



January 3, 2004

Hans-Olov Olsson, President
Volvo Cars of North America
Rockleigh, New Jersey

RECEIVED
JAN 6 2004

Dear Sir, I am the owner of a 1999 S70 Volvo, purchased July 24, 1999 from Coast Volvo in Sarasota, Florida. Prior to that we owned a 1990 240 Volvo. In the nine years we drove that car there was never a problem. We expected our current Volvo to be ~~as~~ dependable and trouble free.

Unfortunately it has not been. That is why I am writing to you. The car has 13,750 miles on it. During that time there have been numerous problems with the electric windows and the steering wheel. All have been satisfactorily repaired. However, the latest problem is why I am ~~trou~~

so upset. The ³electronic throttle
stopped working on December 17 and
had to be replaced.

This is a major, expensive part
that cost me \$796.32 plus \$55.74
sales tax, because the warranty expired
in August.

It is absolutely disgraceful, such
important part of an automobile, should
go bad with so few miles. I am
completely disillusioned and sad that
a car manufactured by the Volvo
company, a car I expected would be
top notch, should turn out to be a
"lemon".

I certainly will never recommend
that anyone buy a Volvo.

Very truly yours



[REDACTED]
Hastings on Hudson, N.Y. [REDACTED]

Outfall
RECEIVED
AN 8 2004
CUSTOMER RELATIONS

January 6, 2004

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

Dear Mr. Doolan:

I purchased a Volvo V70XC in August 2000 from Big Dee Auto Sales, Inc. in White Plains, New York. I am enclosing photocopies of the eighteen service slips in connection with this vehicle.

I assume that the performance of the vehicle is significantly substandard. As you can see, the car has been repeatedly repaired at an authorized service dealer. Unfortunately, none of the service personnel have been able to explain why this vehicle is in need of constant repair.

Although the care is under warranty, I am sure you appreciate the enormous inconvenience occasioned by the need of repeated repairs. It would appear that in fairness your company should replace this vehicle with one that functions properly.

Very truly yours,

[REDACTED]

P.S. Incidentally, the car has to be serviced again to complete the repair of the interior lights and because the check engine light is illuminated once again.

VOLVO

BIG DEE AUTO SALES, INC.

488 OLD ARMYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 949-8618

PARTS DEPT.
(914) 949-9464

FAX: (914) 949-1417

4387191

31167

INVOICE

PAGE 1

EASTINGS ON HUDSON NY

HOME

BUS:

SERVICE ADVISOR: 104 MARTIN LICHTS

PLANT	YEAR	MAKE/MODEL	VIN	DESCRIPTION	DATE	AMOUNT	PAYMENT	INV. DATE
BUTLER	1999	VOLVO V70XCANVSE	V1L756D1Y					

DATE	DESCRIPTION	AMOUNT	PAYMENT	INV. DATE
20MAR2000	WAIT 28DEC00	82.00	CASH	28DEC2000

R.D. OPENED: READY: OPTIONS: STK:14924 DLR:3514 ENG:2033843 TRN:AUTO
 1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS EXPRESS LUBE SERVICE							
185 CUSTOMER REQUESTS EXPRESS LUBE SERVICE							
1 JC LIC# F785							
CP 0.50							
1	127584		FILTER INSERT		6.95	0.00	0.00
1	977751		GASKET		1.08	0.00	0.00
7	5W-30		OIL		2.75	0.00	0.00

B. CUSTOMER STATES WOODEN CONSOLE AT THE SEAT FOR HANDLE IS CRACKED.
 PLEASE CHECK. / /

CAUSE: 43:							
88238-2 TUNNEL COMPARTMENT REPLACE (C)							
1 JC LIC# F785							
W94 0.20							
1	912666		COVER PANEL				(N/C)
FC: 434E							
PART#: 912666							
COUNT:							
CLEAR TIME: 01							
AUTH CODE:							

C. CUSTOMER STATES WHEN TAKING DELIVERY OF THE CAR THE ONLY MANUAL GIVEN
 WAS FOR A 1999, PLEASE SUPPLY CORRECT MANUALS. / /

BOO PART ON ORDER							
1 JC LIC# F785							
CP 0.30							
						0.00	0.00

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 DISCLAIMER
 The factory warranty constitutes all of the warranty with respect to the sale of this merchandise. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Said dealer assumes no obligation any other person to assume for its liability in connection with the sale of this merchandise.

DESCRIPTION	TOTALS
PARTS AMOUNT	
GAS, OIL, LUBE	
TRIPLET AMOUNT	
TOTAL	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE: CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

31167

VOLVO

BIG DEE AUTO SALES

INVOICE

104 MARIOS LICKETS
 WHITE PLAINS, NEW YORK 10603
 SERVICE DEPT. (914) 848-8818 PARTS DEPT. (914) 848-8484
 FAX: (914) 848-1417

PAGE 2

SERVICE ADVISOR: 104 MARIOS LICKETS

HOME: [REDACTED]
 BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
BLACK	00	VOLVO V70XCANDEE	Y1LZ56D1YZ	[REDACTED]	4425/4426	T560
PROB. TEL.	PROB. DATE	WARR. EXP.	PROB. ISS.	FOCUS	PAYMENT	INV. DATE
204-830-080					82.00 CASH	28DEC2000
KEY OPENED	READY	OPTIONS: STR:14924 DLR:3514 ENG:2033843 TRN:AUTO				
		1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324				

06:08 28DEC00 09:41 28DEC00
 LINE CROSS TECH TYPE HOURS

LIST	NET	TOTAL
------	-----	-------

*****THANK YOU FOR YOUR BUSINESS*****
 * BIG DEE VOLVO IS COMMITTED TO EXCELLENCE *
 * IT IS IMPORTANT TO US THAT YOU CONSIDER *
 * OUR SERVICE TO BE "EXCELLENT" WHEN YOU *
 * ARE SURVEYED! *
 * "LET US THANK YOU IN ADVANCE" *
 *****BIG DEE TEAM*****

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 ABUSE. 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.

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

CASH AMOUNT	TOTAL
39.95	
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SALES TAX	2.70
TOTAL DUES	0.00
TOTAL DISCOUNT	39.95
GOODWILL DISCOUNT	0.00
PLEASE PAY THIS AMOUNT	42.65

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

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

4787191

33354

VOLVO

BIG DEE AUTO SALES, INC.

488 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 940-0818

PARTS DEPT.
(914) 940-0454

FAX: (914) 940-1417

INVOICE

PAGE 1

HASTINGS ON HUDSON NY

HOME:

BUS:

SERVICE ADVISOR: 104 MPTOS LIGHTS

PLATE:	00	VOLVO V70	VIN: 4654017	680076800	T45E
--------	----	-----------	--------------	-----------	------

20082000	15:00	12:00	82.00	CASE	2 MAR 2001
----------	-------	-------	-------	------	------------

1) EKT-019 2) INT-3970 3) KEY-4V7984 4) RADIO-5324
 DLR: 3514 ENG: 2033843 TRN: AUTO

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

CAUSE: 02
 1 JC LIC#: F785

1 8628377 BULB SOCKET, AD112 (N/C)
 CLAIM TYPE: R30040

B CUSTOMER REQUESTS: 7500 MILE SERVICE
 TECHNICIAN COMPLETED 7500 MILE SERVICE, TIGHTENED FRONT
 AND SUSPENSION, ADJUSTED HAND BRAKE CABLES,
 CHECKED AND ADJUSTED BRAKES, BELTS, ROSES,
 TIRES, FLUIDS, EXHAUST, HEATING SYSTEM,
 AXLES, WAXE JOINTS, AND BOON BANDS, ROTATED
 TIRES (BEST 2 IN FRONT)
 1 JC LIC#: F785
 CP 2.00 164.00 164.00

1 977751 GASKET 2.00 2.00 2.00
 1 989 SEASONAL SERVICE KIT 12.95 12.95 12.95

C CUSTOMER STATES MIDDLE CONSOLE CENTER PIECE IS SCRATCHED, PLEASE
 REPAIR. SEE SOP-7/7/01
 CAUSE: 23
 1 JC LIC#: F785

1 9158075 BOX (N/C)
 PART#: 9158075

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

STATEMENT OF DISCLAIMER
 The factory warranty conditions of the agreement with respect to the sale of the hardware. The dealer hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose. Seller neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of the hardware.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SMILEY AMOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER COPY

4787191

33354

VOLVO

BIG DEE AUTO SALES, INC.

