV RT	94848115	41.51				INC 1
E	0021		REINF,FRONT BUMPER	91782136	94.00				INC 1
E	0074		SEAL,FRONT BUMPER	86598745	16.43		\$1		INC 1
E	0092		BRKT,FRONT BUMPER M RT	94843438	6.71				INC 1
E	0042		HEADLAMP ASSY,HALOC RT	86596238	309.00			0.3	1
N	0075		HEADLAMPS A1H	ADDITIONAL LABOR				0.5	1
E	0039		SEAL,HEADLAMP	LT 91988237	19.39		\$1	0.5	1
E	0083		PANEL,HOOD	86438196	710.00			1.2	1
L	0083		PANEL,HOOD	REFINISH				5.9	4
				3.0 SURFACE					
				1.4 EDGE					
				0.6 TWO-STAGE SETUP					
				0.9 TWO-STAGE					
E	0084		HINGE,HOOD PANEL	LT 84325862	65.33			0.4	1
L	0084		HINGE,HOOD PANEL	LT REFINISH				0.4	4
				0.3 SURFACE					
				0.1 TWO-STAGE					
E	0085		HINGE,HOOD PANEL	RT 84325878	65.33			0.4	1
L	0085		HINGE,HOOD PANEL	RT REFINISH				0.4	4
				0.3 SURFACE					
				0.1 TWO-STAGE					
E	0346	07	PLATE,RAD SUPT PANE RT	91750423	25.85		\$1	0.3	1
L	0346		PLATE,RAD SUPT PANE RT	REFINISH			\$1	0.4	4
				0.3 SURFACE					
				0.1 TWO-STAGE					
I	0104	07	PNL ASSEMBLY,INR FN RT	REPAIR				2.0	1
L	0104		PNL ASSEMBLY,INR FN RT	REFINISH				1.2	4
				1.0 SURFACE					
				0.2 TWO-STAGE					
E	0131	07	PNL,INR FENDER FROM RT	91757724	84.00		\$1	4.3	1
L	0131		PNL,INR FENDER FROM RT	REFINISH			\$1	0.2	4
				0.2 SURFACE					
I	0112	07	REINF,SIDE RAIL	RT REPAIR				3.0	1
L	0112		REINF,SIDE RAIL	RT REFINISH				0.2	4
				0.2 SURFACE					
BR	0103		FENDER,FRONT	LT BLEND REFINISH				0.9	4
				0.5 BLEND					
				0.3 TWO-STAGE					
E	0104		FENDER,FRONT	RT 91879593	290.00			2.4	1

L 0104 FENDER,FRONT RT REFINISH 2.3 4
1.4 SURFACE

-2-

2001 VOLVO S60 T5 4 DR SEDAN
CLAIM # 08000002

03-21-03 9:43 AM
S1 04-08-03 10:04 AM

QTY	DESCRIPTION	PART #	UNIT	PRICE	DATE	QTY	UNIT
	LOG 1435	-1					
	0.5 EDGE						
	0.4 TWO-STAGE						
RI 0869	HLDG,FENDER SIDE	L/R R&I ASSEMBLY				0.2	1
E 0870	HLDG,FENDER SIDE	R/R 91819108		38.42		0.1	1
E 0894	SHIELD,FRONT SPLASH	RT 84481744		50.46		INC	1
E 0320	RETAINER,FRONT FEND	RT 94742861		27.90		S1	0.1 1
L 0320	RETAINER,FRONT FEND	RT REFINISH				S1	0.1 4
	0.1 SURFACE						
E 0877	SHIELD,COMPUTER MOD	RT 94947734		7.81			0.6 2
E 0137	BRKT,COMPUTER MODUL	RT 91489828		11.87		S1	INC 2
E 1920	TENSIONER,BELT	86704846		39.09*		S1	2.0*2
N 0974	SUSPENSION ALIGH,FRT	ADDITIONAL LABOR		59.95*			0.0*2
E 0784	PUMP ASSY,POWER STRG	86833779		475.08			1.1 2
E 1057	COVER,NIPER ARM	RT 94846201		4.15			1
E 0223	RESERVOIR,W/S WASHER	86481841		34.44*			0.2 1
L 0624	PILLAR,WINDSHIELD	RT REFINISH					0.6 4
	0.5 SURFACE						
	0.1 TWO-STAGE						
I 0210	PNL,FRONT DOOR OUTE	RT REPAIR					0.5*1
L 0210	PNL,FRONT DOOR OUTE	RT REFINISH					2.4 4
	2.0 SURFACE						
	0.4 TWO-STAGE						
RI 8548	HLDG,FRONT DOOR BE	R/F R&I ASSEMBLY				0.2	1
RI 0238	HLDG,FRONT DOOR SID	RT R&I ASSEMBLY				0.3	1
RI 0559	HOUSING,MIRROR OUTE	RT R&I ASSEMBLY				0.5	1
RI 0228	HANDLE,FRONT DOOR	RT R&I ASSEMBLY				0.7	1
SB	PULL UNIBODY	SUBLET		175.00*			1
E	ALARM HORN	REPLACE OEM		129.80*		S1	0.5*2*
E	HOOD LABELS	REPLACE OEM		10.46*		S1	1
E	MODULE COVER	REPLACE OEM		8.96*		S1	1
E	LOWER HOUSING MODULE	REPLACE OEM		46.14*		S1	0.2*2*

51 ITEMS

MC MESSAGE
S1 CALL DEALER FOR EXACT PART # / PRICE
07 STRUCTURAL PART AS IDENTIFIED BY I-CAR

FINAL CALCULATIONS & ENTRIES

PARTS			
GROSS PARTS			\$ 3,428.31
OTHER PARTS			\$ 59.95
PAINT MATERIAL			\$ 350.00
ADJUSTMENTS			
PARTS TOTAL			\$ 3,838.26
TAX ON PARTS ONLY @	4.500%		\$ 156.97
LABOR	RATE	REPLACE HRS	REPAIR HRS
1-SHEET METAL	\$ 36.00	15.4	G.D
2-MECH/ELEC	\$ 84.00	4.2	
3-FRAME	\$ 48.00		
4-REFINISH	\$ 36.00	15.0	
5-PAINT	\$ 22.00		
			\$ 778.40
			\$ 352.80
			\$ 548.00

-3-

2001 VOLVO S60 T5 4 DR SEDAN			03-21-03 9:43 AM
CLAIM # 000080082	LOG 1635 -1	\$1	04-05-03 10:04 AM
LABOR TOTAL		\$	1,668.29
TAX ON LABOR		\$	175.00
SUBLET REPAIRS			
TOWING			
STORAGE			
GROSS TOTAL		\$	5,813.43
LESS: DEDUCTIBLE		\$	509.80-
NET TOTAL		\$	5,313.43
LESS: PREVIOUS NET TOTAL		\$	4,529.61-
NET SUPPLEMENT TOTAL		\$	783.82

FXN Y/00/00/00/00 CUN 00/00/00/00/00 GEOCODE: 20007 MORT VA
 SPPL YES GEOCODE: 22153 N.VA
 ADP FENPRO W0485 SI LOG1635 -1 04-05-03 14:16:25 REL 4.05 SN01/03 DT05/03
 (C) 1993 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

3.2 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA. THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

 THIS IS NOT A REPAIR AUTHORIZATION...NO SUPPLEMENTS WITHOUT PRIOR APPROVAL
 PLEASE GIVE THIS REPAIR ESTIMATE TO YOUR GARAGEMAN
 DISCLAIMER: "FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIR MAY RESULT IN ADDITIONAL EXPENSE TO YOU. ANY SUPPLEMENT TO THIS ESTIMATE MUST BE AUTHORIZED BY A USAA APPRAISER."
 NOTICE: "REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER."

-6-

2001 VOLVO S60 T5 4 DR SEDAN
CLAIM # 008800082

LOG 1635 -1
ESTIMATE SUMMARY PAGE
BRIAN SHERMAN

03-21-03 9:43 AM
51 04-08-03 10:04 AM

NET SUPPLEMENT TOTAL	6	783.82
LESS: PREVIOUS NET TOTAL	\$	4,529.61-
GROSS TOTAL	\$	5,313.43
LESS: DEDUCTIBLE	\$	500.00-
NET TOTAL	\$	4,813.43
LESS: PREVIOUS NET TOTAL	\$	4,529.61-
NET SUPPLEMENT TOTAL	\$	283.82

ADP PENPRO W0485 51 LOG1635 -1 04-08-03 14:18:25 REL 4.05 SW01/03 DT05/03
(C) 1993 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

IF ALTERNATIVE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAS ALSO BEEN DISCLOSED. IF ALTERNATIVE QUALITY REPLACEMENT PARTS AS LISTED ON THIS APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO, OR GREATER THAN, THE PARTS BEING REPLACED, AS STATED IN USAA'S LIMITED PARTS WARRANTY. USAA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT, AND CORROSION PROTECTION AS THE PART OR PARTS THEY REPLACE. USAA REQUIRES THE USE OF CAPA-CERTIFIED PARTS FOR ANY SHEET METAL REPLACEMENT PART SUBJECT TO CAPA-CERTIFICATION.

-5-

*** SUPPLEMENT RECONCILIATION ***

CD LOG NO 1635 -1 SUPPLEMENT 51

CLAIM # 000000002 POLICY # [REDACTED]
 INSURED [REDACTED] INSP DATE 03-21-03
 OWNER [REDACTED] APPRAISER BRIAN SHERMAN
 VEHICLE 2001 VOLVO S40 T8 4 DR SEDAN

ADDED LINES							
QDE	PART	OPERATION		PRICE	AJK	EX	LABOR RATE
0039	SEAL, HEADLAMP	LT REPLACE OER	51	19.39			0.3 SH
0074	SEAL, FRONT BUMPER	REPLACE OER	51	14.43			INC SH
0131	PNL, INR FENDER FRONT	RT REPLACE OER	51	84.00			4.3 SH
0131	PNL, INR FENDER FRONT	RT REFINISH	51				0.2 RF
0157	BRKT, COMPUTER MODULE	RT REPLACE OER	51	11.87			INC ME
0320	RETAINER, FRONT FENDER	RT REPLACE OER	51	27.90			0.1 SH
0320	RETAINER, FRONT FENDER	RT REFINISH	51				0.1 RF
0346	PLATE, RAD SUPT PANEL	RT REPLACE OER	51	25.85			0.3 SH
0346	PLATE, RAD SUPT PANEL	RT REFINISH	51				0.4 RF
	ALARM HORN	REPLACE OER	51	129.40*			0.3* ME*
	HOOD LABELS	REPLACE OER	51	10.46*			
	MODULE COVER	REPLACE OER	51	8.96*			
	LOWER HOUSING MODULE	REPLACE OER	51	46.14*			0.2* ME*

CHANGED LINES							
QDE	PART	OPERATION		PRICE	AJK	EX	LABOR RATE
1920	TENSIONER, BELT	REPLACE OER	51	39.09*			2.0* ME
				65.00			0.2 ME

CALCULATION CHANGES		FROM		TO		DIFFERENCE
GROSS PARTS		3,074.22		3,428.51		354.09+
PAINT MATERIAL	22.00	314.60	22.00	330.80		15.40+
TAX ON PARTS ONLY	4.500x	141.04	4.500x	156.97		15.93+
SH - SHEET METAL	36.00	590.40	36.00	770.40		180.00+
ME - MECH/ELEC	84.00	157.68	84.00	352.60		193.20+
RF - REFINISH	36.00	514.88	36.00	540.80		25.20+
SUPP 1 NET TOTAL						703.82+

SUMMARY	NET TOTAL	DATE	TIME	APPRAISER
ORIG EST	4,529.61	03-21-03	9:43 AM	BRIAN SHERMAN
SUPP 1	703.82	04-08-03	10:04 AM	BRIAN SHERMAN

ONS
 4 P: 1007
 22306

CUSTOMER NO. 88852	ADDRESS 15000 N. ...	VENDOR A	ISSUE DATE 04/10/03	ISSUE NO. VA025...
	ISSUE DATE	ISSUE NO.	COLOR 000000	ISSUE NO.
	YEAR/MAKE/MODEL 04/00/VA	ISSUE NO.	ISSUE DATE	ISSUE NO.
	ISSUE NO. YV185502312	ISSUE NO.	ISSUE DATE 03/20/03	ISSUE NO.
	ISSUE NO.	ISSUE NO.	ISSUE DATE	ISSUE NO.
	ISSUE NO.	ISSUE NO.	ISSUE DATE	ISSUE NO.

TOTALS:

DATE: _____
 TIME: _____
 PHONE #: _____
 E-MAIL ADDRESS: _____

CUSTOMER SIGNATURE: _____

Paid
 04/10
 Rick ...

Cash \$500.00
 check \$4529.61

RECEIVED

11/11 2 2003

STOMER RELATIONS

5-25-03

[REDACTED]
[REDACTED]
Agoura, Ca [REDACTED]
[REDACTED]

Volvo
Customer Relations
17 Volvo Drive
Rockleigh, NJ 07647

Dear Sir:

Once again I must communicate a problem that has occurred multiple times with the 2000 S80 I purchased in 2000. As I communicated in January of this year, this is the fourth Volvo that I have owned. I have since learned that this model of Volvo has been subject to frequent repair requirements, and mine appears to be no exception.

I have attached the repair history for my Volvo, which includes no less than four repairs required to the front suspension of the car, beginning shortly after purchasing the car in September of 2000. Specifically, I returned the care on September 21, 2001, October 4, 2000, December 1, 2000, January 14, 2001, March 27, 2002 and most recently on April, 2003. While the car was not under warranty at the time of the last repair, I firmly believe that this has been a continuing problem with faulty suspension design.

I would like to know if Volvo is considering a recall to address this apparent design flaw. I would also like to request that Volvo cover this expensive repair given the continuum problem since purchasing the car in 2000.

I appreciate your consideration of my request. Our family has purchased many Volvos. Understandably, if I have a concern that current Volvo's could require serial repairs for a continuing problem, I will look to a new automobile line for future purchases. I hope you will be able to eliminate this worry.

Sincerely,
[REDACTED]
[REDACTED]

AGG SA, CA

METIN WESTLAKE VOLVO

3880 Auto Mall |
Thousand Oaks, CA
805-487-9404 • 818-4

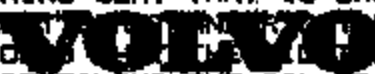
SERVICE ADVISOR: EVAN LEV

DATE: 01/17/03

01APR03	02APR03	V3753	YV1T5940911	1118072	7524	01/17/03
17:	12411	00 VOLVO S60	918	101-5074		
160	63140					

EXCESSIVE COMMENTS/LOCATION

CUSTOMER STATES THAT THERE IS A CLUNKING NOISE FROM THE RIGHT WHEN GOING OVER SPEED BUMPS OR ON BUMPY ROADS.
 999 REPLACE RIGHT FRONT STRUT AND RIGHT FRONT SPRING SEAT
 1573 CV 2.00 1
 1 8667253 2 SHOCK ABSORBER 172.70 1 2.7
 1 8646713 1 SPRING SEAT 31.89 1 1.8
 FAULT TRACED NOISE TO NOISE RIGHT FRONT STRUT AND RIGHT FRONT SPRING SEAT THAT IS CRACKED. REA PLACED RIGHT FRONT STRUT AND SPRING SEAT. NOTE: FOUND OIL LEAKING FROM OIL TRAP. RE C. RESEALING THE OIL TRAP.
 \$330.00



LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/ADJ.	
SALES TAX	
PAID BY	
THIS AMOUNT	

WASTE OIL
 (WHETHER OIL IS DRAINING)
 \$1.20
 SHOCK BUSH REPAIR
 \$3.27
 CARBURETOR CLEAN
 \$4.27
 SAFETY CLEAN FINE
 \$2.27
 SCRAM BATTERY
 \$2.27
 WASH ENGINE
 \$2.27
 BRAKE FLUID
 \$2.27
 TRANSMISSION FLUID CHANGE
 \$4.27
 COOLING SYSTEM CLEAN & FLUSH
 \$2.27

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL
4/18	8:41	60074	Morgan		375.00

I acknowledge notice and give approval of an estimate at the original estimated price.
 I also acknowledge and approve all repairs as finished. Request of vehicle and any warranty work performed.
 X Evans

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME

04/02/03 04:01PM
History Report for Vehicle: Y1119772

WESTLAKE VOLVO

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 80003

Open Date: 02/28/00 Mileage: 9 Service Logon: MW-S
Close Date: 02/28/00 SA Number: 1413 Cashier: heaven

Line Code: A Comeback: N Booker ID: 11540
Complaint: PDI PREDELIVERY INSPECTION
Cause: 85

Labor Type: MYPDI Technician Number: 1158
Op Code: PDI Comeback RO Number:
Description: PREDELIVERY INSPECTION
Labor\$: 86.48
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 11540
Complaint: 01711-8 POS DETAIL DEALER 1994 ALL
Cause: 85

Labor Type: MYPDI Technician Number: 899
Op Code: 01711-8 Comeback RO Number:
Description: POS DETAIL DEALER 1994 ALL
Labor\$: 72.00
Parts\$: 0.00
Miscellaneous\$: 0.00

04/02/03 04:01PM

WESTLAKE VOLVO

History Report for Vehicle: Y1119772

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 63146

Open Date: 08/22/00 Mileage: 7284 Service Logon: WY-S
Close Date: 08/23/00 SA Number: 1411 Cashier: Jeanne

Line Code: A Comeback: N Booker ID: 1411
Complaint: 0700 7500 SERVICE PER FACTORY SCHEDULE

Labor Type: CV Technician Number: 1278
Op Code: 07500 Comeback RO Number:
Description: 7500 SERVICE PER FACTORY SCHEDULE
Labor\$: 136.80
Parts\$: 24.22
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1411
Complaint: CALL NORTHRANCH FOR BODY ESTIMATE TO L/R QUARTER PANEL OF CAR

Labor Type: CV Technician Number: 1278
Op Code: 999 Comeback RO Number:
Description: C ATTACHED FOR BODY ESTIMATE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 1411
Complaint: CK- CUST STATES THAT CLOCK MAY BE LOSING TIME

Labor Type: CV Technician Number: 1278
Op Code: NC Comeback RO Number:
Description: CLOCK SEEMS OK AT THIS TIME
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 1411
Complaint: W0N EXTERIOR WASH AT NO COST TO CUSTOMER (12.00 VALUE)

Labor Type: CV Technician Number: 999
Op Code: W0N Comeback RO Number:
Description: EXTERIOR WASH AT NO COST TO CUSTOMER (12.00 VALUE)
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

04/02/03 04:01PM
History Report for Vehicle: Y1119772

WESTLAKE VOLVO

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 84935

Open Date: 09/21/00 Mileage: 12280 Service Logon: MW-8
Close Date: 09/21/00 SA Number: 1413 Cashier: card1

Line Code: A Comeback: N Booker ID: 1413
Complaint: CK. CUSTOMER STATES LOUD THUMPING SOUND FROM UNDER CENTER OF VE
Cause: X

Labor Type: CV Technician Number: 5755
Op Code: 80W Comeback RO Number:
Description: SPECIAL ORDERED PARTS-WARRANTY
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1413
Complaint: 1 DAY CAR RENTAL - NO CHARGE

Labor Type: CV Technician Number: 999
Op Code: NG Comeback RO Number:
Description: NO CHARGE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CV Technician Number: 999
Op Code: W0W Comeback RO Number:
Description: EXTERIOR WASH AT NO COST TO CUSTOMER (12.00 VALUE)
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CV Technician Number:
Op Code: 9999 Comeback RO Number:
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 25.00

Story for Line A, Version Number 1
FRONT SNAY BAR LINK HAS BEEN SPECIAL ORDERED

04/02/88 04:01PM
History Report for Vehicle: Y1118772

WESTLAKE VOLVO

Customer#: Y1118772
Customer Name: [REDACTED]

RO Number: 85206

Open Date: 10/04/88 Mileage: 12905 Service Logon: WV-8
Close Date: 10/04/88 BA Number: 1413 Cashier: robin

Line Code: A Comeback: N Booker ID: 1413
Complaint: SCOP, CLANKING SOUND FROM UNDER VEHICLE WHEN DRIVING OVER BUMPS
Cause: NOISE

Labor Type: W923 Technician Number: 8785
Op Code: 76208-2 Comeback RO Number:
Description: ANTI ROLL BAR LINK, FRONT, REPLACE
Labor\$: 16.20 Failed Part Number:
Parts\$: 37.63 Failed Code: 10
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: W923 Technician Number: 8785
Op Code: 19119-8 Comeback RO Number:
Description: ADMIN ALLOWANCE
Labor\$: 7.69
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1413
Complaint: SOLDANER CUSTOMER IS SUPPLIED A LOAN VEHICLE AT ZERO DAILY RAT
ASSUMES RESPONSIBILITY FOR ALL DAMAGES. MILEAGE OUT _____

Labor Type: CV Technician Number: 999
Op Code: NC Comeback RO Number:
Description: CUSTOMER DID NOT USE LOAN CAR
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CV Technician Number: 999
Op Code: MCM Comeback RO Number:
Description: EXTERIOR WASH AT NO COST TO CUSTOMER (12.00 VALUE)
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

04/02/05 04:01PM
History Report for Vehicle: Y1110772

WESTLAKE VOLVO

Customer#: Y1110772
Customer Name: [REDACTED]

RO Number: 08206

Open Date: 11/27/00 Mileage: 16261 Service Logon: MV-S
Close Date: 11/27/00 SA Number: 1413 Cashier: carol

Line Code: A Comeback: N Booker ID: 1413
Complaint: 16060 15000 MILE SERVICE PER FACTORY SCHEDULE

Labor Type: CV Technician Number: 5755
Op Code: 15000 Comeback RO Number:
Description: 15000 MILE SERVICE PER FACTORY SCHEDULE
Labor\$: 205.20
Parts\$: 50.51
Miscellaneous\$: 0.00

Labor Type: CHAZ Technician Number: 5755
Op Code: HAZ100 Comeback RO Number:
Description: HAZARDOUS WASTE REMOVAL-WASTE OIL
Labor\$: 1.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
FRONT BRAKE PADS APPROX. 50+% REMAINING, REAR P ADS APPROX. 80+% REMAINING.

04/02/03 04:01PM
History Report for Vehicle: Y1119772

HESTLAKE VOLVO

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 70888

Open Date: 07/29/01 Mileage: 31187 Service Logon: MW-S
Close Date: 07/23/01 SA Number: 5743 Cashier: carol

Line Code: A Comeback: N Booker ID: 5743
Complaint: CUSTOMER STATES THE EMISSIONS LIGHT IS ON, CK AND ADV
Cause: F

Labor Type: MVSS Technician Number: 1544
Op Code: 36001-2 Comeback RO Number:
Description: DIAGNOSTIC TROUBLE CODES (DTC) READING AND RESETTING VST/VCT (B)
Labor\$: 22.00 Failed Part Number: 8570263
Parts\$: 173.25 Failed Code:
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: MVSS Technician Number:
Op Code: 28484-3 Comeback RO Number:
Description: IGNITION AND FUEL INJECTION FAULT TRACING DTC (B)
Labor\$: 16.20
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: MVSS Technician Number: 1544
Op Code: 28484-3 Comeback RO Number:
Description: IGNITION AND FUEL INJECTION FAULT TRACING DTC (B)
Labor\$: 38.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 5743
Complaint: 30000 30000 SERVICE PER FACTORY SCHEDULE

Labor Type: CV Technician Number: 999
Op Code: CD Comeback RO Number:
Description: CUSTOMER DECLINED REPAIRS
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CV Technician Number: 1544
Op Code: REBET Comeback RO Number:
Description: REBET SERVICE LITE, CUST REQUEST NO SERVICE DONE
Labor\$: 25.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line B, Version Number 1
CUSTOMER HAD 30K SERVICE DONE ELSE WHERE. CUSTOMER REQUESTED TO HAVE SERVICE LI

04/02/03 04:01PM
History Report for Vehicle: Y1119772

METLAKE VOLVO

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 72181

Open Date: 09/17/01 Mileage: 34045 Service Logon: MW-8
Close Date: 09/17/01 SA Number: 11540 Cashier: carol

Line Code: A Comback: N Booker ID: 11540
Complaint: CUSTOMER STATES THE SRS LIGHT IS ON, THE LIGHT WAS ON AND REPAI
BACK ON
Cause: E

Labor Type: W93 Technician Number: 1575
Op Code: 88412-2 Comback RO Number:
Description: SEAT BELT BUCKLE FRONT 1X REMOVE INSTALL/REPLACE (C)
Labor\$: 68.40 Failed Part Number: 9191817
Parts\$: 41.44 Failed Code:
Miscellaneous\$: 8.00 Failed Part Quantity:

Labor Type: W93 Technician Number: 1575
Op Code: 38001-2 Comback RO Number: 70985
Description: DIAGNOSTIC TROUBLE CODES (DTC)READING AND RESETING VST/VCT (B)
Labor\$: 30.40
Parts\$: 0.00
Miscellaneous\$: 0.00

04/02/03 04:01PM
History Report for Vehicle: Y1118772

WESTLAKE VOLVO

Customer#: Y1118772
Customer Name: [REDACTED]

Labor Type: CV Technician Number: 1544
Op Code: HDM Comeback RO Number:
Description: EXTERIOR WASH AT NO COST TO CUSTOMER (12.00 VALUE)
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 5743
Complaint: 999 SEND CAR OUT FOR FLAT REPAIR, RIGHT REAR, , , ,

Labor Type: CV Technician Number: 999
Op Code: 999 Comeback RO Number:
Description: MISC.
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CV Technician Number:
Op Code: 9999 Comeback RO Number:
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 16.00

Line Code: D Comeback: N Booker ID: 5743
Complaint: FBP REPLACE FRONT BRAKE PADS

Labor Type: CV Technician Number: 1544
Op Code: FBP Comeback RO Number:
Description: REPLACE FRONT BRAKE PADS
Labor\$: 54.80
Parts\$: 73.13
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
L/F SWAYBAR LINK FAILED, PART IS ON ORDER, WILL NOTIFY CUSTOMER WHEN PART COMES

Story for Line B, Version Number 1
FRT BRAKES AT 10% AND REARS AT 75% REMAINING. RECOMMEND FRT BRAKE PADS.. \$126.00

Story for Line B, Version Number 2
FRT BRAKES AT 10% AND REARS AT 75% REMAINING. RECOMMEND FRT BRAKE PADS. \$126.00
REMAINING

04/02/03 04:01PM
History Report for Vehicle Y1119772

WESTLAKE VOLVO

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 73859

Open Date: 12/04/01 Mileage 38335 Service Logon WV-3
Close Date: 12/11/01 SA Number 6743 Cashier carol

Line Code: A Comeback: N Booker ID: 5743
Complaint: SCW CUSTOMER STATES THAT THERE IS A THUMPING NOISE ON ROUGHROAD
Cause: F

Labor Type: MV93 Technician Number: 1544
Op Code: 21822-2 Comeback RO Number:
Description: ENGINE MOUNT/TORQUE ARM UPPER REPLACE (C)
Labor\$: 38.00 Failed Part Number: 8634738
Parts\$: 422.79 Failed Code:
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: MV93 Technician Number: 1544
Op Code: 78298-2 Comeback RO Number:
Description: LINK STABILIZER BAR FRONT 1 SIDE REPLACE (C)
Labor\$: 15.20
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: MV93 Technician Number:
Op Code: 78142-2 Comeback RO Number:
Description: DJST GUARD SHOCK ABSORBER FRONT 1 SIDE REPLACE (B)
Labor\$: 68.40
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: MV93 Technician Number: 1544
Op Code: 61254-2 Comeback RO Number:
Description: BALL JOINT LOWER 1 SIDE REPLACE (C)
Labor\$: 68.40
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: MV93 Technician Number: 1544
Op Code: 21913-2 Comeback RO Number:
Description: O RING SUB FRAME BUSHING REAR X2 INSTALL AS PER SB 2 21 0030, T
Labor\$: 58.20
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID:
Complaint: LAF OIL AND FILTER CHANGE

Labor Type: CV Technician Number: 1544
Op Code: 37500 Comeback RO Number:
Description: 37500 SERVICE PER FACTORY SCHEDULE
Labor\$: 140.40
Parts\$: 24.26
Miscellaneous\$: 0.00

04/02/02 04:01PM
History Report for Vehicle: Y1119772

WESTLAKE VOLVO

Customer#: Y1119772
Customer Name: [REDACTED]

RO Number: 74638

Open Date: 01/14/02 Mileage: 49234 Service Logon: WV-8
Close Date: 01/14/02 SA Number: 11540 Cashier: carol

Line Code: A Comeback: N Booker ID: 11540
Complaint: CUSTOMER STATES THERE IS A THUMP, THUD AND ROUGH RIDE COMING FR

Labor Type: CV Technician Number: 1544
Op Code: NOM Comeback RO Number:
Description: NO NON-CONFORMITY EXISTS
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 11540
Complaint: CUSTOMER STATES THE SUNROOF RATTLES OVER THE DRIVERS SIDE

Labor Type: CV Technician Number: 1544
Op Code: NOM Comeback RO Number:
Description: NO NON-CONFORMITY EXISTS
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: R Booker ID: 11540
Complaint: RENTAL ONE DAY RENTAL CAR FROM ENTERPRISE

Labor Type: CV Technician Number: 999
Op Code: 999 Comeback RO Number: 73859
Description: CUSTOMER WAS OFFERED A RENTAL CAR AT NO CHARGE, BUT DECLINED
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
TECH AND SERVICE MANAGER TEST DROVE CAR AND COULD NOT DUPLICATE CUSTOMER CONCER
CONDITION AT THIS TIME

Story for Line B, Version Number 1
TECH. AND SERVICE MANAGER TEST DROVE CAR AND COULD NOT DUPLICATE CUSTOMER'S CONC
ABNORMAL CONDITION FOUND AT THIS TIME

Customer#: Y1118772

04/02/03 04:01PM
History Report for Vehicle: Y1118772

WESTLAKE VOLVO

Customer#: Y1118772
Customer Name: [REDACTED]

RO Number: 76637

Open Date: 03/27/02 Mileage: 44128 Service Logon: WV-S
Close Date: 03/28/02 SA Number: 1413 Cashier: carol

Line Code: A Comeback: N Booker ID: 1413
Complaint: CUST STATES SUSPENSION BOUNCES AT 65 MPH. AND ABOVE AND CLINKS ON

Labor Type: CV Technician Number: 1575
Op Code: NC Comeback RO Number:
Description: NO CHARGE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 1413
Complaint: CUST STATES REMOTES WONT UNLOCK WHEN IT IS COLD OUT SIDE

Labor Type: CV Technician Number: 1575
Op Code: NON Comeback RO Number:
Description: NO NON-CONFORMITY EXISTS
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
SECURED LOOSE SPARE TIRE IN TRUNK & LOOSE LICED SE FRAME IN TRUNK.

