

November 22, 2003

RECEIVED
DEC 1 2003

TUNING RELATIONS

[REDACTED]
Bel Air, MD [REDACTED]

Mr. Victor Doolan
Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ. 07647

Dear Mr. Doolan:

Attached is a copy of an invoice in the amount of \$1,022.78, covering the replacement of the throttle unit/ O2 sensor. As you can see, my 1999 Volvo S70A has 35,180 miles. Therefore, I find it hard to comprehend how a car that is four years old and has 35,000 miles can qualify for a major repair of this type unless it is a LEMON.

My family and I have been driving Village Volvos for over twenty years and have received outstanding and courteous service. When the problem with my car was diagnosed, I trusted the integrity of David Dill when he stated the problem and quoted the repair cost to me. However, I was not happy about the diagnosis, and certainly not the cost of the repairs.

I purchased my new Volvo in May, 1999, as my retirement car as I was retiring the following July, 2000. I have taken excellent care of my car because I wanted to avoid costly repairs in the future. Therefore, I am writing you this letter to express my sincere disappointment with my Volvo. Also, I want to inform you that if this is the quality of product I can expect from the Volvo manufacturer in the future, I can no longer afford or want to be a Volvo owner.

In closing Mr. Doolan, I would like to wish you a Happy Holiday Season, since you have certainly ruin me and my family's Holiday Season with this unforeseen repair and expense.

Sincerely,
[REDACTED]

Enc.

70277

141720

VILLAGE VOLVO

726 Belair Rd. P.O. Box 651
BEL AIR, MARYLAND 21814
410-579-3400 410-538-3400
www.villagevolvo.com

INVOICE

PAGE 1

BEL AIR, MD
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 143 DAVID DILL

EMERALD CR 99 VOLVO S70A YV1L855A9K [REDACTED] CT0026 35180/35180

05JUL1996 17:00 14NOV03 0.00 CASH 15NOV2003
REG. OPENED [] READY [] OPTIONS: STK:73707

16:55 14NOV03 06:49 15NOV03

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL				
02 REPL. THROTTLE UNIT & O2 SENSOR											
1	8644347	0	THROTTLE BODY		535.00	492.20	492.20				
1	9125583	6	HEATED OXYGEN		207.00	190.44	190.44				
1	8636753	9	GASKET		3.20	3.20	3.20				
1	9438298	3	RTM RELOAD		32.50	32.50	32.50				
PARTS:					718.34	LABOR:	244.11	OTHER:	0.00	TOTAL LINE A:	962.45

CUSTOMER SALES REP: [REDACTED] HUNDREDS FOR REPAIR: [REDACTED] ORDER: [REDACTED] 26141

PAYMENT METHOD

- CASH
 - CHECK #
 - CREDIT CARD
 - AMER EXP
 - CHARGE A/R #
 - OTHER
- Rec'd by _____ date _____

If for any reason you cannot grade your service visit at Village Volvo with an EXCELLENT

Please contact Service Manager at 410-579-3400

So we can better serve you in the future.

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

STATEMENT OF DISCLAIMER
 The factory warranty conditions of the manufacturer with respect to the sale of this hardware. The Seller hereby expressly declines all warranties other than as implied warranty of merchantability of items for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.

DESCRIPTION	TOTAL
LABOR AMOUNT	244.11
PARTS AMOUNT	718.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.61
TOTAL CHARGES	986.86
LESS INSURANCE	0.00
SALES TAX	35.92
PLEASE PAY THIS AMOUNT	1022.78

CUSTOMER SIGNATURE

RECEIVED

DEC 17 2003

BROKEN RELATIONS

December 11, 2003

Dave Anderson
Tim Marbarger Dodge-Volvo
2033 West State Street
Bristol, VA 24201

RE: Throttle body repair of 2001 V70

Dear Mr. Anderson:

My husband and I wish to thank you for your graciousness in the phone conversation you and he had this morning. We appreciate your willingness to speak with the Volvo regional representative again, to ask that Volvo match your cost reduction (\$180) for the repair noted above.

While that adjustment will be appreciated, we wish to emphasize the unusual nature of this repair and our view that Volvo should cover the entire cost. That this part has been revised for the 2003 models attests to its defect, consequences which should not have to be borne by the car owner. Additionally, in all the cars we have owned in the past 30 years (Audi, Peugeot, Toyota, and other Volvos), and which we drove long past 60,000 miles, we have never had to replace a throttle body. That fact, too, attests to there being a defect that Volvo should acknowledge. The customer should not have to pay for that fault.

We ask that Volvo of America act appropriately in this matter, and refund us the full cost of the repair.

Thank you,


Emory, VA

Prior correspondence enclosed



BFC 1 2004

CUSTOMER RELATIONS

November 22, 2003

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

From:

Emory VA

Re: Exceptional repair

As you will note from the enclosed, at under 60,000 miles the throttle-cable mechanism of our 2001 Volvo V70-XC became defective and needed to be replaced. We have paid for this repair, but we believe you will agree that it should not have been necessary at such low mileage. We request that you refund part or all of the \$948.94 that it cost us.

We call to your attention that we have owned only Volvos during the last fifteen years. Indeed, our 2001 V70-XC is one of four Volvos that we own currently. The others are a 1993 240, a 1997 960, and a 1998 S70, each of which we have kept in excellent condition.

Should you wish to discuss this matter our email is emoryva@volvocars.com and our phone numbers are (278) 944-8289, 800-3825, and 306-6262.

0445289

58107

TIM MARBURGER DODGE-VOLVO

INVOICE

2033 WEST STATE STREET
BRISTOL, VA 24201
(276) 668-7181

EMORY VA
HOME:

BUS

PAGE 1

SERVICE ADVISOR: 86 PHIL RADES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
SILVER	01	VOLVO V70 AWD	YV18Z58D11		59903/59903	T743	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	REV. DATE
01SEP2000			18:00 12NOV03			CASH	
R.O. OPENED	READY	OPTIONS	DLR: 7737/44514				

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

A 60,000 MILE SERVICE/TURBO							
3L2 60,000 MILE SERVICE/TURBO							
9 CVM							
1	9454647		FILTER INSERT		26.72	26.72	26.72
1	1275810		FILTER INSERT		7.48	5.00	5.00
2	977751		GASKET		1.13	1.00	2.00
7	00043		OIL		1.75	1.48	10.36
1	1161640		TRANSMISSION O		59.00	59.00	59.00
1	1189943		NW SOLVENT		2.99	2.30	2.30
1	9437433		BRAKE FLUID		7.36	7.36	7.36
1	8692071		SPARK PLUG KIT		41.07	41.07	41.07
1	940096		GASKET		2.22	2.22	2.22

B CHECK FOR REDUCED PERFORMANCE MESSAGE, HESITATION							
3V REPLACE THROTTLE MODULE DOWNLOAD							
SOFTWARE, REPLACE PEDAL POSITION SENSOR							
9 CV							
1	8644347		THROTTLE BODY		573.10	573.10	573.10
1	8636753		GASKET		2.71	2.71	2.71
1	9441116		SENSOR		83.60	83.60	83.60

cc

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the following repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fee is hereby acknowledged on above car or truck to secure the amount of repairs thereto.
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

DISCLAIMER OF WARRANTY
 The seller, hereby expressly disclaims all warranties, either expressed 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 the sold products.

DESCRIPTION	TOTALS
LABOR AMOUNT	556.05
PARTS AMOUNT	813.44
	0.00
	0.00
MEC. CHARGES	15.00
TOTAL CHARGES	1386.49
LESS INSURANCE	0.00
	37.37
PLEASE PAY THIS AMOUNT	1423.86

CUSTOMER ACKNOWLEDGMENT

Airborne

[REDACTED]
Northvale N.J.
[REDACTED]

[REDACTED]
CUSTOMER RELATIONS

December 19, 2003

To Whom It May Concern:

On May 22, 2003 my wife was driving our 2001 S80 on the cross Bronx expressway in the Bronx, with my two kids ages 1 and 3 years old, when all of a sudden the car stalled in the middle of the highway. It was a very scary and dangerous situation for my wife and kids. The car was towed to "Big Dee Auto Sales" in White Plains NY. Where the service advisor Steven Oliva took care of the problem and said everything seems to be okay.

On October 27, 2003, my wife again was driving the car and the same problem occurred just as she dropped my kids off at their grandparents. I was able to get to her and get the car to the palisades Volvo in west Nyack, I spoke to Jeffery Maurice about the problem and he said he would take care of it.

Then on December 16, 2003, my wife and two kids where on the Tappan Zee Bridge and the car stalled in the middle of the bridge in the middle lane. She said she was going about 50mph when the car stalled again and there was a tractor-trailer behind her that skidded and just missed her because she slowed down so fast, she called me from her cell phone in a panic state. She was able to start the car a short time afterward and continued across the bridge where I met her on the other side to take the car from her.

When we arrived home my wife was a nervous wreck, she told me that she would never drive that car again because she was afraid that someone is going to get hurt while in this car.

I am writing this letter to let Volvo know that my wife and me think this car is too unpredictable which creates a very dangerous situation for our family.

I will not put my family in danger again. The car has been in the shop 3 times for the same problem.

At this point I cannot believe that they cannot rectify this problem at any other dealership.

One of the main reasons why we leased this car is because of your commercials stating how safe and reliable Volvos are. In my personal experience your advertisement does not hold up to your promises.

I would like someone to contact me about this uncomfortable situation.

[REDACTED]



81 Route 303 North
 W. NYACK, N.Y. 10994
 (845) 358-2900
 N.Y.S. M.V. R/S REG. NO. 7083524

VOLVO

DATE: 02/15/75	TIME: 12:15	TECH: 5513	WARRANTY: 12/1/73	WARRANTY: 15000
VEHICLE: [REDACTED]	MODEL: 740	VIN: [REDACTED]	REGISTRATION: 15000	REGISTRATION: 15
ADDRESS: [REDACTED]	OWNER: [REDACTED]	SALES: [REDACTED]	SALES: [REDACTED]	SALES: [REDACTED]
SALES: [REDACTED]	SALES: [REDACTED]	SALES: [REDACTED]	SALES: [REDACTED]	SALES: [REDACTED]

JOB 1 CHARGES

LABOR
 J1 02102-15 ENGINE STALLS HOURS: 3.70 TECH(S):0906 WARRANTY
 [REDACTED] ENGINE STALLS WHILE DRIVING. HAS TO WAIT A BIT TO
 [REDACTED] AND WILL RESTART.
 [REDACTED] ALL SYSTEMS AND RESET.
 [REDACTED] TRACTOR TO INTERNAL FAULT IN THROTTLE NOBLE. STAGE 100
 [REDACTED] REPLACED THROTTLE NOBLE, DOWNLOAD SOFTWARE AND PROGRAM TO
 [REDACTED] ON. RESET CODES AND REBOOTED. REQUEST FOR CODES, NONE
 STORED.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	274353-2	THROTTLE BODY		
		FOR RELOAD		
TOTAL - PARTS			6.00	

JOB 1 TOTALS

JOB 2 CHARGES

LABOR
 J2 02102-15 C/S CLK SUSPEN. NOIS HOURS: 1.50 TECH(S):0906 WARRANTY
 [REDACTED] CHECK FOR NOISES IN SUSPENSION.
 [REDACTED] NOISES IN LEFT AND RIGHT SIDES OF FRONT SUSPENSION. FAULT
 [REDACTED] TO LEFT AND RIGHT SIDES OF FRONT SUSPENSION.
 [REDACTED] REPLACE BOTH LEFT AND RIGHT TIE ROD BUSH. PERFORM WHEEL
 ALIGNMENT. RE-REQUEST TO VERIFY REPAIRS.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
2	274353-2	STEERING ROD		
TOTAL - PARTS			0.00	

JOB 2 TOTALS

SUBLET

FOR	NO	DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
6161E	174750	12/17/73	WFL ALIGNMENT		0.00	
TOTAL - SUBLET				0.00		

JOB 2 JOURNAL PREFIX WGS JOB 2 TOTAL 0.00

ESTIMATE
 CUSTOMER: HENRY MORRIMONES RECEIVING
 ORIGINAL ESTIMATE OF 80.00 (-TAX)

PALISADES VOLVO
 81 Route 303 North
 W. NYACK, N.Y. 10994
 (845) 358-2900
 N.Y.S. M.V. R/S REG. NO
 7083524

Thank you
 for this opportunity to serve you

WE RECOMMEND THE FOLLOWING REPAIRS

VOLVO IS A REGISTERED TRADEMARK OF VOLVO CAR CORP. GENEVA, SWITZERLAND. VOLVO IS A REGISTERED TRADEMARK OF VOLVO CAR CORP. GENEVA, SWITZERLAND.



81 Route 303 North
 W. NYACK, N.Y. 10994
 (845) 358-2900
 N.Y.S. M.V. R/S REG. NO. 7083524

VOLVO

ORDER NO. 50823	ADDRESS AGENCY MANUFACTURING	TAX NO.	ORDER DATE 12/17/88	ORDER NO. 100300000
[REDACTED]	LICENSE AGUT178	MODEL 27164	COLOR BLACK/WHITE	VIN YV1T8840311
CITY ARDULEY, NY	MAKE VOLVO	YEAR 1988	BODY 10	PRODUCTION 10
COUNTY [REDACTED]	STATE NY	ZIP 12478	REG. NO.	REG. NO.
SALES TAX [REDACTED]	LICENSE TAX [REDACTED]	TITLE TAX [REDACTED]	TOTAL TAXES [REDACTED]	REG. NO.
TOTALS THANK YOU FOR CHOOSING PALISADES VOLVO IF WE SERVED YOU WELL, PLEASE RATE US. PLEASE CALL SO WE CAN COMPLETELY SATISFY YOUR SERVICE NEEDS. THANK YOU AGAIN!!!	TOTAL INVOICE \$	0.00	PALISADES VOLVO 81 Route 303 North W. NYACK, N.Y. 10994 (845) 358-2900 N.Y.S. M.V. R/S REG. NO. 7083524	NY-37108
CUSTOMER SIGNATURE	Thank you for this opportunity to serve you.	[REDACTED]	[REDACTED]	[REDACTED]

Printed in the USA. Dealers and Manufacturers are responsible for the accuracy of the information provided herein.

7189913600

61701

VOLVO

BIG DEE AUTO SALES, INC.

Authorized Volvo Cars Dealer

ARDSLEY, NY
HOME:

201-461-8088

SALES
201-461-8088

FAX: 201-461-8088

SALES ADVISOR: 157 STEVEN A. CIVITA

PLK 01 VOLVO S80Z SA V631854271 AC07176 11/15/00 11944

01 JAN 2001 16:00 23 MAY 03 91.00 CASH 23 MAY 2003

REG. OPENED: 16:00 23 MAY 03 OPTIONS: DLR:3514 ENG:B62948-2.9 Liter

08.13 23 MAY 03 15:01 23 MAY 03

LINE ORDER TYPE TYPE INVOICE

CAUSE: 10

260D1-2 DIAGNOSTIC TROUBLE CODES (DTC) READING

RESETTING VST/VCT (2)

1 8670263 MASS AIR FLOW (M/C)

DIAGNOSTIC TROUBLE CODE (2)

23861-2 MASS AIR FLOW (MAP) SENSOR REPLACE (1)

PC: 105H

COPY:

ADPH CODE:



SEE SEE LINE A

NOTED NOTED

TOW TOWED TO SHOP

OK OR AT THIS TIME

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

STATEMENT OF UNCLAIMED

The factory warranty certificate of all the vehicles will appear in the name of this dealership. The dealer hereby expressly disclaims all warranty, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SALES AMOUNT	
WASTE REMOVAL	
TOTAL CHARGE	
GOODWILL DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY DEALER, SERVICE MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

7189913500

VOLVO

HIGDON SALES INC.

Authorized Volvo Dealer

400 Old Tarrytown Road

White Plains, New York 10603

SERVICE DEPT.

(914) 948-6478

PARTS DEPT.

(914) 948-6484

PAGE 2

SERVICE ADVISOR: 157 STEVEN A. DE VA

ARDELEY, NY

HOME:

FGB:

PLATE: [REDACTED] VIN: [REDACTED] MODEL: [REDACTED]

PLK 01 VOLVO 8802.9A XV1E94D21 [REDACTED] AGU7176 11196/11196 11984

1002MFL

EXAMINE 5: EXAMINE 5: [REDACTED]

OPPORTUNITY TO THE ADVANTAGE OF THE VOLVO

OR LEASE A NEW VOLVO BEFORE JUNE 30, YOUR FIRST 3 PAYMENTS WILL BE COMPLETED FOR A MAX. \$500.00 PER MONTH OR A TOTAL OF \$1500.00

NOT VALID FOR SC90 S60R AND V40R



I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM A SALES PERSON AT THE ABOVE DEALER.	SALES PERSON	NAME	DATE
		SALES PERSON	DATE
I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM A SALES PERSON AT THE ABOVE DEALER.	SALES PERSON	NAME	DATE
		SALES PERSON	DATE

OWNER COPY

12/17/2003
08:40:14

SUMMARY HISTORY DISPLAY

3030
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. YV1TS94D211 [REDACTED]
TOTAL R/O'S 5 TOTAL SERV. DAYS 5 MAKE VO VOLVO

LN#	RO.NC.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION...
1	386056	10/27/2003	24231	A	5511			
				T	0986	1	W 02VOZ-15	ENGINE STALLS
2	351786	06/05/2003	12668	A	5511			
				T	414	1	W 02VOZ	*C/S DIAGNOSE EN
				T	414	2	W 03VOZ-POWERLOC	POWER-LOCKS
				T	414	3	W 06VOZ-SUSP-F	CHK FRONT SUSPEN
3	290616	08/28/2002	15790	A	0925			
				T	815	1	I 00VOZ0	OTHER
				T	815	2	W 03VOZ-GENERAL	ELECTRICAL
				T	815	3	W 03VOZRE	
4	225680	10/17/2001	3000	A	0925			
				T	0851	1	C 07VOZZ-GENERAL	WHEELS GENERAL
5	208098	07/17/2001	1	A	795			
				T	65	1	W 80VOPD1	2001 PDS-1
				T	65	2	W 80VOPD2	COMPLETE PDI-2
				T	65	3	I 00VOZ-NY	N.Y STATE SAFETY
				T	65	4	I 09VOZ-MOG	SUPPLY MUG AND B
				T	65	5	I 07VOZ	C/S DIAGNOSE WHE
				T	65	6	N 80VOZACTION8	PDS3 ACTION8-039
				T	99	7	W 80VOZACTION11	PDS3 ACTION11-01
				T	65	8	W 80VOZACTION1	PDS3 ACTION1-083
				T	65	9	W 80VOZACTION2	PDS3 ACTION2-037

4 times -
customer

100458-1552

RECEIVED

DEC 18 2003

2/3/03

Vo v at me Co

MEMORANDUM

I am writing to you about my 2001 Volvo
75 Wagon. I have had the car for a few
years now and it is in good condition. I
am looking for a buyer and would like to
sell it for \$5,000. I have a license and
title for the car. I have a good
title and license for the car. I have a
title and license for the car.