INVOICE

445 E. 100th Street
 WHITE PLAINS, NEW YORK 10607
 SERVICE DEPT. (914) 948-8018
 PARTS DEPT. (914) 948-9454
 FAX: (914) 948-1417

PAGE 2

HASTINGS ON HUDSON NY
 HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 104 MARTOS LIQUITS

BLACK [REDACTED] 00 VOLVO V70XCARDIE YV 1456D1Y [REDACTED] 6800/6800 T468

7047-0000 16:00 12MAR 82.00 CASE 12MAR2001

07:35 12MAR01 11:46 12MAR01
 LINE CREDIT [REDACTED] 1) EXT-019 2) INT-3970 3) KEY-4V7984 4) RADIO-5324

	LIST	NET	TOTAL
CASE TYPE: 01			

 D CUSTOMER HAS APPT AND MUST HAVE CAR BACK BY 12.00 / /

LINE CREDIT: F785

 *****THANK YOU FOR YOUR BUSINESS*****
 *****BIG DEE VOLVO IS COMMITTED TO EXCELLENCE*****
 *****IT IS IMPORTANT TO US THAT YOU CONSIDER*****
 *****ARE SURVEYED!!*****

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

THE BUYER HEREBY CERTIFIES THAT THE BUYER IS THE LEGAL OWNER OF THE VEHICLE AND IS NOT PURCHASING THE VEHICLE AS A PART OF A BUSINESS TRANSACTION. THE BUYER HEREBY CERTIFIES THAT THE BUYER IS NOT PURCHASING THE VEHICLE AS A PART OF A BUSINESS TRANSACTION. THE BUYER HEREBY CERTIFIES THAT THE BUYER IS NOT PURCHASING THE VEHICLE AS A PART OF A BUSINESS TRANSACTION.

LABOR AMOUNT	164.00
PARTS AMOUNT	42.70
GAS, OIL, LUBE	0.00
WASH/WAX	0.00
WASTE REMOVAL	4.23
TOTAL CHARGE	210.93
GOODWILL DISCOUNT	0.00
SALES TAX	14.24
PLEASE PAY THIS AMOUNT	

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

SIGNATURE

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

4787191

37088

VOLVO

BIG DEE AUTO SALES, INC.

489 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603
SERVICE DEPT. (914) 949-8818 FAX: (914) 949-1417
PARTS DEPT. (914) 949-8884

INVOICE

PAGE 1

SERVICE ADVISOR: 152 FRANK CERBONE

PLATE	YEAR	MAKE/MODEL	VIN	LICENSE	SALEAGE IN: OUT	YAS
20N7R2000	00	VOLVO V10XCAMDEE	YV255D1Y2		10282/10282	T161

DATE	DESCRIPTION	LIST	NET	TOTAL
22 JUN 2001	185 CUSTOMER REQUESTS EXPRESS LUBE SERVICE		44.95	44.95
	81 CE 0.50			
	1275811 FILTER INSERT	7.10	0.00	0.00
	SW-30 O/S MOT	2.95	0.00	0.00

B THIRD SEAT WILL NOT CLOSE / /

81 CP 0.00		0.00	0.00
------------	--	------	------

C BOWTIE SEAT WILL NOT FOLD FLAT / /

81 W94 0.30			
1 1363149 LAMP SOCKET			

D BULB BURNER BULB IS OUT / /

81 W94 0.30			
1 1363149 LAMP SOCKET			

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 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty manufacturer of all of the warranties with respect to the sale of this merchandise. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

4787191

37088

VOLVO

BIG DEE AUTO SALES, INC.

488 OLD TARRYTOWN ROAD
 WHITE PLAINS, NEW YORK 10603
 SERVICE DEPT. 1814) 943-9818 FAX: 1814) 943-1417
 PARTS DEPT. 1814) 943-9454

HASTINGS ON HUDSON, NY
 HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 152 FRANK CERBONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
BLACK	00	VOLVO V70XCAWDSE	YV1LZ56D1Y	[REDACTED]	10282	282 T16	
DEL DATE	PRCO. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20MAR2000			WAIT 22JUN01		82.00	CASH	22JUN2001
EXT. DEMAND	READY	OPTIONS	EX:14924 DLR:3574 ENG:2033843 TRN:A010				
08:37 22JUN01	09:49 22JUN01		1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324				
LINE	CRCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

*****THANK YOU FOR YOUR BUSINESS*****
 * BIG DEE VOLVO IS COMMITTED TO EXCELLENCE *
 * IT IS IMPORTANT TO US THAT YOU CONSIDER *
 * OUR SERVICE TO BE "EXCELLENT" WHEN YOU *
 * ARE SURVEYED!! *
 * "LET US THANK YOU IN ADVANCE" *
 *****BIG DEE TEAM*****

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.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	44.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASH/DETAIL	0.00
TOTAL/CHARGE	44.95
GOODWILL DISCOUNT	0.00
SALES TAX	3.03
PLEASE PAY THIS AMOUNT	47.98

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

CUSTOMER COPY

VOLVO

BIG DEE AUTO SALES, INC.

488 OLD BARTY TOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 948-8818

PARTS DEPT.
(914) 948-8454

FAX: (914) 948-1417

4787191

37750

INVOICE

PAGE 1

EAST PLAINS, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 104 MARIO LIKOTIS

COLOR: BLACK YEAR: 00 MAKE/MODEL: VOLVO V70XCAMDSE VIN: 1LZ56D1Y2 [REDACTED] 11205/11207 T110
DLR DATE: [REDACTED] FROM DATE: [REDACTED] TO DATE: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

20MAR2000 16:00 10JUL01 82.00 CASH 10JUL2001

R.O. OPENED READY OPTIONS: STK:14924 DLR:3514 ENG:2033843 TRN:ALDO
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	USE OF LOANER CAR BLUE S40 STK# 14823 PLATE# DLR 8111759						
	LOANERS USE OF LOANER CAR BLUE S40 STK# 14823						
	PLATE# DLR 8111759						
	99 CP 0.00					5.00	5.00

B CUSTOMER STATES THE OVERFLOW HOSE FROM EXPANSION TANK TO RADIATOR HAS

CAUSE: 27

28066-2 BOILING SYSTEM TEST PRESSURE TEST LEAK TEST (C)

95 W94 0.10

26103-2 CLAMPS RADIATOR HOSES RETORQUE ALL (C)

95 W94 0.10

26119 REPLACED HOSE FROM EXPANSION TANK TO UPPER RADIATOR HOSE FITTING AND CLAMPS

95 W94 0.38

2 976577 HOSE CLAMP

1 981376 HOSE

9430996 ANTI-FREEZE

FC: 275H PART#: COUNT:

ORIGIN TYPE: 01

AUTH CODE:

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

C CUSTOMER STATES THE HOOD RELEASE HANDLE FELL OFF. PLEASE REPAIR SECURE SECURED HOOD RELEASE HANDLE AS NECESSARY.

95 CP 0.00

0.00

IMPORTANT

You may receive a phone call from VOLVO in the next few weeks. If for any reason you cannot grade us

"EXCELLENT," please contact David Soames immediately.
Thank You,
BIG DEE VOLVO
(914) 948-8818

AT THE SERVICE YARD TO BE REPLACED WITH ANY WORKING THIS DATE OF PAYMENT FOR INSPECTION BY

STATEMENT OF DISCLAIMER

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

ON BEHALF OF SERV INFORMATION CONTAIN SHOWN. SERVICES DEP OWNER. THERE WAS NO VEHICLE OR OTHERWISE UNDER THIS CLAIM HAD ACCIDENT, NEGLIGENCE OR CLAIM ARE AVAILABLE FOR (1) NOTIFICATION AT THE SERVICING MANUFACTURER'S REPRESENTATIVE

DESCRIPTION	TOTALS
LABOR	
PARTS	
GAS, OIL, LUBE	
SALES TAX	
TOTAL CHARGE	
CASH DISCOUNT	
SALES TAX	
GRAND TOTAL	
TAXES	

(PRINT) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON STATE

CUSTOMER SIGNATURE

N.Y.S. REGISTERED REPAIR SHOP NO. 704 B443

CUSTOMER COPY

VOLVO

BIG DEE AUTO SALES, INC.

495 OLD TOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 949-8818

PARTS DEPT.
(914) 949-9454

FAX: (914) 949-1417

4787191

37750

INVOICE

PAGE 2

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 104 MARIOS LIQUEIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
	00			[REDACTED]			
20MAR2000			16:00 10JUL01	82.00 CASH	10JUL2001		
W.O. OPENED	READY	OPTIONS:	TR:14924 DLR:3514 ENG:2033843 TRF:AUTO				
09:44 10JUL01	15:45 10JUL01	1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	RET	TOTAL

*****THANK YOU FOR YOUR BUSINESS*****
 * BIG DEE VOLVO IS COMMITTED TO EXCELLENCE *
 * IT IS IMPORTANT TO US THAT YOU CONSIDER *
 * OUR SERVICE TO BE "EXCELLENT" WHEN YOU *
 * ARE SERVED. *
 * "LET US THANK YOU IN ADVANCE" *
 *****BIG DEE TEAM*****

PAID
 JUL 10 2001
 BY: [Signature]
 CASH

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 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 authorizes any other person to assume for it any liability in connection with the sale of this hardware.

DESCRIPTION	TOTALS
LABOR AMOUNT	5.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
FLUENT AMOUNT	0.00
WASHER REMOVAL	0.00
TOTAL CHARGES	5.00
GOODWILL DISCOUNT	0.00
SALES TAX	0.34
PLEASE PAY THIS AMOUNT	5.34

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

VOLVO

4787191

41565

BIG DEE AUTO SALES, INC.