Story for Line B, Version Number 1
REG. 45,000 MILE SERVICE EST \$272.00 + TAX. RE C. TRANS FLUID FLUSH EST \$152.00

RECEIVED

APR 28 2005

CUSTOMER CARE

Massachusetts

April 20, 2005

Ms. Anne Belec, President
Volvo Cars of North America, LLC
One Premier Place
Irvine, CA 92618

Dear Ms. Belec,

Let me start by saying that I have been a loyal Volvo driver for over 16 years and am disappointed that I have had to resort to writing this letter to you, the President of Volvo North America.

I bought my first Volvo in 1989, a 740GL sedan which I drove for more than 12 years and 185,000 miles. This vehicle required very few repairs other than routine maintenance, tires and brakes. It was extremely reliable and I always felt safe driving my young children. More importantly, I was confident allowing my au pairs and child care providers to transport my children to and from activities in this car.

By 2001, I had three active children and a dog, and decided it was time for a larger vehicle. Not wanting to drive a minivan or SUV, and given my 1989 Volvo's track record for reliability and safety, without hesitation I headed straight to Boston Volvo in Brighton, Massachusetts and bought my current vehicle, a 2001 XC70 Wagon (VIN: YV1SZ5BD41[REDACTED]). I had a third seat and roof box installed and off I drove believing I was all set for quite a few years. I loved everything about my new car, the rugged cross country look, all electric options, heated leather seats, moon roof, CD player, you name it. The car handled great and, most importantly, the safety features were unparalleled -- full time all wheel drive and anti-lock braking system (necessities for New England driving, particularly as we have a second home in New Hampshire and go skiing most weekends in the winter) and dual front and front and rear side airbags. Over the years I have recommended the Volvo XC70 without reservation . . . In fact, my sister and three of my friends have bought or leased an XC70 because of my recommendation.

However, I am now starting to wonder if Volvo standards are no longer as high as they used to be. Over the past three and a half years I have made 26 visits to the Boston Volvo service department for maintenance and repairs to this vehicle. Moreover, my vehicle has been towed to Boston Volvo on three occasions. Granted, some visits were for scheduled and routine maintenance. However, many were unscheduled and not so routine. I believe I have had more than my fair share of problems with this vehicle. Many repairs were minor, several were major. Most repairs have been covered under factory warranty, so although I was concerned about the number of repairs my car required, the trips to Boston Volvo have, for the most part, simply been an inconvenience for me. The table below sets forth what I believe to be out of the ordinary repairs. You will see that the electronic throttle and catalytic converter were replaced at 53,203 miles and 68,554 miles, respectively, and now the power steering rack and front strut mounts need to be replaced at 71,249 miles. Furthermore, front and rear sway bar link rods and the upper motor mount have all been replaced twice. Frankly, I have owned cars for 35 years and have never had to replace an electronic throttle, catalytic converter or power steering rack, let alone replace all three on the same car at 71,000 miles!

Ms. Anne Belac
April, 20, 2005
Page two.

Mileage	Repair
16,299	Heater Fan Motor
18,973	Wheel Bearing Bolt
31,108	Upper Motor Mount
40,048	Both Front Sway Bar Link Rods Right Inner Tie Rod Both Rear Link Rods
46,860	Throttle Body and Air Mass Meter
53,203	ELECTRONIC THROTTLE Both Inner tie rods
56,689	Upper Motor Mount
59,367	Immobilizer Antenna Ring
68,174	CATALYTIC CONVERTER
69,554	Electronic Cooling Fan Motor
71,249	Exhaust from converter back Front and rear sway bar link rods Needs POWER STEERING RACK & front strut mounts

Before I continue, you should know that there only two reasons I still own this vehicle: (1) I always receive excellent service from the Boston Volvo service department; and (2) Boston Volvo always provides me with a loaner vehicle. Every time I drive into the service bay, I am greeted with a smile by a representative named "Enoch" who always remembers my name, says "Good morning [REDACTED]" and lets me know that he has a loaner vehicle waiting for me. Next, I see my favorite service rep, John "Strac", who also greets me by name and is ready to listen to my latest problem. John has also been quite helpful on several occasions when I have called in from the road and needed to have my car towed to the dealer.

Let's fast forward to March 24, 2005 -- my car was now less than 4 years old and had been driven 71,249 miles (barely broken in for a Volvo). I brought my car to Boston Volvo because the bracket holding the exhaust pipe was broken. I checked in with John and left my car thinking this was a simple repair. WRONG! John called me later that morning to tell me they couldn't simply re-solder the bracket to the exhaust, but rather due to the exhaust system design, the exhaust had to be replaced from the catalytic converter back and the cost would be \$630. In addition, the car needed front and rear sway bar link rods (which had previously been replaced) (\$400), rear brake pads and rotors (\$480), strut mounts (\$375), plus a power steering rack (\$1,950) -- a total repair bill of almost \$4,000!

Needless to say, I was quite shocked at the extent and nature of these recommended repairs. After all, Volvo advertises that this car is built for a lifetime of rugged driving conditions, and the most rugged terrain I drive over is an occasional gravel parking lot adjacent to a soccer field. John and I discussed my Volvo's extensive service/repair history and because I am a loyal Boston Volvo customer having had all of my service work, both warranty and non-warranty, scheduled maintenance, oil changes, brakes, tires, etc., performed at Boston Volvo, John offered me a discount on the recommended service. Thankful for the discount, I authorized John to replace the exhaust, sway bars and rear brakes and rotors.

Ms. Anna Belec
April 20, 2005
Page three.

However, I was concerned that the power steering rack and strut mounts needed to be replaced. This was another major repair! Again, in my 35 years of driving and owning cars, I have never heard of a power steering rack being replaced, much less such a major repair necessary at 71,000 miles. In addition, because I had already replaced the electronic throttle and catalytic converter, I questioned my Volvo's dependability and began to wonder if it wasn't time for a new car. I asked to speak with the Boston Volvo service manager or Volvo district manager to discuss what was happening with my car. John suggested I call the Volvo Service Line at 1-800-458-1552 which I did and was told that they would pass my concern along to the district rep "Arthur". A few days later I heard back from John who said Arthur authorized a 20% discount on parts for the steering rack repair. While I appreciated this offer, I told John I wanted to discuss my Volvo's repair history with Arthur. John said he would ask Arthur call me. Two weeks later after several phone calls to John, Arthur still had not called me despite assurances that he would do so, so I called the Volvo Customer Service Line again, explained my situation and was told there was nothing more I could do.

Ironically, that very same weekend an article written by Royal Ford (a copy of which is enclosed) appeared in the March 26, 2005 Boston Sunday Globe Automotive section praising both the Volvo XC70 and new XC90 (which, by the way, I thought would be my next car). Here are some quotes from that article:

"But now, back to the real climes that made Volvo famous: the ice, snow, and frost heaves of New England, where mobility, utility, and safety, as offered by Volvo, have long been paramount."

"But interestingly, Volvo folks say, the XC70 sells better among adventurers headed for the lodge, the Class IV rapids, or the trail head, while the XC90 burbles in driveways and mall parking lots in the 'burbs."

I agree with what Mr. Ford has to say about the XC70's AWD system, ABS, traction control, comfortable seats, and safety equipment, but based on my experience, I wonder how Volvo folks can tout the XC70's dependability and maintain that the XC70 is built for New England driving — again, I live in a suburb 7 miles outside of Boston and don't drive over terrain rougher than a gravel parking lot! So, if what Volvo proclaims is true, clearly my car is not living up to Volvo standards.

I reviewed all of my service orders and was surprised (and dismayed) to learn that I personally have spent over \$6,000 for service and repairs and that additional warranty work in excess of \$5,000 has been performed on my Volvo. Add this to the \$42,000 I paid for my Volvo and I have to wonder if buying this second Volvo was such a smart thing to do.

By April 7th, almost two weeks later, I still had not heard from Arthur and decided to call your office in New Jersey. After all, Volvo prides itself in customer satisfaction (as I know from responding to the many follow-up telephone calls I receive from Volvo) and clearly I was not a satisfied customer. I spoke with Susan Campbell who told me she was your assistant. (I later learned that your office is actually located in Irvine, California and that your assistant is Kim Cantrell.) Susan was quite polite at first. She told me that Volvo's offer of a 20% discount on parts was quite generous, that my car was out of warranty and Volvo could not offer me anything further. Frankly, I was surprised that the company president's assistant was handling customer service matters and explained to Susan that I

Ms. Anna Belec
April 20, 2005
Page four.

wanted to speak with someone who was in a position to discuss the mechanical problems I was experiencing with my vehicle. I wanted to know if these problems were typical for this new generation of Volvos -- If they weren't perhaps as a good will gesture for a loyal customer, Volvo would extend the warranty to cover the remaining recommended repairs to my car. (If they were, I had to seriously rethink my Volvo ownership.) At this point Susan emphasized that my car had been driven 71,000(!) miles and that the warranty had expired. Extending the warranty was not an option.

In summary, my 2001 Volvo has needed major and extraordinary repairs in its short life -- at 71,000 a Volvo is barely broken in! I have not abused this car. I have had all recommended and scheduled maintenance performed in a timely manner. All warranty and non-warranty repairs have been performed at my authorized Volvo dealership as needed. I reiterate that a Volvo with 71,000 miles should not have such an extensive repair history! Moreover, the XC70 is advertised as a car built to withstand the rugged winter driving conditions in New England! My vehicle has clearly not lived up to Volvo standards and I request that Volvo extend the manufacturer's warranty to cover the replacement of the power steering rack and struts.

I hope to hear favorably from Volvo North America. I consider myself a lifelong Volvo driver and was looking forward to owning an XC90. However, I cannot in good conscience spend another \$2,500 to repair this vehicle and continue to wonder if the car is dependable and mechanically sound, much less still consider buying another Volvo. I look forward to hearing from you and can be contacted by return mail at the above address or by email at [REDACTED]. I can also be reached during the day at [REDACTED].

Sincerely,

[REDACTED]

Enclosure

P.S. My husband drives a Mercedes Benz and at the time urged me to buy the Mercedes wagon, but I opted for the Volvo . . . I hate to hear him say "I told you so."

AUTOMOTIVE

THE BOSTON GLOBE SATURDAY, MARCH 26, 2005

Almost-SUV stands up to New England

ROYAL FORD Automobilia

When last we wrote about the all-wheel-drive, turbocharged Volvo XC70 wagon, we had been pounding across the sandy soil of and stony rocky hills of Laguna California in

Mexico. The chance to drive the car in a dry climate, and on a road where access often wrecked, was irresistible and revealing. Best it pumkined XC70, challenged it, and it handled it all—without breaking.

But now, back in the real climate that made Volvo famous, the ice, snow and frost hazards of New England, where moaking, sliding, and safety, as offered by Volvo, have long been pariahs.

That appeal expanded to the 2005 Volvo XC70, looking at the

SUV crew, decided neither the "non-SUV," riding for V70 wagon, raising it off the ground, giving it all-wheel drive, and naming it the Cross Country. It was among the first (I give that to Subaru) of the so-called crossover wagon: utility and the play grip of an SUV, without the big-city stigma.

The Cross Country has evolved into the XC70, a smaller sibling to Volvo's full-blown SUV, the XC90.

The Cross Country has evolved into the XC70, a smaller sibling to Volvo's full-blown SUV, the XC90.

Six (including), Volvo folks say, the XC70 will better among advertisements loaded for the ledge, the Class FF wagon, or the trail head, while the XC90 borrows its driveways and trail parking tips to the harem.

The 2005 revolution is truly an evolved Volvo, featuring FOUR-C active chassis control (Continuously Controlled Chassis Concept), straight sensors that tell the wheels if you are driving fast, hard into corners, accelerating hardening, or braking suddenly, and to those shocks to catch it up— or intervene later. And if you are

winding smoothly on the highway, the shocks get soft for a subtle ride. That's what you get for the \$95.6 option.

It worked well for me in hard corners, passing, and changing over from harem.



2005 Volvo XC70

THE BASICS
Base price as tested: \$34,420/\$42,280
Fuel economy: 20.7 miles per gallon in Eco mode

THE EARLY LINE
A car New Englanders have learned to love and that car got better.

THE SPECIFICS
Emissions: 18-mpg/24-mpg
Seating: 5—Passenger's
Steering: 2.5
Rear: 2.5 ft. in
Ground clearance: 7.6 inches
Wheelbase: 108.6 inches
Height: 61.3 inches
Width: 73.2 inches
Curb weight: 3,669 lbs.

THE SCENARY
New Volvo New winter-weather class. It really tests water and get from cooling the surface. Appearance: Why do I get Dynamic Stability Control only if they \$2,000 worth of unrelated goods? While the Volvo car is the best at the class, it's a good car.

the shocks get soft for a subtle ride. That's what you get for the \$95.6 option.

It worked well for me in hard corners, passing, and changing over from harem.

The XC70 is driven by a 2.5-

liter, 161-hp, 6-cylinder turbo-diesel engine that delivers 200 horsepower and a more respectable 230 lb.-ft. of torque. In either automatic or manual mode, the five-speed transmission let the engine run to maximum rpm for

quick jumps of speed. The AWD system is full-time, with 44 percent of the power going to the front wheels in normal driving and about two-thirds shipped off to the back. Traction control (standard) is standard, while Dynamic Stability Control (add, you want) is a \$600 option that you get only after you buy a premium package (\$2,000) that includes leather seats, power passenger seat, and real wood appointments in the interior. These were among the options that drove the price of the test car well over the base price of about \$33,000.

The front bucket seats, lined with thin leather at the bottom, are among the most comfortable auto seats I've encountered. Standard gear on the XC70 includes cloth seats, trip computer, dual-zone climate control, CD player, heated front seats, and fuel

wood trim. Options include a DVD navigation system, leather seats, and rear-facing third-row seats that hold a couple of children. Important standard safety equipment includes side-impact front air bags and side-curtain air bags front and rear, as well as whiplash protection and seven steel roof rails for rollover protection.

Many folks want the perceived safety of an SUV (this car, with anti-rollover sensors, is safer, as well as that big rig's ability to haul forty and gear and slow through snow. This wagon, being only about an inch taller than the Ford Explorer, is an easy answer for them.

Visit ford.com/cars Royal Ford can be reached at ford@globe.com.

Shop it against:



FORD FREESTYLE
and owns Volvo. Ford produces a version of its own, the AWD-equipped Freestyle wagon. It's powered by a 203-hp V6 power-6 (likely to get more powerful in the future), a comfortable and nice, lower for 126,000-30,000.



SAAB 9-5 WAGON
Saab, too, is coming out with an SUV. But for now this flag-bearer wagon is the closest you'll come to Volvo. It's the only front-wheel-drive unit in this genre, can be run with a 250-horsepower, inline-4 turbo engine, and runs high-10s to low-40s.



2005 VOLKSWAGEN PASSAT WAGON
Probably closest to the Volvo in quiet, lower quality, the Passat is a very comfortable, smooth car. I'd go for the 190-horsepower V-6 and expect to pay around \$36,000.



2005 SUBARU LEGACY WAGON
Subaru's going to produce a full-size SUV, even as other companies are moving down into the range they pioneered, as exemplified by the Legacy. It's bigger than in the past: engine options include a 250-horsepower flat-6. Look to pay in the high 20s to mid-30s.

April 8, 2005

Ms. Anne Belec
President & CEO
Volvo Cars of North America, LLC
One Premier Place
Irvine, California 92618

Re: 2000 Volvo S80 2.9

Dear Ms. Belec:

This letter is to express my disappointment and irritation about my 2000 S80 2.9 luxury sedan which I purchased new for \$40,000 in July 2000, and now has 87,000 miles.

Between 1991 and 2000, I was the owner of two Nissan Maxima's SE edition. With Maxima, I had no maintenance problems whatsoever. I keep good care and maintenance of vehicles like clockwork. With Volvo, I had no problems the first 4 years, except that my glove box light would rattle on the freeway... I had it removed.

Then at 67,000 miles, 4 years, the throttle body failed. It gave me reduced performance, engine sputtering, etc. Luckily, this was still covered by the emissions warranty, and I didn't have to pay for \$1000 replacement parts/service.

Now, starting at 82,000 miles last January, my brake pedal hisses and whistles. It stops when I touch the brake pedal or step on the gas pedal. While coasting, it whistles terrible. The South Bay Volvo dealer (who has taken care of my car since day one) says it's the power brake booster pump, and will cost \$880 to replace. Is this part even necessary in the design of the car? When I bought Volvo in 2000, I wanted a step up from the Maxima, and I wanted to buy Durability, Longevity, and most important, No Maintenance problems. Why has Volvo become a nuisance with these various problems? What other things will go wrong with the \$60 in the future? I didn't pay \$40,000 to be hassled by these non-standard maintenance problems. Remember, I keep meticulous care of my car. Just call South Bay Volvo and talk to Greg Bourbonnais at 310-325-3255. He'll confirm this.

What will Volvo do for me? Should I go back to Maxima or Avalon? Will Volvo's engine last 20 years like it's supposed to? It would be nice to keep my Volvo that long. Please advise. Thank you.

Sincerely,

Work phone:

Van Nuys, CA

University Volvo

Authorized Volvo Care Retailer

RECEIVED
OCT 20 2003

October 14, 2003

CUSTOMER RELATIONS

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

Dear Sir:

I would like to take this time to respond to the comments written to Volvo Cars by [REDACTED] in September. When reading his messages I was very surprised! During the explanation and approval of the repair that is being referred to, his impression was that he was in complete understanding and further realized the history of his vehicle.

When reviewing history on [REDACTED] car, the first mention of a concern with the check engine light was May 15, 2003. We completed the 60,000 mile service interval during this time. We connected the Vadis computer system, there were no fault codes stored intermittent or permanent, also the check engine light was not on. On May 15 the mileage was recorded as 62093.

The next service visit was also scheduled, the date was September 5, the mileage recorded was 69815. Once again the check engine light was mentioned, the customer stated that the problem was intermittent. When checking for codes, there were no codes stored in control module. During this service, there were other needed repairs such as a broken fog light and strut mounts on right and left sides. The customer was contacted and repairs approved by telephone and completed on Friday, September 5, 2003.

On Saturday [REDACTED] after picking up car, and driving away, called and screamed at the advisor on duty that University Volvo had broken her car. She demanded that a technician come to her home and repair her car immediately. During this time, after screaming at anyone that picked up the telephone, there was no compromise with [REDACTED]. She also demanded that the General Manager and Service Manager contact her immediately by telephone. She requested their cell numbers that she might call and voice her opinion to them as she had the receptionist, which I might add, cried, she was spoken to so rudely. This was Saturday and the advisor on duty tried to explain that she would be called as soon as possible on Monday.

VOLVO

On Monday I spoke to [REDACTED] before I had a chance to return any messages or start the day. From the start of the conversation with [REDACTED] she was rude and demanding. Her voice was so loud that I removed the conversation from speaker phone. She repeated her previous demands, send a technician to her home, and do it now. She would not even share with me the problem with the car. After approximately thirty minutes of screaming at me she hung up the telephone. Later that morning, I received a message to call [REDACTED] I called and spoke with him, during that conversation he apologized for her behavior and told me in confidence that she was very sick. I thanked him for his honesty and requested that he be contacted for any further conversations. I spoke with him about Volvo on Call, he stated that he had AAA, even though his wife had said that they had no such service. He called a towing service and the car was towed in at approximately 11:30 that morning.

When checking the car, this time the check engine light was on and had been driven over thirty miles. When questioning [REDACTED] he stated that the check engine light was on intermittently for over a year. I asked why there was no appointment when the light was on, he stated that a teenager drove the car and this was not important to them.

The needed repair was the replacement of mass air flow sensor and throttle unit. I spoke with [REDACTED] on the needed repair and gave him readings before and after replacement. During his conversations with me and repair approvals, he was polite and appeared to understand.

The service employees at University Volvo always try to put our customers first and any reasonable request is fulfilled. We are not here, however, to be verbally or physically abused by any customer. This was unfortunate that this was a needed expensive repair, but the upsetting situation is that this customers perception is that even though the check engine light was on many times in the past, University Volvo made this happen. Customer service is very important to me, and while dealing with [REDACTED] personally I am convinced they are not aware of what customer service consists of in any situation.

Sincerely,



TJ Burleson
Service Manager

[REDACTED]
Franklin, Tennessee
[REDACTED]

RECEIVED
OCT 17 2003

CUSTOMER RELATIONS

October 10, 2003

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

Re: VIN YV1NC58D8XJ [REDACTED]

To Whom It May Concern:

I am writing in regard to my most recent experience with two of your service departments. Last week my daughter and I were making an eight-hour trip to the beach. On a stretch of I-85 in Alabama, my ETS light came on indicating a problem. We immediately pulled over and referenced the manual.

Upon determining it was trouble with the throttle, I called my local dealership [REDACTED] Volvo in Franklin, Tennessee. Dan Devine, the Service Director, went above and beyond the call of duty. Not only did he explain what the indicator light meant, he also assured us that in all probability we could make it to the closest dealership without future trouble and/or damage to my vehicle. Dan then put us in touch with them and even called ahead to make arrangements with their Service Manager.

When we arrived at 4:30pm, we were greeted by Earnest DeVew, the Assistant Quality Care Leader for Robinson Brothers Volvo in Mobile, Alabama. He immediately took our car back to the service area and directed us to their luxury waiting room. After performing diagnostic testing, he returned with the assessment of the problem and the price of the repair. Because we were traveling through town on the way to the beach, he and his repair technicians offered to not only stay after hours to make sure we were not stranded in Mobile overnight, but also gave us use of a loaner car so we could get dinner while the repairs were being performed. Less than 3 hours later we were back on the road.

As a Volvo owner, I appreciate not only the prompt service, friendliness and attention to detail I received from both service departments, but also their attitudes. I cannot adequately convey the level of comfort and peace of mind my daughter and I felt during this, what could have been, traumatic experience. I would be completely remiss if I didn't bring both of these stellar dealerships to your attention, as well as the men involved. They absolutely deserve your highest praise.

As the time nears for me to buy a new car, it will definitely be another Volvo, especially after this superb team effort!

Sincerely,
[REDACTED]

cc: Dan Devine, Service Director - Darrell Waltrip Volvo
John Gallagher, General Manager - Darrell Waltrip Volvo
Earnest DeVew, Assistant Quality Care Leader - Robinson Brothers Volvo
Steve Robinson, General Manager - Robinson Brothers Volvo

[REDACTED]
Kildeer, IL [REDACTED]

RECEIVED

OCT 18 2004

CUSTOMER CARE

October 12, 2004

Vic Doolan
Office of President and CEO
Volvo Cars of North America
7 Volvo Dr.
Rockielgh, NJ 07847

Dear Mr. Doolan:

I am writing to express my concern and frustration over recent problems and repairs with my 1999 Volvo V70XC AWD. I have owned my Volvo for five years, and it has just over 54,000 miles. In my experience with cars, previously owned and with my husband's 1993 Mazda (120,000 miles), 54,000 miles is relatively low mileage. This is why I am in disbelief with the recent repair costs of my Volvo. Below is a summary of the expenses I have recently incurred, and still need to incur, if I want to have a safe Volvo for myself, my husband, and my children.

All the repairs have been completed at Barrington Volvo in Barrington, IL. The service department has been cordial, and the work has been completed satisfactory.

08/09/04 - Failed Electronic Throttle Module caused total loss of power while driving at night with kids in the car (mileage 52,865) - **REPLACED MODULE \$956.00**

08/09/04 - Second set of Brakes and Rotors **REPLACED - \$635.11**

09/09/04 - ABS and TRACS Light on - fault in Control Module (mileage 53,465) - **ESTIMATE \$950.00**

09/09/04 - Loose and unsafe inner Tie Rod - **REPLACED \$202.63**

09/13/04 - ABS, TRACS, and Check Engine light on - Intermittent operation of ABS Control Module - **ESTIMATE \$950.00**

09/29/04 - Poor idle and engine skipping on acceleration - Ignition Coil on Cylinder #1 not firing - **REPLACED \$151.85**

I have spent \$1945.59 on these recent repairs, and I still do not have a safe functioning ABS system. Given the prohibitive cost of these electronic problems, I have not been able to have the ABS Module replaced. I will need to spend \$950 more dollars to have this important safety feature working this winter. Obviously, I think expenses of almost \$3,000 in a month and a half time period is totally unacceptable.