Who is interested in the car
should call me at 400-1-1111.
I am a professional and I am
looking for a serious buyer.

I am a professional and I am
looking for a serious buyer.
I am a professional and I am
looking for a serious buyer.

I am a professional and I am
looking for a serious buyer.
I am a professional and I am
looking for a serious buyer.

I am a professional and I am
looking for a serious buyer.
I am a professional and I am
looking for a serious buyer.

I am a professional and I am
looking for a serious buyer.
I am a professional and I am
looking for a serious buyer.

C



E1549207

370316



INVOICE

SOUTH WINDSOR, CT
HOME: [REDACTED] BUS: [REDACTED] 00

PAGE 1

A Comfortable Experience
300 Connecticut Blvd. EAST HARTFORD, CT 06108
Service (800) 528-9306
www.gengras.com

SERVICE ADVISOR: 18 DAVE VANRYN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAB	
SILVER	01	VOLVO V70	YV18W53D312	RGPEGR	56961/56972	T805	
DEL. DATE	PRDG. DATE	WARR. EXP.	PROMISED	FD NO.	RATE	PAYMENT	INV. DATE
25DEC1950			1:30 09OCT03		75.00	CASH	09OCT2003

OPTIONS: DLR:18 ENG;B5234T3-2.3 Liter Turb

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

A CUST STATES WHILE DRIVING PERFORMANCE REDUCED MESSAGE CAME ON AND

VEHICLE LOST POWER

DIAG DIAGNOSTIC TIME

5 CPV 75.00 75.00

199 REPLACED ETM

5 CPV 300.00 300.00

1 8644347 0 THROTTLE BODY 588.50 588.50 588.50

1 8636753 9 GASKET 2.77 2.77 2.77

1 9494714 0 ETM RELOAD 27.50 27.50 27.50

2 947282 0 GASKET 2.11 2.11 4.22

1 86412 C/CLEAN 5.23 5.23 5.23

1 30637865 4 SEALING RING 1.91 1.91 1.91

2 978171 7 HOSE CLAMP 1.30 1.30 2.60

PARTS: 632.73 LABOR: 375.00 OTHER: 0.00 TOTAL LINE A: 1007.73

3 BULB TAILLIGHT BULB AND LICENSE PLATE BULB

BULBS REPAIR TAILLIGHT

1 965828 2 BULB	2.63	2.63	2.63
1 949475 2 BULB	2.63	2.63	2.63

PARTS: 5.26 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 5.26

REPLACED RR TAILLIGHT BULB AND LICENSE PLATE BULB

SHOP-CHARGE

7.50

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

The Comfortable Car Store

Thank You Very Much!	SERVICE HOURS 7:30 AM - 6:30 PM MONDAY THRU FRIDAY	LABOR AMOUNT	TOTALS
	SHUTTLE AVAILABLE!	PARTS AMOUNT	375.00
EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturers. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and declines all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased and that it is no part of dealer's duty to be liable for incidental or consequential damages or consequential losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.	GAS, OIL, LUBE	637.99
	SALES: (800) 288-8461	SHUTTLE AMOUNT	0.00
	PARTS: (800) 288-8461	SHOP CHARGE	7.50
	FAX: (800) 528-9306	TOTAL CHARGE	1020.49
		LABOR WARRANTY	0.00
		SALES TAX	61.23
	CUSTOMER AUTHORIZATION X		PAYMENT TYPE AMOUNT

CUSTOMER COPY

Search open

RECEIVED
DEC 23 2003

[Redacted]
Park Ridge, NJ [Redacted]
Vehicle ID# YV1T894DZY [Redacted]

CUSTOMER RELATIONS

December 19, 2003

Mr. Vick Doolan
Volvo of North America
7 Volvo Drive
Rockleigh, NJ 07647

Dear Vick,

I grew up in a Ford family with my dad retired after 40 years. I recently decided to trade up from my Ford vehicle and upgrade to a Volvo and stay in the same family. The reason for my change was that I took on a new sales position and would be doing extensive driving on the East coast. My perception of Volvo at the time was a safe, reliable and comfortable car that matched my needs. Back in May of 2003 I purchased a S80-2000 with 48,475 miles from the original owner. I had the vehicle checked prior to purchasing by Montclair Volvo where all the service on the vehicle had been performed. The vehicle was cleared of any issues with the exception of some normal wear and tear (Tires, brakes) expectations.

Since that point 7 months and 12,760 miles later the vehicle has not lived up to image that Volvo projects. The car has been in the shop at least once a month and I have put over \$3,000 of repair work into the vehicle. Of that \$1,000 of it was to be expected replacing Tires, Brakes, Tune, etc. However the balance of \$1,967 was for repairs due to reoccurring problems that Volvo has had on this vehicle in the past.

The first safety issue was a malfunctioning engine fan. After difficulty getting the fan due to a major problem and backordered for weeks I found out that this problem was recalled on a prior year and model but not mine ?? I addressed it with your customer service and Sue Campbell who was very professional and understanding agreed to reimburse me for half the cost. I have yet to receive the check but I also feel that this was not my problem and should be compensated for the full amount.

After that incident the problems continued with Sway Bar Links, ETM Cleaning and just recently a major replacement of the ETM. I may also have a MAF issue in the months to come and the service people in Ramsey said that this would not be the end on the problems with this vehicle!!

After speaking with several of your dealers both service and sales I found out that I purchased the wrong model & year. It seems that the problems started in the 1999 S-80 (first year production) and continued in to the 2000 model as well. I was told that the new electronics system that was put into the S80 was too sophisticated for the vehicle and the problems were not worked out until the 2001 model.

I called your customer service back on 12/2 & 12/9 and was supposed to get a return call from the local regional manager John Sestanovich to see if I could get some support with my problems but I have not received a call back.

While I am very happy with the comfort and ride of the vehicle I am extremely frustrated with the amount of problems and money I am putting into the car. I also do not feel that the car has not lived up to the Company's safety perception with all the engine problems. While I realize that I am not the original owner and used cars are a risk I also felt that most of the repair problems are due to Volvo's problem with the new model vehicle. I have been told by your dealers that the company does have a Good Will Customer Loyalty program to support issues like this on out of warranty vehicles up to 60K. I would appreciate your understanding of my issues and would like to get reimbursed for the \$1,967 of repairs that I have attached.

Regards,

[Redacted Signature]

[Redacted Address]

VOLVO

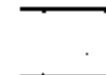
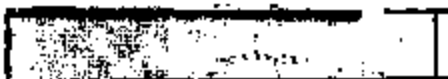
2000 S80

VIN9 YV1T364D2Y1

000	07/1/2000	Replace O2 Sensor, Check Oxygen Sensor Software Control Module.	Warranty
0025	10/1/2000	Oxygen Sensor Replaced Diagnostic Trouble Codes (DTCs) Ignition and Fuel Injection Fault Tracking DTC	Warranty
10,001	1/24/2001	Feedback Control Module	Warranty
15,140	05/16/2001	Power Steering Rack Lowered Ball Joints Installed High pressure hoses O-Rings & Acorn Nut.	Warranty
16,007	08/23/2002	Power Steering Rack/Steering Wheel Alignment Toe in front Adjust.	Warranty
16,008	10/14/2002	Ball Joint Lower & Sides Replace Substrates Bushings/Replacement	Warranty
16,015	09/2/2002	Purchase and Auto Check by Volvo Shop/Overhaul - needed, three low, Oil Engine Failure codes.	\$100
16,014	7/1/2003	Factory Engine Fan Replaced Fan. Out of Warranty - Installed on other models?	\$820
16,009	07/2/2003	Oil Surge with Adjust. Chain RTM.	\$200
16,005	02/2/2003	Load noise in Front End Replace Sway Bar Links & O Rings.	\$200
16,435	11/2/2003	Engine Light Reduced Performance On & OFF	
16,236	11/9/2003	Reduced Perf. Light Tested at Volvo in Westchester	
16,236	12/2/2003	Replaced RTM & SPC Reload & Upgrade	\$900
16,235	12/2/2003	Tests also found intermittent fault with MAF Working OK but may need in the future.	\$340 EST

60

DEWITT



Vehicle Profile

S80
2000
B8294S
4T65EV

VIN:
Chassis:

YV1TS94D2Y [REDACTED]
131844

Customer Profile

Work Order:
Vehicle Registration:
Customer Name:

Receptionist:
Date Logged: 11/19/2003
Latest Update: 11/19/2003

ECM-130A Intake air leakage, Faulty signal
ECM-904D Pedal sensor fault, Faulty signal

2B
2B
2B

ECM-91A7 Electronic throttle module (ETM), internal

ECM 130A Air leakage Intake, . . .
ECM 904D Pedal sensor fault, Faulty signal,
ECM 91A7 Throttle unit, internal fault, Faulty

[REDACTED]
Park Ridge, N.J. [REDACTED]
Vehicle ID# YV1TS94D2Y [REDACTED]

August 1, 2003

Volvo of North America
Customer Service Department
7 Volvo Drive
Rockledge, NJ 07647

Volvo,

I recently purchased a Volvo S80-2000 with 48,000 miles. I had the vehicle checked prior to purchasing by Montclair Volvo in NJ and was not cleared of any problems. The reason for my decision to purchase a Volvo was due to extensive driving for business in the Northeast and your reputation for safety. I am quite happy with the ride and performance of the car thus far in the past 3 months.

Last week I was traveling in New England (MA, CT, RI) and encountered car problems. The vehicle started to overheat due to a malfunctioning engine fan. I obviously stopped driving the car to let it cool and add anti-freeze. Being over 250 miles from home I felt this problem needed to be fixed prior to driving home. I then attempted to locate a dealer and check on the part availability. To my surprise I was not able to locate the part at several dealers due to this being a persistent problem and Volvo not being able to keep up with the demand. I was forced to stay over another night with a Hotel expense due to the overheating. I then stopped at Instep Volvo in RI and was told the same thing, they had 4 on backorder all for customers and it would take 2 weeks. I obviously could not leave the Car in RI for two weeks. At this point I made the decision to attempt to drive home and hope I did not encounter traffic, which would cause the engine to overheat. This was obviously not the best choice as I could risk damage to the engine.

On the way home I called ahead to several dealers in my area (Ramsey, Kundert) to locate the part and they were also out of stock and backordered. I finally located a fan at Montclair Volvo, who had just received 5 of which 4 were for backordered. 7 dealers, 3 days and 300 miles later I finally found the part and the problem was corrected.

I am very surprised and upset that Volvo would let a known problem like this continue without recalling the part. A mal-functioning fan and an overheating vehicle is a safety issue. The risk of breaking down on a highway like I had is real. Also this could cause an engine seizure if not corrected. The fact that the vehicle is out of Warranty is not the issue. This is a known defective part and continuous problem that Volvo is aware of and should not be allowed to happen at our safety. I expect to be reimbursed for this repair (\$629.04) not to mention the 2 lost days of work and additional hotel expense. I realize that a used vehicle with 50,000 miles will have repairs but this is one that could have been avoided by the safety minded Volvo Company.

Respectfully,
[REDACTED]

ENGINE

MONTCLAIR

VOLVO • LINCOLN-MERCURY • JAGUAR

664 BLOOMFIELD AVE • MONTCLAIR, NJ 07042

PARK RIDGE, NJ

SERVICE ADVISOR **GENE GILBERTI**

08JUL03	RV08066	YV1TB94D27	9918009		25JUL03	185638
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00	VOLVO	S902.9	201-391-8009	90.00	26A9200	54	54
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89414	KD099E						
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CORRECTED MILEAGE READS ?					
08 CPV7	0.00	0.00	0.00		
COST STATES REPAIR ENG FAN					
JAGUAR CPV7	2.50	250.00	250.00		
1 3063668 ELECTRICAL FAN	315.00	315.00	315.00		
1 8651136 COVER	12.48	12.48	12.48		
1 9434699 ANTI-FREEZE	15.95	15.95	15.95		

VOLVO SERVICE: (973) 748-4802
 L/M • JAG SERVICE: (973) 748-4801
 SALES: (973) 748-4800



**** PRE-INVOICE ****

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	250.00
TOTAL AMOUNT	343.43
TAX	0.00
SALES TAX	0.00
TOTAL	593.43
SALES TAX	0.00
TOTAL	35.61

SEE REVERSE SIDE FOR ALL MANUFACTURERS WARRANTIES

VEHICLE NEEDS TO UPGRADE SOFTWARE & CLEAN ET
 # 436
 7-2-03

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICE CONTRACTS ARE PROPOSED AT MY DISCRETION TO COVER THE WORK I HAVE DONE FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART SUPPLIED OR REPLACED UNDER THIS CLAIM HAS BEEN CONDUCTED IN ANY WAY WITH ANY ACCURACY, MERCHANTABILITY OR FITNESS FOR ANY CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT OR DELIVERY OF THE SERVICE SHALL BE INSPECTED BY MANUFACTURER'S REPRESENTATIVE.

(ETM)

PARK RIDGE GULF

PARK RIDGE NJ

161 KINDERKAMACK RD
PARK RIDGE, NJ 07856
(201)391-3433

VEHICLE # [REDACTED]
ENGINE # 6 2.9L Vtr 94 Gas MFI FWD 4
LICENSE MTV56Y NJ
Mile In/Oil [REDACTED] 53,800
VIN [REDACTED]

VOLVO H CLEANER	1.00	1.00	(1.00)	REMOVE THE ELECTRONIC THROTTLE MODULE, CLEAN THE CARBON DEPOSITS RESIDUE OFF THOROUGHLY, REPLACE THE ELECTRONIC THROTTLE MODULE. REBOLT UP BOTTOM BOLT PROTECTING OIL PAN	210.00
<div data-bbox="1029 657 1365 852" data-label="Text"><p>75 1230</p></div> <div data-bbox="1071 852 1239 958" data-label="Text"><p>8/1/03</p></div>					

0040703	00.00	747-0918	0000	10.00	200.00	0.00
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Parts & Lubricants	10.00
Labor	210.00
Sublet	0.00
EPA	1.00
SHOP SUPPLIES	0.00
Gasoline	0.00
Sub Total	221.00
Deposit	0.00
Disc Applied	0.00
Sales Tax	13.74
TOTAL	234.74
BALANCE DUE	234.74

VR

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more than 3 working days after notification that job is completed. Labor is guaranteed 90 days or 4000 miles whichever occurs first. All other guarantees are made by the manufacturer. Warrantee work based on this bill must be performed at this shop. All parts are new unless specified as (U) used or (R) rework. REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE

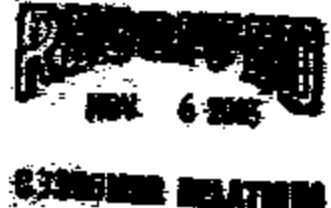
I accept the above terms and conditions

[REDACTED]
Bolling Air Force Base
Washington, DC
[REDACTED]

November 3, 2003

Mr. Vic Doolan
President, Volvo Cars of North America
7 Volvo Drive
Rockledge, NJ 07847

Mr. Don Beyer
Owner, Don Beyer Volvo
1231 West Broad Street
Falls Church, VA 22046



Sirs:

I am writing to make you aware of a problem with our Volvo Cross Country; our recent experience with Volvo Cars of North America and Don Beyer Volvo in trying to have the problem repaired; and to ask for your assistance. We recently had to have the car towed to Don Beyer Volvo (Alexandria) after it left my wife stranded. The service representative indicated the throttle-body, pedal position sensor and battery required replacement and the cost would be \$1,400. Since there have been other recalls / design defects with the V70 (head lights, film signals, radio speakers, etc.), we researched the Internet and other sources to determine if other owners had experienced trouble with the throttle-body system. Our research indicated (1) the V70 throttle-body is a very common problem, (2) replacement cost averages \$800, (3) in all cases where the warranty had expired, Volvo declined to help their customers in any way.

Therefore, while my wife and I were disappointed, we were not surprised when Volvo Cars of North America (Jenni Kaiser) and Don Beyer Volvo (Kevin Hall) refused our request for help in at least sharing the cost of repairs. Our disappointment stems from the fact that not only did we make the decision to pay a premium purchase price for the Volvo reputation for reliability and safety, we also made the decision to pay a premium price to have the car maintained by the Volvo dealership (Falls Church) since new rather than other European auto repair facilities prevalent in the Washington, DC area. By the way, our records indicate Volvo has performed "Throttle Service" at least twice during routine scheduled maintenance. We were not surprised at your decision to refuse assistance since many other Volvo owners appear to have experienced the same problem with no offer of help from Volvo.

Prior to this experience, we were seriously considering trading our V70 Cross Country for a V80 Cross Country. However, as you can imagine, we would be hard-pressed to make that kind of loyalty commitment to Volvo, when Volvo has demonstrated neither commitment nor loyalty to us. Volvo has sacrificed a return customer for the small price of customer satisfaction and you've ignored the value of the "word-of-mouth business" you speak of in your Don Beyer Volvo customer satisfaction letters you mail out after service.

In light of the many occurrences of throttle-body failure, the fact that we have always had our car serviced by Volvo (to include the throttle), and the low mileage over the warranty, we would appreciate your review of our case and your reconsideration to share the cost of the repair. In addition, we would appreciate you looking into the \$1,400 repair cost when others have paid \$800 for similar repairs.

Sincerely,

[REDACTED]
United States Air Force



Certified



Light Alloy Wheels, Handling, & Sport-Styling equipment for European, Asian, & Domestic Automobiles

Volvo Customer Care Center
Seven Volvo Drive
Rockleigh, NJ
07647



10.28.2003

CUSTOMER RELATIONS

Dear Sir or Madam,

Last August 2002, I purchased a 1999 Volvo S80 T6 from my friend at a local car lot, Boone Import Cars, in Boone NC. I paid \$22,500. My reasons for choosing this car for myself were two fold:

1. I had just sold modified '95 Audi S6 and wanted something newer and more reliable but with similar performance

2. My own brother, Volvo Design Director, Peter Horbury was the S80's primary "creator" and I wanted to proudly drive something that he had been responsible for.

Almost immediately after purchase I fitted a set of 18" wheels and tires and a German made lowering spring kit. I was happy with everything about the car; looks, handling, performance, ride and all the other dynamic qualities that make the S80 a class leader.

Last January however, the car began to develop some annoying (and dangerous) symptoms. Under hard acceleration i.e. overtaking, it would almost shut down. After a couple of weeks, it seemed to be unable to exceed 3000rpm without hesitating some. The "Engine Check" and Emissions Service check lights illuminated.

Our location here in Boone NC is approximately 1 hour away from the nearest dealer. My wife, who, at that time, had to journey to Winston, agreed to take it to Volvo of the Triad in order to diagnose the problem. They reported that it needed a mass air flow sensor. The total cost to complete the work was quoted at approx. \$500. I declined, reasoning that between internet searches for the part and using one of the independent foreign operations that I knew through my business dealings, would be able to save some money.

The part was purchased from Swedish Engineering South in Marietta GA for \$196 incl. s&h. Foreign Accents of Greensboro NC performed the work. They charged \$35 for installation labor. Initially the car performed well. Only 2 weeks later though, the engine check light came on again. Some of the original symptoms returned. Interestingly

within another 2 weeks, it seemed to clear itself and ran okay (and the CE light turned off)

May 2003 - I decided to sell. It sat at another friend's lot for about 2 months without much attention. Coincidentally, during our 2 week vacation in the UK, I borrowed a 2003 S80. Very different and a very satisfying car to drive.