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

INVOICE

480 OLD TOWN ROAD
WHITE PLAINS, NEW YORK 10603
SERVICE DEPT. (914) 949-8818
PARTS DEPT. (914) 949-8464
FAX: (914) 949-1417

PAGE 1

SERVICE ADVISOR: 106 SERVICE USE

BLACK	00	VOLVO V70XCARDSE	YV1256D1Y2	15242/15243	T695
DATE	TIME	WARR. EXP.	PROMISED	PCNO.	NOTE
29OCT01	16:00	29OCT01			82.00 CASH
29OCT01	13:54	29OCT01			
OPTIONS: STK:14924 DLR:3514 ENG:2033843 TRN:AUTO 1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324					

DESCRIPTION	LIST	NET	TOTAL
LOANER CAR WHILE VEHICLE IN FOR REPAIRS			
LOANER 12 USE OF LOANER CAR GREEN S80 STK#14750			
PLATE# ADM5967			
99 CP 0.00		5.00	5.00

B CUSTOMER REQUESTS: 15,000 MILE SERVICE

1-15 PERFORMED 15,000 MILE SERVICE

DESCRIPTION	LIST	NET	TOTAL
60 CP 2.50		205.00	205.00
1 9171296 FILTER	20.43	20.43	20.43
1 1275810 FILTER INSERT	7.10	7.10	7.10
1 989 SEASONAL SERVICE KIT	12.95	12.95	12.95
1 977751 GASKET	2.00	2.00	2.00
7 5W-30 Q/S MOT	2.95	2.95	20.65
1 9485593 BRAKE PAD KIT	56.72	56.72	56.72
1 403 BRAKE CLEANER	7.95	7.95	7.95
1 1161325 SILICON GREASE	12.97	12.97	12.97
5-3 REPLACE FRONT BRAKE PADS		82.00	82.00
60 CP 1.00			

*****THANK YOU FOR YOUR BUSINESS*****
 * BIG DEE VOLVO IS COMMITTED TO EXCELLENCE *
 * IT IS IMPORTANT TO US THAT YOU CONSIDER *
 * OUR SERVICE TO BE "EXCELLENT" WHEN YOU *
 * ARE SURVEYED!! *
 * "LET US THANK YOU IN ADVANCE" *
 *****BIG DEE*****

IMPORTANT
 You may receive a phone call from
 VOLVO in the next few weeks. If for
 any reason you cannot grade as
 "EXCELLENT" please contact
 David Service immediately.
 Thank You,
 BIG DEE VOLVO
 (914) 949-8818

OCT 20 2001
 BY: [Signature]

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR 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 warranties with respect to the sale of this equipment. The dealer hereby expressly disavows all warranties, either 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 equipment.

DESCRIPTION	TOTALS
LABOR AMOUNT	292.00
PARTS AMOUNT	140.77
SALES TAX	0.00
WARRANTY AMOUNT	0.00
WASTE REMOVAL	0.00
TOTAL DEDUCTIONS	432.77
GOODWILL DISCOUNT	0.00
SALES TAX	29.21
CASH PAY THIS AMOUNT	461.98

REGISTERED REPAIR SHOP NO. 704 8443

CUSTOMER COPY

4787191

Called

49098

VOLVO

BIG DEE AUTO SALES, INC.

INVOICE

Authorized Volvo Cars Retailer

488 OLD CHEYBOWN ROAD
WHITE PLAINS, NEW YORK 10608

SERVICE DEPT.
(814) 848-8818

PARTS DEPT.
(814) 848-8484

FAX: (814) 848-1417

PAGE 1

RESIDENCE: ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 156 RICHARD K BRADWELL

PLATE	00	VOLVO V70XCANDSE	11356D1X2	72552/22553	11742
-------	----	------------------	-----------	-------------	-------

20MAR2002	16:00	24MAY02	85.00	CASH	24MAY2002
OPTIONS: STR:14924 DLR:3514 ERG:2033843 TRN:AUTO					
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324					

LINE	DECODE	TECH	TYPE	PRICE	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

LOANER USE OF LOANER CAR WHILE VEHICLE IN FOR

18	CP	0.00			0.00	0.00
----	----	------	--	--	------	------

B COMPLETED 22,500 SERVICECHANGE ENGINE OIL AND FILTER, ROTATE AND

ELECTRICAL SYSTEMS, TOP OFF ALL FLUIDS, INSPECT AND SERVICE

C225 COMPLETED 22,500 SERVICECHANGE ENGINE OIL

AND DIAGNOSTIC TO TEST

INSPECT AND SERVICE PER

1	989	SE			170	170.00
					12	12.95
	7	5W-30	Q/S	NOT	2.95	20.65

CAUSE: 02

18 994 0.20

(0/C)

FC: 02 PART: COURT:

AUTH CODE:

D HEADLIGHT CABLE UPGRADE

CAUSE: 02

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 DEVIATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN 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 DISCLOSURE

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

	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE REMOVAL	
TOTAL CHARGES	
GOODWILL DISCOUNT	
SALES TAX	
PLEASE PAY THE AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

49098

VOLVO

BIG DEE AUTO SALES, INC.

INVOICE

Authorized Volvo Cars Retailer
488 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10605
SERVICE DEPT. (814) 948-8818
PARTS DEPT. (814) 948-8454
FAX: (814) 948-1417

PAGE 2

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 156 RICHARD E BRADNELL

STOCK	00	VOLVO V70XCANDSE	VIN YV456D1Y2	22552/22553	21742
-------	----	------------------	---------------	-------------	-------

20MAY2000 16:00 24MAY02 85.00 CABE 24MAY2002
 OPTIONS: BLK:14924 DLX:3514 ENG:2033843 TRN:AUTO
 1)KEY-Q19 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

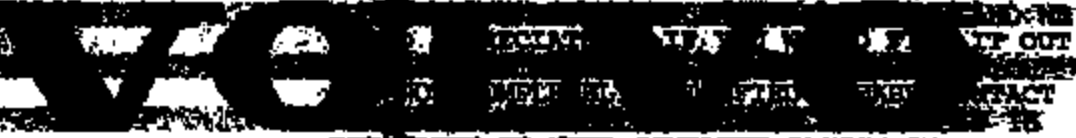
LINE	QTY	DESCRIPTION	UNIT	PRICE	AMOUNT	TAX	NET	TOTAL
18	W94	0.20						(N/C)

FC: 02 PARTY: COUNT:

NOTE CODE:

REP NO PROBLEM FOUND

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY



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

The Service Warranty Department of Volvo Cars, Inc. will accept the cost of the replacement of any part or labor if it is determined that the part or labor was replaced or repaired in error by the dealer. This warranty is void if the vehicle is used for racing, off-road driving, or other activities not intended by the manufacturer. The dealer is responsible for providing the necessary information to the Service Warranty Department.

LABOR AMOUNT	170.00
PARTS AMOUNT	53.75
GAS, DR, LUBE	0.00
SCRIP AMOUNT	0.00
WASH REMOVAL	4.25
TOTAL CHARGE	228.04
GOODWILL DISCOUNT	0.00
TAX	16.08
PLEASE PAY THIS ACCOUNT	

NAME: [REDACTED] TITLE: [REDACTED] ADDRESS: [REDACTED] STATE: [REDACTED]

CUSTOMER SIGNATURE: [REDACTED]

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

CUSTOMER COPY

4787191

51645

VOLVO

BIG DEE AUTO SALES, INC.

Authorized Volvo Cars Retailer

489 OLD TARRYTOWN ROAD

WHITE PLAINS, NEW YORK 10608

SERVICE DEPT.

(514) 948-8818

PARTS DEPT.

(514) 948-8484

FAX: (514) 948-1417

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 156 RICHARD E. BRADSHAW

HASTINGS-ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

BLACK 2001 VOLVO V70X CABDR 25189/25193 21430

20MAR2000 172X02 85.00 CASH 12AUG2002
OPTIONAL: STR:14924 DLR:3514 ENG:2033843 TRN:AUTO
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

12:11 01AUG02 15:27 12AUG02
LINE ORCODE TECH TYPE HOURS LIST NET TOTAL
A INSTALL SOP COP HOLDER CABDR: 43

REPLACE

1 9499406 COP HOLDER (N/C)

PART#: 9499406

CLAIM TYPE: 01

B DRIVERS SIDE INSIDE DOOR PANEL LOCK

30257-678

3 9451812 (N/C)

PART#: 9451812

CLAIM TYPE: 01

C STEERING WHEEL COMING APART

95 CP 0.00

0.00 0.00

D RECALL 101B OUTSTANDING

101B HEADLIGHT CABLE UPGRADE

FC: 02 PART#: COUNT:

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

STATEMENT OF DISCLAIMER
The factory warranty covers only the work done with regard to the sale of this equipment. The dealer hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor warrants, only other goods or services for its ability to conform with the sale of this equipment.

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

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

51645

VOLVO

BIG DEE AUTO SALES, INC.

INVOICE

Authorized Volvo-Carve Retailer

498 OLD CANTON ROAD

WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.

(914) 948-8818

PARTS DEPT.

(914) 948-8484

FAX: (914) 948-1417

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 156 RICHARD E. BRADWELL

HARRISON OR HUDSON, NY
HOME: BOB!

2013520403 VOLVO V70XCANDSE YV11356D1Y7 25189/25193 M1430

12AUG02 85.00 CASH 12AUG2002

OPTION: 1)PK=14924 DLR=3514 ENR=2033843 TRN:ADTIO
2)EXT-03 3)INT-3970 3)KEY-497984 4)RADIO-5324

12:11:01AUG02 11:5:27 12AUG02
LIST NET TOTAL

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

CUSTOMER COPY

4787191

51645

VOLVO

BIG DEER MOTOR SALES INC.