October 12, 2004

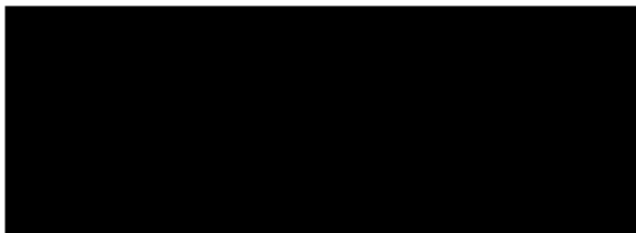
After visiting several car review websites on the Internet, I have learned that these electronic problems are not uncommon. With the volume of other customers having these problems, it seems these Module failures might warrant a recall. I also noted the problems occur most frequently with the 1998-1999 model year V70a. On the web-site CarReview.com, over 50% of the reviews I read dealt with dissatisfaction with the electronic functions and brake wear on similar models.

Like most companies, I am sure you value customer testimonials and referrals. Therefore, I think it's valuable to share the following story with you. Three weeks ago, in the height of my repair crisis, two of my friends told me they were considering buying a Volvo. They asked me how I liked my car. Unfortunately, I had to tell them that I had been spending most weeks in the service department over the past month. Having this repair work completed is not only cost prohibitive, but with a nine month old baby and a four year old child, it is not logistically easy. This was evident to both of my friends who were considering buying Volvos.

My husband and I originally purchased a Volvo to drive what we thought would be a reliable and safe car which would last us many years. Unfortunately, I have to conclude that Volvo is not a car you can afford to own unless you can afford the very expensive and frequent repairs.

I have spoken with your Consumer Relations department about the repair problems, and they also agreed that it seems a little excessive given the low mileage. My desire is to have Volvo cover the expense of having the ABS Control Module replaced.

Sincerely,



RECEIVED
JAN 31 2005
CUSTOMER CARE

[REDACTED]
Gibsonia, PA
[REDACTED]

January 27, 2005

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

To whom it may concern:

I am writing to you today not to ask anything of you. Rather, I want to express my extreme dissatisfaction with my Volvo. I own a 2000 C70 coupe. It has about 70,000 miles on it and has been meticulously maintained. It is a beautiful car and, when it runs well, it is very comfortable and enjoyable to drive. However, of all the vehicles I have ever owned, this is the most unreliable and expensive to maintain of any of them. And that's saying a lot considering the condition of some of my past cars. Beyond the issue of cost is one of inconvenience.

There is nothing to be gained from a list of problems that I've had since this vehicle was new, other than to say that most of the repairs were to parts that you would never expect to break in a young, well-maintained car. My most recent experience was the failure of this Electronic Throttle Control Module. This repair was very expensive. More troubling to me, though, is that Volvo apparently knows that this part is prone to failure and has done nothing to step up to rectify the problem -- other than offer a \$900 dealer-only repair. This latest experience is the proverbial straw that breaks the camel's back.

I will never purchase a Volvo vehicle again. Further, I am often asked by friends and associates of my opinion when they are shopping for cars. I feel compelled to advise them not to purchase a Volvo if they plan on keeping it past its warranty period. Even then, I caution them about the inconvenience of frequent repairs that I experienced. I am not doing this to be malicious. It is a matter of conscience.

To restate from above, I am looking for nothing from you and there is no need or expectation of you to respond to this letter. I simply would like to express my profound disappointment in this car and your company.

Sincerely,
[REDACTED]

RECEIVED
JUL 16 2004

To whom it may concern:

I have a 1999 Volvo S70 which I purchased from a friend in July 2003. She bought this car new from Clayton Motors in Knoxville, TN. All service and required maintenance has been done according to Volvo guidelines.

The valves in the number two cylinder were defective; the top lip of the valve was broken. The mileage was 73,651 at the time this problem surfaced. Due to this faulty part, I had to pay \$1843.04 approximately. Seven days later, the check engine light came on and the throttle body had to be replaced at a total of \$818.15 and now the front oxygen sensors needs replacing. I drove a 1997 Honda for a total of 170,000 miles and had few problems. I thought I was getting a better vehicle when I purchased the Volvo. Volvo opened a file on this complaint but refused any goodwill assistance due to the fact that they had helped my daughter. Her 1999 Volvo S80 had to have the transmission repaired at approximately 65,000 miles. My sister, who is also a Volvo owner, has a 2000 Volvo S80 and the transmission was replaced at approximately 36,000 miles. I wonder had many more Volvo owners dealt with this problem.

Clayton Motors service manger, Greg told my daughter, who lives in Knoxville and picked up my car for me, not to call the corporate office because I would be bothering them. They also said goodwill assistance was reserved for their customers who had service work done at their dealership.

I feel that this problem could have been prevented if the parts on my 199 Volvo were up to code. I also feel some goodwill assistance is needed because this problem should be looked into.

Thank you for your consideration,



June 30, 2004

Please review this file
and I will accept whatever
decision you considered fair
Thank You!



My car had to my extensive work due to faulty parts and the dealership and Volvo of NA was of no assistance. Mr. Doolan expressed that I should expect some major repairs. I have had several mechanics tell me they have never seen this problem on a Volvo car. I had approximately 73,000 miles when I noticed the problem and immediately took it in for a check. I had the car towed to Clayton Motors in Knoxville, TN, and has approx \$1850.00 dollars work done on my vehicle. I bought this car from a friend in July of 2003 and it had approximately 81,000 miles at that time. She purchased the car new at Clayton Motors and had it serviced there for three years and had all required service done. I had all maintenance and service done according to guidelines in my service manual. Clayton Motors service manager said I did not qualify for any goodwill assistance, that was reserved for regular customers who were there for oil changes and routine maintenance work. I live 100 miles away and this is not possible for me to travel that distance for service. I feel that since the parts were faulty I should not get stuck with a \$3,000 dollar repair. I drove the car less than 7 days and had to return it to Knoxville to have a new brake body at the cost of \$817 dollars. Now I am looking at new O2 sensors a cost of \$550.00 dollars. I realize there will be repair work to be done, however when the part is faulty and it was not my driving or lack of service to this vehicle, some consideration should be given. I am sending pictures of the faulty valves for you to review. The Volvo customer service in the USA apparently was not interested in seeing these photos. They had given goodwill assistance to my daughter when the transmission went out on her 1999 S80 and felt they should not even consider my claim. My sister also has a 2000 S80 and her transmission went out at 36,000 miles, however she was still under warranty. I appreciate you looking at this letter and attachments.

Thank You.

[REDACTED]
Kingsport, Tennessee [REDACTED]

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Frontier Health

Message List | Delete
Eracious | Next Forward | Forward as Attachment | Reply | Reply All
Delete & Prev | Delete & Next

Subject: RE: Volvo complaint
From: "Johnston, Daniel (dj.)" <djohn116@volvocars.com>
Date: Wed, February 25, 2004 2:33 pm
To: [REDACTED]
Priority: Normal
Options: [View Full Header](#) | [View Printable Version](#) | [View Message Details](#)

[REDACTED]
While I'm not the one this should be directed to, I will forward accordingly
Kind regards,
dj

Daniel Johnston

Product Communications
Volvo Cars of North America

1-800-970-0888 hit 3 then 1
1-201-784-4504 direct line
1-201-924-2641 call

www.volvocars-pr.com
www.volvoforlifeawards.com

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

From: [REDACTED]
Sent: Wednesday, February 25, 2004 12:14 PM
To: Johnston, Daniel (dj.)
Subject: Volvo complaint

To whom it may concern:

I have a 1999 Volvo S70 which I purchased from a friend in July 2003. She bought this car new from Clayton Motors in Knoxville, TN. All service and required maintenance has been done according to Volvo guidelines. The valves in the number two cylinder were defective; the top lip of the valve was broken. The mileage was 73,691 at the time this problem surfaced. Due to this faulty part, I had to pay \$1842.04 approximately. Seven days later, the check engine light came on and the throttle body had to be replaced at a total of \$818.13 and now the front oxygen sensors needs replacing. I drove a 1997 Honda for a total of 170,000 miles and had few problems. I thought I was getting a better vehicle when I purchased the Volvo. Volvo opened a file on this complaint but refused any goodwill assistance due to the fact that they had helped my daughter. My 1999 Volvo S60 had to have the transmission repaired at approximately 65,000 miles. My sister, who is also a Volvo owner, has a 2000!

Volvo 180 and the transmission was repaired at approximately 35,000 miles. I

[REDACTED]
2/25/2004

SquirrelMail

Page 2 of 2

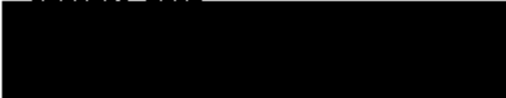
wonder had many more Volvo owners dealt with this problem. Clayton Motors service manager, Greg told my daughter, who lives in Knoxville and picked up my car for me, not to call the corporate office because I would be bothering them. They also said goodwill assistance was reserved for their customers who had service work done at their dealership. I feel that this problem could have been prevented if the parts on my 199 Volvo were up to code. I also feel some goodwill assistance is needed because this problem should be looked into.

Thank you for your consideration,

Linda Church



PROJECT MOVE



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2/15/2004

SquirrelMail

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Subject: Volvo Complaint

From: "Sacas, Patricia (P.)" <psacas@volvocars.com>

Date: Wed, February 25, 2004 3:50 pm

To: [REDACTED]

Priority: Normal

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February 25, 2004

Dear [REDACTED]

I have been forwarded your email from the Volvo Public Relations Department.

I certainly realize that unexpected repairs are both expensive and inconvenient. Volvo puts great effort into designing and manufacturing a quality vehicle that will be as safe and durable as current engineering technology will allow. Our New Car Limited Warranty also provides for coverage of defects in material or workmanship for a substantial period of time.

As previously communicated to you by the representatives of the executive management team, we regret we cannot authorize your request. We wish that no vehicle required repair; however, it is possible your vehicle will require correction over time and components might need to be repaired or replaced. !!

I give every possible consideration when reviewing issues that are brought to my attention. As much as I desire to resolve each of our customers concerns and requests it is not always possible to meet every expectation.

At this time there are no further actions for Volvo to make. We appreciate the opportunity to address your concerns.

Drive Safely,

Victor Doonan

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

From: [REDACTED]

<mailto: [REDACTED]

Sent: Wednesday, February 25, 2004 9:15 AM

To: Johansson, Soran (S.)

[REDACTED] 2/25/2004

SquirrelMail

Page 2 of 2

Subject: Volvo complaint

To whom it may concern:

I have a 1999 Volvo S70 which I purchased from a friend in July 2003. She bought this car new from Clayton Motors in Knoxville, TN. All service and required maintenance has been done according to Volvo guidelines. The valves in the number two cylinder were defective; the top lip of the valve was broken. The mileage was 73,651 at the time this problem surfaced. Due to this faulty part, I had to pay \$1843.04 approximately. Seven days later, the check engine light came on and the throttle body had to be replaced at a total of \$818.15 and now the front oxygen sensors needs replacing. I drove a 1997 Honda for a total of 170,000 miles and had few problems. I thought I was getting a better vehicle when I purchased the Volvo. Volvo opened a file on this complaint but refused any goodwill assistance due to the fact that they had helped my daughter. Her 1999 Volvo S80 had to have the transmission repaired at approximately 65,000 miles. My sister, who is also a Volvo owner, has a 2000!

Volvo S80 and the transmission was replaced at approximately 36,000 miles. I wonder had many more Volvo owners dealt with this problem. Clayton Motors service manager, Greg told my daughter, who lives in Knoxville and picked up my car for me, not to call the corporate office because I would be bothering them. They also said goodwill assistance was reserved for their customers who had service work done at their dealership. I feel that this problem could have been prevented if the parts on my 199 Volvo were up to code. I also feel some goodwill assistance is needed because this problem should be looked into.

Thank you for your consideration,



- > Patricia Sacus
- > Volvo Cars of North America
- > Executive Management Specialist
- > 201.768.7300 Ext 1976 .
- > psacus@volvocars.com
- >
- >
- >

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2/25/2004

[REDACTED]
High Point, NC [REDACTED]

RECEIVED
JUL 15 2004

July 12, 2004

Volvo Cars of North America
Attention: Customer Care Department
7 Volvo Drive
Rockledge, N.J. 07647

CUSTOMER RELATIONS

Dear Customer Care:

I LOVE MY VOLVO!

I purchased my first Volvo in August of 2001. It is a 2000 S80 T6 top of the line good driving car. My dealer was Volvo of the Triad in Winston-Salem, N.C. They have been extremely nice and helpful.

.....HOWEVER.....

It isn't often that I become upset enough with a product to write the headquarters and complain. I have spent in repairs nearly \$6,000.00 since August of 2001. Don't you agree this is a HUGH amount for a car that's suppose to be long lasting, dependable and safe? This has left me both angry and frustrated and more than that BROKE! I am semi-retired and actually wanted this car to last at least 8-10 years. I was told it would.

I shopped for a safe, good driving car for many months. It wasn't like I bought the first car available, I did my homework. What happened?? I am thoroughly dissatisfied with my purchase as far as repairs.

The receipts are enclosed; please look at what has gone wrong. Do I have a lesson or is this typical of a Volvo? Could this be a "re-call" car and I wasn't aware? I have neighbors and friends, even my dentist, that have Volvos and for many years, no one can believe the expense and troubles I have had with this Volvo. Do you have any explanations?!? I've always taken good care of my cars, getting the oil changed as should be, brakes, tires etc.

Thank you for listening. Please respond with action.

Sincerely,
[REDACTED]

cc: NHTSA / ODI - Room 5319
400 7th St. SW
Washington, DC 20590

Volvo of the Triad
701 Peters Creek Parkway
Winston Salem, NC 27103

/Enclosures



701 Peters Creek Parkway, Winston-Salem, NC 27103

5777

54
3

19625	CHAD HARRISON	17925	549	06/08/04	VOC5133269
	CASH PRICE		89,037	MOONDUST/	
HIGH POINT, NC	00/VOLVO/S80T6/S80T6			08/04/01	43,157
	YV1TS90D6Y1			06/08/04	
	EP 1786047				NO: 89039

LABOR & PARTS
JOB # 1 50402593

ANTI-LOCK BRAKES TECH(S):84 130.50
 CUSTOMER STATES THAT THE ABS LIGHT IS ON AGAIN...ADVISE
 BRAKE SERVICE LIGHT IS ON...
 PREVIOUS AD STATED THAT THERE MIGHT BE A NEED FOR AN
 ABS MODULE, DUE TO INTERMITTENT FAULT.
 REPLACED ABS CONTROL MODULE, TEST DRIVE OK.
 REPLACED BULB IN BRAKE LIGHT

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	8619545-0	MFI MODULE	680.46		680.46
JOB # 1	2	969825-1	BULB	2.84		5.68
JOB # 1 TOTAL PARTS						686.14
JOB # 1 TOTAL LABOR & PARTS						816.64

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	ENV	EPA HANDLING		11.00
JOB # A	FUL	FUEL		4.00
JOB # 1	SC	SERV COUPONS		-58.00
TOTAL - MISC				-35.80

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PAID

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$832.80 (+TAX)

TOTALS

TOTAL LABOR	130.50
TOTAL PARTS	686.14
TOTAL SERVICE	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	15.00
TOTAL MISC DTSC	-50.00
TOTAL TAX	48.03
TOTAL INVOICE \$	829.67

CASH CHECK VISA M/C DISC AMEX CHARGE VIP NG

CUSTOMER SIGNATURE

THANK YOU FOR CHOOSING VOLVO OF THE TRIAD
 * FOR YOUR SERVICE NEEDS, PLEASE LET US KNOW IF *
 * YOUR SERVICE EXPERIENCE WAS ANYTHING LESS THAN *
 * EXCELLENT!!!! *
 * THANK YOU *
 * STEVE HUNTLESS *
 * SVC. MGR. *

CR# SUBA

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701 Peters Creek Parkway, Winston-Salem, NC 27103

FILE
ID

CUSTOMER NO. 19625	SALES GREG JOHNSTONE 551	TECH(S) 168	DATE 06/02/04	VEHICLE NO. V0C5132954
			88,613	INDUSTRY/
HIGH POINT, NC	00/VOLVO/S80T6/S80T6		08/04/01	43,157
	YV1TS90D6Y1		06/01/04	
	EV-1786047			NO: 88613

LABOR & PARTS
JOB # 1 20V02210 ENGINE GENERAL TECH(S):84 174.00

CUSTOMER STATES THAT THE CHECK ENGINE LT IS ON, EMISSION LT COMES ON AND ABS LT IS COMING ON
FOUND REAR O2 SENSORS FAULTY AND FRONT ONS AGAINST THE HEAT SHIELD
REPLACED REAR O2 SENSORS AND MAY NEED TO REPLACE FRONT O2 SENSORS IN THE FUTURE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	2	8658090-9	HEATED OXYGEN S	225.00		450.00
JOB # 1 TOTAL PARTS						450.00

JOB # 1 TOTAL LABOR & PARTS 624.00
TECH(S):84 WARRANTY

JOB # 2 00V02RECALL OTHER RECALLS
Added Operation (GJOHN @ 06/01/2004 12:19)
RECALL 98
INSPECTED OIL FILLER GRATE
EVERYTHING OKAY AT THIS TIME

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

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 910V0290K 90K SCHEDULED MAINT. TECH(S):84 313.20
Added Operation (GJOHN @ 06/01/2004 12:20)
PERFORM SCHEDULED 90,000 MILE MAINTENANCE SERVICE.
PERFORMED 90K SERVICE ROTATED TIRES BATTERY SERVICE LUBE AND ADJUST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	PK30-8-30	30K INTERVAL MAINT.	444.4	444.4	444.4
JOB # 3	1	9204626-7	PARTICULATE FIL	22.69	22.6	22.69
JOB # 3	1	9186361-3	FILTER INSERT	25.78	25.7	25.78
JOB # 3	1	8692072-5	SPARK PLUG KIT	39.69	39.6	39.69
JOB # 3	1	1275810-8	FILTER INSERT	7.91	7.9	7.91
JOB # 3	1	977751-7	D/PLUG SEAL	1.10	1.1	1.10
JOB # 3	1	1275379-4	GASKET	2.06	2.0	2.06
JOB # 3	8	OIL	10W30 VALVOLINE	2.50	2.6	20.00
JOB # 3	1	1189943-2	MV SOLVENT	3.15	3.1	3.15
JOB # 3	2	BRACE	BRAKE FLUID	4.25	4.2	8.50
JOB # 3	1	063-9	FUEL INJ. CLEAN	9.95	9.9	9.95
						140.63

LIST PRICE-UNIT PRICE-
85.00 85.00 170.00

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701 Peters Creek Parkway, Winston-Salem, NC 27103

19625	GREG JOHNSTONE	551	168	06/02/04	VDCS132954
HIGH POINT, NC	00/VOLVO/S80T6/S80T6	YV1TS90D6Y1	88,613	08/04/01	43,157
				06/01/04	
	EP 1786047				MO: 88613

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	8634921-4	BRACE PAD KIT	48.00	48.00	48.00
				JOB # 4 TOTAL PARTS		218.00
				JOB # 4 TOTAL LABOR & PARTS		324.50
MISC	CODE	DESCRIPTION	CONTROL NO			
JOB # A	FTO	FLUID TOP OFF				3.00
JOB # A	ENV	EPA HANDLING				23.75
JOB # A	FUL	FUEL				4.90
				TOTAL - MISC		30.75

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CASH CHECK VISA M/C DISC AMEX CHARGE VIP NC

CUSTOMER SIGNATURE

paid oil # 5064

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(800) 978-6586

Goodwrench.
Quick Lube

344188
PY

Vestal Goodwrench Express
810 Hwy. 66 South
Kernersville NC 27284
(771) 888-7888

DATE 03/01/2004 10:49
INVOICE NO. 00001-344188
TRANSACTION NO. 04030100344188
EMPLOYEES 563 551 565

CUSTOMER INFORMATION		VEHICLE INFORMATION	
HIGH POINT, NC		YEAR 2000	LICENSE PLATE
		MAKE VOLVO	ALTERNATE ID
		MODEL S80	MILEAGE 83874
		ENGINE 6cyl 2.8L FI Turbo	
		VIN: VU1T89006V107A148	

FLUIDS		SERVICE HISTORY	
		DATE	MILEAGE
		03/01/04	83874
		11/07/03	79349
		03/03/03	68288
			SERVICES
			FB OBP
			FB
			OBP IM

SERVICE CHECKLIST		DESCRIPTION		QTY.	PRICE
1. WIPER BLADES	CHECKED	FULL SERVICE OIL CHANGE		1.00	24.95
2. LIGHT CHECK	CHECKED	57021 OIL FILTER		1.00	0.00
3. TRANS/TRANSAXLE FLUID	FULL	10/30 GOODWRENCH OIL		7.30	5.70
4. REAR DIFFERENTIAL FLUID	N/A	OBDE TEST PASSED		1.00	23.50
5. TRANSFER CASE FLUID	N/A	EMISSION STICKER		1.00	6.50
6. FRT DIFFERENTIAL FLUID	N/A				
7. RADIATOR FLUID	20 BELOW 0				
8. BELTS	CHECKED				
9. HOSES	CHECKED				
10. AIR FILTER	CHECKED				
11. PCV VALVE	N/A				
12. BREATHER FILTER	N/A				
13. CABIN AIR FILTER	N/A				
14. BRAKE FLUID	SENSOR OK				
15. POWER STEERING FLUID	FULL				
16. BATTERY FLUID	MAINT FREE				
17. WINDOW WASHER FLUID	ADDED				
18. WASH WINDSHIELD	COMPLETED				
19. CHECK TIRE PRESSURE	F35 R35				
20. TIRE CONDITION	CHECKED				

SERVICE COMMENTS		TOTALS	
		SUBTOTAL	60.65
		DISCOUNT (EMPD)	12.13
		SALE	48.52
		SALES TAX	1.69
		TOTAL	50.21
		CHECK# 8291	50.21

MESSAGES
Recommend next service on MAY 30, 2004 or 86874 miles. D.L. #
WELCOME TO VESTAL GOODWRENCH EXPRESS. OUR HOURS ARE 8 - 6 MONDAY - FRIDAY AND 8 - 2 ON SATURDAYS!!
AUTHORIZED & RECEIVED BY

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

SEVERE SERVICE, AS DEFINED BY THE AMERICAN PETROLEUM INSTITUTE, CONSISTS OF OPERATING A VEHICLE UNDER ANY OF THE FOLLOWING CONDITIONS:

- Frequent trips of less than 10 miles
- Taxi, police and ambulance-type driving
- Sustained, high speed driving in hot weather
- Cold weather that prevents full engine warmup
- Stop-and-go driving
- Driving in dust or sand
- Idling for extended periods
- Pulling trailers or heavy loads

Invoice # 111111

DATE
INVOICE NO.
TRANSACTION NO.
EMPLOYEES

COPY

11/07/03 5:05

CUSTOMER INFORMATION

VEHICLE INFORMATION

Kernersville NC

YEAR 2000
MAKE
MODEL
ENGINE
VIN 2000
08T10700174836
551
MILEAGE 546
1074148

HIGH POINT, NC

SERVICE HISTORY

DATE MILEAGE SERVICES 79349
11/07/03 79349 FS
03/03/03 68283 OBP IM
6cyl 2.8L FI Turbo
VIN: YV1T89005Y1

SERVICE CHECKLIST

DESCRIPTION

QTY.

PRICE

- 1. WIPER BLADES CHECKED
- 2. LIGHT CHECK CHECKED
- 3. TRANS/TRANSAXLE FLUID FULL
- 4. REAR DIFFERENTIAL FLUI N/A
- 5. TRANSFER CASE FLUID N/A
- 6. FRT DIFFERENTIAL FLUID N/A
- 7. RADIATOR FLUID 20 BELOW 0
- 8. BELTS CHECKED
- 9. HOSES CHECKED
- 10. AIR FILTER CHECKED
- 11. PCV VALVE N/A
- 12. BREATHER FILTER N/A
- 13. CABIN AIR FILTER N/A
- 14. BRAKE FLUID SENSOR OK
- 15. POWER STEERING FLUID FULL
- 16. BATTERY FLUID MAINT FREE

FULL SERVICE OIL CHANGE
57021 OIL FILTER
10/30 GOODWRENCH OIL

1.00 24.95
1.00 0.00
7.30 5.70

Goodwrench
Quick Lube

- 18. WASH WINDSHIELD
- 19. CHECK TIRE PRESSURE
- 20. TIRE CONDITION

SUBTOTAL 30.65
DISCOUNT (EMP) 6.13
SALE 24.52
SALES TAX 1.69
TOTAL 26.21
CHECK # 0

30.65
6.13
24.52
1.69
26.21
26.21

Recommend next service on FEBRUARY 05, 2004. WELCOME TO VESTAL GOODWRENCH EXPRESS. OUR HOURS ARE 8 - 6 MONDAY - FRIDAY AND 8 - 2 ON SATURDAYS!!