Upon return, I left the car on the dealer lot, unfortunately though, the imminent arrival of visitors from the UK meant I had to get it back. It felt very different. Hard acceleration would cause it, once again, to shut down, but at a much lower rpm; approx. 3300. For the most part though, a light throttle would get 90% of the journeys completed without incident. However, on a scenic trek to show off the Blue Ridge Parkway to my visitors, the long ascent to 6000' above sea level, brought the car on some sections to a 15mph crawl. Booked car into Charlotte Volvo of Charlotte 8/6/03. Planned dedicated (2 hour) journey using 2 cars when delivering relatives to Charlotte Airport. Charlotte also chosen over closer Hickory dealer to look after some other work done previously under warranty incl. field central-locking system.

Diagnosis was Throttle Body at an estimated cost of \$700 for parts and labor. Again I declined, believing that a search through alternative avenues could save money. Some advisors said cleaning TB was okay; others said they are too technically involved, therefore replacement is only realistic option. However, over time, problem seemed to be occurring at gradually increasing higher r.p.m.; 3000 then 3700, 4300 etc. until almost 5000rpm could be achieved. Telephone call to Hickory dealer Paramount Motors revealed that symptoms consistent with throttle body problem which 90% of cars are corrected by only a cleaning. First appointment on a Saturday postponed by Paramount due to the apparent arrival of new software programs being imported into service dept.

With the gradually improving rains, I again telephoned Paramount Service dept and speculated with them if this would eventually clear itself. "No, definitely not, you'll need to bring it in" came the response.

Too busy to drive it myself during a weekday, I paid a professional driver to take the 2 hour return journey to Hickory.

. Paramount Volvo's reading of the codes this time revealed that not only was Throttle Body in need of attention, but also the Mass Air Flow Sensor was again, after only 6 months use, in need of replacing. Puzzled, but needing to get it fixed for selling, I agreed to have the work done. My car was returned to me later that day. The invoice was \$550.13.

I was anxious to test drive it as soon as I could.. After less than 5 minutes driving, the car displayed the exact same symptoms: accelerating to almost 5000rpm and the engine would slam shut.

I called Paramount immediately. They sent 2 drivers up the next day. First report was that the symptoms were 'only' evident under hard acceleration when holding gears to almost maximum rpm. There was some innuendo there, suggesting that I may be the exception to the norm and that I must have been holding the gears up to maximum rpm before symptoms were evident. Their test drives, I was told, do not normally involve anything more than a sedate drive around the block in 'D'. I had in fact mentioned several times previous, of the symptoms occurring at higher rpm. Attached is service record for that visit.

The other service record attached is really the crux of this matter. It explains how a number of deliberate actions in the past were performed on my car with the probable intention of increasing turbo boost levels and so, consequently, performance.

After the 2 weeks of waiting, sometimes with a daily courtesy phone call, sometimes not, I took yet another journey to Hickory for the (hopefully) final collection. At the Service Dept., I sat down for over one and a half hours (after 1 hour's driving from home + 15min test drive) with both service manager Ray Deal and senior technician, Tim Childers. Ray graciously apologized for any shortness he may have shown during our 2-week ordeal and Tim eloquently explained his findings and supported his remedies, both verbally and also by providing some copies of tech manual pages relevant to the problem, (attached). When this revelation was first submitted over the phone, Ray Deal's initial approach was to be one who had now exposed the culprit in this matter - owner induced modifications. I was told there were 2 telltale signs; a small hole drilled into intake plenum, plus some adjustments made to turbo wastegate solenoid valve. As it happens, I have indeed been a subscriber to, and sold, at previous employment, modified engines, including the various methods to do same with turbo-charged units. However, it is with this specialist knowledge and also intimacy with IPD, the West Coast based Volvo tuning company that I knew that modifications to S80's could only be done via a specially modified 'box'. When I first purchased my S80, they even offered me an exceptional deal for their 295hp upgrade. Significantly though, my previous car, a 1995 Audi S6, had had 'the treatment' and never ran smoothly during its tenure with me. With that lesson learned, I was reluctant to take advantage of - even at favorable wholesaler rates - the upgrades available. Besides, the S80 had good performance from the factory. For the record then, I want it to be known that; at no time did I, nor anyone I knew, attempt to modify any part that would affect the performance of this S80.

I remain skeptical that the previous owner had tried the same. I know that if such tampering would be the cause of the symptoms reported, then they would have been doing same from the day I collected the car. I have also noticed on re-reading the report, that the line that reads, "....found and re-attached vacuum line to main air intake pipe", is perhaps significant.

In Paramount's defense, I believed that they genuinely tried in earnest to satisfy an initially very upset customer. I had after all undertaken numerous journeys over the previous 5 months; some dedicated, some not, but usually requiring a two-car trip. They claimed that the 17 hours of labor they had invested had been cut to only 10 before

proposing a fair price. With an obviously knowledgeable technician doing hours of unpaid work, I felt uncomfortable about asking for a bigger discount than the 25% that was offered.

My feeling is that the fault lies with Volvo. I know that the Mass Air flow sensors and Throttle bodies are almost a universal replacement. These both should have been free recalls. I definitely cannot believe that my MAF needed replacing *twice* in 6 months. If the non-franchised service type companies, as has been suggested, do not have the equipment to set them up correctly, then why are they being sold to anyone outside the official Volvo network? I believe with such tight systems that rely so heavily on computers and the 'codes' that they produce, that a problem such as mine must involve extensive, and so expensive, diagnostic work. I do not accept that there were four contributors to one recurring problem i.e.: Mass Airflow Sensor, Throttle Body, 'Illegal' modifications and a fuel pump.

In spite of all the sacrifices taken by Paramount, and their offer to reduce the invoice, I think that a total amount of \$1332 for this visit (+driver's fee + all various visits from our isolated home town) is unnecessarily and unacceptably high. In compensation, I would expect at least the cost of parts and labor for second MAF sensor and a significant contribution to the rest of the bill. I realize that I did not purchase this car new, but it was new enough to have some warranty left. This particular model is, from all accounts, a regular sufferer of faults, especially so concerning the fragile electronics systems supporting its fuel/air delivery. By all accounts, including fellow owners and independent Volvo service and repair shops, these early S80's have a very poor track record and reputation for their electronics. I'm surprised that either a factory recall or a class action case has not been brought against Volvo for what it seems is close to a universal problem.

I was hoping that the experience of owning this Volvo would have been one of pride of ownership. It is a shame that the traditional Volvo philosophies which my brother [redacted] so cleverly interpreted into a new genre of design, is so terribly let down by the apparent abandonment of Volvo's other foundation pillar; that of long lasting and reliable mechanicals.

I look forward to your response.

Yours Sincerely,

[redacted signature]

Service comments:
 INSTALL AIR MASS - RESET LIGHTS.

Salesperson: D. SCHEER

Qty.	Part#	RFR	Loc	Description	Parts	Labor	Total
ACCESSORY							
1	91044			MELT FOR TIRES	5.50	0.00	5.50
TOTAL ACCESSORY:					5.50		
ENGINE MECHANICAL							
1	FA-AIR INTAKE			AIR INTAKE LABOR	0.00	35.00	
TOTAL ENGINE MECHANICAL:					0.00	35.00	
FLUIDS							
1	CAS5W30			5W30 MOTOR OIL	2.49	0.00	2.49
1	*CAS5W30			Discount On CAS5W30	(0.82)	0.00	(0.82)
TOTAL FLUIDS:					1.67		
OUTSIDE SERVICES							
1	WHEEL			USED WHEEL	40.00	0.00	
TOTAL OUTSIDE SERVICES:					40.00		

Signature _____
 A printed copy of the Foreign Accents limited warranty is available upon request. I certify I have read the warranty, and that I have been provided a copy thereof.

*** Customer Wishes To Discard Old Parts ***

0 No description on file

PAY	AMOUNT	SUB TOTAL	82.17
DC	82.67	SALES TAX	0.50
		GRAND TOTAL	82.67

TECH: 000070-0.00 S. BEENINGA

Since 1974 we have strived to provide customers with quality, same day automotive service.

Business hours:
 Monday - Friday
 8:00am - 6:00pm

INVOICE INVOICE FOREIGN ACCENTS INVOICE INVOICE
 CUSTOMER COPY

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(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

NAME	737	CLASS	1A3	BOOKING	09/25/93	INVENTORY	VOLCS17B745
PLATE NO.	15937	YEAR	1993	COLOR	NET BLUE GR	INVENTORY	
DESCRIPTION	99/VOLVO/S80/4 DOOR SEDAN			DELIVERY UNIT			
VEHICLE ID	1 5 9 3 0 1 X 1			PRODUCTION DATE	07/01/93		
WARRANTY				WARRANTY	09/15/93		
				WARRANTY NO.	50082		

LABOR & PARTS
JOB # 02V0206

CHECK ENGINE LIGHT TECH(S)100111

CUSTOMER STATES CHECK ENGINE LIGHT ON
IDLE SURGES WHEN DRIVING USING THE MANUAL SHIFT
OPTION AND GETTING TO 4000 RPM.
SEVERAL PROBLEMS ARE CONTRIBUTING TO THIS CONDITION: TWO
AIR INTAKE SYSTEM LEAKS FOUND. SMALL HOLE IN PLASTIC TWIN
CHARGE PIPES ON TOP OF ENGINE, APPEARS TO HAVE BEEN EITHER
DRILLED OR FRACTURED INTENTIONALLY. VACUUM HOSE UNDERNEATH
MAIN PIPE FROM BREATHER HOUSING DISCONNECTED AND PLACED UN-
DER BREATHER HOUSING. TURBO WASTEGATE CONTROL SOLENOID VALVE
FAULTY AND ALLOWING WASTEGATES TO OPEN VERY LATE, RESULTING
IN OVERBOOST AT HIGH LOAD AND RPM LEVELS. BOTH TURBO WASTE-
GATES IMPROPERLY ADJUSTED, ALLOWING SAME OVERBOOST CONDITION
TO OCCUR DUE TO LATE OPENING OF WASTEGATES. FINALLY, FUEL
PUMP IS LOSING BOTH PRESSURE AND VOLUME AT HIGH RPM AND LOAD
LEVELS. NORMAL PRESSURE IS 380 KPA; NOT DROPPING BELOW 275
KPA AT HIGH LOAD CONDITIONS. PUMP PRESSURE WOULD FALL TO 150
AND EVEN 125 KPA AT PEAK RPM AND BOOST PRESSURE LEVELS. THIS
RESULTED IN INSUFFICIENT VOLUME SUPPLY TO INJECTORS. ALL THE
CIRCUMSTANCES TOGETHER WOULD CAUSE BOTH OVERBOOST CUTOUT AND
EXCESSIVELY LEAN FUEL SUPPLY TO INJECTORS.
FAULT TRACED COMPLETE FUEL AND TURBO CONTROL SYSTEMS, PLUS
IGNITION SYSTEM AND EMISSION CONTROL SYSTEMS. SEALED SMALL
HOLE IN CHARGE AIR PIPE WITH A SMALL SCREW. FOUND AND REATT-
ACHED VACUUM LINE TO MAIN AIR INTAKE PIPE. REPLACED FAULTY
TURBO CONTROL VALVE, AND PROPERLY ADJUSTED WASTEGATE ACTUA-
TORS ON BOTH TURBOCHARGERS. REPLACED INTANK FUEL PUMP AND
CLEARED ALL FAULT CODES. RESET CONTROL MODULE ADAPTATION AND
MONITORED ALL SYSTEMS TO VERIFY PROPER OPERATION OF ALL COM-
PONENTS DURING EACH PHASE OF OPERATION. CAR NOW RUNS PROPER-
LY AND PERFORMS VERY WELL IN ALL TYPES OF DRIVING. RETESTED
DIAGNOSTIC SYSTEMS AFTER DRIVING AND DID NOT FIND ANY RECC-
URING FAULT CODES.

700.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	9155934-9	SOLENOID VALVE	36.00	36.00
JOB # 1	1	30636490-2	30636490- PUMP UNIT	265.00	265.00
				JOB # 1 TOTAL PARTS	301.00
				JOB # 1 TOTAL LABOR & PARTS	1001.00

M.O.S. & SUPPLIES					
JOB # 1	FREIGHT (PARTS)			20.00	20.00

TECHNICIAN CERTIFICATION
100111

TENDYTH GRAY CHILDERS 3477



LEASED BY
CUSTOMER COPY
EXPIRES ON NEXT DATE

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(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.



NAME [REDACTED]	OWNER MARIE	737	PLANT NO. 163	WORKSHEET NO. 09/25/03	INVOICE NO. VOC5178945
[REDACTED]	PLANT NO. 49777	NET BLUE BR	STOCK NO.		
[REDACTED]	YEAR/MONTH/DOOR 99/JUL/03/800/4 DOOR SEDAN				
[REDACTED]	PLANT NO.	PLANT NO.		09/25/03	
[REDACTED]					NOE 50082

TOTALS

THANK YOU FOR CHOOSING THE PARAMOUNT AUTOMOTIVE GROUP FOR YOUR SERVICE NEEDS. REGULARLY, YOU WILL BE SURVEYED BY YOUR MANUFACTURER TO EVALUATE OUR ABILITY ON HAVING PROVIDED YOU WITH EXCELLENT SERVICE, THAT COMPLETELY SATISFIED YOUR NEEDS. "EXCELLENT" AND "COMPLETELY SATISFIED" ARE THE ONLY PASSING "GRADES" FOR US ON THIS REPORT CARD. ALL OTHER SCORES ARE CONSIDERED "FAILING" GRADES. IT IS VERY IMPORTANT FOR YOU TO RESPOND TO THESE SURVEYS. YOUR RATINGS ALWAYS HELP US TO STRIVE TO BE THE BEST! IF FOR ANY EXCELLENT OR SERVICE MANAGER COMMENTS OR QUESTIONS.

7:00PM MON-FRI.

TOTAL LABOR....	700.00
TOTAL PARTS....	301.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	20.00
TOTAL WIRE CHG....	0.00
TOTAL WIRE DISC....	0.00
TOTAL TAX.....	22.47
TOTAL INVOICE \$	1043.47
	2590.00 - 2087
	7240

PAID
 CK NO.
 DATE

Order No. 11111	Order Date 11/11/83	Order Type	Order Status
Customer Name: [REDACTED]		Customer Address: [REDACTED]	
Product Description: [REDACTED]		Quantity: [REDACTED]	
Unit Price: [REDACTED]		Total Price: [REDACTED]	
Tax: [REDACTED]		Shipping: [REDACTED]	
Total: [REDACTED]		Grand Total: [REDACTED]	

Swedish Engineering South
 629 Powder Springs St
 Marietta, GA 30064
 (770) 424-9846

S A L E S R E C E I P T

Order No. 23186 Date: 03/11/83 Sales Rep: JIM

Bill To: NORBERT NORMBY
 4457 HWY 186 SOUTH
 SOONE, NC 28687

Ship To: NORBERT NORMBY
 4457 HWY 186 SOUTH
 SOONE, NC 28687

Ln	Qty	Item	Unit Price	Unit Price
1	1	MOOR AIR (1EA)	178.13-46	2287
2	1	SHIPPING AND HANDLING	SHIPPING	6.5000

SWEDISH ENGINEERING SOUTH
 629 POWDER SPRINGS ST
 MARIETTA, GA 30064
 (770) 424-9846

DATE: 03/11/83

TOTAL \$196.63

AMOUNT TENDERED: 196.00

NET 500 0.00

AMOUNT - AMERICAN EXP. 196.00

RECORDED
NOV 10 2003

[REDACTED]

Takoma Park, MD [REDACTED]

(CUSTOMER RELATIONS

November 7, 2003

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

Re: 1999 S80 Vehicle No. YV1TS97D0X [REDACTED]

Customer Service:

I purchased a 1999 certified pre-owned vehicle at Martens Volvo in Washington, DC in March 2002. I made the decision to purchase a Volvo based on your strong position in the auto industry as a safe and reliable car. I was also impressed with the body of the S60/80, unlike the traditional "boxy" and conservative models. The car only had 16,247 miles at purchase.

At the present time, I am a very unsatisfied Volvo owner. During the last year and a half of ownership I have had too many problems. In April 2002, the first month of purchase, I experienced car trouble while on travel in New Jersey. I had to have the electrical coolant fan replaced at Volvo in Englewood, NJ. I was told by the service manager, that there was a recall on all the 1999 S80's. After that incident I had more problems that varied from failed coils to internal ETM faults. In September 2002 I brought the car in to Martens Volvo Service and Repair in Bethesda, MD because the car was bucking and stalling. The problem was traced to failed coils. I brought it in again in February 2003 to have the mass air flow sensor replaced. In March 2003 the PCV hose was clogged and had to be replaced. I brought the car back again in June, July, August 2003 for mechanical problems. The ABS system light was constantly coming on.

On August 20, I was on my way to a meeting when the left directional would not stop flashing. I called my service manager and brought the car directly to him.

Volvo Customer Service
November 7, 2003
Page 2 of 3

The whole panel had shorted out. The software system had to be updated with 2003. I did not have my car for 3 days and a loaner was unavailable. I was given a loaner only two times and my car has been held from 1 day to a maximum of 3 days at a time. The most recent incident was October 28. For two days prior, the Emissions light was lit. It comes on often so I ignored it. On the 28th in route to work the car began to slow down and the Service Urgent light came on. I immediately called and took the car to the service center. The ignition coils #3 and #6 shorted. The service center provided me with a loaner, but it is extremely frustrating to have a car that I am bringing in to be serviced above and beyond normal wear and maintenance. I was informed that the 99 models had some flaws. It was the first of the S80's and have since been improved.

I expressed my frustration to John Weir and Larry Copeland, the Blue Team service managers. Everyone on the team has been very courteous and professional, however, I am there too often. My concern now is that these mechanical problems can eventually pose a safety threat to myself, and my family.

I requested a complete print out on the history of the car and there were other complaints by the previous owner. I have a six-year warranty with a \$50 deductible, but it is a major inconvenience for me to take the car to the Bethesda, MD center so often. If I continue to have problems, I want it replaced with another one. I do not want a car where each month that passes without a problem I am breathing a sigh of relief.