Authorized Volvo Dealer

401 OLD LANSCROPE ROAD
WHITE PLAINS, NY 10610

SERVICE DEPT.
(914) 948-8828

PARTS DEPT.
(914) 948-8484

FAX: (914) 948-3417

INVOICE

DUPLICATE
PAGE 3

SERVICE ADVISOR: 156 RICHARD K. BRADWELL

00-VOLVO V70X-AROSE	Y	0185601X	25189/25193	71430
2000V7000		12AUG02	85.00	CASH
12:15:15	12:15:15	12AUG02		
1) EXE-01 2) INT-3970 3) KEY-4V7984 4) RADIO-5324				
			LIST	TOT

COPIES:

AUTH CODE:

DEALER CUSTOMER SERVICE REPRESENTATIVE

SALES REPRESENTATIVE

ACKNOWLEDGE THIS ON "REPORT CARD" AND WE
WILL REWARD YOU WITH A SCORE OF 100% IF YOU

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHER
SOURCES INDICATE OTHERWISE. I AM AWARE AT NO OTHER
OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF
VEHICLE CONDITION THAT ANY PARTS WERE DAMAGED OR IN
UNUSUAL CLASH (I AM NOT CONNECTED IN ANY WAY WITH
ACCIDENT, NEGLIGENCE OR INSURE RECORDS SUPPORTING
CLAIMS ARE AVAILABLE FOR 15 YEARS FROM THE DATE OF FIRST
NOTIFICATION AT THE SERVICE DEALER FOR INFORMATION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF WORK
DATE: 12/15/02
BY: RICHARD K. BRADWELL
SALES REPRESENTATIVE
VOLVO MOTOR SALES INC.
401 OLD LANSCROPE ROAD
WHITE PLAINS, NY 10610
(914) 948-8828

LABOR AMOUNT	35.00
PARTS AMOUNT	0.00
SALES TAX	0.00
SALES AMOUNT	0.00
WARRANTY AMOUNT	0.00
TOTAL CHARGES	35.00
GOODWILL DISCOUNT	0.00
SALES TAX	0.00
CASH PAY	
TOTAL AMOUNT	

N.Y. REGISTERED REPAIR SHOP NO. 704 8443

CUSTOMER COPY

VOLVO

BIG DEE AUTO SALES, INC.

4787191

55202

INVOICE

Authorized Volvo Care Retailer

488 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 940-8818

PARTS DEPT.
(914) 940-8484

FAX: (914) 940-1417

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 52 STEVEN A. OLIVA

COLOR	YEAR	MAKE/MODEL	VIN	USAGE	RELEASE IN/OUT	YAS	
BLACK	00	VOLVO V70XCANDSE	YV1L256D1Y		28905/28905	T1780	
DLR DATE	PROD. DATE	WARR. EXP.	PROG. NO.	PS NO.	PAID	PAYMENT	BY DATE
20MAR2000			WATT 11NOV02		85.00	CASH	11NOV2002
REG. CODE		READY	OPTIONS: STR:14924 DLR:3514 ENG:2033843 TRN:AUTO				
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	COOLANT LEAK						
CAUSE: 10							

26103-2 CLAMPS RADIATOR HOSES RETORQUE ALL (C) 1 JC LIC#: F785

26006-2 COOLING SYSTEM TEST PRESSURE TEST LEAK

1 JC LIC#: F785

PC: 105E PART#: COUNT:

AUTH CODE:

OK DONE	0.00
---------	------

C CUST STATES REPLACE CIGG LIGHTER PLUG							
1 JC LIC#: F785							
1 8622878 PLUG							
					3.78	3.78	3.78

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM VOLVO. THIS DEALER REPRESENTS AND WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT AND RETURN IT WITH A SCORE OF 100%. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT SERVICE MANAGER. DEDICATED TO YOUR COMPLETE SATISFACTION.

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

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

LABOR AMOUNT	0.00
PARTS AMOUNT	3.78
GAS OL. LUBE	0.00
SUBLET AMOUNT	0.00
EXPERIMENTAL	0.00
TOTAL CHARGE	3.78
GOODWILL DISCOUNT	0.00
	0.26
	4.04

ISSUED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

56670

VOLVO

BIG BOY AUTO SALES, INC.

Authorized Volvo Cars Retailer

400 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 948-0818

PARTS DEPT.
(914) 948-0434

INVOICE

PAGE 2

FAX: (914) 948-1417

HASTINGS ON HUDSON, NY 10706

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 103 KRISTINE PELLETIER

COLOR (YEAR) MAKE/MODEL VIN LICENSE RELEASE IN/CUT TAG

BLACK 00 VOLVO V70XCANDEE YV8L256D1Y [REDACTED] 30187/30187 (2784

20MAR2000 16:00 23DEC02 85.00 CASH 23DEC2002

OPTIONS: STR:14924 DLR:3514 ENG:2033843 TRM:AUTO
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

09:04 23DEC02 16:33 23DEC02

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D CUSTOMER STATES SHE SMELLS BURNING OIL SMELL AT IDLE THROUGH VENTS

25537-2 GASKETS OIL RETURN LINE TURBOCHARGER

TCY REPLACEMENT

33 IEP 0.00

(N/C)

(N/C)

51117-0 BRAKE PADS AND BRAKE DISCS FRONT 2 WHEELS

33 CP 2.00

170.00 170.00

1 9485593 BRAKE PAD KIT

59.77 59.77 59.77

CUSTOMER: FAT [REDACTED] 4.25



ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
DEDICATED TO YOUR COMPLETE SATISFACTION.

Handwritten notes and signatures:
\$170
11/25
[Signature]

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART SERVED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN 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 DISCLOSURE The factory warranty conditions of all the vehicles sold hereon are the same as the conditions of the factory warranty conditions of vehicles having any listed warranty of responsibility to them for a probable period. This dealer cannot be held responsible for any other claims to vehicles for any failure to conform with the title of the warranty.	<table border="1"> <tr><th>DESCRIPTION</th><th>AMOUNT</th></tr> <tr><td>LABOR AMOUNT</td><td>467.50</td></tr> <tr><td>PARTS AMOUNT</td><td>469.20</td></tr> <tr><td>GAS, OIL, LUB</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>0.00</td></tr> <tr><td>WASTE REMOVAL</td><td>4.25</td></tr> <tr><td>TOTAL CHARGE</td><td>940.95</td></tr> <tr><td>GOODWILL ESCROW</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>61.52</td></tr> <tr><td>PLEASE PAY THE AMOUNT</td><td>1002.47</td></tr> </table>	DESCRIPTION	AMOUNT	LABOR AMOUNT	467.50	PARTS AMOUNT	469.20	GAS, OIL, LUB	0.00	SALES TAX	0.00	WASTE REMOVAL	4.25	TOTAL CHARGE	940.95	GOODWILL ESCROW	0.00	SALES TAX	61.52	PLEASE PAY THE AMOUNT	1002.47
	DESCRIPTION	AMOUNT																				
LABOR AMOUNT	467.50																					
PARTS AMOUNT	469.20																					
GAS, OIL, LUB	0.00																					
SALES TAX	0.00																					
WASTE REMOVAL	4.25																					
TOTAL CHARGE	940.95																					
GOODWILL ESCROW	0.00																					
SALES TAX	61.52																					
PLEASE PAY THE AMOUNT	1002.47																					
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	CUSTOMER SIGNATURE																					

N.Y.S. REGISTERED REPAIR SHOP NO. 704 8449

CUSTOMER COPY

4787191

5 6 8 5 8

VOLVO

BIG DEE AUTO SALES, INC.

INVOICE

Authorized Volvo Cars Retailer

488 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 948-8018

PARTS DEPT.
(914) 948-9484

FAX: (914) 948-7417

PAGE 1

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 107 BRIAN PELLETIER

COLOUR	YEAR	MAKE/MODEL	VIN	PLATE	RELEASE BY/DATE	TAG	
BLACK	00	VOLVO V70XCANDSE	YV11256D1Y	[REDACTED]	30353/30353	T2905	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	RV DATE
18AUG2000			WAIT 3'DEC02		85.00	CASH	31DEC2002

M.O. OPENED READY OPTIONS: STK:14924 DLR:3514 ENG:2033843 TRN:AUTO
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:43	31DEC02	09:55	31DEC02				

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON
MIL RESET LOOSE GAS CAP CODE

CP	0.00	0.00	0.00

POO ORDERED TRANS AXLE SEALS			
CP	0.00	0.00	0.00

FROM VOLVO, THIS IS OUR "REPORT CARD" AND WE
AND RETURN IT WITH A SCORE OF 100%. IF YOU
DAVID SOMMA, SERVICE MANAGER. OUR STAFF IS



<p>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE 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 AN ACCIDENT, NEGLIGENCE OR INSURE RECORDS. SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	STATEMENT OF WORK/AMOUNT	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		WASH/REARWAL	0.00
		TOTAL CHARGES	0.00
		GOODWILL DISCOUNT	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER COPY

4787191

57451

VOLVO

BIG DEE AUTO SALES, INC.

INVOICE

Authorized Volvo Cars Retailer

488 OLD TARRYTOWN ROAD

WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.