VEHICLE SERVICE, AS DEFINED BY THE AMERICAN PETROLEUM INSTITUTE, CONSISTS OF OPERATING A VEHICLE UNDER ANY OF THE FOLLOWING CONDITIONS:

- Frequent trips less than 10 miles
- Taxi, police and ambulance-type driving
- Sustained, high speed driving in hot weather
- Cold weather that prevents full engine warmup
- Stop-and-go-driving
- Driving in dust or sand
- Idling for extended periods
- Pulling trailers or heavy loads



701 Peters Creek Parkway, Winston-Salem, NC 27103

COPY FILE

ORDER NO. 19625	SALES REP. TRAVIS E ADAMS	203	FAO NO. 145	ORDER DATE 07/24/03	WORK ORDER NO. VOCS120038
ADDRESS: HIGH POINT, NC	LABOR RATE	USAGE/NO	USAGE 74,104	CLASS MOONDAUST/	STOCK NO
	YEAR/MAKE/TYPE 00/VOLVO/S80T6/S80T6			DATE OF SALE 08/04/01	SALE PRICE 43,157
	VEHICLE ID NO. YV1TS9006Y1			BILLING METHOD	FINANCING
	K.T.E.N.O.	P.O.N.O.		07/23/03	
	EX 1786047				NO: 74104

LABOR & PARTS
 J# 1-20V02220 LUBE SYS GENERAL TECH(S):444 324.09
 CUSTOMER STATES THAT THE CAR HAS AN OIL LEAK/ HAS BEEN LEAVING SPOTS ON DRIVEWAY/ ADV FOUND FLAME BOX GLOGGED AND SEALS LEAKING/ THROTTLE BODY BIPPED UP/ AND PCV NIPPLE CLOGGED/ REPLACED FLAME BOX SEALS/ CLEANED THROTTLE BODY/ AND PCV SYSTEM/

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	9458835-3	BASKET	17.04	17.04	17.04
JOB # 1	1	8836793-9	BASKET	6.95	6.95	6.95
JOB # 1	1	30622066-6	SEALING RING	4.50	4.50	4.50
JOB # 1	1	8683339-5	HOSE	6.00	6.00	6.00
JOB # 1	2	947282-0	BASKET	2.95	2.95	5.90
JOB # 1	4	HOSE-CLAMP	HOSE CLAMP	2.85	2.85	11.40
JOB # 1 TOTAL PARTS						51.79
JOB # 1 TOTAL LABOR & PARTS						375.79

J# 2-20V02238 MOTOR MOUNTS/BRACKET TECH(S):444 72.00
 Added Operation (TRAVIS @ 07/23/2003 09:30)
 FOUND UPPER ENGINE MOUNT DEFECTIVE/
 REPLACED TOP ENGINE MOUNT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	8671633-9	ENGINE MOUNTING	60.00	60.00	60.00
JOB # 2 TOTAL PARTS						60.00
JOB # 2 TOTAL LABOR & PARTS						132.00

J# 3-20V0226331 REPLACE DRIVE BELTS TECH(S):444 57.60
 Added Operation (TRAVIS @ 07/23/2003 09:31)
 FOUND DRIVE BELT CRACKED/
 REPLACED DRIVE BELT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	9471981-2	BELT	46.92	46.92	46.92
JOB # 3 TOTAL PARTS						46.92
JOB # 3 TOTAL LABOR & PARTS						104.52

J# 4-20V02223 OIL COOLER/NOSES TECH(S):444 309.60
 Added Operation (TRAVIS @ 07/23/2003 09:32)
 FOUND TURBO OIL RETURN LINE AND O-RING LEAKING
 FOUND BOTH TURBO OIL RETURN LINE O-RING LEAKING
 REPLACED BOTH TURBO OIL RETURN LINE O-RINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	2	3514546-5	GASKET	4.95	4.95	9.90
JOB # 4	2	30637866-2	SEALING RING	4.98	4.98	9.96
JOB # 4 TOTAL PARTS						19.86
JOB # 4 TOTAL LABOR & PARTS						329.46

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701 Peters Creek Parkway, Winston-Salem, NC 27103

CLIENT NO. 19625	TRAVIS E ADAMS	203	145	07/24/03	VOCS120038
	LABOR RATE	CREDIT NO.	SALES TAX	74,104	ROADDUST/
HIGH POINT, NC	00/VOLVO/S80T6/S80T6			08/04/01	
	VVITS9006Y1				
				07/23/03	
	EP-1786047				NO: 74104

Check & Parts
 Job # 5-80402872 DASHVENT/DUCTS/INTAK TECH(S):444 28.80
 Added Operation (TRAVIS @ 07/23/2003 09:33)
 FOUND POLLIN FILTER DIRTY
 REPLACED POLLIN FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	9204686-7	PARTICULATE FIL	21.47	21.47	21.47
JOB # 5 TOTAL PARTS						21.47
JOB # 5 TOTAL LABOR & PARTS						50.27

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	ENV	EPA HANDLING		31.68
JOB # 1	SC	SERV COUPONS		-50.00
JOB # 1	SC	SERV COUPONS		-50.00
JOB # 1	SC	SERV COUPONS		-50.00
JOB # 1	SC	SERV COUPONS		-50.00
JOB # 1	SC	SERV COUPONS		-42.73
JOB # 1	SC	SERV COUPONS		-211.05
TOTAL MISC				-211.05

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ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$795.00 (+TAX)

TOTALS	TOTAL LABOR....	792.00
	TOTAL PARTS....	200.04
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	31.68
	TOTAL MISC DISC	-242.73
	TOTAL TAX.....	14.01
	TOTAL INVOICE \$	795.00

 * THANK YOU FOR CHOOSING VOLVO OF THE TRIAD *
 * FOR YOUR SERVICE NEEDS. PLEASE LET US KNOW IF *
 * YOUR SERVICE EXPERIENCE WAS ANYTHING LESS THAN *
 * EXCELLENT!!!!!! *
 * THANK YOU *
 * STEVE WARTLESS *
 * SVC. MGR. *

CASH CHECK VISA M/C DISC AMEX CHARGE VEP NG

CUSTOMER SIGNATURE



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701 Peters Creek Parkway, Winston-Salem, NC 27103

ORDER NO. 19625	SALES REP. GEORGE MOORE	SALES NO. 345	DATE 07/02/03	STOCK NO. VCCP119314
LABOR RATE	LINE NO.	AMOUNT 73,222	DATE MOONDUST/	STOCK NO.
HIGH POINT, NC	00/VOLVO/SB076/SB076		DATE 08/04/01	
	YVITS90D6Y1		DATE 07/02/03	
	EM 1786047			NO: 73222

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1 10WZLOF	1		CHG. OIL/FILTER SPEC			4.50
			PERFORM OIL AND FILTER CHANGE			
			COMPLETED OIL CHANGE			
			TECH(S):345			
PARTS						
JOB # 1	1	PKLOPP	OIL CHG/PART FILTER	15.45	15.45	15.45
JOB # 1	1	1275014-0	FILTER INSERT	****	****	****
JOB # 1	1	977751-7	D/PLUG SEAL	****	****	****
JOB # 1	5	OIL	10W30 VALVOLINE	****	****	****
JOB # 1	2	OIL	10W30 VALVOLINE	2.50	2.50	5.00
			JOB # 1 TOTAL PARTS			20.45
			JOB # 1 TOTAL LABOR & PARTS			24.95

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MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	LOF	ENVING. FEE		1.00
		TOTAL - MISC		1.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$30.00 (+TAX)

TOTALS						
			TOTAL LABOR...			4.50
			TOTAL PARTS...			20.45
			TOTAL SUBLET...			0.00
			TOTAL G.O.G...			0.00
			TOTAL MISC CHG...			1.00
			TOTAL MISC DISC...			0.00
			TOTAL TAX.....			1.44
			TOTAL INVOICE \$			27.99

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701 Peters Creek Parkway, Winston-Salem, NC 27103

19625	MATT NELSON	375	690	01/14/03	VOCS112632
			66,148	INDUST/	
HIGH POINT, NC	00/VOLVO/S80T6/S80T6			08/04/01	43,157
	YV1TS90D5Y1			01/14/03	
					NO: 86149

JOB # 1 10V0Z611 ALBERT SUSA/GENERAL TECH(S):71 130.54
 CUSTOMER STATES RIGHT FRONT END MAKES NOISE WHEN GOING OVER
 ROUGH SURFACE ROADS.
 TRACED TO FIND RIGHT FRONT UPPER STRUT MOUNT DEFECTIVE
 REPLACED UPPER STRUT MOUNT TO CORRECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	8646713-1	SPRING SEAT	32.80		32.80
				JOB # 1 TOTAL PARTS		32.80
				JOB # 1 TOTAL LABOR & PARTS		163.38

JOB # 2 10V0ZLOF CHG. OIL/FILTER SPEC. TECH(S):72 4.50
 PERFORM OIL AND FILTER CHANGE
 COMPLETED OIL CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	PKLOFF	OIL CHG/CART FILTER	15.45	15.45	15.45
JOB # 2	1	1276810-8	FILTER INSERT	****	****	****
JOB # 2	1	977751-7	D/PLNG SEAL	****	****	****
JOB # 2	5	OIL	10W30 VALVOLINE	****	****	****
JOB # 2	3	OIL	10W30 VALVOLINE	2.45	2.45	7.35
				JOB # 2 TOTAL PARTS		22.80
				JOB # 2 TOTAL LABOR & PARTS		27.30

JOB # 3 408V0Z601 WHEEL ALIGNMENT TECH(S):426 54.95
 Added Operation (MATTN @ 01/14/2003 14:46)
 PERFORM 4 WHEEL ALIGNMENT
 COMPLETED ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		54.95

MISC	CODE	DESCRIPTION	CONTRL NO	PRICE	
JOB # A		ENV EPA HANDLING		11.00	
JOB # A		FIL FUEL		4.00	
				TOTAL - MISC	15.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$265.98 (+TAX)



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ORDER NO. 19625	SALES REP. MATT NELSON	373	FAO NO. 690	DATE ORDERED 01/14/03	ORDER NO. V0CS112632
ADDRESS HIGH POINT, NC	PHONE NO.		SALE PRICE 66,148	DEPT. HOONDUST/	STOCK NO.
	VEHICLE MAKE / MODEL 00/VOLVO/S80T6/S80T6			DATE RECEIVED 08/04/01	SALE PRICE 43,157
	VEHICLE VIN VV1TS90D6Y1			ORDER DESCRIPTION	PRODUCT CODE
	ORDER NO. EP 1786047			DATE 01/14/03	
					NO: 66149

TOTALS


*****	TOTAL LABOR....	189.96
* THANK YOU FOR CHOOSING VOLVO OF THE TRIAD *	TOTAL PARTS....	55.60
* FOR YOUR SERVICE NEEDS. PLEASE LET US KNOW IF *	TOTAL SUBLET....	8.00
* YOUR SERVICE EXPERIENCE WAS ANYTHING LESS THAN *	TOTAL G.O.B....	8.00
* EXCELLENT!!!! *	TOTAL MISC CHG....	15.00
THANK YOU	TOTAL MISC DISC	8.00
STEVE HARTLESS	TOTAL TAX.....	3.98
SVC. MGR.		
*****	TOTAL INVOICE \$	284.45

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FILE

19625	MATT NELSON	375	522	11/06/02	V0CS110005
			62.742	MOONDAUST/	
HIGH POINT, NC	00/VOLVO/880T6/580T6			08/04/01	43,157
	YV1TS90D6Y1				
				11/05/02	
	1786047				MO: 62743

LABOR & PARTS
 J# 1 10V0260K 60K SCHEDULED MAINT. TECH(S):L26 304.50
 PERFORM SCHEDULED 60,000 MILE MAINTENANCE SERVICE.
 COMPLETED 60K SERVICE WITH TIRE ROTATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PK90-8-36	60K INTERVAL MAINT.			
JOB # 1	1	9204628-7	PARTICULATE FIL	21.47	21.47	21.47
JOB # 1	1	9188361-3	FILTER INSERT	24.29	24.29	24.29
JOB # 1	1	8678059-8	SPARK PLUG KIT	37.95	37.95	37.95
JOB # 1	1	1276810-8	FILTER INSERT	7.48	7.48	7.48
JOB # 1	1	977751-7	O/PLUG SEAL	1.13	1.13	1.13
JOB # 1	1	1275379-4	GASKET	2.06	2.06	2.06
JOB # 1	8	OIL	10W30 VALVOLINE	2.45	2.45	19.60
JOB # 1	2	BRAKE	BRAKE FLUID	4.25	4.25	8.50
JOB # 1	1	053-9	FUEL INJ. CLEAN	9.95	9.95	9.95
JOB # 1	1	1189943-2	MV SOLVENT #	3.05	3.05	3.05
JOB # 1 TOTAL PARTS						135.48
JOB # 1 TOTAL LABOR & PARTS						439.98

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J# 2 38V02210 ENGINE: GENERAL TECH(S):17K 304.60
 CUSTOMER STATES ENGINE SURGES AT STOPLIGHTS. ADVISE.
 FOUND THROTTLE ANGLE IS READING TOO HIGH.
 RAR INTAKE AND CLEANED ETH AND INTAKE. HOOKED TO VADIS
 AND DOWNLOADED SOFTWARE FOR BETTER IDLE PERFORMANCE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	9458535-3	GASKET	14.20	14.20	14.20
JOB # 2	1	8436753-9	GASKET	2.51	2.51	2.51
JOB # 2	1	30637865-4	SEALING RTMG	1.74	1.74	1.74
JOB # 2	2	947282-0	GASKET	1.92	1.92	3.84
JOB # 2	1	CC	PARTS CLEANER	4.85	4.85	4.85
JOB # 2 TOTAL PARTS						27.14
JOB # 2 TOTAL LABOR & PARTS						331.64

J# 3 50V02511 BRAKES/FRONT TECH(S):17K 106.50
 Added Operation (MATT # 11/05/2002 16:24)
 TECH NOTED FRONT PADS AND ROTORS BELOW MINIMUM SPEC.
 REPLACED FRONT PADS AND ROTORS TO CORRECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	2	274170-0	BRAKE DISC KIT	101.00	101.00	202.00
JOB # 3	1	8634921-4	BRAKE PAD KIT	64.97	48.00	48.00
JOB # 3 TOTAL PARTS						250.00
JOB # 3 TOTAL LABOR & PARTS						356.50

DISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB	A	ENV EPA HANDLING		12.00
JOB	A	FUL FUEL		4.00
JOB	1	SC SERV COUPONS		-50.00
JOB	1	SC SERV COUPONS		-50.00
JOB	1	SC SERV COUPONS		-18.69

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19625	MATT NELSON	375	522	11/06/02	VOC5110005
	LABOR HOURS	62,742		WOODDUST/	
HIGH POINT, NC	00/VOLVO/380T6/380T6			08/04/01	43,157
	VVIT S 9 0 D 5 Y 1				
				11/05/02	
	EV 1786047				NO: 62743

MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # 3	SC SERV COUPONS		.56.55
TOTAL - MISC			-158.15
ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$999.00 (+TAX)			
TOTALS			
*****		TOTAL LABOR....	715.50
* THANK YOU FOR CHOOSING VOLVO OF THE TRIAD *		TOTAL PARTS....	412.62
* FOR YOUR SERVICE NEEDS, PLEASE LET US KNOW IF *		TOTAL SUBLET....	8.88
* YOUR SERVICE EXPERIENCE WAS ANYTHING LESS THAN *		TOTAL G.O.G....	8.88
* EXCELLENT!!!! *		TOTAL MISC CHG.	16.08
* THANK YOU *		TOTAL MISC DISC	-175.15
* STEVE HARTLESS *		TOTAL TAX....	26.83
* SVC. MGR. *			
*****		TOTAL INVOICE \$	995.80

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701 Peters Creek Parkway, Winston-Salem, NC 27103



ACCOUNT NO. 10625	ADDRESS DAVID LAMAR 20003	REG NO. B41	APPROX DATE 08/19/02	INVOICE NO. VOC5108951
	PHONE NO. 58329	VEHICLE NO. 58329	DEALER CODE MOONQUEST	SALES REP 43357
	PLANT / MAKE / MODEL DAVOLV080T680T6	VEHICLE ID NO. YV1T8006Y	DELIVERY DATE 08/04/02	
HIGH POINT, NC			REGISTRATION	
	CHASSIS NO. E4 1700047		MO. NO. 58331	

LABOR & PARTS

JOB # 1 3300250

DESCRIPTION: CUSTOMER STATES ALL BUTTONS ON STEERING WHEEL ARE INOP. VERIFIED, CHECK WITH VADIS, CODE 1A58 COMMUNICATION WITH SWH CONTROL MODULE SIGNAL MISSING, PERMANENT FAULT RAR STEERING WHEEL CONTROL MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	9162779-A	MODULE	93.00	93.00	93.00
JOB # 1	1	9438296-H	SWH REL/GND	25.00	25.00	25.00
JOB # 1 TOTAL PARTS						118.00
JOB # 1 TOTAL LABOR & PARTS						217.50

JOB # 2 30002360

DESCRIPTION: CUSTOMER STATES THAT THE TURN SIGNALS ARE INOP RELATED TO JOB # 1

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

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	ERY	FPA HANDLING		11.00
JOB # A	FUE	FUEL		4.00
TOTAL - MISC				15.00

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ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$407.00 (+TAX) APPROVED REVISED ESTIMATE OF \$1,400.00 (+TAX) ON 08/19/02 AT 12:23pm BY BRENDA POPLIN PERDRAH COMMENTS AUTH BY PHONE

TOTALS

TOTAL LABOR	217.50
TOTAL PARTS	118.00
TOTAL SUBLET	0.00
TOTAL B.O.B.	19.00
TOTAL MISC CHG	15.00
TOTAL MISC DISC	0.00
TOTAL TAX	7.71
TOTAL INVOICE \$	381.81

• THANK YOU FOR CHOOSING VOLVO OF THE TRIAD •
 • FOR YOUR SERVICE NEEDS, PLEASE LET US KNOW IF •
 • YOUR SERVICE EXPERIENCE WAS ANYTHING LESS THAN •
 • EXCELLENT!!!! •

THANK YOU
STEVE HARTLESS
SVC. MGR.

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PAGE 1 OF 1 CUSTOMER COPY END OF INVOICE 1 13:57:11

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ESTIMATE NO 19825	ADVISOR MATT NELSON 375	YARD NO 860	WORKSHOP NO 0772002	PHONE TO VOC5105803
	CONTACT NAME [REDACTED]	CONTACT NO [REDACTED]	DESK NO MOONDUST1	WORKING
	VEHICLE MAKE/MODEL DODGE/DODGE/97G/STRATUS	VEHICLE NO YV1TS80D6Y1 [REDACTED]	PLANT NO 0810401	YEAR OF MFG 43157
HIGH POINT, NC [REDACTED]			SCALE OF PRICE [REDACTED]	WORK CENTER [REDACTED]
	COMMENTS EF 128047		PLANT NO 07/19/02	REPRINT# 1
			MO: 57047	

LABOR & PARTS
JOB # 1 3070210F OIL, OIL/FILTER SPEC TECH(S):71 4.50
PERFORM OIL AND FILTER CHANGE
COMPLETED OIL CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PKLOP	OIL CHG/CART FILTER	25.45	15.45	15.45
JOB # 1	1	1275810-R	FILTER INSERT	4.44	4.44	4.44
JOB # 1	1	977751-7	D/PLUG SEAL	4.44	4.44	4.44
JOB # 1	1	OIL	10W30 VALVOLINE	4.44	4.44	4.44
JOB # 1	3	OIL	30W30 VALVOLINE	2.45	2.45	7.35
JOB # 1 TOTAL PARTS						22.88
JOB # 1 TOTAL LABOR & PARTS						27.30

JOB # 2 207021740 SERVICE COOLING SYST TECH(S):71 348.00
CUSTOMER STATES HIGH ENGINE TEMPERATURE COMES UP.
ADVISE
VERIFIED CUSTOMER COMPLAINT. FOUND FAN INOP ON HIGH SPEED.
- START FROZEN
REPLACED THERMOSTAT AND COOLANT. REPLACED COOLING FAN
VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	272335-1	THERMOSTAT KIT	20.11	20.11	20.11
JOB # 2	1	0548634-6	ELECTRICAL FAN	378.00	378.00	378.00
JOB # 2	1	ANT1	ANT. FRICT PL. T/OCA	16.20	16.20	16.20
JOB # 2 TOTAL PARTS						414.31
JOB # 2 TOTAL LABOR & PARTS						762.31

JOB # 3 20702271 THROTTLE CONTROL TECH(S):71 WARRANTY
Added Operation (DAVID # 07720/2002 10:23)
LCH 262A AND 272A LONG TERM FUEL TRIM
AND 72A
REPLACED MASS AIR FLOW SENSOR AND TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	0670113-3	MASS AIR FLOW S			WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	ENV	EPA HANDLING		14.10
JOB # A	FUL	FUEL		4.00
TOTAL - MISC				18.10

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$75.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1255.00 (+TAX) ON 07/20/02 AT 10:12am
BY BRENDA POPLIN PEURAN COMMENTS AUTH BY PHOM

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COMPONENT NO. 19825	APPROX. MATT NELSON 375	TAX NO. 988	ORDER DATE 07/20/02	INVOICE NO. VOC5108803
	LABOR RATE	ORDER NO. 57045	DEL. TO MOONDUST/	STOCK NO.
	VEHICLE MAKE / MODEL VOLVO/S80T/S80T4		DELIVERY POINT 8834401	
HIGH POINT, NC	VEHICLE ID. NO. YY1TSB006Y		VEHICLE IDENTICAL	PRODUCTION DATE
	COMMENTS E/ 1788047			REPRINT# 1
				NO: 57047

TOTALS.....

* THANK YOU FOR CHOOSING VOLVO OF THE TRIAD *
* FOR YOUR SERVICE WE'D PLEASE LET US KNOW IF *
* YOUR SERVICE EXPERIENCE WAS ANYTHING LESS THAN *
* EXCELLENT!!!! *
* THANK YOU *
* STEVE WATLESS *
* SVC. MGR. *

TOTAL LABOR	352.50
TOTAL PARTS	437.11
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	18.10
TOTAL MISC DISC	0.00
TOTAL TAX	28.42
TOTAL INVOICE 1	836.13

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1862E	ADVISOR THOMAS S. HARTLESS 212	TRIP NO 800	WORK DATE 03/22/02	WORK NO VDCS100266
	LABOR RATE 12.00	WARRANTY 52036	MOONDUST 00000000	VEHICLE MAKE VOLVO
	YEAR / MAKE / MODEL 2001 VOLVO S80T/S80T6		DRIVIN 43157	VEHICLE MODEL
HIGH POINT, NC	VEHICLE NO TYLTS0008Y		SALES DEALER 03/22/02	
	FR # 1785017		INT: 52056	

LABOR & PARTS		CHG. DIL/FILTER SPEC		TECH(S): 408		4.50	
J# 1 10V0ZLD		PERFORM OIL AND FILTER CHANGE	COMPLETED OIL CHANGE				
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 1	1	P/LOFP	OIL CHANG/FILTER	15.45	15.45	15.45	
JOB # 1	1	1275810-B	FILTER INSERT	****	****	****	
JOB # 1	1	97751-7	O/PLUG SEAL	****	****	****	
JOB # 1	5	DIL	10W30 VALVOLINE	****	****	****	
JOB # 1	3	OIL	10W30 VALVOLINE	2.45	2.45	7.35	
JOB # 1 TOTAL PARTS						22.80	
JOB # 1 TOTAL LABOR & PARTS						27.30	
J# 2 30V0ZS2		FRONT LIGHTING	TECH(S): 408	WARRANTY			
		CUSTOMER STATES THAT THE VEHICLE HAS ONE DIM HEADLIGHT	VERIFIED				
		PERFORMED SERVICE BULLETIN					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 2	2	901465-B	BULB			0.00	WARRANTY
JOB # 2 TOTAL PARTS						0.00	
JOB # 2 TOTAL LABOR & PARTS						0.00	
MISC	CODE	DESCRIPTION	CONTROL NO				
JOB # A	F70	FLUID TOP OFF				3.00	
TOTAL - MISC						3.00	

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ESTIMATE		CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$27.00 (+TAX)	
TOTALS			
TOTAL LABOR	4.50	TOTAL PARTS	22.80
TOTAL SUBLET	0.00	TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00	TOTAL MISC DISC	3.00
TOTAL TAX	1.49	TOTAL TAX	1.49
TOTAL INVOICE \$		25.79	

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CUSTOMER NO.	ADDRESS	TELEPHONE	SERVICE DATE	SALES REP.
10895	LET WILSON	851	12/27/01	WCS97627
	10895	48501	INDUSTRY	W1345A
	YEAR / MAKE / MODEL		081401	43157
	OWNER UNBOTTLED			
	VIN: J-5-0-0-0-1-1			
FINANCIAL PHONE	DEALER PHONE	COMPANY		
		EA 188047		MO-41897

LABOR & PARTS
JOB # 1 2004/254 45% MAINTENANCE MAINT. TECH(S): 71 117.60
PERFORM SCHEDULED 32,000 MILE MAINTENANCE SERVICE.
COMPLETED 45A SURV

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	859-8-15	1/2" INTLVA. PAINT	20.43	20.43	20.43
JOB # 1	1	900-800-7	FILTER	7.30	7.30	7.30
JOB # 1	1	177-810-R	11" FP INT	1.13	1.13	1.13
JOB # 1	1	077-51-7	ENGINE OIL	2.45	2.45	19.68
JOB # 1	1	MSW	WYS WASH FLB	1.55	1.55	1.55
JOB # 1	1	053-9	FUEL WJ. CLEAR	9.95	9.95	9.95
JOB # 1 TOTAL PARTS						59.96
JOB # 1 TOTAL LABOR & PARTS						177.56

JOB # 2 2004/152 FRONT LIGHTING TECH(S): 71 WARRANTY
CUSTOMER STATES THAT THE FRT HEADLIGHTS ARE DIFFERENT COLOR
NEW
DIAGNOSED/ FOUND RHT FRT HEADLIGHT CHROME MATERIAL ON LENS
DISCOLORED CAUSING BLUEISH COLOR
REPLACED RHT FRT HEADLIGHT ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	801-478-8	FLAS			
JOB # 2	1	866-2970-8	HEADLAMP, RIGHT			
JOB # 2	1	975878-6	ULTRV RTVET			
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

JOB # 3 2004/260 COOLING SYS. GENERAL TECH(S): 71 0.00
CUSTOMER STATES THAT THERE IS A COOLANT LEAK. CUSTOMER HAS TO
KEEP ADDING COOLANT IN JUNE / NOV
PRESSURE TESTED SYS / NO LEAKS / NO PROBLEM FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

JOB # 4 2004/260 FRT SLEEV GENERAL TECH(S): 71 0.00
CUSTOMER STATES THAT THERE IS A GRINDING NOISE WHEN TURNING
SHARP
TOPPED OFF FLUID LEVEL / TEST DROVE OK / NEVER TURN WHEEL
TO LOCK POSITION CAN DAMAGE PUMP

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

JOB # 5 2004/260 ENGINE GENERAL TECH(S): 71 WARRANTY

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

Phone
(336) 723-4111

Fax
(336) 721-2160

Toll Free
(800) 978-6586

COPY



OF THE TRIAD

701 Peters Creek Parkway, Winston-Salem, NC 27103

12025	LES ROUNG	751	12/27/01	Y00507627
	YEAR / MAKE / MODEL	48601	MOD/DOCT	Y1345A
	SP/VOLVO/8307682076		DR/CH/01	43137
	VIN: J4800001			
			12/27/01	
		# 120047		

CUSTOMER STATES THAT THERE IS A THUMPING NOISE IN ENG COMPARTMENT AROUND DRIVERS SIDE WHEN VEHICLE IS FIRST STARTED
 WHEN COLD / WARM
 TOP ENG MOUNT BROKEN
 REPLACED TOP ENG MOUNT

STATEMENT OF DISCLAIMER

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

PARTS JOB #	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	8671633-9	ENGINE MOUNTING			0.00
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00
MISC JOB # A	QTY	DESCRIPTION	CONTR NO			
		ENV EPA MARKING				9.00
		FUEL FILL				4.00
TOTAL - MISC						13.00

ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$194.00 (+TAX)

TOTAL LABOR	117.60
TOTAL PARTS	59.95
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	13.00
TOTAL MISC DTSC	0.00
TOTAL TAX	3.95
TOTAL INVOICE \$	194.46

CASH CRD VISA M/C DISC AMEX CHARGE P/P NO

CUSTOMER SIGNATURE

Phone
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701 Peters Creek Parkway, Winston-Salem, NC 27103

COPY
FILE

Invoice No. 10626	Customer Name TRAVIS B ADAMS	Year 2004	Vehicle Make VOLVO	Invoice No. WIC003885
	License No.	Color GREEN	Model MIDWINTER	Product No. V1345A
	Year / Make / Model 2004 VOLVO S40	Color GREEN	Production Date 04/04/04	Production Date 04/04/04
High Point, NC	Vehicle No. YMLT10008Y			

LABOR & PARTS		CHG. OIL/FILTER SPEC		TECH(S):378	4.50
JOB # 1 10602LOF		PERFORM OIL AND FILTER CHANGE		COMPLETED OIL CHANGE	
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	1775410-8	OIL CHG/CART FILTER	15.45	15.45
JOB # 1	1	97751-7	FILTER INSERT	0.00	0.00
JOB # 1	1		O/PLUG SEAL	0.00	0.00
JOB # 1	1		10W30 VALVOLINE	0.00	0.00
JOB # 1	1		10W30 VALVOLINE	2.45	2.45
JOB # 1 TOTAL PARTS				22.90	
JOB # 1 TOTAL LABOR & PARTS				27.30	
JOB # 2 20602350		LIGHTING OTHER		TECH(S):378	WARRANTY
CUSTOMER STATES THAT THE DIP BUBB OUT IS ON		REPLACED BOTH FRONT HEADLIGHT BULBS AND HARNESS PER		BOLLITER 37/0014	
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	27288-6	REPAIR KIT		
JOB # 2 TOTAL PARTS				0.00	WARRANTY
JOB # 2 TOTAL LABOR & PARTS				0.00	
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	LOF	ENVIRO. FEE		1.00	
TOTAL - MISC				1.00	

STATEMENT OF DISCLAIMER

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

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$40.00 (+TAX)

TOTAL LABOR ...	4.50
TOTAL PARTS ...	22.90
TOTAL SUBLET ...	0.00
TOTAL B.O.B. ...	0.00
TOTAL MISC CHG ...	1.00
TOTAL MISC DISC ...	0.00
TOTAL TAX ...	1.37
TOTAL INVOICE \$	29.67

CASH CHECK VISA M/C DISC AMEX CHARGE VIP NG

CUSTOMER SIGNATURE

THANK YOU
STEVE HARTLESS
SVC. MGR.