Sincerely,



cc: w/attachments

Herbert Nickens
Sales Representative

Don Oler (w/o attachments)
Business Manager

10/30/2003
09:04:07

HISTORY LISTING

3651
PAGE 3

R.O. NO. : 339774 R.O. DATE : 03/17/2003 R.O. TYPE : S
MILEAGE : 28674 ADVISOR NO. : 349

JOB NUMBER : 1 OPERATION 2306Z OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 277 BLDG 104 S26 399
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT MALFUNCTION INDICATOR
LAMP ILLUMINATES
SOP-IN IN CAR
CRUISE : FOUND DTC'S 130A, FOUND PCV HOSE CLOGGED, REMOVED INTAKE
MANIFOLD AND REPLACED PCV HOSE
CORRECTION : CLEAR AND RESET DTC'S

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
339774

COMMENTS : MN

R.O. NO. : 357232 R.O. DATE : 02/13/2003 R.O. TYPE : S
MILEAGE : 20822 ADVISOR NO. : 349

JOB NUMBER : 1 OPERATION 2370Z OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 277 BLDG 104 S26 399
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT (MALFUNCTION INDICATOR)
LAMP ILLUMINATED
COMES ON AND OFF INTERMITTENTLY
CRUISE : FOUND ECU DTC'S 262-E72A
MISC AIR FLOW SENSOR FAULT, REPLACED MISC AIR FLOW SENSOR
CORRECTION : SPECIAL ORDERED NEW PCV VALVE ALSO, WILL CALL WHEN IN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
357232

JOB NUMBER : 2 OPERATION 2140X OP. DESC. ENGINE
SALE TYPE : C TECHNICIAN NO(S). 104 BLDG
COMPLAINT : CUSTOMER STATES THERE IS A BURNING SMELL AFTER DRIVING CAR
CORRECTION : NO ODORS NOTICED AFTER DRIVING CAR

COMMENTS : CTS//CONFIRM AP MC 2/12/03

R.O. NO. : 348753 R.O. DATE : 11/13/2002 R.O. TYPE : S
MILEAGE : 24494 ADVISOR NO. : 349

JOB NUMBER : 1 OPERATION 2140Z OP. DESC. ENGINE
SALE TYPE : C TECHNICIAN NO(S). 104 BLDG
COMPLAINT : CUSTOMER STATES CAR HAS BURNING SMELL AFTER DRIVING CAR
CRUISE : FOUND NO SYMPTOMS FOUND, FOUND LEAVES AND DEBRIS ON EXHAUST
CORRECTION : CLEANED OUT LEAVES FROM COIL

18/08/2003
09:04:06

HISTORY LISTING

2651
PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : Y01T0970031027507

R.O NO. : 375003 R.O DATE : 06/20/2003 R.O TYPE : S
RELEASE : 33001 ADVISOR NO. : 349

JOB NUMBER : 1 OPERATION 24V02 OP. DESC. LIGHTING
SALE TYPE : C TECHNICIAN NO(S). 104 BLDG 277 526 599
COMPLAINT : CUSTOMER STATES LEFT SIGNAL STAYS ON

JOB NUMBER : 2 OPERATION 24V0230365 OP. DESC. SOFTWARE UPDATE
SALE TYPE : C TECHNICIAN NO(S). BLDG 104 277 526 599
COMPLAINT : VOLVO RECOMMENDATION TO UPDATE THE SOFTWARE FOR THE
COMPUTER
CORRECTION : COMPLETED SOFTWARE UPDATE

R.O NO. : 372159 R.O DATE : 07/21/2003 R.O TYPE : S
RELEASE : 32704 ADVISOR NO. : 349

JOB NUMBER : 1 OPERATION 23V02 OP. DESC. FUEL SYSTEM
SALE TYPE : C TECHNICIAN NO(S). 526 BLDG 104 277
COMPLAINT : CUST STATE SERVICE ENGINE LIGHT IS ON
CAUSE : INTERNAL ETN FAULT
CORRECTION : REPLACED ETN AND DOWNLOADED NEW SOFTWARE

JOB NUMBER : 2 OPERATION 57V02 OP. DESC. ABS SYSTEM
SALE TYPE : C TECHNICIAN NO(S). BLDG 104 277 526
COMPLAINT : CUSTOMER STATES ABS LIGHT IS ON
CAUSE : FAULT TRACED BTC'B
CORRECTION : INTERNAL BCM FAULT
REPLACED BCM

COMMENTS : JT 7/1

R.O NO. : 369770 R.O DATE : 06/26/2003 R.O TYPE : S
RELEASE : 32207 ADVISOR NO. : 349

JOB NUMBER : 1 OPERATION 57V02 OP. DESC. ABS SYSTEM
SALE TYPE : C TECHNICIAN NO(S). 599 BLDG 104 277 526
COMPLAINT : THE CUSTOMER STATES THE ABS LIGHT GOES ON AND OFF
CAUSE : FAULT TRACED BTC'S 0010 AND 0011, FAULT TRACED TO
LEFT FRT WHEEL SENSOR
CORRECTION : REPLACED LEFT FRT WHEEL SENSOR
VOLVO VIP WARRANTY

JOB NUMBER : 2 OPERATION 04V02 OP. DESC. EXTERNAL TRIM
SALE TYPE : C TECHNICIAN NO(S). BLDG
COMPLAINT : CUSTOMER STATES LEFT SIDE MIRROR BROWN

10/30/2003
09:04:07

HISTORY LISTING

3651
PAGE 4

R.O. NO. : 34365 R.O. DATE : 08/20/2002 R.O. TYPE : S
RELEASE : 22540 REVISION NO. : 349

JOB NUMBER : 1 OPERATION 2390Z OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 356
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT DYSFUNCTION INDICATOR
LAMP ILLUMINATES
CAUSE : FAULT TRACED FOR CODES FOUND ECM52, SPACED TO FAILED #3
COIL
CORRECTION : REPLACED THE #3 COIL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
34365

JOB NUMBER : 2 OPERATION 2190Z OP. DESC. ENGINE
SALE TYPE : W TECHNICIAN NO(S). BRNO 1351 132 292 106
COMPLAINT : THE CUSTOMER STATES THE CAR IS BUCKING AND STALLING
CAUSE : FAULT TRACED FOR CODES
CORRECTION : CORRECTED JOB 1
ORIGINAL : SEE REPAIR JOB 1
CORRECTION :

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
34365

JOB NUMBER : 3 OPERATION 2790Z OP. DESC. COOLING SYSTEM
SALE TYPE : W TECHNICIAN NO(S). BRNO 1351 132 292 106
COMPLAINT : THE CUSTOMER STATES THE CAR WAS RUNNING HOT
CAUSE : TECH FOUND THE RADIATOR COOLANT FAN FAILED
CORRECTION : REPLACED THE RADIATOR COOLANT FAN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
34365

JOB NUMBER : 4 OPERATION 2390Z21015Z OP. DESC. TOP END MOUNT
SALE TYPE : W TECHNICIAN NO(S). BRNO 1351 132 292 106
COMPLAINT : DURING SERVICE TECHNICIAN FOUND TOP ENGINE MOUNT/DAMPENER
CRACKED/LIENE
CAUSE : RUBBER FAILED
CORRECTION : REPLACED TOP ENGINE MOUNT/DAMPENER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
34365

R.O. NO. : 340101 R.O. DATE : 06/20/2002 R.O. TYPE : S
RELEASE : 22540 REVISION NO. : 349

JOB NUMBER : OPERATION 01VQ27.9H OP. DESC. 7.5-02.5-67.5

MARTENS CARS OF WASHINGTON

PARTS & SERVICE
5208 RIVER ROAD
BETHESDA, MARYLAND 20816
(301) 656-8166

CUSTOMER NO. 92651	ADVISOR JOHN WEIR	349 TAG NO. 3413	WORK DATE 10/29/03	WORK NO. VOCS380854
	DATE RATE	35,102 MILEAGE	COLOR SILVER/	FINISH NO. 8471P
TAKOMA PARK, MD	VEH/VOL/NOO/S	99/08/00/500/4 DOOR SEDAN	DELIVERY DATE 03/02/99	DELIVERY MILE 16,247
	VEHICLE ID NO. YV1T597D0X		SELLER DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	REWORK DATE 10/28/03	
COMMENTS				MO: 35103

DRIVE SLIMLY. SERVICE ENGINE LIGHT ON CAR
COILS 3320, 3350, 3502, 3503, 3532
IGNITION COILS FOR #3 AND #4 COILS SHORTED
AND #5 COILS
WARRANTY #A0001747761 \$50.00 DEDUCT PER DAYNE

NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	IGNITION COIL	51.50	51.50	103.00
JOB # 1 TOTAL PARTS				103.00
JOB # 1 TOTAL LABOR & PARTS				195.40

BEEN ADVISED THAT SCHEDULE IS FULL AND WE WILL
CAR AS QUICKLY AS POSSIBLE-MAY TAKE SEVERAL DAYS

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

CUSTOMER WITH COURTESY LOWER SYSTEM
FOR LOWER VEHICLE

RECEIVED COMPLIMENTARY LOWER/RENTAL VEHICLE
FOR VOLVO CUSTOMERS

NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

DESCRIPTION	CONTROL NO.	PRICE
EXTENDED WARRANTY	380854	-150.55
TOTAL - MISC		-150.55

CUSTOMER COPY

The listed express warranty is 90 days or 4,000 miles, whichever occurs first. An adjustment must first be performed at Martens Cars of Washington. In addition to the written warranty, the manufacturer, through its authorized dealer, warrants parts and accessories for a period of 12 months or 12,000 miles, whichever occurs first. This warranty does not cover reimbursement of labor costs, or any over-the-counter parts sale. Over-the-counter parts are warranted for 12 months and unlimited miles. In case of any dispute, customer agrees to submit to binding arbitration by ADR/CAR, Inc., of the American Arbitration Assoc.

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RECEIVED
NOV 17 2003

Customer Relations

November 12, 2003

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

Re: 1999 Volvo S80 VIN: YV1T897D2X [REDACTED]

Dear Sir or Madam:

On March 13, 1999, I purchased a 1999 Volvo S80 at AutoPlex 2000 in Baton Rouge, Louisiana. I have had the car from this dealer since then.

The majority of the service has been done at Giles Automotive in Lafayette, LA. Dealing with the service department at Giles has always been a pleasure.

In October 2002, the S80 was submerged in water for about 4 hours and was dried out by a local ASE certified auto shop. All the fluids were changed and Giles reset the Airbag warning light. The alternator was replaced at a later time, due to the water damage.

Last last month, October 2003, a warning message began appearing in the Text Information Window. The message read Engine System Service Urgent. The message would go away after the car was stopped and restarted. On November 10, 2003, I made an appointment with Giles Automotive to have this message checked. They were very helpful and fit me into their busy schedule on November 11, 2003. I also arranged for the service department to replace the Rear Stabilizer Links while the other problem was being looked at. I was informed by the service department that the message that I was receiving indicated that the Throttle Module needed replacing. I was informed that the repairs would be \$905.30, \$116.95 for the software Upgrade, \$535.00 for the Throttle Body, \$4.41 for the Gasket, \$25.00 for the ETM Rebuild and \$75.00 for CPVA and \$82.00 for the Rear Stabilizer Links. This was a bigger problem than I expected. I was told that this module controls the throttle on this car and if not replaced the car would either not start or not run properly. Of course I had no choice but to replace it. I asked Vicki if this could be from the water damage mentioned above and she stated that the throttle module was not low enough on the engine to have been submerged. Water damage was ruled out at this time. I also find it a little odd that suspension problems are occurring since the car is not that old.

I was treated fairly and courteously. I am a little concerned that a car of this quality and price would have such a problem, being only 4 years old and

having 35120 miles on it. My wife and I have a friend with the same year and model Volvo and she has experienced the same problem. My previous car was a 1987 Volvo 740 GLE. I had the same problem for 147000 miles on it when I replaced it with the S80. I know that Volvo is a good car, just as mechanical parts as the Volvo I am thinking seriously about replacing the S80 with another brand of car. I hope the problem continues or is not taken care of.

I have included a copy of the invoice from Giles for your review.

Any help or accommodation with the cost of the repairs will be greatly appreciated. I await your reply.

Sincerely,

[REDACTED]
Lake Charles, LA

cc:

Bob Giles
Giles Automotive
6902 Johnson Street
Lafayette, LA 70503

3/17/07

LAKE CHARLES, LA



6802 JOHNSTON STREET
LAFAYETTE, LA 70501
337-988-1920
www.gilesauto.com

GILES NISSAN - VOLVO OF LAFAYETTE - NISSAN OF OPELGUSAS

SERVICE ADVISON VICKI COMBUX

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.A. NO.	REG.	REG. NO.
11NOV03	11NOV03	VVLTS97D2X	202911	T294		11NCV03	189914
TIME IN	TIME READY	YEAR	MAKE & MODEL	TRACTION NO.	REG. NO.	REG. NO.	REG. NO.
13:11	17:22	99	VOLVO S80		01JAN99	4749	4749

DATE IN	DATE OUT	CHASSIS NO.	MISCELLANEOUS COMMENTS LOCATION
55120	55121		

A CUSTOMER STATES THAT THE MESSAGE CENTER IS READING ENGINE SYSTEM SERVICE URGENT-STOP VEHICLE
 THROTTLE CHECKED FAULT CODES-THROTTLE MODULE FAULT. REPLACED THROTTLE MODULE AND PERFORMED SOFTWARE UPGRADE
 9619 CPVA 116.95 116.95
 1 8644347 THROTTLE BODY 535.00 535.00
 1 8636753 GASKET 4.41 4.41
 1 9438290 ETM RELOAD 25.00 25.00

B CUSTOMER STATES THAT THERE IS A NOISE FROM THE REAR/PARTS IN LINKS REPLACED REAR STABILIZER LINKS
 9619 CPVA 74.88 74.88
 2 8672446 LINK 41.00 41.00 82.00

PRE-INVOICE

PAID

NOV 11 2003

pd

01500

DESCRIPTION	TOTALS
LABOR AMOUNT	191.83
PARTS AMOUNT	646.41
GAS OIL LUBE	0.00
SURLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	838.24
LESS INSURANCE	0.00
SALES TAX	67.06
PLEASE PAY THIS AMOUNT	905.30

STATEMENT OF DISCLAIMER
 The factory warranty substitutes all of the warranties with respect to the sale of this new item. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The dealer neither assumes nor disclaims any other person's claims for liability in connection with the sale of this item. Customer agrees to pay a late charge of one month on past due accounts (1 1/2% per month) at attorney's fees at reasonable to plain the contract.

X

*****PARTS & LABOR WARRANTY*****
 FOR CUSTOMER PAY REPAIRS ARE AS FOLLOWS
 NISSAN*12MON OR 12000MIL WHICHEVER OCCURS 1ST
 *****VOLVO**12 MONTHS-UNLIMITED MILEAGE*****
 IF YOU HAVE ANY QUESTIONS OR SUGGESTIONS
 PLEASE CALL THE SERVICE DEPT. AT 318-988-1920
 *****THANK YOU FOR YOUR BUSINESS*****

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

RECEIVED
NOV 17 2003

CUSTOMER RELATIONS

Dear Sir,

I purchased a new S80 back in 2000 and couldn't be more pleased with the experience of this car. The car was purchased from Volvo of Athens and has had all the maintenance performed by the dealership. They have maintained my car with high standards.

A couple of weeks ago in Atlanta, out of nowhere, my car stalled and wouldn't restart. It was towed by Volvo On Call to the local Volvo dealership in Atlanta. The Athens dealership was too far away for towing by Volvo On Call. The car has been repaired and runs fine. The electronic throttle module went bad and needed to be replaced. As I was informed, that part was quite expensive and resulted in a bill in excess of \$900.

My car had just passed the 50,000 mile mark (50,213 to be exact), otherwise I'm assuming the warranty would have covered the repair. I was wondering if any kind of adjustment could be made since the breakdown/repair occurred so close to the end of my warranty period. Based on my loyalty, I would have asked my dealership (Volvo of Athens) this request, but due to the location of the breakdown, they didn't do the repair. I don't think it would be proper of me to ask the dealership that did the repair to make any adjustment since this was the first time they had serviced my car.

I would appreciate any suggestions you may have regarding my situation. Thank you for your time and I look forward to your reply.

Very truly yours,

[REDACTED]

Atlanta, GA [REDACTED]

[REDACTED]

800299

502210

DYER & DYER VOLVO

5280 PEACHTREE INDUSTRIAL BLVD.
ATLANTA, GEORGIA 30341
(770) 452-0377
www.dyeranddyer.com
service@dyervolvo.com

VOLVO

INVOICE



A Sonic Automotive Dealer

ATLANTA, GA

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 9238 DENNIS ARMSTRONG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
01900	00	VOLVO S80T6ABR	YV0T894DKY1		50213/50219	03608	
DEL DATE	MOD DATE	WARR EXP	PROMISED	PNOS	RATE	PAYMENT	FIN DATE
19MAY2000		19MAY2004	17:00 23OCT03			CASH	24OCT2003
A.O. OPENED		READY	OPTIONS: DLR:7145 ER3:B62949-2.9 Liter				

07:48 23OCT03 01:01 24OCT03

LINE OPCODE TECH TYPH HOURS

LIST NET TOTAL

A CUSTOMER STARTING ENGINE STALLS AT TIMES WHILE DRIVING AND INTERFERES

LIGHTS DIM-C/A

DESCRIPTION	QTY	UNIT PRICE	NET	TOTAL
MANIFOLD REMOVE INSTALL/REPLACE (2)	2	115.00	230.00	230.00
1 8644347 0 THROTTLE BODY	1	535.00	535.00	535.00
1 9438290 0 GASKET	1	5.67	5.67	5.67
1 9438290 0 STM RELOAD	1	25.00	25.00	25.00

E PERFORM COURTESY CAR WASH (INCLUDES OUTSIDE WASH AND VACUUM)

EN PERFORM COURTESY CAR WASH (INCLUDES GUESTS WASH AND VACUUM)

9233 C	0.00	0.00
--------	------	------

C NO LOANER CAR AVAILABLE
NL NO LOANER CAR AVAILABLE

9233 C	0.00	0.00
--------	------	------

B TOW IN

SUB *****REPAIRS PERFORMED BY SUILET

801 C	0.00	0.00
-------	------	------

B** TECHNICIAN OBSERVED FAILED DIPPER BEAM BULBS (2) -CUSTOMER STATES

REPLACE BULBS

35125-2 BULBS HEADLAMPS REPLACE X 2 REPLACE (1)

9233 C	0.00	0.00
2 981465 8 BULB	26.44	52.88

F** OIL SERVICE SPECIAL (800/S/V/C70/960/S80 - REPLACE OIL FILTER & DRAIN SEAL, TOP OFF FLUIDS, ADJUST TIRE PRESSURES - \$44.95)

LSW OIL SERVICE SPECIAL (800/S/V/C70/960/S80 -

REPLACE OIL FILTER & DRAIN SEAL, TOP OFF FLUIDS, ADJUST TIRE PRESSURES - \$44.95)

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 REPEARED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICED DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBTOTAL	
TAXES & CHARGES	
TOTAL DUES	
LESS INSURANCE	
SALES TAX	
AMOUNT PAID	
THIS RECEIPT	

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Rita Salsgal
10198 Addover Drive
Twinsburg, Ohio 44087
(330) 429-1714

RECEIVED
NOV 17 2003

8 November, 2003

EE RELATIONS

Volvo Cars of North America
Customer Service
P.O. Box 915
7 Volvo Drive, Building A
Rookeleigh, NJ 07647-0915

Dear Sir or Madam:

I am sending this letter in regards to a recent issue I experienced with my 2000 Volvo S70, vehicle ID# VV1L8SD3Y2. My car had been hesitating at high speed so I took it to a Volvo Service Dealer and since the indicator lights were not on, they indicate it was most likely the Throttle Housing but the indicator light would need to come on in order for them to check. About one week later, while driving on the highway, the car shut down and the "ETS" and "Service Engine" light came on. I coasted to the side of the highway, waited 10 minutes, finally got the car to start again, drove home, and made an appointment for my car to be serviced the next day. On my way to get the car serviced, the same thing happened again on the highway, however I was able to get it to the service after waiting a few moments and restarting it. Needless to say, my safety was in jeopardy during both instances of the car shutting down during high-speed on the highway.