(214) 948-8818

PARTS DEPT.

(214) 948-8454

FAX: (214) 948-1417

HASTINGS ON HUDSON, NY
HOME [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 152 STEVEN A. OLIVA

COLOR	YEAR	MAKE/MODEL	VIN	STOCK #	PLATE IN/OUT	TAG
BLACK	00	VOLVO V70XCANDSE	YV1L256D1Y2	[REDACTED]	31000/31003	T1191
DEL DATE	PROD. DATE	WARR. EXP.	PROCESSED	PO NO.	DATE	PAYMENT
18AUG2000			16:00 20JAN03		85.00	CASH 20JAN2003

OPTIONS: STR:14924 DLR:3514 ENG:2033843 TRN:AUTO
)EXT-0T9 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A USE OF LOANER CAR WHILE VEHICLE IN FOR REPAIRS							
LOANER USE OF LOANER CAR WHILE VEHICLE IN FOR							
	18	CP		0.00		0.00	0.00

B CUST STATES OIL LEAK FROM UNDER CAR PARTS IN SCP SEE BRIAN
CAUSE: 10

46632-2 DRIVE SHAFT FRONT RIGHT REM INST/REPLACE

(B) 18 W94 0.90

1 9143885 SEALING RING

1 1161648 TRANSMISSION O

43319 [REDACTED] 18 W94 43

QC: 105E

PART#: 914387

COUNT:

CLAIM TYPE: 01

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



C CUST STATES COLD AIR COMING OUT OF CENTER VENTS

18 CP 0.00

0.00 0.00

D CUST STATES ASE TRAY WONT GO IN ALL THE WAY

18 CP 0.00

0.00 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (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 merchandise. The dealer hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

DESCRIPTION	TOTALS
LABOR	
PARTS	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SALES TAX	
TOTAL	

OWNER DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

59093

VOLVO

INGENIEUR AUTOMOBILES, INC.

INVOICE

Authorized Volvo Cars Retailer

468 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 848-3018

PARTS DEPT.
(914) 848-9464

FAX: (914) 848-1417

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 107 BRIAN PELLETIER

COLOR	YEAR	MAKE/MODEL	VIN	REG. LIC. NO.	MI/REG IN/OUT	TAG	
BLACK	00	VOLVO V70XCANVSE	YV1L256D1Y		33121/33121	T2260	
DE DATE	PROD. DATE	WARR. EXP.	PROCESSED BY	DATE	PAYMENT	BY DATE	
18AUG2000		16:00 12MAR03			91.00 CASH	14MAR2003	
L.S. OPENED		READY	OPTIONS: STR:14924 DLR:3514 ENG:2033843 TRN:AUTO				
13:17 12MAR03		10:41 14MAR03	1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A USE OF LOANER CAR WHILE VEHICLE IN FOR REPAIRS
LOANER USE OF LOANER CAR WHILE VEHICLE IN FOR REPAIRS

99 CP 0.00

0.00 0.00

B. CUSTOMER STATES HORRIBLE OIL SMELL-BURNING-3RD TIME-PULL FILE

DAVID SOMMA AND FOUND NO LEAKS AND NO SMELLS

SMELLING SMELLS FROM OTHER

CARS

18 CP 0.00

NO SIGNS OF COOLANT OR OIL LEAKING AT THIS TIME

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY



DEDICATED TO YOUR COMPLETE SATISFACTION.

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 DISCLAIMER

The factory warranty constitutes all of the warranty with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. This retailer assumes no obligation and shall remain liable to the customer for any liability in connection with the sale of this equipment.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALES TAX	0.00
TOTAL	0.00

DEALER: [REDACTED] DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE: [REDACTED]

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

CUSTOMER COPY

4787191

Called

61150

INVOICE

VOLVO

BIG DEE AUTO SALES, INC.

Authorized Volvo Cars Retailer

498 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(814) 948-8618

PARTS DEPT.
(814) 948-8484

FAX: (814) 948-1417

HASTINGS ON HUDSON, NY
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 152 STEVEN A. OLIVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	PACKAGE IN/OUT	YAG
BLACK	00	VOLVO V70XCANDSE	V71156D1Y	[REDACTED]	34392/34392	T56

SALES	DATE	AMOUNT	DATE	AMOUNT	DATE	AMOUNT
SA007000			09MAY03	91.00	CASH	09MAY2003

OPTIONS: STK:14924 DLR:3514 ENG:2033843 TRN:AUTO
EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

07:22 09MAY03 09:28 09MAY03

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CAR HAS DEAD BATTERY							
31101-3 BATTERY FAILED LOAD TEST							
	18	ISP		0.00			(N/C)
	18	CP		0.00		0.00	0.00

		CP			51.50	51.50	51.50
		ISP					(N/C)

SPLIT FOR THIS OPERATION 100 LABOR

31103-0 BATTERY REPLACE (2)							
	18	ISP		0.00			(N/C)
	18	CP		0.00		0.00	0.00

B PROCRATED 3-31-2000 50% COST OF PART

		CP		0.00		0.00	0.00
--	--	----	--	------	--	------	------

C TOWED TO SHOP							
TOW TOWED TO							
	99	CP		0.00		0.00	0.00

D PLEASE TRY TO DO EARLY							
	99	CP		0.00		0.00	0.00

VOLVO

FA
MAY 07 2003
Me

AS A MEMBER OF THE VOLVO FAMILY, YOU HAVE AN OPPORTUNITY TO TAKE ADVANTAGE OF THE VOLVO LOYALTY REWARD. SIMPLY STATED, IF YOU FINANCE OR LEASE A NEW VOLVO BEFORE JUNE 30, YOUR FIRST 3 PAYMENTS WILL BE COMPLIMENTARY-UP TO A TOTAL OF \$1500.00
NOT VALID FOR XC90 S60R AND V70R

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 FOR THIS CLASS HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR INJURY. RECORDS SUPPORTING THIS STATEMENT ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT AT THE SERVING DEALER FOR INSPECTION BY OWNER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory expressly certifies of its compliance 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 liability or responsibility with the sale of this hardware.

DESCRIPTION	TOTALS
LABOR	0.00
CONSUMABLES	51.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SALES TAX	0.00
SALES CHARGE	51.50
GRAND TOTAL	0.00
TAXES	3.48
REPAIR SHOP	54.98

SALES MANAGER OR AUTHORIZED PERSON: [REDACTED]

CUSTOMER SIGNATURE: [REDACTED]

REPAIR SHOP NO. 704 8443

CUSTOMER COPY

4787191

65169

VOLVO

BIG DEE SALES, INC.

INVOICE

Authorized Volvo Cars Retailer

488 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(814) 848-8818

PARTS DEPT.
(814) 848-8464

FAX: (814) 848-1417

PAGE 2

SERVICE ADVISOR: 152 STEVEN A. CLIVA

EASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/CUT	TAX	
BLACK	00	VOLVO V70XCANDSE	VV1LZ56D1Y	[REDACTED]	40415/40415	T924	
DEL DATE	PROG. DATE	WARR. EXP.	RECORDED	PNR NO.	RATE	PAID	EXP. DATE
18AUG2000			16:00 26AUG03		91.00	CASH	27AUG2003
K.S. OPENED		READY	OPTIONS: STK:14924 DLR:3514 ENG:2033843 TRN:AUTO				
15:51 26AUG03		15:01 27AUG03	1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D CUBY STATES CAR LOSING COOLANT

NFF DEALER COULD NOT DUPLICATE THE PROBLEM AT THIS TIME WILL CONTINUE TO MONITOR THE CONDITION TO ASSURE CUSTOMER SATISFACTION.

SEE SEE LINE A

FROM VOLVO, THIS IS OUR "REPORT CARD" AND WE WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT AND RETURN IT WITH A SCORE OF 100%. IF YOU



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.

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SERVICE

	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OIL LUBE	0.00
SMILEY AMOUNT	0.00
WASTE REMOVAL	0.00
TOTAL CHARGE	0.00
GENERAL EXCESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER COPY

4787191

Doneza
Oct 10 1993
1.800.430.1932
866.7.7.3

EXCLUSIVE
Authorized

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 109 [REDACTED]

BLACK	00	WVVC V700	16:00	25	97501
18ADG2000					
NO. OPENED	READY	OPTION	CR:14924	DLR:3574	BRN:1033
			1)EXT-019, 2)INT-3970 3)KEY-4V7984-		
.33	24SEP03	12.28	29SEP03		

LINE CODES: [REDACTED]
 A USE OF LOANER: [REDACTED]
 LOANER11 USE OF LOANER: [REDACTED]
 PLATE# EPV3-587-29000
 1 JC LIC#: F785

 (AGO)

26006-2 COOLING SYSTEM TEST PRESSURE TEST LEAK TEST (2)
 1 JC LIC#: F785

- 1 9458534 GASKET (N/C)
- 1 2730000 [REDACTED] (N/C)
- 1 9458534 GASKET (N/C)
- 2 9443310 [REDACTED] (N/C)
- 5 1397525 [REDACTED] (N/C)
- 1 9404726 GASKET (N/C)
- 1 1397381 CAP (N/C)
- 1 3514546 GASKET (N/C)
- 1 30637866 SEALING RING (N/C)
- 1 1236119 GASKET (N/C)
- 1 9434699 ANTI-FREEZE (N/C)
- 1 8692071 SPARK PLUG KIT (N/C)

1 JC LIC#: F785

21102-2 GASKET CYLINDER HEAD REPLACE (3)
 W94 11.00 (N/C)

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 INSPECTOR BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty covers only the workmanship and materials of the vehicle and its components. The dealer hereby disclaims any liability for any damage or loss of any kind, including any loss of property, arising out of or from the use of the vehicle for a particular purpose. Dealer neither assumes nor warrants any other person to assume for a day liability in connection with the use of the vehicle.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS. OIL, FLUE	
		GASKET AMOUNT	
		OTHER SERVICE	
		SALES TAX	
(NAME) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

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

CUSTOMER COPY

4787191

66173

BIG DOLLAR



HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR 109 RUI...