Phone
(336) 723-4111

Fax
(336) 721-2160

Toll Free
(800) 978-6586



701 Peters Creek Parkway, Winston-Salem, NC 27103

COPI
FILE

CUSTOMER NO. 18625	ADVISOR MATT NELSON 375	TAG NO. 388A	W/DCC CRT. 0810001	W/DCC INT. WDCS02438
	LABOR RATE 43344	RELEASE 43344	COLOR MOONDUST/	W/DCC NO. V1345A
	YEAR / MAKE / MODEL 2004 VOLVO S40		DRIVIN 42324	
HIGH POINT, NC	VV1TSS0DEVA			
	COMBINT FA 5700047		MO: 43344	

LABOR & PARTS
JOB # 1 MONO2852

FRONT SEAT UPHOLSTERY TECH(S): E76
CUSTOMER STATES PASSENGERS FRONT SEAT SWITCH KNOB BROKEN.
VERIFIED CUSTOMERS COMPLAINT
REMOVED AND REPLACED PASSENGERS SEAT SWITCH TO CORRECT.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	9108219-3	CONTROL PANEL			WARRANTY
JOB # 1	1	9108219-8	CABLE TERMINAL			WARRANTY
JOB # 1	1	9108231-9	HOUSING			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC BYSC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

STATEMENT OF DISCLAIMER

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

CASH CHECK VISA M/C DISC AMEX CHARGE V/P M6

CUSTOMER SIGNATURE

Phone
(336) 723-4111

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(336) 721-2160

Toll Free
(800) 978-6586

COPY TO THE Volvo, Buick, and Reynolds Logistics (800) 978-6586

RECEIVED
MARCH 24 2004

March 24, 2004

CUSTOMER RELATIONS

To whom it might concern,

Enclosed you will find a copy of my letter to Better Business Bureau, 7 on your side, and other media outlets. I have been dealing with this issue for six months. This morning I filled a complaint with your customer service. I was told the rep would receive the complaint within 24 hrs. I am sending this as a back up. If I don not receive a phone call within a reasonable amount of time I will turn this over to my attorney and it can be resolved with him.

Since the letter to BBB there are many more issues at hand. My complaint should be on file. Thank you for your time,

[REDACTED]

[REDACTED]

ANNAPOLIS, MD

[REDACTED]

[REDACTED]

24 HRS A DAY

December 22, 2003

To whom it may concern;

I purchased a 1999 Volvo from Koons Ford of Annapolis on September 12, 2003. The car came with a 90 day 4000 mile Koon's warranty and in addition, I purchased an extended warranty for \$2321.00.

On September 18, I called with complaints with the way the car was shifting gears. I was told to bring the car in. I dropped my car off to Koons on September 20. Koons delivered the car to Volvo of Annapolis. After having no success with Koons in finding out what the problem was with my car, I called Volvo myself and learned the it needed a new transmission. Volvo also called Koons to say it needed a new transmission. Koons however, said their 90 day warranty would rebuild the transmission. Koons Ford had my car from September 20 and I did not get my car back with the rebuilt transmission until November 10. This used up 45 days of my 90 day warranty. I had possession of the car occasionally during this period.

I had purchased an extended warranty through Koons and after the horrible service I received regarding the transmission, I decided to cancel my extended warranty. It was canceled it on October 7. I was told at that time I would receive my refund in 4 to 5 weeks (28 to 42 days). As of today I have not received my refund and it has been 76 days. Enclosed are my notes as well as the history from both Koons of Annapolis and Annapolis Volvo.

On December 8 the engine light came on. I notified Koons and after some delay Mike Shakles, service manager at Koons told me to take the car direct to Volvo. I took the car to Annapolis Volvo on December 15. Annapolis Volvo's report, attached, indicated that repairs in the amount of \$2,485 (parts only) were needed. This figure did not include the labor to make the repairs. I met with Earl, the sales manager and Jason Fishbine (used car managers at Koons) today and discussed the Volvo report. They informed me that the issues at hand are not covered under their warranty, because the repairs were to sensors and such and in addition the 90 warranty had expired even if the repairs were required under their warranty. I explained to no avail that I did not have my car long enough to exercise the 90 day warranty, being that they had my car for 45 days of the 90 day warranty period to rebuild the transmission.

told them I bought the car under the assumption it was a fully functioning vehicle. It clearly is not.

The managers today agreed that I have not received my refund from the canceled extended warranty, but they could not help me, other than to try again to see what the hold up was.

My complaint is that they are not honoring their warranty and they are holding my money needlessly.

Thank you for your time.

Sincerely,

[REDACTED]
Annapolis, MD [REDACTED]

[REDACTED] office
[REDACTED] cell
[REDACTED] fax

KOONS FORD OF ANNAPOLIS, INC.

2550 RIVA ROAD
ANNAPOLIS, MARYLAND 21401
BALTO. LOCAL WASH
(410) 841-6550 (410) 224-2100 (301) 261-8220

SOLD TO [REDACTED]
ADDRESS ANNAPOLIS MD [REDACTED]

YEAR	MAKE	MODEL	TYPE	VEHICLE IDENT. OR SERIAL NO.
1999	VOLVO	S80	U	VVITS9700X1

SALESMAN PEREZ, ANTHONY D.

DESCR.	DESCRIPTION	PRICE
KEY # 1		
KEY # 2		
COLOR	SILVER	
HOME PHONE	[REDACTED]	
WORK PHONE	[REDACTED]	
MILEAGE	067244	14,500

DATE	INVOICE NO	STOCK NO	
09-12-2003	1373713	1498A	
10 20 71			
DESCRIPTION	REV	ACCT NO	SARE
NEW CAR - RETAIL			
NEW CAR - FLEET			
NEW TRUCK			
TOTAL PRICE			15,021.00
I. CAR - RETAIL	C		3200
U. TRUCK - RETAIL	C		3210
U. TRUCK - WARE	C		3300
U. TRUCK - WARE	C		3310
SALES TAX	C		4.01
SALES TAX	C		
SALES TAX	C		
CAR DEAL NO	71292		
SALES TAX	C		2310
LICENSE AND TITLE	C		2310
TIRE FEE	C		2151
LUXURY TAX	C		308
TOTAL CASH PRICE			11105.00
USED CAR ALLOWANCE			2104
LESS PAY-OFF-TRADE			
ROYALTY BY TRADE			
CASH ON DELIVERY			1110
FINANCE CONTRACTS NEW			1020
FINANCE CONTRACTS USED			1030
LESS FINANCE			2103
REBATE			
EXTRA			2,321.00
			128
			4.40
DEFERRED PAYMENT PRICE			2102
FINANCE COMPANY			4.55
PAYMENTS			400 PER MONTH
STOCK NO.			113

VOLVO

Volvo Cars of North America, LLC

Volvo Cars of North America, LLC
 Volvo Drive
 Rutherford, NJ 07070
 Telephone 201-786-7800
 http://www.volvocars.us



SOVEREIGN MOTORCARS, INC.
 336 8TH STREET
 ANNAPOLIS, MD 21403
 410-268-4555

Young Cars of North America
 Volvo Drive
 Rockledge, NJ 07866

NAME		[REDACTED]		repair order	
ADDRESS		[REDACTED]		JOB ORDER NO.	DATE
CITY		STATE		ZIP	5777 12/9/03
CITY		STATE		ZIP	99 0206 VOLVO
CHRY. MAKE	MODEL	YEAR	MAKE OF CAR	LICENSE NO.	[REDACTED]
CHRY. MAKE	MODEL	YEAR	MAKE OF CAR	LICENSE NO.	[REDACTED]
MILEAGE		MILEAGE		MILEAGE	
70,159		70,159		70,159	
MAY BE USED FOR		RELEASE (PRINT NAME)		STATE INSPECTION FEE	
MAINTENANCE SERVICES		RELEASE (PRINT NAME)		STATE INSPECTION FEE	

PARTS - DESCRIPTION	PART PRICE	QTY	UNIT	CAR SERVICE ORDER
HEADLAMP	27.11			<input type="checkbox"/> TUNE-UP <input type="checkbox"/> LUBRICATION <input type="checkbox"/> OIL CHANGE <input type="checkbox"/> OIL FILTER <input type="checkbox"/> AIR FILTER <input type="checkbox"/> DIFFERENTIAL <input type="checkbox"/> ROAD WAX
STOP BULB	3.50			<input type="checkbox"/> PCV VALVE <input type="checkbox"/> FUEL FILTER <input type="checkbox"/> COOLING SYS <input type="checkbox"/> AIR CONDIT <input type="checkbox"/> SHOCKS <input type="checkbox"/> EXHAUST SYS <input type="checkbox"/> DRIVE SHAFT
WASHER FLUID	1.00			<input type="checkbox"/> NEW BRAKES <input type="checkbox"/> WHEEL OVL <input type="checkbox"/> WHEEL BEAR <input type="checkbox"/> NEW TIRES <input type="checkbox"/> ROTARY TIRES <input type="checkbox"/> ALIGNMENT
1 PINT P. STEERING FLUID	2.50			
1 PINT ATF	1.00			
				LOW BRAKE OUT - REPLACE BULB
				BRAKE LIGHT OUT - REPLACE BULB
				CK ALL FLUIDS
				POWER STEERING NOISY - CK FLUID
				FILL POWER STEERING - 1 PINT
				TOP-UP AUTO TRANS - 1 PINT
				NOTE: CHECK ENGINE WARNING IS ON
TOTAL PARTS (transfer to invoice sheet)	35.11			
SUB-LET REPAIRS:				
SUB-LET REPAIRS (transfer to invoice sheet)				

SERVICE RECOMMENDATIONS				STATE INSPECTION FEE	
ENVIRONMENTAL IMPACT FEE				1.50	
ORIGINAL ESTIMATED COST				CLASS	
PARTS	LABOR	TOTAL	TIME	ESTIMATED BY	TOTAL LABOR
\$	\$	\$			32.50
The independent dealer named above is authorized by me to perform the stated described services and repairs, including replacement of necessary parts and to estimate the vehicle for inspection, towing and/or delivery purposes. The estimated cost is for parts only and is not intended to be a contract. The actual amount of parts used will not exceed the amount of parts estimated. It is also understood that you will not be held responsible for any damage to any or articles left in care of me. Half of any excess beyond your estimate.				PARTS	
<input type="checkbox"/> I do not want repairs. <input type="checkbox"/> I do not want parts. <input type="checkbox"/> I do not want labor. <input type="checkbox"/> I do not want any of the above.				35.11	
SUB-TOTAL				SUB-TOTAL	
TAX				1.76	
TOTAL				TOTAL	
70.87				70.87	

VOLVO
 Volvo Cars of North America, LLC



333 Busch's Frontage Road
P.O. Box 6296
ANNAPOLIS, MARYLAND 21401

VOLVO
Service

BALTIMORE (410) 874-4800 ANNAPOLIS (410) 349-8800 WASHINGTON (301) 888-7788 TOLL FREE (800) 764-0002

www.annapoliscars.net

735	WALTER A. CLEMENTS	200	783	09/26/03	VOC5112581
KOONS FORD OF ANNAPOLIS 2540 RIVA RD. ANNAPOLIS, MD 21401	68,021	SILVER/	10/31/01	90030,249	
	89 VOLVO/S60/4 DOOR SEDAN		YV1TS97D0X1	183	09/22/03

NO: 68026

LABOR & PARTS

J# 1 43Y0Z TRANSMISSION-OIL
CUSTOMER STATES CAR SHUTTERS WHEN SHIFTING 1-2 AND 2-3
MORE NOTICEABLE WHEN WARM
CHECKED AND ROD TESTED CAR SEEMED NORMAL AT THIS TIME NO
CODES STORED IN DIAGNOSTICS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 82V0Z SQUEAKS & RATTLES
CUSTOMER STATES THERE IS AN INTERMITTENT NOISE STANDING SP
RETURNED ALL SUSPENSION AND THERE WAS NO NOISE
HEARD AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 35W0Z HEADLAMP-BULB
CUSTOMER STATES LEFT HEADLAMP IS DIM
HEADLAMPS ARE WORKING

JOB # 3 TOTAL LABOR & PARTS 0.00

LABOR CHARGES ARE COMPUTED BY FLAT RATE
MEASUREMENTS AND ARE BASED ON INDUSTRY
ACCEPTED SOURCES. REPAIRS CHARGED FOR
WERE NEEDED AND PERFORMED. THE VEHICLE
HAS BEEN TESTED AND IN MY OPINION THE
WORK WAS PERFORMED SATISFACTORILY.

ALL PARTS LISTED INCLUDES UNLESS INDICATED
OTHERWISE AS SHOWN.

THANK YOU
WE HOPE YOU'LL BE HAPPY FOR ALL OUR EFFORTS.

TOTALS

ANNAPOLIS VOLVO IS NOW OPEN TO ALL
VALID AARP MEMBERS IN \$1000 BONUS OF
YOU PURCHASE/LEASE NEW 04 S60/S60
V70/C70 FROM 8/14-9/30/03. SEE
SALES DEPARTMENT FOR DETAILS.

VOLVO

SALES TAX 0.08
REGISTRATION 0.08
TITLE 0.08
SALES TAX 0.08
TOTAL WISC DISC 0.00
TOTAL TAX 0.08

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

*Phone * for Literature
1-800-25-VOLVO*



339 Busch's Frontage Road
P.O. Box 8298
ANNAPOLIS, MARYLAND 21401

VOLVO
Service

BALTIMORE
Volvo of North America, LLC

ANNAPOLIS
(410) 348-8800

WASHINGTON
(301) 858-7768

TOLL FREE
(800) 785-9002

www.annapoliscars.net

Customer No. 35381	ADVISOR WALTER A CLEMENTS	TAX NO. 200 5614	BOOKING DATE 12/19/03	WORK ORDER NO. VOC5117287
ADDRESS ANNAPOLIS, MD	VEHICLE NO. 99/VOLVO/S80/4 DOOR SEDAN	MSRP 70,830	COLOR SILVER/	STOCK NO. 30,249
	VEHICLE ID NO. YV1TS97D0X1		DEALER NO. 7504	PRODUCTION DATE
	P.O. NO. 238		DATE 12/18/03	REPRINT# 1

NO: 70832

LABOR & PARTS

CUSTOMER STATES CHECK ENGINE LIGHT ON
CHECKED AND RETRIEVED CODES-262A, 271A-FUEL TRIM, WADIS TEST
AND FOUND MAF SENSOR OUT OF RANGE-
NEEDS MAF SENSOR-EST 391.12

JOB # 1 TOTAL LABOR & PARTS 0.00

CUSTOMER STATES CAR STUMBLES AND HESITATES SEEMS WORSE
WHEN A/C IS ON
CHECKED AND RETRIEVED CODES-91A7, 9150, 91A4-INTERNAL FAULT
IN ECM(THROTTLE MODULE)-
EST TO REPLACE IS 977.83

JOB # 2 TOTAL LABOR & PARTS 0.00

CUSTOMER STATES ABS LIGHT IS ON AND OFF AND FEEL STRANGE
CHECKED AND RETRIEVED CODE-ABS0995, 0010-INTERNAL FAULT IN
CONTROL UNIT-CHECK SENSORS ARE FINE-
EST TO REPAIR IS 890.48

JOB # 3 TOTAL LABOR & PARTS 0.00

CUSTOMER STATES CLIMATE CONTROL DOESN'T HOLD PROPER TEMP
IT DOESN'T SEEM TO GET FULLY HOT
CHECKED AND RETRIEVED CODES-35M 0807, 0008, 0003
NEEDS IN CAR TEMP SENSOR(INTERNAL FAULTY)
EST FOR REPAIRS IS 277.30

JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS
CALLED BY MOON
CALLED AND LEFT MESSAGE FOR JIM AT KOONS FORD
10-224-2100-EXT 3054 1:04PM 12/19/03

LABOR CHARGES ARE COMPUTED BY FLAT RATE
MEASURE AND ARE BASED ON INDUSTRY
ACCEPTED SOURCES. REPAIRS CHARGED FOR
WERE NEEDED AND PERFORMED. THIS VEHICLE
HAS BEEN TESTED AND IN MY OPINION THE
WORK WAS PERFORMED SATISFACTORILY.

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE
NOTED OR OTHERWISE

THANK YOU

THIS COPY MUST BE RETAINED FOR ANY CLAIMS



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P.O. Box 6298
ANNAPOLIS, MARYLAND 21401

VOLVO
Service

BALTIMORE
Volvo Cars of North America, LLC

ANNAPOLIS
(410) 342-6800

WASHINGTON
(301) 688-7788

TOLL FREE
(800) 765-9002

www.annapoliscars.net

Customer No. 35381	ADVISOR MALTER A CLEMENTS	YEAR 200	REGISTRATION 12/31/03	INVOICE NO. VOC517853
ADDRESS ANNAPOLIS, MD	VEHICLE MAKE Volvo	VEHICLE MODEL 71,310	VEHICLE COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 99 VOLVO / S80 / 4 DOOR SEDAN	VEHICLE TYPE Y V 1 T S 9 7 D O X 1	DELIVERY DATE 10/31/01	VEHICLE PRICE 30,249
			SALES TAX 7504	
			P.L.G. DATE 12/31/03	

NO: 71312

LABOR & PARTS
STEERING BEAR SYS
CUSTOMER STATES POWER STEERING FLUID LEAKING
CHECKED AND FOUND RESERVOIR LOW-TIGHTEN AND CLEAN RETURN LINE
TO PUMP, STEERING SHAFT BUSHING POPPING OUT, REINSTALLED,
REFILLED FLUID WITH OWNER SUPPLIED FLUID AND BLEED SYSTEM

LABOR CHARGES ARE COMPUTED BY FLAT RATE
MEASURES AND ARE BASED ON INDUSTRY
ACCEPTED SOURCES. REPAIRS CHARGED FOR
WERE NEEDED AND PERFORMED. THIS VEHICLE
HAS BEEN TESTED AND IN MY OPINION THE
WORK WAS PERFORMED SATISFACTORILY.

JOB # 1 TOTAL LABOR & PARTS 84.00

TOTALS	TOTAL LABOR	84.00
	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL S.O.G.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	84.00

IS YOUR VOLVO READY FOR WINTER DRIVING?
VISIT THE PARTS DEPARTMENT FOR ALL
YOUR CAR NEEDS THIS WINTER FROM
WASHER FLUID & WIPER BLADES TO
NEW TIRES. DON'T WAIT FOR THE SNOW!

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE
NOTED OR OTHERWISE
THANK YOU
THIS COPY MUST BE RETURNED FOR ANY ALTERATIONS

CUSTOMER SIGNATURE

P
CK. NO. **Ches 153**
DATE

Volvo Cars of North America, LLC
Volvo Drive
Rockledge, NJ 07864
CUSTOMER COPY

Telephone
201-768-7300

http://www.volvocars.us

[END OF INVOICE] 12:30pm
VOLVO SERVICE



333 Busch's Frontage Road
 P.O. Box 8288
 ANNAPOLIS, MARYLAND 21401

VOLVO
 Service

BALTIMORE
 Volvo Cars of North America, LLC

ANNAPOLIS
 (410) 348-8800

WASHINGTON
 (301) 858-7788

TOLL FREE
 (800) 765-9902

www.annapoliscars.net

35381	WALTER A CLEMENTS	200	5614	12/19/03	VOCS117287
			70,830	SILVER	
ANNAPOLIS, MD	89/VOLVO/SR14	4 DOOR SEDAN		10/31/01	31249
	Y V I T S 9 2 D O X			7504	
			238	12/18/03	REPRINT# 1
NO: 70832					

TOTALS.....

IS YOUR VOLVO READY FOR WINTER DRIVING?
 VISIT THE PARTS DEPARTMENT FOR ALL
 YOUR CAR NEEDS THIS WINTER FROM
 WASHER FLUID & WIPER BLADES TO
 NEW TIRES. DON'T WAIT FOR THE SNOW!

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 0.00
 TOTAL SUBLET..... 0.00
 TOTAL S.O.S..... 0.00
 TOTAL MISC CHG..... 0.00
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

LABOR CHARGES ARE COMPUTED BY FLAT RATE MEASURE AND ARE BASED ON INDUSTRY ACCEPTED SOURCES. REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED THIS VEHICLE HAS BEEN TESTED AND IN MY OPINION THE WORK WAS PERFORMED SATISFACTORILY

CUSTOMER SIGNATURE _____

 DUPLICATE INVOICE *****



ALL PARTS LABELS ARE THE ORIGINAL IDENTIFIER
 ATTACHED TO PARTS
THANK YOU
 THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS

Volvo Cars of North America, LLC
 Volvo Drive
 Rockleigh, NJ 07845

Telephone
 201-788-7300

http://www.volvocars.us



333 Busch's Frontage Road
P.O. Box 6298
ANNAPOLIS, MARYLAND 21401

VOLVO
Service

BALTIMORE (410) 441-8800

ANNAPOLIS (410) 348-8800

WASHINGTON (301) 658-7780

TOLL FREE (800) 782-8802

www.annapoliscars.net

INVOICE NO. 35381	NAME DEBBIE	AGE 254	TAX ID 2524	DATE 03/23/04	PHONE NO. VOCS122091
ADDRESS [REDACTED]	REGISTRATION [REDACTED]	SALES TAX [REDACTED]	PRICE 75,085	COLOR SILVER/	STOCK NO.
CITY ANNAPOLIS, MD	YEAR/MAKE/MODEL 99/VOLVO/S80/4 DOOR SEDAN	MPG 10/31/01	DELIVERY CHG. 30,249	DELIVERY DATE	DELIVERY DATE
VEHICLE ID YV1TS97D0X1	WARRANTY NO. [REDACTED]	SALES REPAIR NO. 7504	PRODUCTION DATE		
FINANCE FROM [REDACTED]	P.T.E. NO. 103	DATE 03/18/04			
					NO: 75089

LABOR & PARTS
 1-2-ZINVOZ CHECK ENGINE LIGHT ON. CHECK ENGINE LIGHT ON. INTERNAL
 CUSTOMER STATES CHECK ENGINE LIGHT ON
 CAR IS RUNNING POORLY.
 SEE LISTED REPAIRS FROM PREVIOUS
 DIAG

JOB # 1 TOTAL LABOR & PARTS 8.00

1-2-ZINVOZ SERVICE REMAINS. TECH(S):103 INTERNAL
 CUSTOMER STATES SERVICE LIGHT COMES ON WHEN 1ST STARTED
 PROBLEM WITH CEL

JOB # 2 TOTAL LABOR & PARTS 0.00

REMARKS
 TOP-MANURE SURE JIM IS AWARE OF THIS CAR
 WED FROM 209 TO 254 ON 3/20
 ALTER OUT OF TOWN DEBBIE TO CALL AND COMPLETED MONDAY AM

ATTENTION ALL VOLVO OWNERS...
 VOLVO WILL MAKE YOUR FIRST 3 PAYMENTS
 WHEN YOU LEASE OR BUY A NEW 2004
 VOLVO V70. GET THE DETAILS FROM A
 LEASING & SALES REPRESENTATIVE.

TOTAL LABOR...	8.00
TOTAL PARTS...	8.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG...	0.00
TOTAL MISC DISC...	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

LABOR CHARGES ARE COMPLETED BY FLAT RATE
 MEASURE AND ARE BASED ON INDUSTRY
 ACCEPTED SCARCE. REPAIRS CHARGED FOR
 WERE NEEDED AND PERFORMED. THIS VEHICLE
 HAS BEEN TESTED AND IN MY OPINION THE
 WORK WAS PERFORMED SATISFACTORILY

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE
 NOTED ON ORDER.
THANK YOU
 THIS COPY MUST BE RETURNED WITH ALL ADJUSTMENTS

CUSTOMER SIGNATURE

May 30, 2003

Mr. Vic Doolan, President
Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, NJ 07647

RECEIVED
JUN 9 2003

CUSTOMER RELATIONS

Dear Mr. Doolan:

Volvo for Life. That is Volvo's motto and why I purchased an S80 in August 2000. Volvo's reputation for durability, longevity and safety were the primary reasons I selected a Volvo over other manufacturers. Unfortunately, I am now regretting that decision. The question really is whether Volvo will stand behind its product. I purchased a Volvo because I knew that I would be putting a lot of miles on the car. At the time, I was commuting back and forth from Maryland weekly, and the bulk of the miles were highway miles (over 62,000 miles on the original tires). On May 21, 2003 I was on my way home and had a problem with my transmission. I took the car to my Volvo dealer and they informed me that I had a blown transmission. The car has 84,305 miles on it and is technically therefore not under warranty. While the service tech informed me that this rarely happens, the fact is it did and should not have. This was not the first problem that I have had with the transmission. I have had problems with the transmission in the past, but Volvo was not able to determine what was wrong with it. The cost for the rebuilt transmission installed was \$3,339.00. When I left my car with Volvo to replace the trans, I also mentioned another recurring problem, a rough surging idle. This had been worked on in the past with temporary improvements. This time they loaded new software (once again) but also determined that there is an internal fault in the throttle unit. They indicated that they could not be exactly sure what was wrong with the unit but that the only way to fix it was to replace the unit (\$700-\$800). The car is actually running rougher now (surges from 1200 rpm to over 2200 rpm, a potentially dangerous situation) than before it was serviced. My research indicates that this is a problem that has been reported on the 2000 S80. You will see from my service record that there were indications while still under the warranty mileage that the transmission was defective and that the car had other performance related issues.

July 6, 2001 - first noted an occasional noise and vibration that seemed to occur while turning or braking (27,207 miles). Early signs of transmission problem?

November 12, 2001 - Transmission warning indicator light came on (40,569 miles) - under the warranty mileage. Volvo could not find any codes or faults.

October 4, 2002 - Oil pressure light came on and off. Oil seals in oil pump failed. (67,818 miles) Reported idle surging. Volvo downloaded new software. Cost of this service visit was \$703.73, not including another \$569.93 for regular service. Reported steering noise, sounds like feedback, when moving or not, sometimes loud, car vibrates. Nothing found. Signs of transmission problem?