The end result was that the car had multiple codes for throttle housing fault and internal throttle housing fault and the throttle housing had to be replaced at a cost of \$942 to me.

My concern with what I experienced is that in the conversations I have had with several dealers, as well as the research I did on the Internet on myCarStats.com (search "internal throttle") and the alldata.com site all indicate that this seems to be a recurring problem with this Volvo. There was a Service Bulletin issued on this it seems in July 2001. I realize that Service Bulletins are not the same as Recalls, however, combined with the feedback I received from the dealers as well as consumer complaints on the web, it seems that stronger action needs to be taken by Volvo concerning this issue. How can Volvo, with such a great reputation for safe vehicles and excellent service allow something like this to go unresolved until a customer like me has such an experience. If the issue is prevalent as noted by the 3 car dealers I spoke to as well as the complaints logged on the myCarStats.com website then why has a recall or a notice to car owners not been issued to alert the consumer to have their vehicle checked.

I am thankful that this incident did not result in injury or worse to me or my family or anyone else that was driving near me at the time. I respectfully request that you resolve the issue so as to not put anyone else at risk. If consumers are like me when they purchased their Volvo they likely purchased it for the excellent safety features of the vehicle.

In addition, I would like you to reimburse me for the cost I incurred to repair my vehicle, as this was a significant cost, which I do not feel I should have incurred.

Please contact me at the address or telephone listed above to resolve.

Sincerely,


A. E. Fleming Company

6811 Miller Drive
Warren, Michigan 48092
(586) 826-9200
FAX: (586) 826-3533

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AUG 11 2003

CUSTOMER RELATIONS

August 7, 2003

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

Dear Sir,

I recently had an unpleasant experience with my leased 2001 Volvo 80 S. I am into the third year of a three year, 25,000 mile per year lease and encountered mechanical problems involving repairs of \$1191.12. The vehicle was out of warranty and I paid the entire amount. I did not take my Volvo into the dealer for scheduled maintenance but did perform regular oil changes, generally every 4,000 to 5,000 miles. The car ran very well prior to this recent problem, which further discouraged me from taking it in for service.

I am writing this to Volvo North America and copying the dealer who I lease the car from, Dwyer and Sons, with the expectation of recouping a substantial portion of the repair charges. My feeling when I leased the 80S, which I use for business purposes, was that it would be a maintenance free vehicle for 75,000 miles and this has not proven to be the case. When my lease was up next April I was giving serious consideration to leasing another vehicle but this will definitely not be the case unless we can come to an amicable resolution. I look forward to hearing from both Volvo North America and Dwyer and Sons. Enclosed is a copy of the repair bill.

Thank you,



CC: Frank Dwyer

DWYER AND SONS

3855 E. West Maple Road
West of Haggerty
Commerce Township,
Michigan 48390

Phone (248) 824-0400

www.dwyerandsons.com

VOLVO

VEHICLE NO. 17300	TECHNICIAN BILL JONES	182	W569	07/31/03	VOCS89471
	85.00		66,701	SILVER MET/	
NORTHVILLE, MI	01/VOLVO/S80 2.9 A SR/4 DR			04/10/01	2
	YVITS94DX11			07/30/03	
	# 2385587				

LABOR & PARTS

JOB # 1 92YOZOCENGINE CK ENGINE LIGHT ON TECH(S):15881 500.00 REGISTRATION NO. F 103945

CUSTOMER STATES ENGINE STALLING AND SURGING
FAULT CODE ENTERED.
DTC P030A, 262, 272
INTERNAL FAULT IN ETN, PCV SYSTEM AND OIL TRAP
CLOGGED.
REMOVED AND REPLACED ETN (THROTTLE BODY), OIL TRAP,
GASKETS, AND SPARK PLUGS. CLEANED PCV SYSTEM AND
INTAKE. DOWNLOADED ETN RELOAD, TCM AND TCM UPDATES.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8636753-9	GASKET	3.08	3.08
JOB # 1	1	8644347-0	THROTTLE BODY	521.00	521.00
JOB # 1	1	9497454-8	OIL TRAP	31.80	31.80
JOB # 1	1	8653339-5	HOSE	3.13	3.13
JOB # 1	1	30622066-6	30622066- SEALING W.	2.97	2.97
JOB # 1	1	8642861-6	SPARK PLUG KIT	18.52	18.52
JOB # 1	1	8691303-5	UPGRADE ECM BP	19.50	19.50
JOB # 1	1	8690307-7	UPGRADE TCM	19.50	19.50
JOB # 1	1	9438290-0	ETN RELOAD	32.50	32.50
				JOB # 1 TOTAL PARTS	652.00
				JOB # 1 TOTAL LABOR & PARTS	1152.00

JOB # 2 24YOZLOWER LOWER CAR TECH(S):15881 0.00

FREE SERVICE LOWER PROVIDED AT NO CHARGE. A \$5.00 GAS
USAGE CHARGE WILL BE APPLIED TO YOUR FINAL BILL TO COVER
THE AVERAGE COST OF REFUELING AFTER USE. THANK YOU

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

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$85.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1260.00 (+TAX) ON 07/30/03 AT 02:51pm
BY JOHN BLTTS COMMENTS ETN, PCV CLEAN, OIL TRAP PARTS
WAITING.

TECHNICIAN CERTIFICATION: 16881 BRADFORD H HARRISON H188817

DWYER AND SONS
3855 E. West Maple Road
COMMERCE TWP., MI 48390

DWYER AND SONS 3055 E. West Maple Road
 West of Kaggarty
 Commerce Township,
 Michigan 48390
 Phone (248) 824-0400
 www.dwyerandsons.com



CUSTOMER NO. 17300	SALES BILL JONES	187	TAX NO. W569	07/31/03	POC#289471
	MSRP 65,000		MSRP 66,701	SILVER MET/	STOCK NO.
NORTHVILLE, MI	TR/VOLVO S80 2.9 A SR/4 DR			04/10/01	DELIVERY DATE 2
	VEHICLE NO. YVITS940X11			MSRP DEALER NO.	PRODUCTION DATE
	V.I.N.O.		P.O.N.O.	07/30/03	ALL FINISHES UNLESS SPECIFIED OTHERWISE
	REGISTRATION EF 2385387				MSRP CUT

CHARGE VISA/MCARD CHECK CASH AMEX

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

AUTHORIZED REPRESENTATIVE

CUSTOMER SIGNATURE

TOTAL LABOR.... 509.00
 TOTAL PARTS.... 652.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 39.12

TOTAL INVOICE \$ 1191.12

REGISTRATION NO. F-103948

THE ONLY WARRANTY APPLICABLE TO THIS PURCHASE AND THEREIN WHICH MAY BE OBTAINED BY THE PURCHASER, THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OTHER THAN THOSE SPECIFICALLY SET FORTH IN THE WARRANTY CONTRACT. THE SELLING DEALER SHALL NOT BE HELD RESPONSIBLE FOR ANY DAMAGE TO PROPERTY OR PERSONS OR ANY OTHER PERSON OR ENTITY FOR IT OR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS LABOR SERVICE, BUTER SHALL NOT BE HELD TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

ORIGINAL INSTITUTE SUMMARY

PARTS | LABOR | TOTAL

DATE	AMOUNT	DATE	AMOUNT

* SHOP SUPPLIES: A THREE DOLLAR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE APPLICABLE SUPPLY STORE AND FLUIDS, WAXES, WASHES, DIPS, POLISHES, SOLVENTS, PAINT CORRECTORS, CLEANERS, TOWELS, SOLVENT, MOTTOW CLEANER, WAX, WOOD CLEANER, ETC. AND INCIDENTALS WHERE HANDLING.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

TECHNICIAN

PARTS ARE NEW UNLESS SPECIFIED

DWYER AND SONS
 3055 E. West Maple Road
 COMMERCE TWP., MI 48390

August 2, 2003

Volvo Customer Service
P.O. Box 914
Rockleigh, NJ 07647-0914

RECEIVED
AUG 6 2003

CUSTOMER RELATIONS

To Whom It May Concern:

First let me start out this letter and state I have been a loyal Volvo owner since 1987. My current vehicle, a 2000 Volvo S80 is the fourth I have owned. I recently had my 2000 S80 in for its 60,000 mile service. While I know this particular mileage service is one of the most expensive for the vehicle, it is the additional work that was required that is troubling. I know my vehicle is technically out of its standard warranty, although the 100,000 mile power train warranty is in effect. The symptom that I described to the maintenance advisor at Connecticut's Own Volvo, Milford, CT, was surging of the engine at idle. He said he had heard of that before, checked with his mechanic, and warned me that it might be around \$600.00. He later called me at work to confirm that the "flexible body" needed to be serviced and the "air mass meter" needed to be replaced, along with 2 "ETM downloads" as well as confirming the cost. The final cost to me, in addition to the 60,000 mile service, was \$385.35.

My issue with this is, as a customer, what I would expect normal wear and tear maintenance to be. From the sound of it, this seems to have been a problem with other vehicles and doesn't sound like normal wear and tear. If it is, then customers should be advised that the cost of their 60,000 mile service will be another \$600. I also described to the maintenance advisor a problem with the left rear passenger power window regulator which he informed me would have cost me another \$300 to \$400. I declined to do at this time due to the cost already incurred by me. The car is only 3.5 years old and I would not expect that the power windows to malfunction.

Again, I understand the aspect of warranty, but this type of expenditure makes me think twice about continuing with purchasing Volvo cars in the future. Recently I browsed Audi's and spoke with a salesman. Audi's maintenance is covered completely through 100,000 miles. In my opinion, Volvo should reconsider its warranty and maintenance policy in comparison with its competitors.

This letter is simply to state my dissatisfaction with these items and the cost to me to have them repaired. You should also know that I have met the complete maintenance schedule for the vehicle. I have included a copy of the bill for your records.

Sincerely,

[Redacted Signature]

Newtown, CT [Redacted]

[Redacted] (r)

[Redacted] (w)

VINE YV1T394D9Y1

Date of purchase: 1/23/2000

Purchased at: Connecticut's Own Volvo

VOLVO

VOLVO
 815 BOSTON POST ROAD • MILFORD, CT. 06460
 (203) 877-0318

CUSTOMER NO. 4929	NAME JOHN MORRISON	DATE 7/31/03	STOCK NO. 391801
	ADDRESS NEWTON, CT	PHONE 59,873	SALES REP. EMERALD GRE
	VEHICLE MAKE / MODEL 00/VOLVO/80 SERIES/4DR SEDAN	DATE OF PURCHASE 01/22/00	DELIVERY DATE 00,025
	VEHICLE ID. NO. YVIT59409Y1	DEALER'S DEALER NO.	PRODUCTION DATE
	P.T. & NO.	DATE 07/31/03	
ORDER NO. 19420225			MO: 59875

LABOR: 60,000 MILE SERVICE HOURS: 6.50 TECH(S): 742
 J# 1 0102060000 CUSTOMER REQUESTS 60,000 MILE SERVICE
 \$1000 SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
 CORRECTION: COMPLETED 60,000 MILE MAJOR SERVICE: INTERNAL
 TUNE ENGINE, REPLACED 3MM WIPER BLA, OIL, FUEL FILTERS
 REPLACED BENTONITE DRIVE SHAFT AND LINKAGE-ROTOR
 REPLACED PULLEY AIR FILTER, OIL FILTER, OIL PAN
 REPLENISH COOLANT SYSTEM, NETWORK SERVO MOTOR
 AND REBALANCED ALL TIRES, REPLACED WIPER BLA, LUBRICATE
 FRONT LINK ARMS, PERFORM SAFETY INSPECTION, TEST S.R.I
 FRONT BRAKES APPROX 70% REMAINING, REAR BRAKES APPROX 60%
 REMAINING

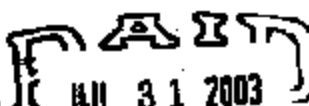
J# 2 4502206 4 WHEEL ALIGNMENT HOURS: 1.50 TECH(S): 742
 PART OF SERVICE
 PERFORMED 4 WHEEL ALIGNMENT

J# 3 5002218 2 WHEEL ALIGNMENT HOURS: 1.50 TECH(S): 742
 CUSTOMER REQUESTS 2 WHEEL ALIGNMENT
 METAL TO METAL HAS PLAY CUSTOMER REQUESTED NO REPLACEMENT
 AT THIS TIME

J# 4 3002218 2 WHEEL ALIGNMENT HOURS: 1.50 TECH(S): 742
 CUSTOMER REQUESTS 2 WHEEL ALIGNMENT
 METAL TO METAL HAS PLAY CUSTOMER REQUESTED NO REPLACEMENT
 AT THIS TIME

TOTAL - LABOR 972.45

PARTS	QTY	UNIT PRICE	TOTAL
WIPER BLA	1	21.29	21.29
WIPER BLA	1	21.47	21.47
WIPER BLA	1	3.03	3.03
WIPER BLA	1	16.69	16.69
WIPER BLA	1	10.23	10.23
WIPER BLA	1	11.04	11.04
WIPER BLA	1	15.96	15.96
WIPER BLA	1	9.08	9.08
WIPER BLA	1	0.96	0.96
WIPER BLA	1	6.00	6.00
WIPER BLA	1	5.95	5.95
WIPER BLA	1	5.95	5.95
WIPER BLA	1	0.98	0.98
WIPER BLA	1	6.69	6.69
WIPER BLA	1	39.10	39.10
WIPER BLA	1	33.60	33.60
WIPER BLA	1	4.95	4.95
WIPER BLA	1	203.89	203.89
WIPER BLA	1	2.46	2.46
WIPER BLA	1	19.50	19.50
WIPER BLA	1	19.50	19.50
TOTAL - PARTS			466.89

EXCELLENCE
nothing less...

 JUL 31 2003
 BY: _____

DISCLAIMER OF WARRANTIES
 The only warranties, if any, applying to the parts and/or service are those claimed by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, or income, or any other incidental damages.



NEWLONBRO, L.L.C. dba
**CONNECTICUT'S OWN
 VOLVO**

VOLVO

815 BOSTON POST ROAD • MILFORD, CT. 06460
 (203) 877-0318

FORMER NO. 4929	ADDRESS JOHN MORRISON	739	TAX ID NO. 836	DELIVERY DATE 07/31/03	STOCK NO. 00001801
	LABOR RATE	CLERK NO.	INSURANCE 59,873	COLOR EMERALD GRE	STOCK NO.
NEWTON, CT	VEHICLE / MAKE / MODEL 00/VOLVO/S40 SERIES/4DR SEDAN			DELIVERY DATE 01/22/00	DELIVERY MILE 00,025
	VEHICLE ID. NO. YV1TS94D9Y1			DEALING DEALER NO.	PRELIMINARY
	V.T.E. NO.			DELIVERY DATE 07/31/03	
	CONTROL NO. EP 19420225			NO: 59875	

SC	CODE	DESCRIPTION	CONTROL NO.	
B	P	A	CL. SHOP SUPPLIES	15.00
TOTAL - MISC				15.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$1560.00 (+TAX)
 COMMENTS
 SALES
 TOTALS

 CASH CHECK CK NO. []
 VISA MASTERCARD DISCOVER
 AMER EXPRESS OTHER CHARGE

TOTAL LABOR	972.45
TOTAL PARTS	466.89
TOTAL SUBLET	0.00
TOTAL B.O.B.	0.00
TOTAL MISC CHG.	15.00
TOTAL MISC DISC	0.00
TOTAL TAX	87.21
TOTAL INVOICE \$	1640.76

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

EXCELLENCE
nothing less...

DISCLAIMER OF WARRANTIES
 The only warranties, if any, applying to the parts and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither sells nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or interest, or any other incidental damages.

Troy, NY
August 3, 2003

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

RECEIVED
AUG 6 2003
CUSTOMER RELATIONS

To Whom It May Concern:

My family has been the proud owners of Volvos for the past ten years. We have had two cars with over 130,000 miles. I have bragged that I would not own any other kind of car. I have come to rely on the safety and the dependability of Volvos. We purchased all three cars at Keeler Volvo, 347 New Karner Road, Colonie, NY.

The Volvo of which I am writing about is our 2000, \$70 Volvo. We have 54,000 miles logged on this car. In June, we experienced problems with the car. Actually, we were on our way to our daughter's wedding when the car's "Check Engine" light came on. The car seemed to loose all power. It sputtered and almost came to a halt. We nudged the car along and were able to reach the church. It was a harrowing experience.

We have maintained the car's scheduled maintenance and had the oil changed every 3-4,000 miles. We submitted our service records and repair records to show the excellent attention paid to the car. We did have problems with the car last summer when the car would not start. After several trips to Keeler's, and finally having it towed to Keeler's, it was determined that the antenna ring needed to be replaced. This past winter, the car flooded out a few times when initially started but it always seemed start after a short-rest.

This June, as mentioned above, the car broke down and we brought it to be serviced at Keeler's. The car was diagnosed with needing an "Electronic Throttle Module". After reading the manual, we saw that this particular Volvo part is covered under warranty for 7 years or 70,000 miles in California and Massachusetts. We are not afforded the same courtesy in New York. We had Keeler make the necessary repair on our car. The total cost of the repair was \$832.18. We spoke to the service manager, Jeff Carr. We requested a variance on the Volvo's warranty as we were only slightly over the 48,000-mile limit. The car is only three years old and 85% of the miles are highway miles. Jeff said that he had to refer this to the area Volvo Rep. After repeated phone calls to Keeler's and waiting three weeks for an answer, we were informed that Volvo would not honor our request for a variance on the policy.

The lease on the car expires in December. At this time we are considering whether or not to purchase the car. We were very disappointed with our recent experience and Volvo's refusal to consider the requested variance. We would like to remain members of the Volvo family but would like further consideration about covering the cost of this recent repair. We are enclosing the copies of the bill for the major work that was done on the car. We are requesting a review of our request to cover this cost so that we can remain loyal Volvo owners who will have continued confidence in Volvo's product and in the maintenance of their products.

Sincerely,

cc: Keeler Volvo



To Better Serve You
Please Direct Inquiries
About Your Vehicle To Our
Service Department Between
The Hours Of 10 AM And 4 PM.

347 New Karner Road, Colonia * (518) 452-1100

N.Y.S. REGISTERED REPAIR SHOP NO. 704-1427

TROY, NY

SERVICE ADVISOR **KIMBERLY N LINDH**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLERK NO.	TAX NO.	P.O. NO.	INVOICE NO.
23JUN03	25JUN03	V0360	YV1LS61JXY2			25JUN03 207349
		00 VOLVO S70ASRSE		75.00	09JUN00	225 225

MESSAGE IN	MESSAGE OUT	LOCATION NO.
55111	55111	

TRACING DIAGNOSTIC TROUBLE CODE (B)
156 ESTRADA, CHRISTOPHER L LICW;
AV

FC: 015M
PARTS: 864019
COUNT:
CLAIM TYPE:
AUTH CODE:



FOR YOUR CONVENIENCE WE OFFER THE
FOLLOWING ROADSIDE ASSISTANCE
PROGRAM

1-800-63VOLVO
1-800-638-6586

HAS YOUR SERVICE ADVISOR EXPLAINED
YOUR REPAIRS AND CHARGES?