BLACK	00	VOLVO 7700	16:00	29	203	21:00
CL DATE						
18AUG2000						
17:34	24HW403	12:28	29HW203			
LINE CODES TECH TYPE RINGS						

1 JC LIC# F785
N94 0.50

FC: 105H

FC: 104E

COUNT:

AUTH CODE:

CAUSE: 10

CAUSE: 10

85120-2 PANEL SIDE DOOR FRONT REMOVE INSTALL (TE)
1 JC LIC# F785

FC: 104E
CLAIM TYPE:
AUTH CODE:

VOLVO

NOTED NOTED

CP 0.00

0.00

0.00

E NOTE: VEHICLE HAS BEEN IN HERE & MT KISCO FOR COOLANT LEAK

NOTED NOTED

1 JC LIC# F785

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

STATEMENT OF DISCLAIMER

The factory warranty terminates 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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SLIPY AMOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

6 5 1 7 3

BRIDGE

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR

BLACK	00	18AUG2000	16:00	14974	DLR-574	14974
17.33	248R03	12:28				

FROM YOUR SERVICE MANAGER...
 AND RETURN IT WITH A SCORE OF 100%. IF YOU
 ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT
 DAVID SOMMA, SERVICE MANAGER. OUR STAFF IS
 DEDICATED TO YOUR COMPLETE SATISFACTION.

WE LEAD

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

DESCRIPTION	TOTAL
LABOR	0.00
PARTS	0.00
GAS, OIL, LUBE	0.00
TAXES	0.00
SALES TAX	0.00
REGISTRATION	0.00
TITLE	0.00
TOTAL	0.00

DEALER: [REDACTED] DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

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

CUSTOMER COPY

10/10/03

3:00 pickup

VOLVO

4787191

66746

BIG DEE AUTO PARTS INC.

INVOICE

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE DEPT. 914-840-8816
FAX 914-840-8817

SERVICE ADVISOR: 109 BURNING MONK

COLOR	YEAR	MAKE/MODEL	VIN	PLANT	STOCK NO.
BLACK	00	VOLVO V70XCANON	YB1145811		4787191
OR DATE					
18AUG2000		16100 100 003		91.00	CASH
16:10 090CT03	14:04 100003				
LINE	OPCODE	TECH	TIME	HOURS	DEPT
99	CP	0.00			0.00

CAUSE: 10
25506-2 TURBOCHARGER (TC) X) REMOVE INSTALL / REPLACE (3)

994 2.10 (N/C)
1 3514546 GASKET (N/C)
1 30637866 SEALING RING (N/C)
OK OK AT THIS TIME

VOLVO

FC: 105E
COURT:
AUTH CODE:

OK OK AT THIS TIME

CAUSE: 10
1 JC LIC#: F785

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DECLARER The factory warranty complies with the terms of the warranty with respect to the sale of the hardware. The dealer hereby assumes liability of workmanship, labor charges or freight, including any transfer of warranty of responsibility or claims for a particular person. This dealer assumes no liability for any claim in connection with the sale of the hardware.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS OIL LUBE	
		WARRANTY AMOUNT	
		WASTE DISPOSAL	
		TOTAL CHARGES	
		GOODWILL DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER COPY

4787191

66746

VOLVO
BIG DEE AUTO CENTER INC.

INVOICE

Address: 488 OLD TRIST ROAD
WHITE PLAINS, NY 10610

SERVICE DEPT.
(514) 848-8818

DATE DEPT.
11/18/83

PAGE 2

HASTINGS ON HUDSON, NY
HOME: BUS:

SERVICE ADVISOR

109

BLACK	00	VOLVO V70XCWDSE	3V03256D1
18ADG2000		16:00 10OCT83	91.00 CASH 11OCT2003
16:10 09OCT03	14:04 10OCT03	OPTIONS: STR:14924 DLR:3514 ENG:2031843 TRIM:00C 1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-6324	

LINE	OPCODE	TECH	TYPE	QUANTITY	UNIT PRICE	TOTAL	LIST	REMARKS
1	8683455		EXPANSION TANK					(N/C)
1	9445462		FILLER CAP					(N/C)
FC: 105E		PART#: COUNT:						
AUTH CODE:								

OK OK AT THIS TIME

YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM VOLVO, THIS IS OUR "REPORT CARD" AND WE

VOLVO

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 THE 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 dealer hereby certifies all of the warranties which appear to the sale of this instrument. 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 undertakes any other person is answerable for any liability in connection with the sale of this instrument.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SALE TAX	0.00
REGISTRATION	0.00
TITLE CHARGE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORDER: DEALER GENERAL MANAGER OR AUTHORIZED PERSON SALES
CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

69212

VOLVO

BUY-SEE-ALSO SALES, INC.

INVOICE

Authorized Volvo Cars Retailer

408 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603SERVICE DEPT.
(914) 948-8818PARTS DEPT.
(914) 948-8484

FAX: (914) 948-1417

HASTINGS ON HUDSON, NY
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 107 BRIAN PELLETIER

BLACK	00	VOLVO V70ICANOE	V1L154D1Y2	44500/44500	72514
-------	----	-----------------	------------	-------------	-------

16:00	19DEC03	91.00	CASH	19DEC2003
-------	---------	-------	------	-----------

OPTS: STK:14924 DUR:3514 ENG:2033843 TRN:ADTC
1)EXT-019 2)INT-3970 3)KEY-4V7984 4)RADIO-5324

17.34	18DEC03	16:22	19DEC03						

CRASH: 10

RESETTING VST/VCT (2)

1 8670263 MASS AIR FLOW (B/C)

18 W94 0.30 (B/C)

28462-3 ENGINE CONTROL MODULE FAULT TRACKING DIAGNOSTIC TROUBLE CODE (2)

18 W94 0.20

PC: 1058 PARTS: 67117 COUNT:

AUTH CODE:

FOO LAMP ASSEMBLY

C-USE OF LOANER CAR WHILE VEHICLE IN REPAIR
LOANER USE OF LOANER CAR WHILE VEHICLE IN FOR REPAIRS

99 CP 0.00

0.00 0.00

D RIGHT REAR LIGHT TURNS ON ALL LIGHTS

18 CP 0.00

0.00 0.00

E TAIL GATE NOT CLOSE AT TIMES

CRASH: 01

83463-2 C/LOCKING MOTOR TAILGATE REPLACE (1)

18 W94 0.50

1 8628197 LOCK (B/C)

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

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
REPAIRS	
WARRANTY	
GOODWILL DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(OWNER) DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

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

CUSTOMER COPY

4787191

69212

VOLVO

BIG BOE AUTO SALES, INC.

INVOICE

Authorized Volvo Care Retailer

488 OLD TARRYTOWN ROAD
WHITE PLAINS, NEW YORK 10603

SERVICE DEPT.
(914) 840-8818

PARTS DEPT.
(914) 840-8484

FAX: (914) 840-1417

PAGE 2

HASTINGS ON HUDSON, NY
HOME: BUS:

SERVICE ADVISOR: 107 BRIAN PELLETIERE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	DATE OF PUR
BLACK	00	VOLVO V70XCANOE	YV1L356D4Y2		7/25/14

18AUG2000	16.00	19DEC03	91.00	CASH	19DEC2003
R.O. OPENED: READY					
OPTIONS: STR:14924 DLR:3514 ENG:2033843 TRN:AUTO					
1) EXT-019 2) INT-3970 3) KEY-4V7984 4) RADIO-5324					

	BASE	NET	TOTAL
FC: 0158			
COUNT:			
DATE CODE:			

CRUSH: 10			
CLAMPS			
1 67117 POWER STEERING FLUID			(B/C)

CLAIM TOTAL



YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM VOLVO. THIS IS OUR REQUEST AND WE WOULD APPRECIATE IT IF YOU WOULD FILL IT OUT. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT US. WE ARE DEDICATED TO YOUR COMPLETE SATISFACTION.

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller makes no claim for accuracy for a 30 day liability in accordance with the sale of this hardware.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

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

CUSTOMER COPY

11 January 2004

RECEIVED
JAN 14 2004

Volvo Cars of North America, Inc.
Customer Service
P.O. Box 814
Rockleigh, NJ 07647

CUSTOMER RELATIONS

Certified

Re: Volvo YV1TS90D01 [REDACTED]
S80 2001

Dear Customer Service Representative,

I am writing this letter to express my frustration with my Volvo S80. This will be the third time in 2- 1/2 years that this vehicle has had emission system problems. I purchased a Volvo for its known quality and safety features, but as time goes on my confidence level in using this vehicle diminishes.