November 23, 2002 – Car would not go in reverse. (70,919 miles) Volvo could not verify condition. Found that transmission fluid was slightly yellowed and suggested we try changing the fluid (stated that it would cost around \$200??). I asked if this was the cause of the problem and if it would fix the problem, service tech stated that they did not know what was wrong and that it would not necessarily fix the problem. Note: service receipt indicates that the fluid was burnt and that a trans service was recommended, this is not what the service tech relayed to me.

March 8, 2003 – Reported rough surging idle. (78,020 miles) \$100 in labor to work on the throttle. Condition slightly improved temporarily.

As you can see, I have had several major issues with this car that I have not had at this mileage with any other car I have owned. I certainly did not expect to have such issues with a Volvo so soon. The transmission, the oil pump seals, and the throttle problem are certainly issues that in many cars occur with high mileage (100,000++). In my case, they happened prematurely. I never would have thought that I could buy a Volvo that was a 'lemon'. It is my belief that the transmission was defective and that neither the oil seals nor the throttle should be expected go in less than 3 years time. I guess the bugs were still being worked out with this model.

I am asking Volvo Cars of North America to now stand behind its product. I know the warranty is not *for Life*, but a Volvo should not have the problems my car has had at this mileage. I am asking Volvo to reimburse me for 50% of the cost to replace the transmission (\$3,339) and to replace the defective throttle unit that is currently in my car.

I have provided my contact information and details on my vehicle below. Thank you for your consideration with this matter.

[Redacted]

Pittstown, NJ [Redacted]

[Redacted] (H)
[Redacted] (C)
[Redacted] (W)

VIN: YV1TS94D3Y1 [Redacted] Model: Volvo S802.9ASR 4DR Auto SR

Date of Purchase: August 28, 2003

Dealer: Bridgewater Volvo, 1028 US Rte 22, Somerville, NJ 08876

RECEIVED
JUN 1 1 2003

CUSTOMER RELATIONS

[REDACTED]
[REDACTED]
DARIEN, CT [REDACTED]
[REDACTED]

Mr. Christopher Riley
President
Stamford Volvo
107 Myrtle Avenue
Stamford, CT 06902

4 June, 2003

Dear Mr. Riley,

I wish this letter was being written on better circumstances but unfortunately for both of us it is a complaint.

I purchased a 2001 Volvo V70 XC from your company about a year and a half ago. My car has about 33,800 miles on it and I have treated it with kid gloves and serviced it regularly. I have never put anything less than 93 octane gasoline into the car. But despite my best efforts the car has had problems that I would not expect from such a relatively new car costing over \$40,000 and with such low mileage.

While everything has been repaired on warranty I have probably spent close to \$800 on regular servicing. I have had numerous problems with the throttle control and have had many brake lights and headlight bulbs burn out. Furthermore, the front sway bars wore out and needed to be replaced. If these problems are surfacing now, after less than 2 years and fewer than 35,000 miles then what's going to happen when the warranty expires? I'm not sure if this car alone is problematic or if all Volvos are deficient. All I know is that this car has "Lemon" written all over it.

I've placed my trust in Volvo and invested a large sum of money in a product that I would expect to last and serve me dependably for many years. I have had several cars that have done just that and cost much less. My previous cars have all lasted at least 10+ years and 100,000+ miles with no major problems. My other cars have been Mercedes, Volkswagen, Nissan, and Mazda.

Unless something is done to re-build my trust and compensate me for my lost time associated with the many trips to your service department, then I am afraid that you have not only lost a customer forever, but have also created an outspoken critic who will convince any and all friends to stay away from purchasing a Volvo. Perhaps you can credit me with the purchase price of my car towards a trade-in for a new vehicle. Or perhaps you can extend my warranty to 100,000 miles and 10 years gratis. I'm not sure what else could be done but am open to suggestions.

Thank you for taking my letter and situation into consideration.

Best Regards

~~XXXXXXXXXX~~ Dodson, President & CEO of Volvo Cars of North America
Mr. Hans-Olov Olsson, President, Volvo Car Corporation, Sweden

~~Sept 2004~~

[Redacted]

Baltimore, Maryland

OCT 4 2004

CUSTOMER CARE

Dear Sirs:

I purchased my Volvo V70 xc in April, 1999, and have maintained it meticulously according to the manual at the service department of my dealer, Bill Kidd's Volvo of Cockeysville, MD. I had planned to keep the car for ten years, as was my practice in the past.

However an overabundance of [Redacted] and major repairs has to lose confidence in

PAGE MISSING ?

Give me some explanation of
this failure to meet the
standards of excellent quality which
have been Volvo's reputation
for so many years.

I am generally not one to
complain, however my extreme
disappointment in the X-country
leads me to ask you what
has happened.

Sincerely



EXCELLENT SERVICE - GREAT VALUE - COMPLETE SATISFACTION

Bill Kidd's Service Center

410-666-4020
FAX 410-689-0002

410-666-5030
FAX 410-689-0003

107 INDUSTRY LANE • COCKEYSVILLE, MD 21030
FAX: 410-666-5119

80054		ADVISOR DEAN MARINO	PAGE NO. 7375	1561	BOOKING DATE 09/29/04	INVOICE NO. VDCS137587
[REDACTED]		LABOR RATE	76,833		COLOR EMERALD GRN	INVOICE NO. 82856
BALTIMORE, MD		YEAR / MAKE / MODEL 99/VOLVO/V70/5 DOOR WAGON	DELIVERY DATE 04/12/99		DELIVERY MI 0	
[REDACTED]		VEHICLE ID. NO. YV1LZ36D5X2	SELLING DEALER		[REDACTED]	
[REDACTED]		P. O. NO.		INVOICE DATE 09/27/04		MO 76836

WORK & PARTS	TECH(S)	UNIT PRICE
JOB # 1 61V0Z BODY ELECTRICAL OCT AFTER FINDING THE REAR WINDOW INOP, THE ABS, BRAKE AND FORWARD ARROW LIGHT WAS FLASHING AND THE ENGINE LIGHT WAS ON, EXPERIENCED A LACK OF POWER, SUDDENLY POWER WOULD KICK IN WITH POWER PERFORMED DIAGNOSTIC TEST-ERROR CODE ABS 0991.8092 INTERNAL FAULT IN THE CONTROL MODULE REPLACED THE ABS CONTROL MODULE-GIVING IMPROPER SIGNALS	7478	221.82
PARTS JOB # 1	DESCRIPTION CONTROL MODULE	694.07
JOB # 1 TOTAL PARTS		694.07
JOB # 1 TOTAL LABOR & PARTS		915.89
JOB # 2 51V0Z10 POWER WINDOWS OCT THE P/R WINDOW IS INOP AFTER MULTIPLE ATTEMPTS THE RIGHT REAR WINDOW WENT UP REPLACED THE D/S FRONT MASTER SWITCH	7488	45.50
PARTS JOB # 2	DESCRIPTION SWITCH	171.93
JOB # 2 TOTAL PARTS		171.93
JOB # 2 TOTAL LABOR & PARTS		217.43
JOB # 3 70V0Z12 COURTESY TRANSPORT	7378	0.00
PARTS JOB # 3	DESCRIPTION [REDACTED]	[REDACTED]
JOB # 3 TOTAL LABOR & PARTS		[REDACTED]
WISC	DESCRIPTION	CONTROL NO.
JOB # A	EN ENVIRONMENTAL CHARGES	0.97
JOB # A	SS SHOP SUPPLIES	28.74
JOB # 1	DE SENIOR CITIZEN DISC SVC	-22.18
JOB # 1	DE SENIOR CITIZEN DISC PTS	-69.41
TOTAL WISC		-61.86

OTHER IMPORTANT PHONE NUMBERS:
NEW CAR / USED CAR SALES DEPTS.
410-666-5000
PARTS DEPT. 410-666-5000

DEALER IS NEITHER WARRANTIES
NOR CO-WARRANTOR OF PRODUCTS
SOLD. PARTS AND LABOR RELATIVE
TO THIS DOCUMENT ARE COVERED
BY THE MANUFACTURER'S LIMITED
WARRANTY WHICH IS CONSPICUOUSLY
DISPLAYED AT THIS PLACE OF
BUSINESS. SUBLET REPAIRS ARE
WARRANTED BY, AND FOR A PERIOD
DEFINED BY, THE SUBLET SUPPLIER.

TO BE SURE WE'VE GIVEN YOU
EXCELLENT SERVICE AND VALUE,
WE MAKE RANDOM FOLLOW-UP
CALLS TO THE PHONE NUMBERS
PRINTED ABOVE.

Please inform us if you wish to be called at
a different number. Thank you!

Thank You For Servicing With Us

502

EXCELLENT SERVICE - GREAT VALUE - COMPLETE SATISFACTION

Bill Kidd's Service Center

410-688-4020
FAX 410-689-0002

410-688-5030
FAX 410-689-0003

107 INDUSTRY LANE • COCKEYSVILLE, MD 21030
FAX: 410-886-5119

80054	ADVISOR BOB GARRISH 7406	REF # 7526	SERVICE DATE 05/17/04	INVOICE NO. VOCS123808
	LABOR RATE	72,445	DEALER EMERALD GRN	PHONE NO. 82856
BALTIMORE, MD	YEAR / MAKE / MODEL 99/VOLVO/V70/S DOOR WAGON		DELIVERY DATE 04/12/99	0
	VIN YV1LZ56D5X2		MO DATE 05/13/04	
	MO: 72476			

LABOR & PARTS
JOB # 1 10V0206 *CK ENGINE LIGHT* TECH(S):7478 105.31
CUSTOMER STATES CHECK ENGINE LIGHT ON
STEERING EVAP/PURGE VALVE
REPLACED THE EVAP PURGE//RESET COMPUTER AND RECHECKED BY
RUNNING TEST 5 TIMES AND PASSED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	9470775-9	VALVE	26.74
JOB # 1 TOTAL PARTS				26.74
JOB # 1 TOTAL LABOR & PARTS				332.05

JOB # 2 10V0288 MONT START TECH(S):7482 0.00
CUSTOMER STATES ENGINE MONT START
HAD NO CRANK
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

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

MISC	CODE	DESCRIPTION	CONTROL NO	UNIT PRICE
JOB # A	EH	ENVIRONMENTAL CHARGES		0.97
JOB # A	SS	SHOP SUPPLIES		11.32
TOTAL MISC				12.29

TOTALS

TOTAL LABOR	105.31
TOTAL PARTS	26.74
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	12.29
TOTAL MISC DISC	0.00
TOTAL TAX	1.90
TOTAL INVOICE \$	148.24

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE
Volvo NA
Volvo Cars of NJ Inc
Rockleigh, NJ 07647

OTHER IMPORTANT PHONE NUMBERS:
NEW CAR / USED CAR SALES DEPTS.
410-686-0800
PARTS DEPT. 410-688-0800

DEALER IS NEITHER WARRANTOR
NOR CO-WARRANTOR OF PRODUCTS
SOLD. PARTS AND LABOR RELATIVE
TO THIS DOCUMENT ARE COVERED
BY THE MANUFACTURER'S LIMITED
WARRANTY, WHICH IS CONSPICUOUSLY
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TO BE SURE WE'VE GIVEN YOU
EXCELLENT SERVICE AND VALUE,
WE MAKE RANDOM FOLLOW-UP
CALLS TO THE PHONE NUMBERS
PRINTED ABOVE.
Please follow up if you wish to be called at
a different number. Thank you!

Thank You For Servicing With Us

#510

02/19/2004
15:44:51

HISTORY LISTING

3481
PAGE 1

CUSTOMER NAME : KATHLEEN SCARLETT HUNWIT SERIAL NO. : TUL28605212018714

R.O. NO. : 121808 R.O. DATE : 02/11/2004 R.O. TYPE : S
MILEAGE : 72442 ADVISOR NO. : 2406

JOB NUMBER : 1 OPERATION 10V0206 OP. DESC. : *CK ENGINE LIGHT*
SALE TYPE : C TECHNICIAN NO(S) : 7478
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT ON
CODE : STICKING SWAY/BUSH WASH
CORRECTION : REPLACED THE SWAY BUSH//BRAKE COMPOTER AND RECHECKED BY
RUNNING TEST 5 TIMES AND PASSED

JOB NUMBER : 2 OPERATION 10V0886 OP. DESC. : BOLT START
SALE TYPE : C TECHNICIAN NO(S) : 7493
COMPLAINT : CUSTOMER STATES BOLT NOT START
HOLD NO CHECK
CORRECTION : CHECK INVESTIGATE CUSTOMER CONCERN AT THIS TIME.

R.O. NO. : 122031 R.O. DATE : 04/28/2004 R.O. TYPE : S
MILEAGE : 72128 ADVISOR NO. : 1

JOB NUMBER : 1 OPERATION 80V0831 OP. DESC. : INT TRIM KICKER
SALE TYPE : C TECHNICIAN NO(S) : 7339
COMPLAINT : CUSTOMER STATES REAR HATCH PANEL IS FALLING DOWN
CORRECTION : REMOVED THE BUTTER HATCH PANEL AND INSTALLED THE RE-EMPO-
POWER KIT AND RE-INSTALLED PANEL.

JOB NUMBER : 2 OPERATION 30V0831 OP. DESC. : AUTO TRANS CHECKUP
SALE TYPE : C TECHNICIAN NO(S) : 7329
COMPLAINT : COST SAID THAT THERE IS A HIGH SPEED WHIRLING NOISE WHEN
THE VEHICLE IS IN MOTION. SOUND GETS LOUDER AS THE VEHICLE
Goes FASTER.
CODE : THE AXLE BEAR IS NOISY AND LEAKING
CORRECTION : REPLACED THE AXLE BEAR ASSEMBLY AND BEALS

JOB NUMBER : 3 OPERATION 70V0831 OP. DESC. : COILSPT CHECKUP
SALE TYPE : C TECHNICIAN NO(S) :
COMPLAINT : NO CHECKS W/VO LEAKS
80830

JOB NUMBER : 4 OPERATION 40V0831 OP. DESC. : STEERING CHECKUP
SALE TYPE : C TECHNICIAN NO(S) : 7329
COMPLAINT : COST STATES TO PLEASE CHECK POWER STEERING FLUID.
CORRECTION : THE FLUID IS OK AT THIS TIME AND NO LEAKS PRESENT

JOB NUMBER : 5 OPERATION 47V08 OP. DESC. : AXLE/DIFFERENTIAL
SALE TYPE : C TECHNICIAN NO(S) : 7329
COMPLAINT : TECH FOUND WHILE CHECKING OVER THE CAR THAT THE REAR DRIVE

replace axle

08/28/2004
12:48:21

HISTORY LISTING

3621
PAGE 2

SHAFTS FROM C/V JOINT HAS EXCESSIVE PLAY

CORRECTION : REMOVED THE DRIVE SHAFT ASSEMBLY AND REPLACED THE C/V JOINT.

JOB NUMBER : 6 OPERATION 45V0206 OP. DESC. 4 WHEEL ALIGNMENT

SALE TYPE : C TECHNICIAN NO(S) : 7329

COMPLAINT : TECHNICIAN EQUIPMENT & WHEEL ALIGNMENT
APPER REFLACTED THE ANGLE GEAR ASSEMBLY

CORRECTION : 4 Wheel Align 9/7/03

COMMENTS : VOLVO LOANER

*angle gear
c/v joint*

R.O NO. : 118931 R.O DATE : 03/26/2004
MILEAGE : 1

R.O TYPE : B
ADVISOR NO. : 7447

JOB NUMBER : 1 OPERATION 01V08 OP. DESC. RECOMPRESSOR MAINT

SALE TYPE : C TECHNICIAN NO(S) : 7404

COMPLAINT : OBTAIN ED FOR CREDIT OF \$30.00 FOR PREVIOUS NO#118461.

COMMENTS : DROP OFF

R.O NO. : 118931 R.O DATE : 03/26/2004
MILEAGE : 71236

R.O TYPE : B
ADVISOR NO. : 7404

JOB NUMBER : 1 OPERATION 45V0203 OP. DESC. SUSPENSION CHECK

SALE TYPE : C TECHNICIAN NO(S) : 7109

COMPLAINT : REQUEST TO REPLACE THE WOLST STABILIZER LINK

CORRECTION : REPLACED BOTH FRONT SWAY BAR LINKS

sway link bars

JOB NUMBER : 2 OPERATION 60V0612 OP. DESC. SEATS

SALE TYPE : C TECHNICIAN NO(S) : 7109

COMPLAINT : REQUEST TO REPLACE THE BROKEN TRIM AT THE R/A SEAT
SEW BY HOME

CORRECTION : REPLACED THE R/A SEAT BACK LOCKS SELECTOR GATE

ORIGINAL : REPLACED THE R/A SEAT BACK LOCKS SELECTOR GATE

CORRECTION

R.O NO. : 117843 R.O DATE : 05/09/2004
MILEAGE : 70427

R.O TYPE : B
ADVISOR NO. : 7404

JOB NUMBER : 1 OPERATION 70V0612 OP. DESC. COURTESY TRANSPORT.

SALE TYPE : C TECHNICIAN NO(S) : 7404

COMPLAINT : NO CHECKS VOLVO LOANER
ST#51448

CORRECTION : VOLVO LOANER

03/10/2004
10:40:11

HISTORY LISTING

3491
PAGE 3

JOB NUMBER 2 OPERATION 81V008 OP. DESC. "A" SERVICE
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT PLEASE PERFORM RECOMMENDED "A" MAINTENANCE
CHECKS RECOMMEND MAINTENANCE AT TIME/MILEAGE
CORRECTION COMPLETED RECOMMENDED "A" MAINTENANCE SERVICE
REPLACED THE CAR AIR FILTER

JOB NUMBER 3 OPERATION 81V008 OP. DESC. BODY REPAIRS
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT GET THE REAR HATCH PANEL IN FALLING DOWN
CORRECTION COMPLETED THE REAR HATCH PANEL RE-INFORCEMENT MODIFICATION

JOB NUMBER 4 OPERATION 81V008 OP. DESC. INT TRIM CORRECT
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT PLEASE RE-INSTALL THE SEAT BELT ARCHER
CORRECTION SECURED THE SEAT BELT ARCHER MOUNT
NO CHARGE

JOB NUMBER 5 OPERATION 49V0081 OP. DESC. BRAKE CORRECT
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT TECH FOUND ON THE SERVICE INSPECTION THAT THE CAR FEELS
THE REAR PADS REPLACED AND THE REAR BRAKE ROTORS ARE AT
MINIMUM SERVICE.
CORRECTION REPLACED THE REAR BRAKE PADS/REPLACED BOTH REAR BRAKE ROTORS
SERVICED/CLEANED THE CALIPERS

JOB NUMBER 6 OPERATION 51V008 OP. DESC. POWER WINDOWS
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT TECH FOUND A FAULTY R/F DOOR WINDOW SWITCH WORKING
INTERMITTENTLY
CORRECTION REPLACED THE R/F DOOR WINDOW SWITCH

JOB NUMBER 7 OPERATION 47V0081 OP. DESC. AXLE CORRECT
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT TECH FOUND WHILE CHECKING UNDER THE CAR THAT THE AXLE
SHOCK IS LOOSE AT THE LOWER SHOCK
CORRECTION REPLACED THE AXLE SHOCK SHOCK

JOB NUMBER 8 OPERATION 81V008 OP. DESC. BATTERY INDCR SERV
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT DEFROST FUEL INDUCTION SERVICE
CHECKS INDUCTION SERVICE
CORRECTION PERFORMED FUEL INDUCTION CLEANING SERVICE

JOB NUMBER 9 OPERATION 49V0081 OP. DESC. BALANCE WHEELS/TIRES
SALE TYPE C TECHNICIAN NO(S). 7458
COMPLAINT TECH RECOMMEND BALANCING ALL TIRES/WHEELS

axle gear seals
✓ ✓

05/20/2004

MEMORY LISTING

1481

15:48:51

PAGE 4

CORRECTION : COMPLETED THE 4 WHEEL BALANCING

COMMENTS VOLVO LOANER

R.O NO. : 188667 R.O DATE : 12/18/2003 R.O TYPE : S
MILEAGE : 67826 ADVISOR NO.

JOB NUMBER : 1 OPERATION DIVISION OP. INSP. POWER WINDOWS
SALE TYPE : C TECHNICIAN NO(S). 7360
COMPLAINT : D/S POWER WINDOW WILL NOT GO UP BUT WILL GO DOWN
CAUSE : INVERE FAULT LEFT WINDOW SWITCH
CORRECTION : REPLACED LEFT WINDOW SWITCH

R.O NO. : 86774 R.O DATE : 07/24/2003 R.O TYPE : S
MILEAGE : 61104 ADVISOR NO.

JOB NUMBER : 1 OPERATION LOUVE OP. INSP. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 7466 7474
COMPLAINT : EYE LIGHT ON.
CAUSE : FAULT TRACED TO PERMANENT FAULT IN THE THROTTLE BODY.
CORRECTION : REPLACED THROTTLE BOD AND DOWNLOADED SOFTWARE.

JOB NUMBER : 2 OPERATION DIVISION OP. INSP. "B" SERVICE
SALE TYPE : C TECHNICIAN NO(S). 7466 7474
COMPLAINT : CUSTOMER REQUESTS "B" SERVICE
CORRECTION : COMPLETED REG. SERVICE FOR 60K INTERVAL.
REPLACED TWO BRAKE LOOSEY STRIPS.

COMMENTS TACK NIGHT APPY

R.O NO. : 78985 R.O DATE : 01/07/2003 R.O TYPE : S
MILEAGE : 83465 ADVISOR NO. : 7406

JOB NUMBER : 1 OPERATION DIVISION OP. INSP. 52000 MILE SERVICE
SALE TYPE : C TECHNICIAN NO(S). 7462
COMPLAINT : CUSTOMER REQUESTS 52000 MILE SERVICE
CAUSE : SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
CORRECTION : 52000 MILE SERVICE PERFORMED
REPLACED THE CABIN FILTER

JOB NUMBER : 2 OPERATION DIVISION OP. INSP. BALANCE WHEELS/TIRES
SALE TYPE : C TECHNICIAN NO(S). 7462
COMPLAINT : BALANCE TIRES
CORRECTION : COMPLETED THE HIGH SPEED BALANCING OF ALL 4 TIRES/WHEELS

86/18/2084

HISTORY LISTING

3851

15:40:51

PAGE 5

JOB NUMBER : 3 OPERATION 740012 CP. INSC. COURTESY TRANSPORT
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : NO CHARGE WOULD LOANER
 CORRECTION : LOANER CAR

JOB NUMBER : 4 OPERATION 10708 CP. INSC. DRIVEABILITY
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : RPM'S JUMP OCCASIONALLY
 CORRECTION : CHECKED FOR DTC CHECKS, NONE FOUND
 THE TEST DRIVE DID NOT SHOW TECH ANY ABNORMALITIES

JOB NUMBER : 5 OPERATION 819012 CP. INSC. WIPER/WASHER
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : WIPER WIPER NOT CLEARING COMPLETELY
 CORRECTION : REPLACED THE WIPER WIPER BLADES

JOB NUMBER : 6 OPERATION 857013 CP. INSC. SOUND SYSTEM
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : GET THE R/S DOOR SPEAKER CRACKLES
 CASE : THE SPEAKER IS FAULTY
 CORRECTION : SPECIAL ORDER THE SPEAKER
 NO CHARGE AT THIS TIME//REPAIR IS \$121.92

JOB NUMBER : 7 OPERATION 117001 CP. INSC. BRAKE CONCERN
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : TECH FOUND WHILE PERFORMING THE SERVICE THAT THE UPPER
 UPPER TORQUE MOUNT BOWING WAS OBSERVED
 CORRECTION : REPLACED THE UPPER TORQUE MOUNT BOWING

*Upper Torque mount
bushing*

JOB NUMBER : 8 OPERATION 407001 CP. INSC. BRAKE CONCERN
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : TECH WHILE PERFORMING THE SERVICE/BRAKE CHECK FOUND THE
 FRONT PADS ARE AT REPLACEMENT THICKNESS. ALSO THE FRONT
 CASE : BRAKE ROTORS ARE BELOW THE OLD REPLACEMENT THICKNESS
 WHICH IS .217 AND ROTORS ARE AT .218.
 CORRECTION : REPLACED THE FRONT BRAKE PADS AND BOTH FRONT BRAKE ROTORS
 SERVICED THE CALIPER BUSHINGS

JOB NUMBER : 9 OPERATION 117004 CP. INSC. FLUID LEAK-BEHIND
 SALE TYPE : C TECHNICIAN NO(S). 7462
 COMPLAINT : TECH SPOTTED THE TURBO DRAIN TUBE LEAKING AT THE ENGINE
 CASE : LEAKING O-RING.
 THIS LEAK IS LEAKING DOWN OVER THE ANGLE GEAR
 THIS IS MAKING IT LOOK LIKE THE ANGLE GEAR IS LEAKING
 RECOMMEND CLEANING THIS UP AND CHECK ANGLE GEAR AT NEXT
 VISIT.
 ORIGINAL : LEAKING O-RING.
 CASE : THIS LEAK IS LEAKING DOWN OVER THE ANGLE GEAR
 CORRECTION : REMOVED THE TURBO DRAIN TUBE IN ORDER TO REPAIR.

angle gear

05/18/2004
18:46:51

HISTORY LISTING

1481
PAGE 6

COMMENTS VOLVO LEASE

R.O NO. : 62032 R.O DATE : 05/16/2002 R.O TYPE : S
MILEAGE : 46453 ADVISOR NO. : 7412

JOB NUMBER : 1 OPERATION DIVISION OP. DESC. "H" SERVICE
SALE TYPE : C TECHNICIAN NO(S) : 7464
COMPLAINT : PLEASE PERFORM RECOMMEND "H" MAINTENANCE
CASE : RECOMMEND MAINTENANCE AT TIME/MILEAGE
CORRECTION : COMPLETED "H" MAINTENANCE SERVICE

JOB NUMBER : 2 OPERATION 7090612 OP. DESC. COURTESY TROOPERS
SALE TYPE : C TECHNICIAN NO(S) : 7412
CORRECTION : LOWER

JOB NUMBER : 3 OPERATION 1870628 OP. DESC. SCOT START
SALE TYPE : W TECHNICIAN NO(S) : 7462 7464
COMPLAINT : #412-61027788108483 ENGINE STALLS, NOT STALLS OUT IMMEDIATE
CASE : NO CODES IN SYSTEM, TRACED TO INTERNAL FAULT IN IGNITION
AFTERMATH KING
CORRECTION : REPL. AFTERMATH KING

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	62032	34028	62032	35081

JOB NUMBER : 4 OPERATION 81508 OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S) : 7464
COMPLAINT : #412-61027788108484 L/S LICENSE TAG LIGHT BURN
CASE : BULB BURNED OUT
ORIGINAL : BULB
CASE : BLOWN
CORRECTION : REPL. L/S LIC. TAG LIGHT BULB
ORIGINAL : REPLACED L/S LICENSE PLATE BULB
CORRECTION : 28114 10/04

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	62032	38114		

COMMENTS PW LEASE

R.O NO. : 68798 R.O DATE : 05/28/2002 R.O TYPE : S
MILEAGE : 1 ADVISOR NO. : 7412

JOB NUMBER : 1 OPERATION 81508 OP. DESC. HEADLIGHTS
SALE TYPE : C TECHNICIAN NO(S) : 7412
COMPLAINT : ONE HEADLIGHT OUT, R/L

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REPAIR LISTING

J081
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CASE# RULS BELOW
CORRECTION REPLACED BOTH LOWERBALL BOLTS
 NO CHANGE DUE TO ARM ERROR
ORIGINAL REPLACED BOTH LOWERBALL BOLTS
CORRECTION 82515 10/SH

82475 R.O DATE 03/06/2003 R.O TYPE :
 MILEAGE 62117 ADVISOR NO. 7396

JOB NUMBER 1 OPERATION 45V0607 OP. DESC. FRONT AND BALANCE
SALE TYPE C TECHNICIAN NO(S). 7464
COMPLAINT SHUFT AND BALANCE 4 NEW TIRES, ON WELD IN PARTS.
 ALREADY PAID FOR,
 DUE RECEIVED AND BALANCED 4 NEW TIRES.