YES NO

DOES THIS INVOICE REFLECT YOUR
CURRENT HOME PHONE NUMBER?

YES NO

**** PRE-INVOICE ****

I, THE CUSTOMER, ACKNOWLEDGE PURSUANT TO
OUR AGREEMENT THAT ALL WARRANTIES, EXCEPT
THE LIMITED WARRANTY HEREIN, EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE ARE HEREBY DISCLAIMED BY YOU, THE
REPAIR SHOP. I REALIZE THESE REPAIRS ARE
COVERED BY A LIMITED WARRANTY, LABOR FOR 90
DAYS OR 4,000 MILES, WHICHEVER COMES FIRST,
BY THE DEALER, PARTS FOR 12 MONTHS, UNLIMITED
MILES, BY THE MANUFACTURER. THIS LIMITED
WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER
WARRANTIES, EXPRESS OR IMPLIED. I
ACKNOWLEDGE THAT YOUR LIABILITY IS LIMITED
SOLELY TO REPAIR OR REPLACEMENT UNDER THE
LIMITED WARRANTY HEREIN FOR THE PERIOD
STATED. YOU SHALL NOT BE LIABLE FOR ANY
CONSEQUENTIAL OR INCIDENTAL DAMAGES,
DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF
USE, TIME, PROFITS OR INCOME, OR FOR ANY
INCONVENIENCE.

DESCRIPTION	AMOUNT
LABOR AMOUNT	246.50
PARTS AMOUNT	523.33
GAS/OIL/LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	769.83
LESS: INSURANCE	0.00
SALV. TAX	62.35
PLEASE PAY THIS AMOUNT	832.18

IF NOT COVERED BY ANY ABOVE PROGRAMS, 24
HOUR TOWING IS AVAILABLE BY CALLING 788-0881
WITHIN THE IMMEDIATE CAPITAL DISTRICT.

CASH CHECK #
 MC/VISA AMERICAN EXPRESS
 DISCOVER

SPRING IS FINALLY HERE:

ASK ABOUT OUR NEW VOLVO EXPRESS SERVICES

ALL SPECIAL ORDERS MUST BE PREPAID. NO RETURNS ON SPECIAL ORDER PARTS. NO RETURNS
AFTER 30 DAYS. NO REFUNDS ON ELECTRICAL PARTS. 20% HANDLING CHARGE ON ALL RETURNED
PARTS. ALL RETURNS MUST BE ACCOMPANIED BY THIS BILL. ALL PARTS USED ARE MANUFACTURED
AS ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS STATED OTHERWISE.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY - LABOR 90 DAYS OR 4,000 MILES,
WHICHEVER COMES FIRST, BY THE DEALER - PARTS 12 MONTHS, UNLIMITED MILES, BY THE
MANUFACTURER. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

CUSTOMER SIGNATURE

THE CUSTOMER, ACKNOWLEDGES/AUTHORIZE
ADDITIONAL REPAIRS TO MY VEHICLE, ADD-ONS OR
ADDITIONAL WORK FOUND WHILE PERFORMING
ORIGINALLY REQUESTED WORK.

CUSTOMER SIGNATURE

CUSTOMER COPY



To Better Serve You
Please Direct Inquiries
About Your Vehicle To Our
Service Department Between
The Hours Of 10 AM And 4 PM.

347 New Karner Road, Colonia * (518) 452-1100

TROY, NY

SERVICE ADVISOR **KIMBERLY N LINDH**

N.Y.S. REGISTERED REPAIR SHOP NO. 704-1427

23JUN03	25JUN03	V0360	YV1LS61JXY2			25JUN03	207349
		00 VOLVO S70ASRBE			75.00	09JUN00	225 225
RELEASE IN:	RELEASE OUT:						
55111	55111						

25128-2 ELECTRONIC THROTTLE MODULE INTAKE
MANIFOLD REMOVE INSTALL/REPLACE (C)
156 ESTRADA, CHRISTOPHER L LIC#: AV32
NV
1 8644347 THROTTLE BODY
1 8636753 GASKET
1 9438298: STK BELCAD
36001-2 DIAGNOSTIC TROUBLE CODES (DTCs)
READING/ RESETTING VMI/VCT (B)
156 ESTRADA, CHRISTOPHER L LIC#: AV32
NV
36002-3 SOFTWARE CONTROL MODULE
DOWNLOADING (B)
156 ESTRADA, CHRISTOPHER L LIC#: AV32
NV
28461-3 ENGINE CONTROL MODULE FAULT
TRACING DIAGNOSTIC TROUBLE CODE (B)
156 ESTRADA, CHRISTOPHER L LIC#: AV32
NV
28462-3 ENGINE CONTROL MODULE FAULT

FOR YOUR CONVENIENCE WE OFFER THE FOLLOWING READING ASSISTANCE PROGRAM

1-800-821VOLVO
1-800-835-5555

HAS YOUR SERVICE ADVISOR EXPLAINED YOUR FEELINGS AND CHARGES?
YES NO

DOES THIS SERVICE REFLECT YOUR CURRENT HOME PHONE NUMBER?
YES NO

I, THE CUSTOMER, ACKNOWLEDGE PURSUANT TO OUR AGREEMENT THAT ALL WARRANTIES, EXCEPT THE LIMITED WARRANTY HEREIN, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED BY YOU, THE REPAIR SHOP. I REALIZE THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, BY THE DEALER, PARTS FOR 12 MONTHS, UNLIMITED MILES, BY THE MANUFACTURER. THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. I ACKNOWLEDGE THAT YOUR LIABILITY IS LIMITED SOLELY TO REPAIR OR REPLACEMENT UNDER THE LIMITED WARRANTY HEREIN FOR THE PERIOD STATED. YOU SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, TIME, PROFITS OR INCOME, OR FOR ANY INCONVENIENCE.

CUSTOMER SIGNATURE

THE CUSTOMER, ACKNOWLEDGE/AUTHORIZE ADDITIONAL REPAIRS TO MY VEHICLE, ADD-ONS OR ADDITIONAL WORK FOUND WHILE PERFORMING ORIGINALLY REQUESTED WORK.

CUSTOMER SIGNATURE

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

IF NOT COVERED BY ANY ABOVE PROGRAMS, 24 HOUR TOWING IS AVAILABLE BY CALLING 788-0081 WITHIN THE IMMEDIATE CAPITAL DISTRICT.

CASH CHECK #

MC/VISA AMERICAN EXPRESS

DISCOVER

ALL SPECIAL ORDERS MUST BE PREPAID. NO RETURNS ON SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. NO REFUNDS ON ELECTRICAL PARTS. 20% HANDLING CHARGE ON ALL RETURNED PARTS. ALL RETURNS MUST BE ACCOMPANIED BY THE BILL. ALL PARTS USED ARE MANUFACTURED AS ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS STATED OTHERWISE.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY - LABOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, BY THE DEALER - PARTS 12 MONTHS, UNLIMITED MILES, BY THE MANUFACTURER. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

CUSTOMER COPY

RECEIVED
AUG 13 2003

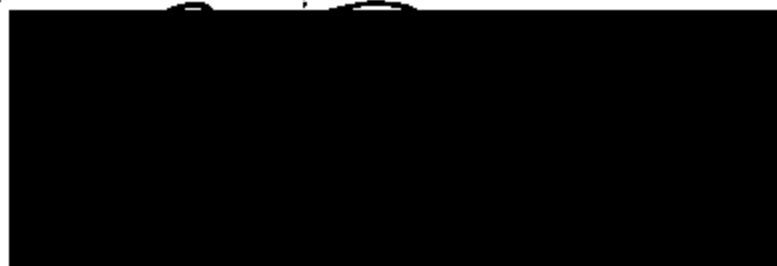
CUSTOMER RELATIONS

August, 11th 2003

Susan Campbell
Volvo Cars of North America, LLC
Rockleigh, NJ 07847

Dear Susan,

I am enclosing with this note a copy of your e-mail and the contract for the new S 80 I am driving. I would love to give a design lesson to the industrial Design wizards at the company so they would not mess the design up any more than they have already done. Do you know someone I could talk with or e-mail about problems with reading the instruments, and the new phone system? The new phone system requires you to have two cell phone numbers if you decide to activate it along with your regular cell phone. There is also no longer a provision for an in dash phone cradle to allow for the use of a cell phone hands free. Really dumb.



arthur debow

From: "Campbell, Susan (S.)" <scampb55@volvocars.com>
To: [REDACTED]
Sent: Tuesday, July 08, 2003 9:01 AM
Subject: new Volvo

[REDACTED]

This will confirm Volvo's offer to reimburse you the amount paid to replace the throttle body module on your S80 provided you purchase or lease a new Volvo from Palisades Volvo by August 31, 2003.

Please provide proof of the transaction to:
Volvo Customer Care
7 Volvo Drive
Rockleigh, NJ 07647

Susan Campbell
Volvo Cars of North America, LLC.
201 768 7300 ext. 1983

7/8/2003

VOLVO

LEASE AGREEMENT

CLARK and NEW YORK

CONTRACT NO.

Lease Date **08/07/83**

The words "I," "me" and "my" in this Lease refer to the Lessee. The words "you" and "your" in this Lease refer to the Lessor and to anyone to whom this Lease may be assigned. I agree to lease the Vehicle described below according to the terms of this Lease. I agree to make payments due under this Lease to the Lessor on your behalf or as otherwise directed by you. You are making the disclosures on your behalf on behalf of the Assignee identified in the Assignment and Assignment section below. I WILL MAINTAIN EQUITY ON OWNERSHIP PAPERS IN THE VEHICLE, UNLESS I PURCHASE THE VEHICLE UNDER THE TERMS OF MY PURCHASE OFFER.

LESSEE - **NEW YORK PARTNERS, L.L.C. POLYMER**

Street _____ City _____ State _____ Zip _____

County _____

Vehicle Description _____

Make, Model, Color _____

Date _____ Body _____

RETAILER/DEALER INSTALLED _____

WARNING: Important disclaimer provisions may not apply if the agreement indicates that you are leasing the vehicle primarily for agricultural business or commercial use.

Primary purpose use of this vehicle: Personal, Family or Household Agricultural, Business or Commercial

* Breakdown of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing:	
Capitalized Cost Reduction	\$ 2,400.00
Tax on Capitalized Cost Reduction	\$ 240.00
First Monthly Payment	\$ 420.17
Last Monthly Payment(s)	\$ 420.17
Single Payment	\$ 420.17
Tax on Single Payment	\$ 42.02
Refundable Security Deposit	\$ 420.17
Acquisition Fee	\$ 420.17
Title Fee	\$ 42.02
Registration Fees	\$ 42.02
Maintenance Plan	\$ 42.02
Service Contract	\$ 42.02
Other (specify) _____	\$ 42.02
Other (specify) _____	\$ 42.02
Other (specify) _____	\$ 42.02
Other (specify) _____	\$ 42.02
Total	\$ 3,200.00

How the Amount Due at Lease Signing will be paid:

Net trade-in allowance	\$ 2,400.00
Refunds and non-cash credits	\$ 420.17
Amount to be paid in cash	\$ 420.17
Total	\$ 3,200.00

Excessive Wear and Use. I may be charged for excessive wear based on your standards for normal use and for mileage in excess of _____ miles per year at the rate of \$0.25 per mile.

Purchase Option at End of Lease Term. I have an option to purchase the Vehicle at the end of the lease term for the Residual Value plus a purchase option fee of \$150, and applicable taxes.

My monthly payment is determined as shown below:

Gross Capitalized Cost. The agreed upon value of the Vehicle (\$4,547.00) and any items I pay over the lease term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 4,547.00
An itemization of this amount is provided below. Capitalized Cost Reduction. The amount of any rebates, cash payment, net trade-in allowance, or non-cash credit I pay that reduce the gross capitalized cost	\$ 0.00
Adjusted Capitalized Cost. The amount used in calculating my Base Monthly/Single Payment	\$ 4,547.00
Residual Value. The value of the Vehicle at the end of the Lease used in calculating my Base Monthly/Single Payment	\$ 1,326.45
Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the lease term or in my Single Payment	\$ 3,220.55
Permit Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	\$ 322.00
Total of Base Monthly/Single Payments. The Depreciation and any Amortized Amounts plus the Permit Charge	\$ 3,542.55
Lease Payments. The number of payments in my Lease	36
Total	\$ 127,531.80

August 9, 2003

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

RECEIVED
AUG 14 2003

CUSTOMER RELATIONS

To Whom This May Concern:

This letter concerns what appears to be a continual problem with my 2001 S80 Volvo. The problem has persisted over the 2 years I have owned this car and most recently caused me to be stranded in the second left lane on a major Atlanta interstate (I-285). The 35 minutes I spent like a "sitting duck" was the most harrowing experience I have ever had. I spoke with one of your representatives last week (Susan @ Ext. 1983). She was very courteous, but I felt that I should follow up with a written notification of the problem.

My husband and I are long-time Volvo owners. We bought our first Volvo from Dyer & Dyer in Atlanta in 1986 after I was involved in a severe car crash sustaining life threatening injuries requiring a five week stay in the hospital. After the crash, I vowed to always drive the safest car I could possibly afford. The 240 DL Volvo we purchased in 1986 served us well and was as recently donated to a local charity. In keeping with tradition, we replaced the '86 with a used 1992 Volvo 240GL for our 16 year old son to drive.

We purchased our new S-80 in 2001 and have been very pleased with its comfort and ride, however, the reliability problems have been disappointing. My car has a history of "stalling out" that has occurred on several occasions requiring it to be repaired three times; on two of these times, the car had to be towed to the dealer.

On May 20, 2002 (25,204 miles), I brought the car to Dyer & Dyer after it stalled several times, once in the middle of an intersection. In this case, the car would start but could not hold an idle and immediately stalled after starting. The attached repair invoice indicates that the mass air flow sensor was replaced.

Barely a month later (June 27, 2002; 27,796 miles), the car left my husband stranded in a parking lot from where it was towed to Dyer & Dyer. This time Dyer & Dyer diagnosed the problem to be the throttle body and they replaced the unit.

On July 28, 2003, the S80 stalled out again, this time leaving me stranded on the Atlanta freeway. As I previously mentioned, this is an experience I do not ever want to repeat. The S80 had to be towed again to Dyer & Dyer Volvo and they diagnosed the problem to be the throttle body again.

Since my car had 53,208 miles on it and by the book was out of warranty, the service advisor told me that the repairs (parts and labor) would be at my expense. After a

Susan 1983

11199677

479527

DYER & DYER VOLVO

5250 PEACHTREE INDUSTRIAL BLVD.
ATLANTA, GEORGIA 30341
(770) 452-0077

www.dyeranddyer.com
service@dyervolvo.com



A Sonic Authorized Dealer

INVOICE

PAGE 1

FAYETVILLE, GA

HOME:

SERVICE ADVISOR: 9099 KELLY JONES

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	FINANCE	TAG
WHITE	01	VOLVO S602 2.9	YH1T994D011	27795/27795		T4802
OIL DATE		MILEAGE		SPONSOR		USE DATE
01JAN2001	01JAN2005	19:00	27JUN02	CASH	29JUN2002	
REG. PREP		READY	OPTIONS	DLR:7138 ENG:B62948-2.9 Liter		

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

A VEHICLE EQUIP. IS NIGHT TIME REVISIONS WILL BE STALL
CAUSE: 10

INSTALL/REPLACE (C)							
N93							(N/C)
1 8636753 9 GASKET							(N/C)
36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (B)							(N/C)
N93							(N/C)
DIAGNOSTIC TROUBLE CODE (B)							(N/C)
N93							(N/C)
PART#: 8644347							
COUNT:							
CLAIM TYPE: 01							
NOTE CODE:							

B ADVISOR NOTICED TAILLIGHT BULB OUT

35112-2 BULB TAIL LAMP REPLACE (C)							(N/C)
N93							(N/C)
35113-3 BULB TAIL LAMP SUBSEQUENT REPLACE (C)							(N/C)
N93							(N/C)
28 INKOTA VIRGEE LIC# 0							

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 1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty covers only the vehicle with respect to the sale of the hardware. The dealer hereby expressly disclaims all warranty, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor warrants any other person to assume for it any liability in connection with the sale of this hardware.

LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
TOTAL AMOUNT	
SALES TAX	
TOTAL AMOUNT	
SALES TAX	
TOTAL AMOUNT	

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (NAME)

CUSTOMER SIGNATURE

CUSTOMER COPY

11199677

498049

DYER & DYER VOLVO

5150 PEACHTREE INDUSTRIAL BLVD.
ATLANTA, GEORGIA 30341
(770) 482-0077
www.dyeranddyer.com
service@dyeranddyer.com

VOLVO



A Sonic Automotive Dealer

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 9099 KELLY JONES

FAVETVILLE, GA

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	01	VOLVO S80Z SAVER	YF1T894D011		53208/53208	T4902
DEL. DATE	01JAN2001	01JAN2005 08:00 24AM03				
OPTION		CLR:7138 ENR:B62945-2.9 liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CARRIER: 10							
MANIFOLD REMOVE INSTALL/REPLACE (2)							
				75	820	80	82.80
							(N/C)
							(N/C)
							(N/C)
				20			(N/C)
28461-3 ENGINE CONTROL MODULE PAINT TRACING							
				20			(N/C)

PC: 105M

COUNT:

AUTH CODE:

SPLIT FOR LINE A 100 LABOR

DONE *****COMPLETED AS PER CUSTOMERS

20	C			0.00	0.00
----	---	--	--	------	------

C PERFORM COURTESY CAR WASH (INCLUDES OUTSIDE WASH AND VACUUM)

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this hardware. 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 warrants any other person to assume for any liability in connection with the sale of this hardware.

SALES TAX	
SUBLET AMOUNT	
CUSTOMER SIGNATURE	

CUSTOMER COPY

11199677

498049

DYER & DYER VOLVO

8280 PEACHTREE INDUSTRIAL BLVD.
ATLANTA, GEORGIA 30341
1778 482-0077
www.dyeranddyer.com
service@dyeranddyer.com

VOLVO

INVOICE

DUPLICATE 1
PAGE 2



FAYETVILLE, GA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 9099 KELLY JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	WARRANTY IN / OUT	TAX
WHITE	01	VOLVO S802 9AER	YV1794D01	[REDACTED]	53208/53208	04902

01 JAN 2001 01 JAN 2005 08.00 2480303 CASH 31 JUL 2003

OPTIONS: DLR:7138 EN3:B62949-2.9 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
11.03	10	JUL03	10:22	31	JUL03		

WASH AND VACUUM

SUB *****REPAIRS PERFORMED BY SUMLET

801 C 0.00 0.00

SUBL TOPCAT TOWING INV#36752 PO#271214 VIN#199677 TOW-IN
PO#498049

109.00 109.00

CUSTOMER PAY EPA FEE CHARGE FOR REPAIR ORDER 9.20

TO YOUR SATISFACTION. YES...NO....