When I initially purchased this vehicle at Annapolis Volvo in June, 2001 I had only traveled 100 miles prior to the "Check Emissions System" message appearing. I called the dealership to verify that it was O.K. to travel in it as I was leaving to go away for the weekend. I was assured that it was O.K. to make the trip. I drove another 250 miles to my destination and the next evening the car refused to start. Long story short - Volvo-on-call towed the car to Star Volvo in Greensburg, PA. and my husband and I had to find a one way rental back to Maryland. The service manager there replaced what he referred to as the crank position sensor. After a week or so the car was delivered back to Annapolis.

In November, 2003 I was experiencing similar rough starts and David Wheeler Volvo in Easton, where I have been having the car serviced, performed a throttle body service on the 6th, on the 8th I was slowing down to make a turn when my engine cut off and my steering wheel locked up. The "Check Emissions System" message came on again so I called Volvo-on-call to have the car towed. David Wheeler Volvo diagnosed and replaced the Mass Air Meter and performed the necessary downloads.

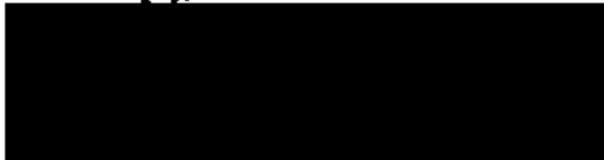
Last night, Saturday, Jan. 10, 2004, I was traveling to a friends' home. I turned off of the highway and while I was on a back country road my "Check Emissions System" message and "Check Engine" light came on. When traveling down their lane my car died 3 times and my steering wheel locked up. We ran the car in manual shift mode to maintain high RPM's in order to make it home. I couldn't press on the brakes, if the car went below 1000 rpm's it died.

I don't know what is wrong with it this time but needless to say my confidence level dwindles each time this happens.

I purchased this vehicle due to it's reputation for safety. I feel this particular vehicle is unsafe. My job often requires travel to remote locations where cellular phone reception is non-existent. I would hate to be stranded at one of these locations by this vehicle, or worse to be slowing down while traveling on a highway and have the car engine die and my steering wheel lock-up again.

I would appreciate an immediate response and solution to this matter.

Sincerely,



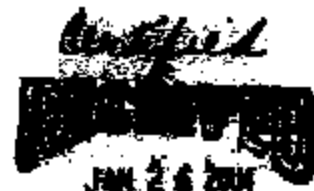
Easton, Md

W:

H:



Johnson



CUSTOMER RELATIONS

January 22, 2004

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

Dear Volvo Customer Care Center,

We are a Volvo family; we currently own a 1999 S80 2.9 and a 1998 V70 T5M. Prior to this we owned a 1993 854GLT. We are strong believers that Volvo = Safety. Up until now we were very pleased with our Volvo's.

We rigorously follow all Volvo recommended services. The services are always performed at a Volvo authorized dealer.

Our S80 began exhibiting some strange symptoms that our dealer had great difficulty in diagnosing. The symptoms were noticed mostly at night and included flickering headlamps that would pulse bright and dim with the same symptoms noticed in the dash display, it would flicker bright then dim. After repeated trips to the dealer (see attached) they finally came to the conclusion that the alternator was faulty. The alternator was replaced under warranty. Shortly after the warranty period ended we began having other electrical problems and have had to spend a considerable amount of money repairing these items. We believe that the original faulty alternator damaged these other electrical components that seem to be failing one by one.

So far, we have had to replace the "Mass Air Flow Sensor" and the "Throttle Module". When the Mass Air Flow Sensor failed, we were still able to drive the car. When the Throttle Module failed, it was -15 degrees on a Friday night and the car would only move at an idle. It was neither fun nor a safe drive home. Fortunately the error "reset" itself so we were able to eventually drive the car to the dealer for repair.

We would like to add that we have been pleased with the service the dealer, Automobile International of Rutland VT has provided. For the Throttle problem we called them Monday morning to explain the latest problem, they said to bring it down and they would see if they could fit it in either Monday or Tuesday. They were able to diagnose and repair the vehicle on Monday.

Our fear is that our once reliable car is falling apart around us due to the original alternator problem. We do find it strange that the dealer has had both of these odd and expensive parts in stock. Does this indicate that Volvo is aware of these issues and has told dealers to stock these items?



January 22, 2004
Page 2 of 2

We would like Volvo to cover, and continue to cover, these "electrical" problems as they arise as we feel they are related to the original problem that was diagnosed while the car was still covered under the warranty. Attached is a summary of the various "electrically related" repairs and copies of the repair orders.

Your consideration of this issue is most appreciated.

Sincerely,



Pittsford, VT 05763

Email:

Phone:



8024832370

31525



Almartin Volvo, Inc. d/b/a
Almartin Volvo

3 EXECUTIVE DRIVE
SHELburne, VERMONT 05482
18021 888-1090
18001 888-8088 (TOLL FREE)

INVOICE

DUPLICATE 1
PAGE 1

PITTSFORD VT
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 2: JOHN FAIRBANKS

YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG		
1999	VOLVO S80	YV1TS97D1X [REDACTED]	[REDACTED]	8406/8406			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	START	PAYMENT	WRR. DATE	
20MAR1999			17:00 14JUL99	52.00		14JUL1999	
P.O. OPENED		RECEIVED		OPTIONS: STR:7531 DLR:3107 TRN:AUTOMATIC			
14JUL99	14JUL99	1) CC:NAUTIC BLUE MT 417 2) IC:TPE/LT. TPE LEATHER 3) COLD WEATHER PKG 4) DYNAMIC STAB/TRACS (More...)					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		7500	MILE SERVICE				
		7.5K	7500 MILE SERVICE				
		17	CPV		93.60		93.60
	1	1275811	FILTER INSERT		7.26	7.26	7.26
	1	11998	GASKET		2.08	2.08	2.08
	8	6689956	5&6 CYL. 10.30 OIL		2.16	2.16	2.16

9L NO STATUS MESSAGE OBSERVED, ALL LIGHTS WORKING. LR BULB TINTED, REPLACED.

17 ING
28 BULB

(N/C)

SHOP CHARGES/ENVIRONMENTAL/HAZARDOUS WASTE HANDLING

WE ARE COMMITTED TO EXCELLENCE IN YOUR SERVICE. YOUR FEEDBACK IS IMPORTANT TO US. PLEASE LET US KNOW HOW BETTER TO SERVE YOU.

ive ALMARTIN VOLVO RETAILER COMMITTED TO EXCELLENCE

SERVICE HOURS
MONDAY
THRU
FRIDAY
7:00 AM - 5:00 PM

Volvo Repair Parts and Accessories are made by a 13-camp Volvo company. Some over 800's a Volvo brand. Almartin Volvo Parts are available at authorized Volvo dealers. Never accept anything less than the original. Ask for Original Volvo Parts and Accessories. *See dealer for complete details of Volvo's Original Vehicle and Lateral License plates.



LABEL SERVICE	93.60
WORKER	27.17
OIL, OIL, LUBE	0.00
GUEST AMOUNT	0.00
ENVIRONMENTAL	2.41
TOTAL CHARGES	123.18
Sales Tax	0.00
PLEASE PAY THIS AMOUNT	123.18

8024832370

30536



Almartin Volvo

3 EXECUTIVE DRIVE
SHELBURNE, VERMONT 05463
(802) 885-1030
(800) 838-8088 (TOLL FREE)

INVOICE

DUPLICATE 1
PAGE 1

PITTSFORD VT
HOME:

BUS:

SERVICE ADVISOR: 21 JOHN FAIRHANKS

EXCOR	YEAR	MAKE/MODEL	VIN	LEASE	RELEASE IN/CAT	YAS
	1999	VOLVO B80	1T897D1X1036296		0/8406	
20MAR1999		READY	WATT	52.00		18AUG1999

OPTIONS: SER:7531 DLR:3107 TRN:AUTOMATIC
)CC:NAUTIC ELIE MT 417 2)IC:TPE/LT. TPE LEATHER
 3)COLD WEATHER PKG 4)DYNAMIC STAB/TRACS (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A FUEL FILLER DOOR AND PAINT CAUSE: 43							

33	WP4						(N/C)
1	9483546	SPRING					(N/C)
4	22	MISC SCREW					(N/C)
33	WP4						(N/C)
33	WP4						(N/C)
33	WP4						(N/C)

PART#: 91B7630
CLAIM TYPE: 01

DRIVE Safely

9L CK'D BULES FOUND THEM OR WIPED OFF CONNECTIONS							
33	CPV				0.00	0.00	(N/C)

33	CPV				0.00	0.00	(N/C)

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

Always Volvo
"FORNIXIA TO..."