JOB NUMBER 2 OPERATION 74V0512 OP. DESC. COURTESY TRANSPORT
SALE TYPE C TECHNICIAN NO(S).

JOB NUMBER : 3 OPERATION 45V0604 OP. DESC. 4 WHEEL
SALE TYPE : C TECHNICIAN NO(S). 7464
COMPLAINT : CUSTOMER REQUESTS 4 WHEEL ALIGNMENT
CORRECTION : COMPLETED 4 WHEEL ALIGNMENT

COMMENTS LOWER

R.O NO. : 80325 R.O DATE : 02/06/2003 R.O TYPE : 5
 MILEAGE : 40125 ADVISOR NO. : 7396

JOB NUMBER 1 OPERATION 81V051 OP. DESC. "I" SERVICE
SALE TYPE C TECHNICIAN NO(S). 7464
COMPLAINT PLEASE REFERRED RECOMMENDED "I" MAINTENANCE
CASE# RECOMMENDED MAINTENANCE AT TIME/MILEAGE
CORRECTION COMPLETED RECOMMENDED MAINTENANCE SERVICE

JOB NUMBER : 2 OPERATION 82V02 OP. DESC. TRIM ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 7464
COMPLAINT : 8335-8117788108464 LOW COOLANT LEVEL LIGHT ON
CASE# : INSPECTED THE COOLANT SYSTEM AND PERFORMED TURNS AS CAPTIONED
 IN THE 24-02, INTERNAL FAULT IN EXPANSION TANK/FLOAT
ORIGINAL : FOUND COOLANT LEVEL SENSOR SUSPECT. NEC TO REPLACE
CASE# BOTH COOLANT SENSOR AND RESERVOIR
CORRECTION : REPL. EXPANSION TANK
ORIGINAL : COMPLETED 26118 .3 58 10
CORRECTION

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO OPERATION NO.

05/23/2001
15:48:01

HISTORY LISTING

3681
PAGE 1

80332 26118 80332 05863

JOB NUMBER : 1 OPERATION 447009 OP. DESC. ROTARY AND-BALANCE
SALE TYPE : C TECHNICIAN NO(S). 7464
COMPLAINT : CUSTOMER REQUESTS TIRES ROTATED AND BALANCED
CORRECTION : COMPLETED ROTARY AND BALANCE

RECOMMEND : REC. TO REPLACE ALL 4 TIRES ON TO FRONT TIRES BRING DOWN TO WEAR
MARK. POP FRONT ON MARK FOR NOW.

R.O. NO. : 40481 R.O. DATE : 10/08/2001 R.O. TYPE : S
RELEASE : 38987 ADVISOR NO. : 7466

JOB NUMBER : 1 OPERATION 816088 OP. DESC. HEADLIGHTS
SALE TYPE : W TECHNICIAN NO(S). 7348
COMPLAINT : #408-41037788108888 HEADLIGHTS INOP.
ORDER : INTERNAL FAULT W/HEADLIGHT SWITCH
CORRECTION : REPLACED HEADLIGHT SWITCH
ORIGINAL : REPLACED HEADLIGHT SWITCH
CORRECTION 10/08

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
40481 38404 40481 18118

CONSUMER WALT

R.O. NO. : 32818 R.O. DATE : 07/24/2001 R.O. TYPE : S
RELEASE : 38464 ADVISOR NO. 7406

JOB NUMBER : 1 OPERATION 816088 OP. DESC. "W" SERVICE
SALE TYPE : C TECHNICIAN NO(S). 7339 7339
COMPLAINT : PLEASED PERFORM RECOMMENDED "W" MAINTENANCE
ORDER : RECOMMENDED MAINTENANCE AT TIME/RELEASE
CORRECTION : COMPLETED RECOMMENDED MAINTENANCE SERVICE.

JOB NUMBER : 2 OPERATION 707018 OP. DESC. COUNTRY TRANSPORT.
SALE TYPE : C TECHNICIAN NO(S). 7406
COMPLAINT : COUNTRY LOCKER
CORRECTION : NO CHANGE LOCKER

CONSUMER HW LOCKER ON 34TH

R.O. NO. : 38908 R.O. DATE : 04/20/2001 R.O. TYPE : S
RELEASE : 38910 ADVISOR NO. : 74

JOB NUMBER : 1 OPERATION 8700101 OP. DESC. 101-TIRE/REG MAR/ROCK
SALE TYPE : W TECHNICIAN NO(S). 7180

03/18/2004
12:48:51

WARRANTY LISTING

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COMPLAINT : RECALL 101
VERIFY ELIGIBLE STATUS IN VEH
CASE : 101 - REPLACE BOTH TURN SIGNAL BULBS & SOCKETS
WITH NEW STYLE PARTS
CORRECTION : COMPLETED RECALL 101
OP# 280339 03

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
30305

JOB NUMBER : 1 OPERATION 99V0E1D1A OP. DESC. 101A-WIPR STOP LOG
SALE TYPE : W TECHNICIAN NO(S). 7310
COMPLAINT : RECALL 101A WIPER STOP LOGS
VERIFY ELIGIBLE STATUS IN VEH
CASE : 101A REPLACE WIPER STOP LOGS WITH NEW STYLE PARTS.
CORRECTION : COMPLETED RECALL 101A

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
30304

JOB NUMBER : 1 OPERATION 99V0E1D1B OP. DESC. 101B-REPLN WIPER
SALE TYPE : W TECHNICIAN NO(S). 7310
COMPLAINT : 101B - LOW BRAKE HEADLIGHT BULBS AND WIPING HARDWARE
VERIFY ELIGIBLE STATUS IN VEH
CASE : 101B - REPLACE BOTH LOW BRAKE HEADLIGHT BULBS
REPLACE HEADLIGHT WIPING HARDWARE
CORRECTION : COMPLETED RECALL 101B

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
30303

COMMENTS : NAIT

R.O. NO. : 23045 R.O. DATE : 03/19/2001 R.O. TYPE : S
MILEAGE : 28987 ADVISE NO. : 7412

JOB NUMBER : 1 OPERATION DIV00M OP. DESC. "M" SERVICE
SALE TYPE : C TECHNICIAN NO(S). 7118
COMPLAINT : VEHICLE PREPARED REQUESTED "M" MAINTENANCE
CASE : REQUESTED MAINTENANCE AT TIME/MILEAGE
CORRECTION : COMPLETED "M" MAINTENANCE SERVICE

JOB NUMBER : 2 OPERATION 70V0K12 OP. DESC. COURTESY TRANSPORT
SALE TYPE : C TECHNICIAN NO(S). 7412
CORRECTION : LAMER

JOB NUMBER : 3 OPERATION 49V0D13 OP. DESC. SUSPENSION CONCERN
SALE TYPE : W TECHNICIAN NO(S). 7118
COMPLAINT : 8412-41027788108110 SHOCKING/CLUNKING SOUND FROM R/Y DRIVEN

08/18/2004

HISTORY LISTINGS

3651

18:48:51

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REPAIR

ORDER : R/P SHAY BAR LINK FATIGUED
 CORRECTION : REPLACED R/P SHAY BAR LINK
 ORIGINAL : REPLACED R/P SHAY BAR LINK
 CORRECTION : 78266 18/10

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	23046	78266	23046	18119

COMMENTS : LOANER

R.O NO. : 14224 R.O DATE : 11/27/2000 R.O TYPE :
 MILEAGE : 23289 ADVISOR NO.

JOB NUMBER : 1 OPERATION 1870000 OP. DESC. *CK BELT/SLIP LIGHT*
 SALE TYPE : W TECHNICIAN NO(S). 7360
 COMPLAINT : 8408-41037785108040 CHECK ENGINE LIGHT ON
 CHARGE : WOLLEN CODE 301A, INTERNAL FAULT IN MASS AIR FLOW SENSOR
 FALSIFYING UP TO 2400RPM
 ORIGINAL : FREE FIRM TEST//FOUND CODE 301A. TEST FAULTCODE AND FOUND
 CODE : INTERNAL/INTERNAL FAULT WITH MASS AIR FLOW METER. (2400RPM)
 CORRECTION : REPLACED MASS AIR FLOW METER.
 ORIGINAL : REPLACED MASS AIR FLOW METER,
 CORRECTION : CPSS 34001, 28462, 23061. 10/04

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	14224	23681	14224	26801
	14224	28462		

JOB NUMBER : 2 OPERATION 700012 OP. DESC. COUNTRY TRANSPORT.
 SALE TYPE : C TECHNICIAN NO(S). 7404
 COMPLAINT : LOANER
 CORRECTION : NO CHARGE TO CUSTOMER

JOB NUMBER : 3 OPERATION 81008 OP. DESC. BODY ELECTRICAL
 SALE TYPE : C TECHNICIAN NO(S). 7360
 COMPLAINT : KEY WILL INTERMITTENTLY NOT COME OUT OF PARK.
 CHARGE : SUSPENSION POSSIBLY FROM DRUMS (COPPER OR BORN ON JUDGE)
 CAUSING SHIFT SCALED TO STICK.

R.O NO. : 14208 R.O DATE : 10/02/2000 R.O TYPE : S
 MILEAGE : 21264 ADVISOR NO. : 740

JOB NUMBER : 1 OPERATION 81001 OP. DESC. *I* SERVICE
 SALE TYPE : C TECHNICIAN NO(S). 7360
 COMPLAINT : PLEASE PERFORM RECOMMENDED *I* MAINTENANCE
 CHECK FOR ANY POSSIBLE COOLANT LEAKS, AND TO ADD FLUID.
 CHARGE : RECOMMENDED MAINTENANCE AT TIME/MILEAGE

05/18/2004
15:48:51

HISTORY LISTING

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OPERATION : COMPLETED RECOMMENDED MAINTENANCE SERVICE

JOB NUMBER : 2 OPERATION 7090013 OP. DESC. COURTESY TRANSPORT
SALE TYPE : C TECHNICIAN NO(S). 7404
COMPLAINT : STOCK #83769

JOB NUMBER : 3 OPERATION 4090002 OP. DESC. FRONT BRAKE PADS
SALE TYPE : C TECHNICIAN NO(S). 7360
COMPLAINT : CUSTOMER REQUESTS REPLACE FRONT BRAKE PADS
CORRECTION : REPLACED FRONT BRAKE PADS

JOB NUMBER : 4 OPERATION 1090006 OP. DESC. "CK ENGINE LIGHT"
SALE TYPE : W TECHNICIAN NO(S). 7160
COMPLAINT : #406-41037785100260 CHECK ENGINE LIGHT ON
CAUSE : FUELLED CODE 4568, IMA & FUELING. MAINTENANCE SVC
CORRECTION : COM/BIROCK.VHT, ASSET

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	18282	36001	18282	36482

COMMENTS : IN LOGBOOK

R.O. NO. 6111 R.O. DATE : 05/18/2005 R.O. TYPE :
MILEAGE : 18183 ADVISOR NO 7612

JOB NUMBER : 1 OPERATION 8190008 OP. DESC. BURNLIGHTS
SALE TYPE : W TECHNICIAN NO(S). 7413
COMPLAINT : #412-41037785100412 R/S LOWE'S BURNLIGHT STOP.
CAUSE : BURN FILAMENT BURNED OUT, INTERNAL FAULT
ORIGINAL : R/S LOWE'S BURN BURNED OUT
CORRECTION : REPLACED R/S LOWE'S BURN
ORIGINAL : REPLACED R/S LOWE'S BURN
CORRECTION : 10/08 38124

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	6111	38124		

JOB NUMBER : 2 OPERATION 8190013 OP. DESC. T/SIGNAL, BLINKER PART
SALE TYPE : W TECHNICIAN NO(S). 7413
COMPLAINT : #413-41037785100413 L/S T/SIGNAL BLINKER PART
CAUSE : LAMP SOCKET CONTACT HAS INSUFFICIENT SPRING PRESSURE
CORRECTION : REPLACE SOCKET AND BULB
38131 24 24

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	6111	38131	6111	19318

08/18/2004
18:49:51

HISTORY LISTING

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CASE : BUMPER STRIPS BE POUNDED/LOOSE/COMING APART. REC. TO REPL.
FRONT AND REAR CROSS BARS (84159.1) QUANTITY 2 LN 43 PAY
CORRECTION : TYPE W

CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
48238C 84189VO

JOB NUMBER 2 OPERATION 84478VO OP. DESC.
SALE TYPE W TECHNICIAN NO(S). 129
COMPLAINT TECH1-129 .20 OPR-CODE 36478 LITS SQ LITS 18 FR
84368017 R/R WINDOW INOP. PERFORMED SYSTEMS CHECK(36499.1)
TRACED TO FAULTY MASTER SWITCH AND R/R WINDOW SWITCH,
INTERNAL FAULT, REPL. SWITCH(36427.1) LN 44 PAY TYPE W

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
48238C 84478VO

JOB NUMBER 3 OPERATION 84419VO OP. DESC.
SALE TYPE W TECHNICIAN NO(S). 129
COMPLAINT TECH1-129 .20 OPR-CODE 84419 LITS 2A LITS 12 PARTS ,
REARVIEW MIRROR L/R, REPORT SWACER AND PUT FOR REAR VIEWMIRROR
CASES CLAIM MISSING, NO IMPACT DAMAGE, REC. TO REPL.

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
48238C 84419VO

JOB NUMBER 4 OPERATION 056408VO OP. DESC.
SALE TYPE C TECHNICIAN NO(S). 329
COMPLAINT TECH1-129 1.00 OPR-CODE 056408 PERFORM TYPE W SERVICE
PERFORMED TYPE W SERVICE

COMMENTS NO WARR25 09/08/99 7987 333 PTD=405.84 PDL=.00 TOT=488.24
INV=821088
NO CASE38 09/08/99 7987 333 PTD=27.88 PDL=.00 TOT=71.81
INV=090889

R.O NO 18218C R.O DATE 04/12/1999 R.O TYPE 1
MILEAGE 22 ADVISOR NO. 333

JOB NUMBER 1 OPERATION 8VO OP. DESC.
SALE TYPE X TECHNICIAN NO(S). 129
COMPLAINT TECH1-129 3.08 2-329 1.20 OPR-CODE X INTERNAL AXK. REAR
INSTALLATION CORPUL. INTERNAL TRAILBRAKE LINEE DOOR OPERATE LN 42
CASES PAY TYPE X

JOB NUMBER 2 OPERATION 8VO OP. DESC.
SALE TYPE I TECHNICIAN NO(S). 329
COMPLAINT TECH1-129 3.68 OPR-CODE X INTERNAL TOW SWITCH WAKE SELECTE
WIRING INSTALLATION CORUL. LN 43 PAY TYPE X

BOD 007332

Odmail, B (B.)

11 OCT 04 37

FAIRS

From: [REDACTED]
Sent: Wednesday, September 29, 2004 5:00 PM
To: Odmail, B (B.)
Cc: Drew Osterman (E-mail)
Subject: UNREPAIRABLE S80 VOLVO ?

RECEIVED

OCT 15 2004

CUSTOMER CARE

William Clay Ford, Jr.
Chairman of the Board
Chief Executive Officer
FORD MOTOR COMPANY:

I purchased a used 2000 Volvo S80 in October 2003 from Jackson Volvo, Honolulu, HI with factory extended 100,000 mile warranty and now has approximately 56,000 miles on the odometer.

Early in July of this year (2004), the car came to an abrupt halt with a loud knocking noise in the engine, and was towed to the dealer for repairs.

The initial diagnosis was the need for a valve adjustment.

Since then, a complete set of new engine heads, valves, cam, etc... have been installed.

In addition NUMEROUS electrical components, including two new computer modules, ignition switch, cables of various types, etc... have also been replaced.

It has now been THREE MONTHS since the car was towed to the dealer for repairs under the extended warranty.

The car has never left the dealership since it was towed in last July 2004, and is still NOT functioning.

As you can well imagine this is very frustrating as a customer of a FORD - PREMIER AUTOMOTIVE GROUP - Luxury automobile that I cannot drive - and NO ESTIMATE as to when that might be possible.

To say I am disappointed with Volvo (particularly considering my Swedish heritage), is an understatement.

If you have any suggestions, or can offer any help in this matter, I would appreciate it greatly.

[REDACTED]
Honolulu, HI
USA

Mobile: [REDACTED]
Office: [REDACTED]

[REDACTED]
Metuchen, NJ
[REDACTED]

RECEIVED
OCT 5 2004
CUSTOMER CARE

October 3, 2004

Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockledge, NJ 07647-0913

Dear Sir or Madam:

I have written once before, see enclosure, regarding my 1999 Volvo S70 AWD Sedan (VIN YV1LT56DXX2[REDACTED]). Again, I am writing to express my dissatisfaction with my vehicle and your company.

The latest incident occurred last month when my power-steering unit started to make a noise. (This has happened before, and was brought to Bridgewater Volvo's attention, and they added power steering fluid to bring the level back to normal. They advised me to do the same if it happened again.) The noise started again the next day. I added more fluid, but it leaked out of the "rack" overnight and left a huge puddle in my driveway.

I decided to bring the car to Volvo of Edison. They informed me that I needed a whole new power-steering "rack" at the cost of \$1100.00 - They also mentioned that the carburetor was starting to go and that would cost an additional \$3000.00 to replace. Wow, at only 54,000 miles...and conveniently right after the warranty expired. Hrumm. I thought Volvo's were quality vehicles? I've owned 2 Honda's (and currently my third) in my lifetime and BOTH of them made it to at least 100,000 miles before I needed to do any major repairs or replace them.

This vehicle has a negative history. My view of Volvo cars is also negative. I've written this letter with the hope that Volvo Cars of North America will work with me to provide a lower cost alternative to the \$1100.00 repair of the power steering "rack". After all, the vehicle just turned 54,000 miles and DOES have a history that indicates a prior power steering problem (among other things).

Sincerely,
[REDACTED]

[REDACTED]
 [REDACTED] Richardson Texas
 [REDACTED] HP [REDACTED] CS

RECEIVED
 OCT 5 2004
 CUSTOMER CARE

October 3, 2004

RE: VIN# YV1TS84D9Y1 [REDACTED]

Volvo Cars of North America
 ATTN: Customer Care/Complaints Dept
 7 Volvo Drive
 PO Box 914
 Rock Leigh, NJ 07847

**Q: When is it Acceptable for a Car Dealership?
 To sell a car that has been wrecked?**

A: When you purchase it from Volvo of Richardson!

Dear Sir or Madam;

This is my final attempt in getting a matter corrected that I have been trying to handle on my own for the past 3 years and have been very patient in my approach!! I purchased a car from Volvo of Richardson, in Richardson Texas, and I have had the car back to the dealership service department more than 25 times most for reoccurring problems, which were not acceptable to me especially after buying a "highly recommended" vehicle as the Volvo S80.

The main two problems that I have had with this car that have been reoccurring are the issues with my struts and tires, and then the whole throttle system. Both of which were problems that I had within the first 2-6 months of buying the car. However, the dealership seemed to never be able to duplicate the problems that I was having on numerous occasions of bringing my car in for lurching out and having power surges that made me feel very unsafe at all times in my "one of the safest" cars on the street Volvo S80. Time after time I would take my car in and tell them how it has jump out while being stopped at drive thru and stop signs and even when attempting to park I almost ran into a wall, but somehow they would never be able to get the car to do this, keep in mind this was while my car was under the 50,000 mile warranty. This also applies to the noises that I was hearing all the time when going over bumps or sudden stops I kept hearing noises first started in my front right wheel and then moved to my left, keep in mind all while under warranty.

Well my questions to Volvo of Richardson were: Has this car been wrecked or something? Why am I having so many problems out of this car? And further more why are you all having such a hard time finding what is wrong with this car?

These were the answers I would receive from the award winning staff at Volvo of Richardson: "Well we are really not supposed to disclose that type of information, but I don't think they would ever do something like that" or "Well I really couldn't tell you one way or the other but you can go onto some website called huh car facts .com.....but its spelled like fax machine... they can usually tell you if your car has ever been in a wreck or not"

Problems with Struts and Throttle System

Well now we are over 50,000 miles and the same problems continue to happen and now I've lost it with being nice anymore and not getting any satisfaction so I call the service department to see if I can speak with who ever is in charge over the mechanics and the service department and I was told that it was Steve Walker and I asked to be transferred to him and which I was and I explained to him what was happening and he wanted me to bring my car in and have him look at it with one of the mechanics. Well guess what now they found my problem it was the struts! We need to replace your right strut, and because you're out of warranty you will have to pay \$500.00+ Needless to say I was not very happy because they should have found this problem about 15 times earlier when I was bringing the car in and they were making me feel like I was a crazy lady and didn't know what I was hearing or what I was talking about. Okay well now about 3-4 weeks have passed and I'm hearing the same noise but now it's on the left side. I take the car in only for them to tell me now it's the struts on the left side and they would need replaced, and I would have to pay!! Okay done, now about 4-5 months later guess what I'm hearing the same noise again but it's now back on the right side. Well Volvo of Richardson decided to do me a favor and take responsibility on this one and they fixed the right side again for no charge but my question is why are they needing replaced again so soon?? I've had many cars Mitsubishi, Nissan, Ford, and never had the multitude of problems with the combination of the three models mentioned as I've had with this one Volvo S80.

When is Enough, Enough?

Now after all these dilemma's with this car and me still not feeling like I am being taken care of by my dealership and service department. I request a meeting with Steve Walker- Service Dept. Mgr. and Leo Pacheco the General Mgr. of the dealership to plea my case to them and see just what responsibility they feel they played in this car that is plagued with a multitude of problems with me only mentioning the major issues. So the meeting was granted to me and it was pointless as both Steve and Leo had no solutions to offer me other than Steve was going to contact Volvo of North America and find out if they are willing to do something, only for me to be told 2 days later that there is nothing they were willing to do. Here are some of the other issues we talked about that was going on with the car at that time along with the struts and the throttle system.

Paint (overspray), joy stick on driver door spill in two,
Sun visor over passenger seat broken, paint on doors peeling,
New set of tires wearing incorrectly, molding falling off around car, air bag light on,
Gear shift sticking, sun roof not sliding properly, and most of all Struts and Throttle system!
Car has been back to the dealership for service over 25 times in a 3 yr period??

Is it time for Legal advice yet??

Yes most definitely, because apparently after all these meetings still haven't convinced the dealership to take some sort of responsibility in this matter. Because now at this point I think someone would have offer to just take the car back and start over with another car. So my first step was to take the car to a licensed certified mechanic that does used car inspections to tell me some history about this car that has given me oh too many problems.

What was discovered after seeking an independent opinion?

After a 6 hour review of systems and overall inspection of my car, it was discovered that this car had in fact been in a wreck with 100% certainty, and the mechanic was 85% sure that the frame was probably bent. But he did say that a lot of the problems I was having did most likely come from a wreck. This car was badly wrecked on the front driver side quarter and front driver side

door and pushed into something on the passenger side which is what caused probably all of the above mentioned problems. So now I take this information to an attorney that came highly recommended by the Texas State Bar and he had lots of experience with dealing with these types of issues and he said he feels like I have a good case to at least getting the dealership to take the car back and give me another car that has the same options on amenities as the first car and let me have a chance to have a good experience with another Volvo S80.

Now I'm struggling with am I ready to endure a long dragged out legal battle and possibly be interviewed on the Local News stations as the attorney felt that we may have to go public to get the dealerships attention!

Well before going there I thought let me try contacting the Volvo of North America Corporation and let them know how they are being represented and then informing the Attorney General's Office and the Better Business Bureau as a final attempt on my part.

So this is my story and lots of stress and mental anguish also to go with it as I have had to suffer a great deal of humiliation with this car and constantly being reminded by my friends and family that have seen my taking this car back and forth to the dealership as many times that I have and not to mention the countless hours I have had to take off work to handle these issues. Is there anyone out there that feels some compassion and sympathy for the wrong doing that has been done with the sale of this Volvo S80 VIN# YV1T9409Y1 [redacted] I have also enclosed the 25+ pages of history of all the visits my car had with Volvo of Richardson. You know the dealership with the award winning service department?!

Oh yeah one more important fact, the whole throttle system that I had replaced and spent over \$1600.00 for about 3-4 months ago has failed because my car is now doing the same thing again as of September 2004. Now what should I do go back to the dealership and get taken again??
Huh!

Sincerely,

[redacted signature]

Cc: Office of Attorney General of Texas, Consumer Protection Division PO Box 12548, Austin TX
Better Business Bureau, 1700 Pacific Ave #2800, Dallas Texas 75201
Fox1 News Consumer Affairs Attn: Becky Oliver & Saul Garza 400 N. Griffin, Dallas TX 75202
Volvo of Richardson - Leo Pacheco, 1321 N Central Expwy., Richardson TX 75080

October 12, 2004

RECEIVED
OCT 21 2004
CUSTOMER CARE

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

Volvo Santa Monica
Customer Service
1719 Santa Monica Blvd.
Santa Monica, CA 90404

Dear Sirs:

This is my notice given under the California consumer warranty law. This is my second notice.

I purchased a new XC90 from Volvo of Santa Monica in 2003. Its VID: YVKM91H831 [REDACTED] Since then, I have repeatedly (more than 4 times) taken my car to be serviced for the same problems 1) defective brake system 2) loud engine noises 3) loss of power during acceleration and surging. There are a series of additional problems that are not listed here, but are contained in Volvo's records. Each time I have been told initially that the problems do not exist, and during later visits that the problems have been repaired. I have been charged for brake pads that I did not need, as they were changed again a month later with the rotors, however, my brakes have not been repaired.

I have been told to pick the vehicle, only to point out that the same noises exist and was then told to bring it back within a week or two when additional parts could be ordered. This is nonsense. The car should be tested before delivery; instead it appears that Volvo is hoping that it will just slide on the actual repair. A car that costs what Volvo is charging and holding out as a luxury vehicle and the safest in the world should not spend half of its time in the service department. Moreover, a car of this caliber should not sound and drive like one that is old and cheap.

A cursory review of my file at Volvo of Santa Monica will establish how many times I have taken my car in for correction and the responses given. I am also attaching an email that I forwarded to Volvo of Santa Monica which shows how long I have been frustrated by the purchase of this vehicle.

It is apparent that Volvo cannot repair the vehicle and restore it to the safe luxury vehicle that it sold. The nonconformities have been subject to repair 4 or more times within the 17 months following delivery, substantially impair the use value or safety of the vehicle and it is used primarily for personal and family purposes. Of note, my vehicle currently has less than 16,000 miles. Please advise how I can obtain a full refund of the purchase

price, as I believe that I have been paying for a new luxury vehicle and was never provided with one.