IS THE HOME PHONE NUMBER ON THIS INVOICE
CORRECT AS OF THIS DATE

DATE TIME
JUL 3 2003

BY
DYER & DYER INC

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranty with respect to the sale of this hardware. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor disclaims any other degree of liability for it, any liability is construed with the sale of this hardware.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	128.80
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	109.00
EPA CHARGE	9.20
TOTAL CHARGE	247.00
LESS PAYMENT	0.00
SALES TAX	0.64
PLEASE PAY THIS AMOUNT	247.64

CUSTOMER COPY

WEE & WEE WILCO 9501
3250 PEACHTREE INDUSTRIAL
CIRCLE, GA 30311

TIME 3:10 PM DATE 07/11/83
TERMS 0048020 MEM 0001300006197
TRM TYPE SALE
MACHXXXXXXXXXXXX
CASH TYPE AMEX
SER # 00
TICKET # 000000000
WITH CDE 503846

TOTAL: \$247.64

CUSTOMER COPY

Name

Address

City

Kingston

State

MA

Zip

Business Telephone Number

Home Telephone Number

Where you can be reached during our working hours

VEHICLE IDENTIFICATION NUMBER (VIN)

VIN: YV1S2SBD01

Selling Dealer:

South Shore Imported Cars, 75 Pond St. Norwell
MA

Brief Description of Consumer Concern:

See attached letter

RECEIVED
AUG 23 2009

Certified

CUSTOMER SERVICE

Kingston, MA

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

Attn: Customer Support Specialist

Ref: Volvo V70 Station Wagon
VIN: YV1SZ58D0

Dear Volvo Customer Support Specialist,

I am writing to express my dissatisfaction with my 2001 Cross Country wagon.

We were drawn to Volvo because of your reputation for safety. The All Wheel Drive system was particularly attractive to us because we do a lot of driving in wet, snowy conditions. The Cross Country wagon's traction system has proven to be competent and has given us peace of mind on treacherous roads. However, many other mechanical problems have occurred, causing risks that far outweigh the benefits of the All Wheel Drive system.

We purchased our wagon from South Shore Import Cars in Norwell, Massachusetts in September, 2000. Although the cost of the car exceeded what we had budgeted, we were willing to pay more for what is marketed as a safe and reliable vehicle. Within the first few months of driving the car, I was forced to make repairs to the car's electrical system for brake lights, headlights, and turn signals. This many times has caused me to be stuck in traffic for minutes, a minor compared to the safety issue. What repairs are the potential hazards of driving, even short distances, with no turn signal, a burnt out headlight, or lack of brake lights?

Next, the main rear engine seal blew, and I was forced to borrow vehicles or rides to and from work for two weeks until the Volvo service department could fit me into the schedule and replace it. This repair fell under warranty, therefore no cost was incurred for the repair, with the exception of my time and the time of those who came to my aid with rides.

Only a few thousand miles after that correction, the engine began skipping and surging anytime a speed of 60 MPH was sustained in excess of 30 minutes. (Simpler words, during any highway driving.) Since the symptoms were intermittent and not consistent, I thought perhaps I had been pumped a bad batch of gasoline. One day, while driving on the highway during rush hour, in

heavy traffic, the engine again began surging and bucking until the motor halted and depression of the gas pedal yielded no response whatsoever. During the frightening moments that it took to make my way to the side of the road with several close calls, I managed to avoid collision. I sat in the breakdown lane for several minutes with my hazards flashing, my infant niece in the back seat, with cars whizzing by us on the expressway. The car eventually re-started and I was able to pull off at the next exit. As it turns out, the Electronic Throttle Control had failed, and Volvo service replaced it under warranty. Ask me how safe I felt in my Volvo that morning.

Within weeks of that repair, I was experiencing a humming and screeching noise in the vicinity of my right rear wheel, especially while cornering. The noise grew progressively worse. Upon consultation with Volvo service, we determined that the right rear wheel bearing had deteriorated at a mere 56,000 miles. At a cost of \$600.00, replaced it. Another problem was solved with major inconvenience and expense. Volvo service, including the Volvo service department, admitted that this wheel bearing failure was highly premature.

Now, only three weeks and one thousand miles later, another humming noise has begun, this time from the right front wheel bearing. The cost of this repair is estimated at \$550.00, and yet again a few days without my car. My right front turn signal has burnt out again. Recently, my husband was stranded roadside when what would have been a routine flat tire change turned into a several hour ordeal because the second tire iron that Volvo had replaced broke.

After speaking to other Volvo owners, as well as the Volvo service department at South Shore Imported Cars, we have confirmed that these issues are not isolated to my Volvo. Most other Cross Country owners are experiencing the same mechanical difficulties. In Tulsa, Oklahoma shared a similar horrifying experience on a five lane freeway. ETC.

I have owned a Volkswagen Rabbit, an Acura Vigor, a Nissan Maxima, and a Mercury Villager, all of which I drove in excess of 75,000 miles, some to 130,000+ miles. I never had a bulb fail in any of these vehicles, nor a throttle problem, nor an engine oil seal leak. I never replaced a wheel bearing in any of these cars until well over 100,000 miles. All of these cars cost far less than the Volvo and none of them use the "Safety" slogan as their marketing ploy.

When do the problems end? Every time I climb into my car, I brace myself for the next incident, rather than feeling comfortable and secure. What will be the next mechanical failure, and will I be fortunate enough to pull to the side of the road safely, or will the next Volvo problem cause tragedy? What will it take to convince Volvo that this model is not the safe and reliable vehicle it was marketed to be, but a maintenance nightmare at least, and, more accurately, a time bomb of mechanical safety failures on wheels!

Respectfully Yours

Note: Allow me to stress that the service department at South Shore Imported Cars in Norwell

has been accommodating and expedient with repairs. Vincent Perri and Don Huggan are exceptionally knowledgeable and helpful.

cc Vincent Perri
Adam Skolnik
Michael Broadbent

RECEIVED
AUG 29 2003

CUSTOMER RELATIONS

[REDACTED]
Albany, New York
[REDACTED]

August 26, 2003

Volvo Finance North America, Inc.
1700 Jay Ell Drive
Richardson, Texas 75081

Attention: Mr. Patrick Rucker

Volvo North America
Seven Volvo Drive
Rockleigh, New Jersey 07647

Attention: Mark R. Laneve, President

Re: Account No.: [REDACTED]
Volvo V702.4TSR
Maturity Date: September 15, 2003

Dear Messrs. Rucker and Laneve:

As I explained to your representative during our recent telephone conversation, I have elected not to purchase my car at the end of the lease and will be returning it to Keeler.

There are two items that you should be aware of. By way of background, this is the second Volvo I have leased in the last 8-10 years. My first Volvo was an 850 GLT, which I purchased at the expiration of the lease. When I was making the deal to lease the 2001 V70, I was not advised of the \$500 "processing fee" for returning the car at the end of the lease. I was first advised of this when I took delivery of the car. I told the salesman from Keeler to take whatever steps were necessary to eliminate this undisclosed cost; I never heard from him again. Obviously, this is not a large expense, but I was extremely upset that the charge was not disclosed up front after I took great pains with the salesman in explaining that I wanted to know all costs, in writing, before I made

August 26, 2003

Page 2

the deal. You should know that if the fee is not waived, I will never lease or purchase a Volvo product in the future.

Second, with under 59,000 miles on my 2001 V70, the accelerator mechanism failed. The cost for repairing this was \$971.27 (see attached invoice) and I had to rent a car while the car was in the shop for five (5) days. Clearly, this should not have failed—regardless of whether the car was no longer under warranty.

Before I make a decision regarding leasing a new vehicle to replace the V70 I would appreciate hearing from Volvo. I need to know: (1) if Volvo is still standing behind the quality of its products, and (B) whether Volvo will be collecting a penalty ("processing fee") from its customers who choose to return the vehicle at the end of the lease term. Thank you.

Very truly yours,

JMN/las

cc: Keeler Volvo



RECEIVED
AUG 22 2003

Windham, NH

CUSTOMER RELATIONS

August 19, 2003

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

Dear Sir/Madam,

I am the owner of a 2000 S80 T60, which I purchased new in June of 2000. Since that time, I have serviced my vehicle, at the Volvo dealership, religiously every 7,500 miles, per Volvo guidelines. I have also purchased a new 2002 S40 Volvo for my daughter, as a college graduation present and plan to do the same for my other daughter and son. I have been very pleased with these vehicles, and the dealer in Manchester, New Hampshire.

I brought my car in for service due to a slight hesitation and an "Engine System Service Urgent" displayed. This resulted in an \$820.96 charge for a throttle unit accelerator pedal failure. After discussing this with other Volvo owners and a Volvo mechanic, I was told that this is a very common problem with the 1999 and 2000 S80's. I believe this to be a defect in this particular part and believe that Volvo should be responsible for the replacement. My Volvo has 77,000 miles on it, and is obviously beyond normal warranty.

My expectation is that Volvo will grant me \$820.96, either in cash or in credit to be used toward future service costs at my dealership. I have attached a copy of the invoice for your review. This invoice shows my vehicle identification number and a detailed bill. Otherwise, I would have great difficulty continuing to purchase Volvo automobiles in the future.

Thank you for your anticipated cooperation.

Sincerely,

RPB/cap
Attachment

CUSTOMER NO. 5578	ADDRESS MERRIMACK STREET 40-56 MERRIMACK, NH	CLNO NO. 114344	INVOICE DATE 05/13/04	INVOICE NO. VOC5101567
LABOR RATE 45.00	YEAR/MAKE/MODEL 2004 VOLVO V40	WARRANTY 3/36/100	SALES TAX 05/29/00	STOCK NO.
SALES TAX 05/29/00	DELIVERY MILE 65	SALES DEALER NO. R0110001	PRODUCTION DATE	
			DATE 05/13/04	
			MAILED OUT NO: 77/06	

187-0
 1808 PARTS
 1808 PARTS
 ENGINE LIGHT HOURS: 2.50 TECH(S):67
 EMISSION SYSTEM SERVICE REQUIRED. CAR HAS HESITATION
 SCANNER RETURNED FAULT CODES: P0401 AND P1A7
 THROTTLE LINKAGE ADJUSTOR PEDAL FAILURE
 REPLACED THROTTLE LINKAGE AND RELOADED SOFTWARE.

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE
			THROTTLE BODY	521.00
			ACCELERAT	85.00
JOB # 1 TOTAL PARTS				606.00
JOB # 1 TOTAL LABOR & PARTS				651.00

187-0
 1808 PARTS
 1808 PARTS
 HOURS: 1.50 TECH(S):67
 FRONT AND REAR TIRE ROTATION AND TIRE TIGHTENING

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE
			FRONT TIRE	25.00
JOB # 2 TOTAL PARTS				25.00
JOB # 2 TOTAL LABOR & PARTS				26.50

187-0
 1808 PARTS
 1808 PARTS
 HOURS: 2.00 TECH(S):67
 REAR ROTORS AND PADS
 REAR BRAKE SYSTEM
 REAR BRAKE PADS AND ROTORS
 CLEANED & LUBED ALL CALIPER PINS & SLIDES.

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE
			REAR DISC	43.50
			REAR PAD KIT	49.10
JOB # 3 TOTAL PARTS				92.60
JOB # 3 TOTAL LABOR & PARTS				94.60

187-0
 1808 PARTS
 1808 PARTS
 HOURS: 1.50 TECH(S):67
 PERFORM FOUR WHEEL ALIGNMENT
 ADJUSTED ALL SETTINGS TO FACTORY SPEC

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				85.00

MERRIMACK STREET VOLVO 40-56 Merrimack St. P.O. Box 6708 Manchester, N.H. 03108-5708 (603) 823-8015

CUSTOMER NO. 6858	ADVISOR ALFRED WRIGHT IV 64	CARD NO.	INVOICE DATE 08/14/03	INVOICE NO. UDCS101567
	LABOR RATE 75.00	MILEAGE IN 11700	COLOR STILVER/GRAP	STOCK NO.
	YEAR/MAKE/MODEL 00/VOLVO/S80T-6ASR/4DR		DELIVERY DATE 06/29/00	DELIVERY MILES 65
	VEHICLE NO. OR Y V I S 9 0 0 X Y 1		DEALER NO. 808 11021	PRODUCTION DATE
	PTE NO.		R.O. DATE 08/13/03	
	CW 114344	FW 1950365		MILEAGE OUT MI: 77/06

TOTAL \$

THANK YOU FOR CHOOSING TO HAVE YOUR CAR SERVICED AT MERRIMACK ST. GARAGE. WE HOPE THAT YOUR EXPERIENCE TODAY RATES AN IMPROVED "10". IF, HOWEVER, IT WAS ANYTHING LESS THAN "10" WE HOPE YOU WILL TAKE A MOMENT TO LET US KNOW HOW WE CAN CHANGE THE LESS THAN "10" TO A "10" IN THE FUTURE. ONCE AGAIN, WE THANK YOU FOR YOUR PATRONAGE AND LOOK FORWARD TO SERVING YOU AGAIN.

AS ALWAYS, PLEASE DRIVE SAFELY.

IN ORDER TO ASSURE THAT YOU ARE COMPLETELY SATISFIED WITH OUR SERVICE, WE NEED TO PERFORM A DEALER FOLLOW-UP WITH YOU. WHEN AND HOW WOULD YOU LIKE US TO CONTACT YOU?

TELEPHONE:
FAX:
E-MAIL:

TOTAL LABOR....
TOTAL PARTS....
TOTAL SUB ET....
TOTAL G.O.G....
TOTAL MISC. CHG....
TOTAL MISC. DISC....
TOTAL TAX....
TOTAL INVOICE

CUSTOMER SIGNATURE

Alfred Wright

Rinehart

BERNARD STREET GARAGE
48-56 BERNARD ST
MANCHESTER NH 03101
603-623-8800
413-865-4800

01-00548883615 0215

DATE 08/14/02 TIME 09:45 P.

ITEM: 001 001.00E
ACCT: [REDACTED] EXP: 08/04 C
ISSN: 1.74777 21546
INV: 101547
CASH: 001 091026527064761 ACCT: E

TOTAL: \$2191.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUED HEREON
WHENEVER APPLICABLE IF CREDIT ISSUES.



THE CUSTOMER'S SIGNATURE

RECEIVED
SEP 2 2003

Demetrios Kildonas
14-03 Bell Blvd.
Bayside, NY 11360
(718) 423-8718



Seven Vales Drive
Rockleigh, New Jersey 07647

RECEIVED
SEP 2 2003

Dear Volvo Customer Care Center,

Subject: Karp Volvo of Rockville Center New York

CUSTOMER RELATIONS

I had purchased a 2000 Volvo S80 T6, VIN number YV1TS90D7Y1078113 in January of 2003. I decided to get my car serviced at Karp Volvo of Rockville Center, NY on January 7th 2003, since it was the most convenient location. They had told me everything was fine with car, after a diagnostic check, except for the rear license plate bulb, which was promised to me within the week. That was not fulfilled until March 26th 2003 because I had to get my car checked for a rattling noise at the front of the car. I was told that the right side ball joint and the stabilizer links were changed and everything was fine. Up to this point I was satisfied.

On June 5th of 2003 I serviced my car because it had stalled many times upon stopping and a few times while in motion. The RPM's gauge would jump violently as well. I was told my mass air flow sensor was defective and they had changed it at no charge through my warranty. Unfortunately the car still will in need of service because the problems still persisted however my son drives the car, and he is going to Greece for the summer. He had called the first week of August and scheduled an appointment as soon as possible because it was a danger to him and other passengers. The service department gave him an appointment for August 26th 2003 for the same problem that should have been fixed in June. After the diagnostic checks were done he had received a phone call from the service department that the car needs a right side O₂ sensor, a right side ball joint, and a throttle body service. They also stated that my warranty had expired.

I talked with them that this problem should have been fixed in June and that they never fixed my car. I said that they should have. They simply replied that my warranty expired and nothing can be done. I don't understand in that how is it that these problems did not come up in the diagnostics test when they were done in June and all of a sudden I have a list of problems with my car? I feel it is great injustice. In addition I would like to add that my front right ball joint was faulty in March of 2003, and that it was defective again in August, meanwhile the left one was never raised. There should be some sort of guarantee on these parts, I told their service department, but they simply said that since there was a warranty on the car then, the part can only be replaced under warranty. So why doesn't it work this way for the stalling problem? Shouldn't I be rewarded warranty service for a warranty problem that I had gone for in June?

This is my last attempt and I am... [Redacted]

I have enclosed copies of the statements from Karp Volvo and I hope you will be a great help with this dispute. Thank you very much for your time and patience.

Sincerely,

Demetrios Kildonas



4230718

145911



INVOICE

382 SUNRISE HIGHWAY
ROCKVILLE CENTRE, N.Y. 11570
8109 764-4242
FAX 8109 764-7028

BAYSIDE, NY
HOME: [REDACTED]

PAGE 2

BOS:

SERVICE ADVISOR: 545 PATTI ANN WESTRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	YAG
BLDE	00	VOLVO S80TS	YV769007Y1		34328/34329	T8037
DEL DATE	PROG DATE	WARRANTY				

10ADG1999	17:00	07JAN03	VARYS	CASH	07JAN2003
R.O. OPENED	READY	OPTIONS:	DER:8433	ENG:B6284T-2.8 Liter T-6	
07JAN03	07JAN03	1)K-2V3409	P-41700	I-8A5A00	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
34329	REQ	0.5	LOF				

 TECH FOUND: [REDACTED]
 VEHICLE
 CAUSE: [REDACTED]
 35114-2 BULB LICENSE PLATE LIGHTING-REPLACE (C)
 586 WWS2
 2 949671 2 BULB
 FC: PART#: 949671 COUNT: [REDACTED]
 CLAIM TYPE: [REDACTED]
 N/C

PARTS:	0.00	LABORS:	0.00	OTHER:	0.00	TOTAL LINE 3:	0.00
--------	------	---------	------	--------	------	---------------	------

34329 INCD BULBS BOTTLED IN BOX OF 2 BULBS LICENSE PLATE LIGHTING-REPLACE
 ORDERED L/F LICENSE PLATE SOCKET WHICH IS ROTTED--BULB WILL NOT
 BE USED

 PROPOSED CHG CHANGE: [REDACTED]
 TWO LICENSE PLATE BULBS. HAD
 TO BE ORDERED IN BOX OF 2
 BOC KIT, BULB WILL NOT
 TALLE. CHECK OVER VEHICLE
 COMPLETE AND RESET D

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------	------------

DESCRIPTION	TOTAL
LABOR AMOUNT	130.66
PARTS AMOUNT	9.85
SALES TAX	19.00
DISCOUNT AMOUNT	0.00
SALES CHARGE	0.00
TOTAL CHARGES	159.51
SALES TAX / DISCOUNT	0.00
SALES TAX	13.48
PLEASE PAY THIS AMOUNT	172.99

DISCLAIMER OF WARRANTY
 ANY WARRANTY ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KARP VOLVO, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP VOLVO, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
 I hereby authorize the above repairs to be done on my car by the above named shop. I understand that the shop is not responsible for any damage to my car or any loss of my car or any other property while it is in their possession. I understand that the shop is not responsible for any damage to my car or any loss of my car or any other property while it is in their possession.
 KARP VOLVO IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.
 YOU MUST RENT 18-YEAR CAR WITHIN 24 HOURS AFTER REPAIRS OR A \$75.00 PER DAY STORAGE FEE WILL BE IMPOSED.
 LIMITED WARRANTY
 KARP VOLVO PARTS CARRY A LIMITED 12 MONTH PARTS REPLACEMENT WARRANTY FOR DETAILS.
 ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.
 DEALER REG. # R 7083219

CUSTOMER COPY

Thank You!