I can be contacted at the following address:

[REDACTED]
[REDACTED]
Los Angeles, CA
[REDACTED]
[REDACTED]

Thank you,
[REDACTED]

Maka Moore

From: [REDACTED]
Sent: Thursday, September 25, 2003 5:53 PM
To: 'sath.waskow@volvoofsanmonica.net'
Subject: Lack of Service and Potentially Defective XC90

Mr. Waskow:

I purchased a new XC90 in April from your dealership. I paid over invoice, so I did not get a bargain by any stretch of the imagination. Since my purchase, I have been extremely unhappy with my vehicle and more importantly, with your dealership.

First, after about a month, my brakes squeaked horribly, not the sound one wants to hear from the safest car in the world. I called the service dept and was told that the car needed to be broken in. Clearly I was misinformed.

I brought my car in last month and was told that there was a problem that was fixed. However, before I brought it in, I called repeatedly to make an appointment and obtain service hours and my phone calls were never returned. Several weeks later, I finally reached a live person and made an appointment.

Yet, last week the "brake service assistance" light came on again and just yesterday the "engine service assistance" light came on. Since last week I have been calling the service department leaving messages that I needed to speak to someone and make an appointment. Despite several messages since last Friday, NO ONE called me back until this morning. I only got a call back this morning because last night I left a message for Flo explaining the situation. The service manager called me this morning and advised that Flo told him to call me but that their department had never received my messages.

I returned the call this afternoon. After making my appointment, I asked to be transferred to the manager, as I was returning his call. The gentleman told me that the manager was standing right next to him at which point he put his hand over the phone and he and the "manager" began a conversation about the fact that I was the one that complained and what was I complaining about etc (in other words they engaged in a negative discussion about me which I was fully able to hear). Then I was told the manager was gone!

contacted Flo and she handled the matter as graciously as she could.

I have also learned that the XC90's have had problems with the brakes that Volvo is trying to address, but Volvo never bothered to let the consumers know.

However, I wish to make my concerns very clear. I did not spend over \$45,000 for a car that is supposed to be the safest vehicle in the world so that I can bring it in monthly for brake and engine service. Second, I do not believe that Volvo did not know of the brake problem on the XC90 at the time your dealership sold me this car. Third, I have a 9-month old baby that rides in this vehicle; I purchased it solely because it is supposed to be safe. However, your service dept does not care enough to promptly return phone calls to ease any concerns that the car is too unsafe to drive. Moreover, they disrespected me when I finally did speak to them.

When I bring my car in tomorrow, how can I be assured that your service department will not purposely damage or scratch my vehicle? Obviously, once the car is sold, Volvo could care less about the customers or even the cars.

Please know that I will contact Volvo North America and let them know how dissatisfied I am. Further, I will review the Lemon Law policy to determine its application to these circumstances.

THIS CAR MAY BE A LEMON AND I EXPECT THAT YOUR DEALERSHIP IS PREPARED TO ACT ACCORDINGLY.

I would appreciate a return phone call from you to discuss this matter.

Thank you for your time.

RECEIVED

NOV 8 2004

CUSTOMER CARE

[REDACTED]
North Kingstown, RI
[REDACTED]

Julie Zwiebel
Customer Relations
Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, New Jersey 07647

**Regarding VIN YV1TS94D31[REDACTED]
Repair invoice 205715, Tasca Volvo 8/31/2004**

November 4, 2004

Dear Ms. Zwiebel,

I write this to you to have an official record of my dissatisfaction with one of your dealerships, Tasca Volvo of Seeonk, Massachusetts. For years we have been customers of Auto Show Volvo which was acquired several years ago by the Tasca family. Since that time I feel the service has suffered, the Volvo named has been tarnished, and my disappointment with the company has increased.

We recently attempted to have our '01 S80 repaired at Tasca Volvo, spent \$788.91 on their service department's fishing expedition, and drove away from the dealer with the problem not fixed. For years, whenever we had anything serviced at Auto Show, then Tasca, within a day or two someone from the company called with a survey about customer satisfaction with the repair service. During this most recent repair, I voiced my concern with the service representative. Prior to their repair, they made it known to me that they weren't quite sure what the problem would be, but they had to make a diagnosis, and that their diagnosis might not fix the problem. What was I to do at this time?--not fix the car and have it's accelerator continue to jerk upon starting and stopping? So I gave the go ahead. When I got the car back, it still continued to have the same problem, only now Tasca said it would be at least \$800 for parts with the labor extra to maybe fix the problem. So now I sit, \$789 poorer with a car not fixed and another \$1000 away from possibly fixing the problem. Is this the way your dealerships should operate? Do they know what they are doing there? We've never had these kinds of

problems with Tasca in the past, and recently it came to my attention that their top mechanics had left because of their own dissatisfaction with the Tasca company.

What irks me more about this episode is that unlike every other repair I've had performed at Tasca, their customer survey never called, which leads me to believe that once they know a customer is upset, they won't call them for the survey. It's apparent that this local dealer doesn't want any negative comments entering into their customer survey. Well, here is this one for their record.

Sincerely,



cc Mike Perlini, GM Tasca Volvo

205715
INVOICE

Page 1



TASCA VOLVO

1241 FALL RIVER AVENUE
SEEKONK, MASSACHUSETTS 02771
(508) 336-9777 (800) 328-VOLV
FAX (508) 336-8833 · www.tasca.com

NORTH KINGSTOWN, RI
HOME: [REDACTED]
BUS: [REDACTED]

SERVICE ADVISOR: 694 BRUCE DANCAUSE

COLOR	YEAR	MAKE/MODEL	VIN	MI/AGE IN / OUT	TAG		
	01	VOLVO S80A	YV1T894D311	98562 98578			
DEL. DATE	PRG. DATE	START TIME	FINISHED	LOC.	RATE	PAYMENT	INV. DATE
23MAR2001		22MAR2005	11:47, 04AUG04		VAR	CASH	31AUG2004
R.O. OPENS		READY	OPTIONS:				
11:19 04AUG04	11:47 31AUG04		STK:15590 TRN:A 1 EXT 448 INT 8991				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A CHECK ENGINE LIGHT ON								
CEL CHECK ENGINE LIGHT ON								
						0.00	0.00	
1			1094 CPV					
1			9497454 OIL TRAP		34.38	34.38	34.38	
1			9458835 GASKET		18.22	18.22	18.22	
1			8838753 GASKET		3.35	3.35	3.35	
1			30850822 HOSE		17.19	17.19	17.19	
2			978681 HOSE CLAMP		3.35	3.35	8.70	
1			978180 HOSE CLAMP		2.33	2.33	2.33	
1			30822068 SEALING RING		3.65	3.65	3.65	
1			8883338 HOSE		4.20	4.20	4.20	
1			9440982 GASKET		13.14	13.14	13.14	
4			8088 CLEANER		3.50	3.50	14.00	
1			978178 HOSE CLAMP		2.02	2.02	2.02	
INFO INTAKE/FLAME TRAP								
			1094 CPV			449.75	449.75	
INFO DIAGNOSIS								
			1094 IGW				(N/C)	
PARTS: 117.16					LABOR: 449.75		OTHER: 0.00	TOTAL LINE A: 566.91
REMOVED THE INTAKE AND REPLACED THE FLAME TRAP AND ANY AND ALL, NEEDED ASSOCIATED PARTS VEHICLE IS RUNNING MUCH BETTER, THERE ARE NO CODES ST ORED AT THIS TIME, RIGHT NOW IT IS UNCERTAIN WE THER THE ETM WILL BE NEEDED OR NOT, SUGGEST CUS TOMER DRIVES VEHICLE FOR ABOUT A WEEK AND BRING S IT BACK FOR FURTHER DIAGNOSIS, ATTN BRUCE J.								
B THE IDLE SEEMS TO HUNT WHEN AT A COMPLETE STOP, MORE PRONOUNCED WHEN AC IS ON, CHECK AND ADVISE								
INFO CHECK AND ADVISE								
			1094 CPV			0.00	0.00	
PARTS: 0.00					LABOR: 0.00		OTHER: 0.00	TOTAL LINE B: 0.00
SEE LINE A								
C 10K-ALL MODELS								
10KALL 10K-ALL MODELS								

<p><i>Thank you For your Business!</i></p> <p>You Will Be Satisfied!</p> <p>For Appointment call (508) 336-9777</p>	<p>SERVICE DEPARTMENT HOURS</p>	<p>Any warranties on the product sold hereby and those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products.</p>	<p>TOTALS</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SMILEY AMOUNT</p> <p>MSDC CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>
	<p>CUSTOMER SIGNATURE</p>	<p>SALES TAX</p>	<p>PLEASE PAY THIS AMOUNT</p>

Customer Copy

807 Nutes Farm Ln
Kannett Square, PA 10348
June 12, 2004

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

RECEIVED
JUN 16 2004

CUSTOMER RELATIONS

RE: 2000 S80 T8; Vin #:YV1TS90D0Y1 [REDACTED]

Dear Volvo

This letter concerns my dissatisfaction and disappointment with my 2000 S80 T8. I purchased the car new in March 2000.

I presume that I would be among your targeted market. Relatively affluent, relatively conservative, committed to doing all scheduled maintenance, and typically loyal (as evidenced by my exclusive use of my retailer for service – except in emergencies). My purchase of the S80 was my first experience with Volvo, and short of some persuasive and objective evidence that you have improved the quality of your vehicles, it will be my last.

The poor reliability of the 2000 S80 is common knowledge – reported in the automotive and consumer press, evident in the poor trade-in value of the car, and even acknowledged in discussions with service personnel at my dealership as they try to convince me I should give Volvo another try.

Up to now I've felt conflicting emotions of frustration and relative good fortune. Frustrated by all the nuisance repairs this car has required, but relieved that my problems probably fall on the "better than average" side of the ledger after hearing others' tales of woe.

For the record, in my 51 months and 60,000 miles of ownership I've had to repair or replace:

- ◆ The sub-frame bushings
- ◆ Front lower ball joints
- ◆ The AM radio reception (twice – with limited improvements in quality)
- ◆ Brake Pads (twice), rotors once
- ◆ Both front struts
- ◆ Leaking couplings on both transmission and oil lines
- ◆ Sway bar end links
- ◆ Intake manifold vacuum hose
- ◆ Driver's side front door assembly

- ◆ Brake Control Module
- ◆ Right Front Strut Spring Seat
- ◆ The complete loss of Power Steering Fluid following an on-highway disconnection of the fluid line at the steering box
- ◆ Inner right tie rod end
- ◆ Blown front headlights (so many times I've lost count)

Up to now, these failures were generally not life-threatening (except for the loss of the Power Steering Fluid). But recently that's changed. Three times over the past 3 months the car has stalled while traveling on the road – twice while exiting the interstate highway, the third while driving down a circular parking ramp exit.

I took the car to my dealership yesterday, and they could find no error codes recorded by the Throttle Control Module or the Transmission Control Module. Therefore they are uncertain of the cause of the problem or the proper repair. The alternatives offered were to:

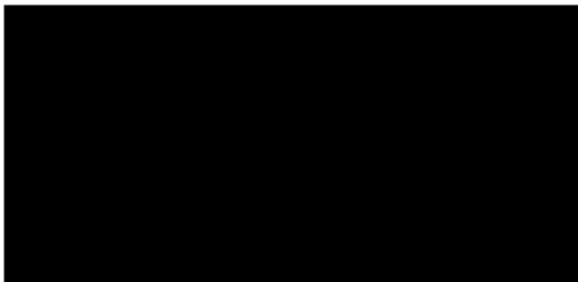
- ◆ download the latest transmission software (though skeptical this was the answer)
- ◆ do nothing and hope it either miraculously goes away or records a code
- ◆ take a \$900 gamble and replace the Throttle Control Module and hope this solves the problem (this was what two similarly situated customers did and so far it seems to have worked).

While I appreciate the dealership's honesty in saying replacing the Throttle Control Module was an uncertain fix, I don't appreciate my increasing unease that this car is poorly engineered and understood.

I concluded early on that the suspension was under-engineered for the weight and heft of the car so I've accepted the poor ride quality and the clanks and bangs (though I must say every bump over an expansion joint is another reminder of my discontent). But now that the unreliability has crept into engine performance, my patience is nearing its end and I'll likely look to trade the car (with one last reminder of its poor quality reflected in its dismal trade in value).

As the president of a company, I have always told my staff that it's far better that dissatisfied customers share with us their frustrations and give us a change to respond or try and make amends. I don't know if Volvo shares that philosophy, but this letter is shared in that spirit.

Sincerely



608 2004

RECEIVED
111 2 6 2004

CUSTOMER RELATIONS

To President of Volvo
Volvo Cars of North America

I am writing in reference to my 1999 S70 Volvo. I am having too many problems. My car is almost five years old, and every month there has been some kind of problem. I need you all to help me.

For the first 3½ years the parts under Warranty, I experienced problems having to keep it in the shop and not having a way to get to work. It was the best Electrical SRS lite on all the time. During the three years whenever I took long trips I had to leave the interstate to see if the light would go off. The book says if the light would go off seek Volvo help, see your dealer. When going on a trip who wants to be worried about a light and afraid to burn the Air-Condition. I need you all to help me.

In the month of December, ²⁰⁰⁴ the Master the master Cylinder failed Costing \$536.56

In March the Body Electrical (Throttle Body) 5-15 Light came on, and the car started cutting off in the streets. The cost to get it fixed \$684.50

I need my money back I need you all to help me. What is Wrong With the Electrical part of this Car My last 240 Volvo didnt have any of these problems. I need you all to help me because I am stl paying payments on this Car I know you can see where I am coming from,

In May the left door motor that control the windows is gone It has to be replaced, Listen as of now the left air Conditi knob is broken

What is Wrong; I need you all to help me and if you need prove about any of these Problems please call

Kraft Motor Cars
5011 West Tennessee Street
Tallahassee, Florida
Mr. Guente-Holt #32304
Service Manager

Since the car records, and the problems are true, I have been over charged, and the problems in the Car push to the side. Please help me with these problems and give me my money back.

J. Huley

RECEIVED
JUL 26 1964

CUSTOMER RELATIONS

July 26, 1964

Mr. Victor Doolan
President, Volvo Cars of N.A.
7 Volvo Drive
Rockleigh, N. J. 07647-0914

Subject : ETS (Electronic Throttle System)

Dear Mr. Doolan

When I bought my 1999 Volvo V70, it was touted the Warranty covered 70,000+ miles.

Before leaving Fla., to meet the 60,000 mile servicing, I went out of my way to be serviced by a bonafide Volvo dealer. Wanting no question with any Warranty problem, I did everything recommended to the tune of \$1,151.59.

On July 16, my ETS appeared on the dashboard. As soon as possible, I pulled off the road to read the manual, which told me what it was but did not instruct me what to do. The ETS went off when I resumed driving. Since it was a weekend, I did not drive the car again until I could check with the Volvo repair service people on the 19th. They instructed unless it stays on, ignore it. On the 20th, I drove it to a friend's home about 2 miles away -- no ETS. When I'm leaving, I can only go about 5 MPH and ETS appears. Had to leave the car before reaching home and Volvo towed from Round Pond to Topsham, Me. I did not give authority to fix, which they did to the tune of \$821.93. There are other qualified mechanics in the areabut I thought I was covered under Warranty.

I have since learned this is not an unusual problem, but doesn't usually occur until around 80,000 miles. My mileage was 61,670. It appears there should have been a recall on the problem.

I am hopeful you will give consideration to a valued customer by refunding me \$821.93. Meantime, thank you in advance for your positivethinking.

Respectfully,

[Redacted Signature]

[Redacted Address Line]

Round Pond, Maine [Redacted Address Line]



91 Main Street ▶ PO Box 428 ▶ Topsham, ME 04086
 207-729-3369 ▶ Fax 207-729-1185 ▶ 1-800-BCVOLVO

22373	PETER H THIBOUTOT	13	07/21/04	VDCS245853
	79.00		61,672	SILVER/
NORTH PALM BEACH, FL	997VOLVO/V7075	DOOR WAGON		05/14/01
	VV1LV56D2X2			28,369
			07/20/04	05/01/99
				NO: 61675

LABOR & PARTS
 JOB # 1 05V0ZETS ETS LIGHT ON HOURS: 2.54 TECH(S):289 197.50
 CUSTOMER STATES THE ETS LIGHT IS ON
 SCANNED SYSTEM HAS CODE ECU-903F FOR THROTTLE BODY.
 CHECK OVER AND REPLACED THROTTLE BODY,
 AND UPDATED SOFTWARE,
 COMPLETE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	8644347-0	THROTTLE BODY	561.69	561.69	561.69
JOB # 1	1	8636793-0	GASKET	3.10	3.10	3.10
JOB # 1	1	9438298-3	ETH RELOAD	30.60	30.60	30.60
JOB # 1 TOTAL PARTS						595.29
JOB # 1 TOTAL LABOR & PARTS						782.79

MISC	CODE	DESCRIPTION	CENTRAL NO	PRICE
JOB # A	EC	ENVIRONMENTAL CHARGES		9.88
TOTAL - MISC				9.88

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 NONE

TOTALS	PRICE
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> A/R <input type="checkbox"/> M/C/VISA <input type="checkbox"/> DISC	
WE STRIVE FOR PERFECTION...	TOTAL LABOR...
BUT WE WOULD LIKE YOU TO RATE OUR	TOTAL PARTS...
SERVICE AS A "10"	TOTAL SUBLET...
	TOTAL G.O.G...
	TOTAL MISC CHG...
	TOTAL MISC DISC...
	TOTAL TAX...
OUR SERVICE OFFICE HOURS ARE MONDAY THROUGH FRIDAY	TOTAL INVOICE \$ 821.83
7:00 AM TO 6:00 PM	
CLOSED SATURDAYS AND SUNDAYS	

CUSTOMER SIGNATURE

*Vic Dodson
 Volvo*

Printed Portions, Inc. 801-488-7100

RECEIVED
JUL 23 2004

CUSTOMER RELATIONS

July 20, 2004

TO WHOM IT MAY CONCERN:

I purchased a 1999 S80 Volvo in April 1999. I was very pleased with the vehicle for the first 50,000 miles or almost 5 years. One exception being, replacing the brakes at the 30,000 mile service. This is ridiculous for a high-end vehicle. All of my service has been done in a timely manner at Darrell Waldrop in Franklin, Tennessee.

In December of last year the transmission failed at 56,000 miles. The dealer prevailed upon you to assist them in replacing it and you did so.

In January the electronic throttle module failed. With a discount the bill was \$803.

In April the mass air flow sensor failed and was replaced for \$300. Also the electronic throttle module had to be replaced again.

By this time I was quite unhappy with the vehicle. On June 4 the power steering failed and had to be replaced at a cost of \$1855 after discount.

A new transmission at 56,000 miles and new power steering at 62,000. I thought the automobile industry had advanced far beyond that. This is unreasonable for a high-end European vehicle. We called you and you offered very little sympathy and nothing else.

There are several squeaks and rattles under the hood and I was told that they could be remedied for \$500. The vehicle also rides like a truck over rough spots. There seems to be no solution to this.

I understand you made many changes to the 1999 and 2000 vehicle; many of them faulty and must be corrected at my expense. This I do not understand. Please explain. At this point I live (or drive) in fear of what the next problem will be and how soon.

A copy of the most recent invoice is enclosed for all of the appertenant information.

Sincerely,


RECEIVED
JUL 26 2004

CUSTOMER RELATIONS

July 22, 2004

Vic Doolan, President & CEO
Volvo Cars of North America
7 Volvo Dr.
Rockleigh, NJ 07647

Dear Sir:

I am the owner of a 1999 Volvo S80 T5 (VIN YV1TS90D2X1 [REDACTED]). My daughter bought a new S80 in June, 2003 which, by the way, is her fourth new Volvo. Rather than trade-in she allowed me to acquire her 1999 S80, which had only 37,000 miles on it at the time. The car presently has 53,760 miles on it, which is still low for a 1999 model.

I like the car very much when everything is operating correctly, but that is the problem, there seems to be something frequently going haywire.

Not long after I acquired it, the driver-side Door Lock Motor quit working and I had that replaced at my expense.

Next, the car overheated. It turned out that the Cooling Fan had quit working. I got lucky, that was a recall.

Next, the turn signals would not operate correctly. The Turn Signal Wand had to be replaced at my expense. Total bill \$241.14.

Next, the car began surging. This turned out to be the Throttle Module, which had to be replaced at my expense. Total bill \$824.37. The mechanic showed me a pile of these modules on his workbench that he said were from 1999 S80's that he had replaced. He said it was a consistent problem with 1999 S80's. Why wasn't this a recall?

The most recent problem is that the car began to display lots of messages such as, Check Engine, Emission System, ABS Brake Failure, etc. I took

6-8 2004

RECEIVED
11 2 4 2004

CUSTOMER RELATIONS

To President of Volvo
Volvo Cars of North America

I am writing in reference to my 1999 S70 Volvo. I am having too many problems. My car is almost five years old, and every month there has been some kind of problem. I need you all to help me.

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I need my money back I need you all to help me. What is Wrong with the Electrical part of this car My last 240 Volvo didnt have any of these problems. I need you all to help me because I am stl paying payments on this car I know you can see where I am coming from,

In May the left door motor that control the windows is gone It has to be replaced, Listen as of now the left air Conditi. Knob is broken What is Wrong; I need you all to help me and if you need prove about any of these problems please call Kraft Motor Cars

5011 West Tennessee Street
Tallahassee, Florida

Mr. Guenter Hoth #32304
Service Manager

Since the car records and the problems are true, I have been overcharged, and the problems in the car push to the side. Please help me with these problems and give me my money back.

J. H. H.)



VOLVO
Volvo Car Corporation

RECEIVED
AUG 10 . . .

Telefax

To John Wilton

Company Volvo Cars of North America Inc

Department Customer Relations

Telephone

Telefax +1 800 992 39 70

No. of pages including this page 5

From James Marshall

Date 10th August 2004

Department Global Customer Relations

Telephone +46 31 325 00 77

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CUSTOMER RELATIONS

GLOBAL CUSTOMER RELATIONS FILE NUMBER: 68034
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Customer: XXXXXXXXXX **File:** 59634

Dear John,

The above customer has contacted us at Global Customer Relations regarding concerns he has with his Volvo V70 MY2001. Please can you look into this case and let us know if you can handle it.

Yours sincerely,
Volvo Car Corporation
Customer Service

James Marshall

James Marshall
Global Customer Relations Assistant

amk 040803/ajj



Brooklyn Heights, New York



Mr. Hans-Olaf Olsson
CEO and President
Volvo Cars of North America Inc.
One Volvo Drive
Roseland, NJ 07647

-- Customer Relations

July 20, 2004

Dear Mr. Olsson:

Last July, after being extremely satisfied with my first used Volvo station wagon, I purchased a 2001 V70 T5 with 35,000 miles on it. Once again, I was happy with my new Volvo.

Unfortunately, my contentment has started to vanish because of the following negative experiences with your Company:

At the 48,000 miles mark, my Volvo was not shifting smoothly and would chug into and out of gear. I took the car to Prestige Volvo in East Hanover, New Jersey. They diagnosed the problem to be a faulty stabilizer motor mount on the top of the engine and replaced the unit.

At first, the problem seemed corrected, but within a few days, the shifting problem returned along with the check engine light coming on; I returned to Prestige. This time it was diagnosed as: "something in the transmission was faulty and that the transmission needed to be removed to replace the part (an eight to ten hour job)". The check engine was diagnosed as a mass air flow sensor Code BCM 261A. The mass air flow sensor was replaced and I scheduled another day to bring the car back for the transmission work.

On May 13th I returned to Prestige late in the afternoon, was given a loaner and the work was to be done on the 14th. Some time early in the afternoon on the 14th I received a call from Michael Goworek that my car was ready. After hanging up the telephone, I thought to myself: the work took a lot less time than the 8 to 10 hours I was quoted. I picked my car up the next day and it seemed fine.

Then in a little less than a month and 1,000 miles later, the car began stalling, idling rough and once again the check engine light came on. I was also getting a clucking sound in the front end while traveling on uneven roads.

This time I was told the following: the Throttle Body needed replacement, my fuel filter cap was faulty,



the front strut mounts were worn,
front stabilizer link was replaced, and
*the front brake pads were worn.

*for your info: the front pads were replaced at approximately 30,000 miles and now needed replacement at slightly over 50,000 (predominantly highway) miles. Doesn't this seem strange?

The bill was \$1,650.84!

Normal wear I know and understand, but what does distress me about these experiences is:

that I should have to pay almost a \$1,000 for a repair should have been covered under warranty because the engine issue was not resolved and yet my car had been returned to me as fixed.

I am charged \$595 for a throttle body from the dealer that I can buy direct for \$450 plus 3.5 hours for labor and an additional 3.5 hours for the strut mount and stabilizer links and another hour for replacing brake pads.

Then even after paying the \$1,650 for the above repairs...driving not five miles away from the dealer, while trying to get on to the Interstate I hear a loud pop under the hood resulting in the car losing all power. Now I again have to return to Prestige and I have no idea what they had to do. They seemed evasive and vague about what was wrong but it had something to do with a hose(?) coming loose and having to re-program the throttle body.

Again in a few days, the car was not running properly, stalling and not accelerating as a TS should. It was at this point when I decided to write this letter to you.

But the story continues... because while still working on this letter, tonight on my way home, my car stalled after starting and stalled two more times while I was driving on the Interstate. I was worried I would never be able to make it home and was closer to Prestige than home so I eked my way to Prestige.

This evening, I was now told; my car had a faulty vacuum boost sensor, a \$30. part that was not in stock so they wired the hoses. This is the version I got from the service person; at this time I was also told that the code for the Mass Air Flow and throttle body are the same.

My trip home was the way I think a TS should be. The car has power, acceleration, and RPMs. This all seemed to be accomplished with a few pennies worth of wire. Doesn't it seem as if Prestige just kept replacing parts until they got it correct?

I have owned Volvos for a long time and I do so because I have, until now, been very pleased with Volvo dependability, service and performance.

For several years my cars were serviced at Hassel Volvo in Glen Cove, New York. I was always pleased with their thoroughness, attentiveness and service. I cannot say the same thing about Prestige Volvo.

There was less than 51,000 miles when the check engine came on after the Mass Air Flow had been replaced under warranty which still did not resolve the problem.

I feel the Throttle Body should also be covered under warranty along with the most recent diagnosis. Doesn't it seem ironic that tonight's simple wire repair seems to have solved the problem?

I think you can understand my frustration and disenchantment with Volvo. This experience is exactly the opposite of my experiences with Hassel Volvo (my job located is no longer on LI but instead in NJ). Previous to my experiences mentioned in this letter, I was like all other Volvo owners and their almost fanatical obsession of constantly singing the praises of their Volvos. As a very late-in-life father, I felt secure I was protecting my family from hazard's way in our Volvo. I always thought your car was a superior value, dependable with excellent couldn't-ask-for-more performance and service.

Now, I am not so sure anymore. Please write back or call me on my telephone to restore my previous impression of your Company [REDACTED]

Sincerely, [REDACTED]

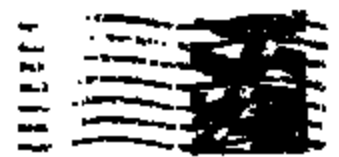
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