4230718

155592



INVOICE

382 SUNRISE HIGHWAY
ROCKVILLE CENTRE, N.Y. 11570
(818) 784-4242
FAX (818) 784-7028

BAYSIDE NY

PAGE 2

HOME:

BOB:

SERVICE ADVISOR: 545 PATTI ANN NESTRAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	00	VOLVO S80T6	YV1TS90D7Y1		42582/42586	15557	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10AUG1999			18:00 05JUN03		VARYS	CASH	05JUN2003
R.O. OPENED		READY	OPTIONS: DER:8433 ENG:B6284T-2.8 Liter T-6 K-2V3409 P=41700 I=8A5A00				
05JUN03	05JUN03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
42586	BROKEN	REMOTE	0.5	REPLACED AND PROGRAM WITH SOFTWARE 1 REMOTE			

D-+ CUST STATES LEFT SIDE LIC PLATE BULL INOP
CAUSE: E
300 ELECTRICAL FAULT TRACING PROCEDURE
595 WV93
1 9187153 3 LAMP BODY
PL: PART#: 30634364 COUNT:
CLAIM TYPE:
ADTH CODE:

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

42586 BOTTLED LICENSE PLATE LIGHT SOCKET 0.5 REPLACED LICENSE PLATE
LIGHT HARNESS AND TRUNK RELEASE ASSEMBLY, REPLACED R/S LICENSE PLATE
LAMP SEPARATING
REPLACED AIR MASS FLOW SENSOR
SUPPLIED 1 REMOTE CONTROL
REPLACED LEFT SIDE LICENSE
PLATE HARDWARE, PROVIDED COURTESY CAR

DISCLAIMER OF WARRANTY ANY WARRANTY ON THE PRODUCT SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KARP VOLVO, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP VOLVO, INC. NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF KARP PRODUCTS.	KARP VOLVO IS RESPONSIBLE FOR LOSS OR DAMAGE TO ITEMS OR ARTICLES LEFT IN CAR IN CASE OF THEFT, OR ANY OTHER CASE BEYOND OUR CONTROL.	LABOR AMOUNT 48.86 PARTS AMOUNT 140.56 LIC OR LAMP 0.00 SUBLET AMOUNT 0.00 ASSC CHARGES 0.00 TOTAL CHARGE 189.42 LESS DIS / DISCOUNT 0.00 SALES TAX 16.58 PLEASE PAY THIS AMOUNT 206.00
	YES, WE'VE BEEN THROUGH CAR WASHES SO MANY TIMES AFTER PURCHASE AND WE'VE BEEN THE ONLY STORAGE FEE WILL BE REPAID.	LIMITED WARRANTY KARP VOLVO OFFERS A LIMITED WARRANTY ON THE PARTS WE USE FOR OUR CARS. ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE. DEALERSHIP # R 7082219

CUSTOMER COPY

Thank You!

4230718

161205



INVOICE

PAGE 2

200 BUSINESS CENTER
ROCKVILLE CENTER, N.Y. 11870
18181 784-4242
FAX (818) 784-7028

BAYSIDE, NY

HOME:

BUS:

SERVICE ADVISOR: 545 PATTI ANN WESTBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	00	VOLVO S80T6	YV1TS90D7Y		45446/45445	1B497	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	FO. NO.	RATE	PAYMENT	INV. DATE
10AUG1999			18:00 26AUG03		VARYS	CASH	27AUG2003
R.O. OPENED	READY	OPTIONS: DLR:8433 ENG:86284T-2.8 Licor T-6					
26AUG03	27AUG03	1)K-2V3409 P-41700 I-8A5A00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PERFORMED PRE-PAID OIL & FILTER CHANGE, REMOVED NAIL FROM D/S REAR TIRE & REPAIRED ADVISED CU ST THAT VEHICLE NEEDS RIGHT REAR O2 SENSOR, THO TLE BODY CLEANED, RIGHT FRONT BALL JOINT (HAS EXCESSIVE PLAY), FRONT BRAKE PADS LOW, BUBBLE I N LEFT FRONT TIRE & BOTH TIRES WORN ON OUTER ED							

R/R rear O2 \$ 500
 front bumper pads \$ 183
 THROATIC BODY SERVICE \$ 250
 R/F ball joint \$ 225

<p>NAME VOLVO IS RESPONSIBLE TO CARE IN ARTICLE LEFT IN CASE OF DAMAGE BY OTHER CONTROL.</p> <p>THESE VEHICLE PARTS ARE COVERED BY A LIMITED WARRANTY. ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE. DEALER REG. # R 709218</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT 0.00</p> <p>S&E, OIL, LUBE 0.00</p> <p>SALES AMOUNT 0.00</p> <p>FINCH. CHARGES 0.00</p> <p>TOTAL CHARGES 15.00</p> <p>LESS INTCOUNTY 0.00</p> <p>SALES TAX 1.31</p> <p>PLEASE PAY THIS AMOUNT 16.31</p>
--	---

CUSTOMER COPY

Thank You!

Wrentham, MA.

August 29, 2003

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

RECEIVED
SEP 3 2003

CUSTOMER RELATIONS

Reference : 2000 Volvo V70AW8C ETS Problem

Dear Sir/Madam;

I recently had an experience with my Volvo I hope no one else will have to go through. I was traveling on Route 495 north in Massachusetts during morning rush hour. My car suddenly, and without warning, stalled in the middle lane, just before a large traffic merge in Milford with route 109. It was the scare of my life as traffic bared down on me as I was helpless to do nothing but put on my flashers.

The ETS light and the check engine light both came on.

I looked in the owner's manual for anything to do with ETS - NOTHING.

At this point, about 1 minute had passed (it seemed like an hour), I tried to start the car again.

It just stalled again. I waited about 5 minutes and tried to start it again. It started.

I realized, that it wasn't bad gas or a clogged gas line, because it started again, and ran smooth to work.

I didn't have another experience until a week later when I was on route 9 in Frammingham at noon on Saturday. It stalled again. I waited 3 minutes, started the car, and was on my way.

I called my Volvo dealership - Dalzell Volvo who explained to me that it sounded like the throttle body would have to be replaced, and that this car didn't have a normal throttle. Software had to be reloaded. Total cost would be \$780.00. Since my car had over 83,000 miles on it, it was out of warranty, and I would have to pay the total cost.

You know, I've had Volvos for the past 22 years. They've been wonderful cars, and I've had peace of mind knowing that they were safe. I have no problem paying for parts when the car is out of warranty if the part is for normal wear and tear.

I have a real problem with this recent situation. I don't understand why my car doesn't have a normal mechanical throttle. Replacing it didn't give me any peace of mind. *It could happen*

~~again at any time. I feel this is a major safety problem.~~ I don't feel at all comfortable with my car or with Volvo if this is the direction Volvo is going.

I also don't think you should make the customer pay the full cost of this repair when it is a safety issue which Volvo should rectify. As far as normal wear, how do you measure software degradation? Fortunately I have a little mechanical savvy; enough to have been able to limp along with my car until the dealership could work on it. (Minimum of 1 week wait. They were pretty booked up.) I had to limp along stalling at least twice a day until I took it in for repair. Renting a car for one week would have been too expensive.

I would appreciate it if you would reimburse me for the expense.

Sincerely,



3847304

1 3 3 2 7 5



DALZELL MOTOR CO., INC
825 PROVIDENCE HWY. RTE. 1
DEDHAM, MA 02026
(781) 328-1100

INVOICE

PAGE 1

WRENTHAM MA 02093

HOME:

BUS:

SERVICE ADVISOR: 201 COLIN AYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/CITY	TAD	
BLACK	2000	VOLVO V70AMXC	YV1LZ56D7Y2	1370RE	83235/83243	2159	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROBNO	FD NO.	RATE	PAYMENT	INV. DATE
17DEC1999			17:00	14AUG98	81.75	CASH	15AUG2003
A.G. OPENED.		READY	OPTIONS: BIK,N11191 DLR:3634 1)PRESS HOBSON 2)W				EXT-2770
07:04	13AUG03	11:47	15AUG03				

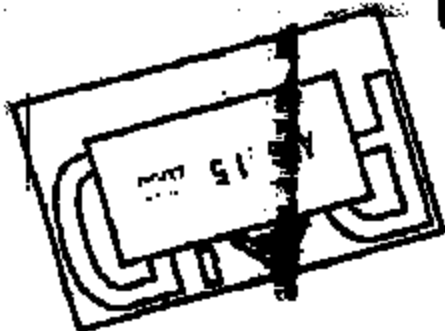
LINE	OPCODE	TECH	TYPE	BORES	LIST	NET	TOTAL
A CUSTOMER STATES BTS LIGHT COMES ON, CMR STALLS FREQUENTLY. BTS REPLACE THROTTLE BODY ASSY--Q25L280							
				153 CPV		204.38	204.38
1	8644347	0	THROTTLE BODY		521.00	521.00	521.00
1	8636753	9	GASKET		2.46	2.46	2.46
1	9438298	3	FTM RELOAD		25.00	25.00	25.00

BTS LIGHT ON, ENGINE STALLS
FREQUENTLY, NEEDS THROTTLE
BODY, REPLACED, DOWNLOADED
SOFTWARE, ROADTEST.

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

VOLVO

USA



SALES HOURS
Monday - Thursday
8:30 - 5:00
Friday
8:30 - 6:00
Saturday
8:00 - 5:00
Sunday
12:00 - 5:00

PARTS AND SERVICE HOURS
Monday - Friday
8:00 - 5:00
Saturday
8:00 - 1:00

Volvo Genuine Parts and Accessories are backed by a 12-month limited warranty. Volvo even backs its engine warranty.* Genuine Volvo Parts are available at Dalzell Volvo dealers. Never accept anything less than the original. Ask for Genuine Volvo Parts and Accessories.

* See Dealer for complete details. Volvo's Limited Warranty and Limited Lifetime Warranty.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Ant-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflect our determination to make law in addition to our concern for the preservation of the environment.

204.38	204.38
548.46	548.46
0.00	0.00
0.00	0.00
27.43	27.43
PLEASE PAY THIS AMOUNT	

CUSTOMER

1003

Volvo Cars of North American, Inc.
P.O. Box 914
Rockleigh, N.J. 07647-0914

RECEIVED
SEP 8 2003

CUSTOMER RELATIONS

Dear Customer Services,

After waiting for a response for over an hour on your customer service telephone line, I am writing a letter. I would have preferred to discuss the problems I am having with my Volvo in person. I am not sure why after three different attempts, I am not able to find a person to respond to my telephone calls and am left "on hold". Hopefully, this is not an indication of the number of people attempting to reach customer services.

I have owned my 2001 Volvo V70XC for three years.
My VIN# is YV1SZ58D51 [REDACTED]

My car has reached 46,000 miles and I am very concerned about whether I own a Volvo that will last me "for life". I travel over an hour for car service at the dealer where I purchased my Volvo (Scoville in Corvallis, Oregon). I have done this 11 times for normal services. I have traveled the same distance for "problems" 13 times. Let me summarize the problems I have had with my vehicle.

- 22,172 Rear Tailgate latch replaced
- 28,000 30K service where "no problems" were detected
- 30,709 Two weeks after the 30K service my car was disabled while on a trip out of state because the spindle bolt had worked loose and was hitting the axle.
- 33,594 After two trips to the dealer the bolt parts were installed and damages repaired, along with a faulty left front marker light cover.
- 34,311 Right rear door latch faulty, driver mirror faulty and coolant tank cap faulty...all had to be replaced.
- 35,612 Multiple visits (3) to have the correct driver mirror installed
- 39,425 The beginning of a total of 5 visits to have "performance problems" diagnosed. Finally, a "faulty throttle" registered on the computer and could be ordered and replaced.
- 41,171 Car "breaks down" and has to be towed to dealer (Easter weekend and no response from Volvo roadside assistance). Dealer discovers that throttle installation had been inadequately completed. Repairs were made.
- 42,000 No power to sunroof, reading lights and rearview mirror lights and did not appear to be a fuse. I tried calling Volvo customer service and was kept on hold one hour and I finally hung up. The dealer technician could not see me for repairs for five days. After two days unit started working again.

- 46,343 Car taken in for oil change and 45K service. I informed service technician of recent performance problems, and the power failure to sunroof that I had temporarily experienced. At my requests the technician checked the computer codes and found that the IAT sensor had to be replaced. Also reprogrammed the sensor for sunroof and lights. This took two visits to accomplish.

When I purchased this automobile for \$40,000 it was with the understanding of keeping my "Volvo for life". I cannot believe that the problems I have experienced are "normal" quality car problems. I am quite convinced that I have received a "Lemon". Now I am faced with the dilemma of what to do with a car plagued with problems and about to reach the end of the warranty period.

This is why I am asking your assistance. I need you to respond to me with a solution for my consistent problems. The fact that I have to return to the dealer multiple times for every problem that occur, and that I cannot seem to reach a person when I call Volvo customer service, has me very frustrated. I do not feel that I received the Volvo that was represented in my owner's guide. I have been pleased with the services offered at Scoville Volvo, but there is only so much that can be done with a car that presents so many problems. They do not seem to know what to do except to tell me that my experience is not "typical" of Volvo owner.

I need to be advised as to the next steps that can be taken to provide me with the vehicle that I intended to buy. I do not wish to continue to drive a car that is clearly falling apart piece by piece.

Thank you for your prompt assistance.

[REDACTED]
Dallas, Oregon
[REDACTED]



Lamar Kimble
800 Coulter Dr.
Tulsa, Ok. 74111-7020

4/17/03

RECEIVED

SEP - 2 2003

To: Whom It May Concern **CUSTOMER RELATIONS**

First of all I'm grateful to Kraft, auto & Trucking (McChris Kraft) for his willingness to assist me with the cost of repairing my car. This repair was needed while the car was still under warranty. It had been taken in prior to warranty expiration, the throttle body was repaired. "When it fact it should have been replaced. After driving the car for a while the same problem came up again. @ this time, the car was no longer under factory warranty. After McChris spoke with Volvo rep. it was clear that Volvo didn't really want to assist with the cost. It is clear, the problem existed before the factory warranty expired. After a lot of back & forth with Volvo, you finally decided to pay for 1/2 the cost of the part which cost \$600. Volvo has the obligation to cover the full cost due to factory warranty. I would expect this to happen frequently with an extended warranty.

I've been a Volvo customer for many years. This is no way to treat a valued customer. Yes, you have a good product, but @ the point, I question your statement about standing behind your product. The sell is one thing; but service is another. Volvo must be treated with the respect that I deserve after being a long time customer.

Kraft, in my view, has a service dept. that's really second to none. You really had to think twice about the decision made in my case recently. As a matter of fact, I'd already begun to look @ the way I might find another purchase. It goes without saying, I'll really think long + hard before I do that. Over the years, many of my colleagues have been encouraged by me to purchase Volvo products.

I spoke with an agent by the name of Tom and conveyed my feelings regarding the issue. After you have researched the issue @ hand, a letter would be appreciated. It's nice to know it do would like to rethink your position.

Here and do the right thing. Paying
Jelly for this repair expense is right
for two reasons. First, morally it's
the right thing to do and secondly,
it's what any reputable & established
business would do.

Sincerely,

A Very Very Sincere



You may reach me via [Redacted] 61
[Redacted] (Home) or [Redacted]
[Redacted] (Business).

K R A F T

MOTORCARS

NISSAN VOLVO OLDS

5011 West Tennessee Street
Tallahassee, Florida 32304
(850) 576-6171
MV-45890

cell

556-6686

JOB # 4782	LICENSE # 121	REG. NO. 2850	VIN 862703	MILEAGE 10000
	YEAR / MAKE / MODEL 87811		REGISTRATION	SALES TAX
TALLAHASSEE, FL	ADDRESS		PHONE	
RESIDENCE PHONE	BUSINESS PHONE	TAXPAYER	DOB 08/03	REPORTS 1

MB-57600

A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$20.00.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed 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 said products. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

WEBSITE DIRECTLY OVER UNLESS ARRANGEMENTS MADE
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 inclusion of a vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts due to the manufacturer or transporter. I hereby grant you and your employees, permission to operate the vehicle herein described at all times, highway or otherwise for the purpose of testing and/or repairs. An eligible mechanic will be hired, authorized to operate vehicle to approximate amount of repair time.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

CUSTOMER'S SIGNATURE

MISC. CHARGES REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL.

CUSTOMER SIGNATURE

04:22pm

LABOR & PARTS	DESCRIPTION	UNITS	TECH(S)	PRICE
JOB # 1 100LZ06	CHUCK ENGINE LIGHT SWELL	50.00	105	0.00
	CUSTOMER STATES CHECK ENGINE LIGHT ON PERFORMED ALL FACTORY RECOMMENDED TEST PLUMB REPAIR TO REPLACE THROTTLE TO CORRECT GOODWILL PARTISANATION VOLVO 50/50 WITH CUST.			WARRANTY - 50.00
PARTS	DESCRIPTION <td>UNIT PRICE <td></td> <td></td> </td>	UNIT PRICE <td></td> <td></td>		
JOB # 1	8644347-0 THROTTLE BODY	288.04		288.04
	CUSTOMER = 50.00	WARRANTY - 50.00		
JOB # 1	8636753-9 CASE	2.21		2.21
	CUSTOMER = 50.00	WARRANTY - 50.00		
JOB # 1	9116248-3 ETN BELT	18.69		18.69
	CUSTOMER = 50.00	WARRANTY - 50.00		
JOB # 1 TOTAL PARTS				288.94
JOB # 1 TOTAL LABOR & PARTS				288.94
JOB # 2 100LZ	INSTALL THROTTLE BODY AND PERFORM TEST	2.00	105	INTERNAL
	LABOR PARTISANATION			
	LABOR GOODWILL KRAFT MOTOR CAR CO. FOR THROTTLE BODY AND TEST			
PARTS	DESCRIPTION <td>UNIT PRICE <td></td> <td></td> </td>	UNIT PRICE <td></td> <td></td>		
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
TOTALS				
TOTAL LABOR				0.00
TOTAL PARTS				288.94
TOTAL SALES				0.00
TOTAL TAX				0.00
TOTAL REG. FEE				0.00
TOTAL MISC. CHG.				0.00
TOTAL MISC. CHG.				0.00
TOTAL TAX				21.68
TOTAL INVOICE \$				310.62

CUSTOMER SIGNATURE

P

AC

KDD