DISCOUNT	
TAXES	
SALES TAX	
SALES TAX	
SALES TAX	
TOTAL CHARGE	
SALES TAX	
TOTAL PAY	
TOTAL PAY	

8024832370

33705



Almartin Volvo

88 EXECUTIVE DRIVE
 CHELSEA, VERMONT 05422
 (802) 885-1080
 (800) 838-8088 (TOLL FREE)

INVOICE

PAGE 1

PITTSFORD VT
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 46 JASON GUYMON

COLOR	YEAR	MAKE/MODEL	VIN	USER	MS. BACK IN / O.A. / - / TAG
NAUTIC BLUE	1999	VOLVO S80	YVITS97D1X1		0/10477
20MAR1999		WAIT		52.00	12OCT1999

OPTIONS: STR:7531 DLR:3107 TRN:AUTOMATIC
 1)CC:NAUTIC BLUE MT 417 2)IC:TPE/LT. TPE LEATHER
 3)COLD WEATHER PKG 4)DYNAMIC STAB/TRACS (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

1 CHECKED DTC'S. SHOWING TCM 0094. GEARSHIFT
 LEVER SIGNAL MISSING. TESTED WITH VADTS, NO
 NONCONFORMITIES EXIST. RESET SPURIOUS DTC.

EN TECH AND SERVICE ADVISOR BOTH UNABLE TO VERIFY

59 CPV

0.00 0.00

WE ARE COMMITTED TO EXCEEDING YOUR

IS JUST NOT GOOD ENOUGH. PLEASE LET US KNOW
 HOW BETTER TO SERVE YOU.

ALMARTIN VOLVO
 AN ALFA ROMEO COMPANY

SERVICE HOURS
 MONDAY
 TUES
 WEDAY
 7:30 AM - 5:30 PM

Volvo Genuine Parts and Accessories are marked by a 12-point linked warranty.
 Volvo parts feature a lifetime warranty. * Volvo Genuine Parts are available at
 Authorized Volvo dealers. Never accept anything less than the original. Ask for
 Genuine Volvo Parts and Accessories. * See dealer for complete details of Volvo's
 Linked Warranty and Limited Lifetime Warranty.

Almartin Volvo
 "COMMITTED TO EXCELLENCE"

LABOR	0.00
FLYWE ASSEMBLY	0.00
CRK. OIL. LUBE	0.00
SOCKET ASSEMBLY	0.00
IMP. ADJUSTMENT	0.00
TOTAL CHARGE	0.00
TAX	0.00
TOTAL	0.00



AUTOMOBILE INTERNATIONAL CORPORATION

d.b.a.

RUTLAND CADILLAC, DODGE, ISUZU

OLDSMOBILE, SAAB & VOLVO

Junction of Routes 7 & 103

NORTH CLARENDON, VT 06769

(802) 773-3329



VOLVO

CUSTOMER NO. 104112	ADVISOR KEVIN 182	TAG NO.	INVOICE DATE 04/17/00	INVOICE NO. VOC5189768
	LABOR RATE 48.00	LICENSE PL.	COLOR BLUE	WORK NO.
	YEAR / MAKE / MODEL SAVOLVO 4 DOOR SEDAN	PLATE NO. 13018	DELIVERY DATE 03/20/00	DELIVERY MILE
	VIN YV1T892D1X1		DEALER DEALER NO. 3107	PRODUCTION DATE
	F. T. S. NO.		S. C. DATE 04/17/00	MILE: 13018

SALES TAX	SALES TAX	COMMENTS	REPORT # 1
-----------	-----------	----------	------------

JOB# 1 CHARGES

LABOR
 OF 1 OVRSE 27
 AS REQUESTED
 COMPLETED AS REQUESTED
 TECH(\$):22 11.00

PARTS

QTY	DESCRIPTION	UNIT PRICE	
1	40-15-80	13.33	
1	ELATED INS RT	13.33	
	TOTAL PARTS	13.33	

MISC

CODE	DESCRIPTION	CONTROL NO.	
LAB	LABOR DISCOUNT		14.75
	TOTAL MISC		14.75

JOB# 1 TOTALS

LABOR 11.00
 PARTS 13.33
 MISC 14.75
JOB# 1 JOURNAL PREFIX VOC5 JOB# 1 TOTAL 9.83

JOB# 2 CHARGES

LABOR
 OF 2 OVRSE 21
 STATE INSPECT 1 YEAR
 CUSTOMER REQUESTS VT STATE INSPECTION
 ANNUAL INSPECTION
 COMPLETED AS REQUESTED
 TECH(\$):22 29.40

JOB# 2 TOTALS

LABOR 29.40
JOB# 2 JOURNAL PREFIX VOC5 JOB# 2 TOTAL 29.40

JOB# 3 CHARGES

LABOR
 OF 3 OVRSE 00
 CHECK ENGINE LIGHT
 CUSTOMER STATES ENGINE SYSTEM - FIX WORK
 ON DASH ONE TIME
 TESTED SYSTEM - NO FAULTS SEEN
 NO PROBLEM SEEN AT THIS TIME
 0.00

JOB# 3 TOTALS

LABOR 0.00
JOB# 3 JOURNAL PREFIX VOC5 JOB# 3 TOTAL 0.00

MISC

CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HAZ HAZARDOUS WASTE REMOVAL		8.81
JOB # A	SS SHOP SUPPLIES		3.23
	TOTAL - MISC		4.04

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturers. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to act on its behalf in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

METHOD OF PAYMENT

CASH CHECK
 CREDIT CARD

BIEN FOR CHANGE

FLAT HOURLY RATE BOTH



AUTOMOBILE INTERNATIONAL CORPORATION

d.b.a.

RUTLAND CADILLAC, DODGE, ISUZU
OLDSMOBILE, SAAB & VOLVO

Junction of Routes 7 & 103
NORTH CLARENDON, VT 05759
(802) 773-3329



VOLVO

CUSTOMER NO. 104112	KEYNO 182	TAX NO.	SECURITY NO. 11A77ND1	SALES NO. VDCS170858
	SALES	SALES	COLOR BLUE	TYPE NO.
	DOWNPAYMENT	MODEL 30824	VEHICLE CLASS SEDAN	DATE OF PURCHASE
RUTLAND, VT	VEHICLE NO. VV1788Z01X1		SALES ORDER NO. 3107	PRODUCTION DATE
	F. V. O. NO.	F. O. NO.	F. V. O. DATE 11/07/81	NO. 30824

[This section contains extremely faint and mostly illegible text, likely representing a sales order or invoice details.]

DISCLAIMER OF WARRANTIES
 Any warranty on the goods sold hereby, are those made by the manufacturer. The seller hereby expressly disclaims all implied, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither represents nor warrants any other person to approve for it any liability in connection with the sale of said product. Any limitations, exclusions, conditions, and other applicable laws, shall apply, where prohibited by law.

CASH CHECK
 CREDIT CARD
 SALES ORDER NO.

Thank You



AUTOMOBILE INTERNATIONAL CORPORATION

d.b.a.

RUTLAND CADILLAC, DODGE, HONDA

OLDSMOBILE, SAAB & VOLVO

Junction of Routes 7 & 103

NORTH CLarendon, VT 05769

(802) 773-3329



VOLVO

CUSTOMER NO 104112	MODEL 7800	YEAR 1978	DATE 11/23/81	SALES NO VOC8171144
	ASSEMBLY 64.00	LICENSE [REDACTED]	MESSAGE 31218	COLOR BLUE
	SALES PERSON BOYD JOHNSON	DOOR SECON	DELIVERY DATE 03/20/80	DELIVERY M.I. NO
PITTSFORD, VT	VOLVO VIN NO YV1T29701X1		SALES NUMBER NO 3107	PRODUCTION DATE
	V. & NO	P. O. NO	R. O. DATE 11/23/81	MO: 31218

<p>JOBS I CHANGES</p> <p>LABOR</p> <p>PARTS</p> <p>JOBS I TOTALS</p> <p>SALES TAX</p> <p>TOTAL</p> <p>CASH</p> <p>VISA</p> <p>AMOUNT</p> <p>SALES TAX</p> <p>CUSTOMER SIGNATURE</p>	<p>DISCLAIMER OF WARRANTIES</p> <p>This agreement on the products sold hereby, and the title made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither represents nor warrants any other matter in connection with any goods or services sold. Any disclaimer of warranty does not apply where prohibited by law.</p>
--	--

<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	<p><i>Thank You</i></p>
<input type="checkbox"/> SALES TAX <input type="checkbox"/> TOTAL	

SAAB VOLVO CADILLAC DODGE HONDA OLDSMOBILE



AUTOMOBILE INTERNATIONAL CORPORATION
 d.b.a.
RUTLAND CADILLAC, DODGE, ISUZU,
SAAB & VOLVO
 Junction of Routes 7 & 103
NORTH CLARENDON, VT 05759
 (802) 773-3329



ORDER NO. 108112	SALES KENN 182	TAX NO.	MODEL CODE D415832	VEHICLE NO. VOC6173389
	LABOR RATE 98.00	VEHICLE 33475	COLOR BLUE	STOCK NO.
	YEAR MAKE MODEL VOLVO 1987 740 GLE	VEHICLE IDENTIFICATION NO. YV1T80761X1	DELIVERY DATE 03/20/87	DELIVERY MILE
PITTSFORD, VT	VEHICLE NO. 7.7 C. NO.	P. O. NO.	VEHICLE SERIAL NO. 3107	MODEL YEAR 87
			A.O. DATE 04/16/82	MO: 33475

JOB #	CHANGES	LABOR	TIME	RATE	TOTAL
JOB 1	STATE INSPECT 1 YEAR WORKS CUSTOMER STATES: STATE INSPECTION COMPLETED AS REQUESTED	6.80	22	98.00	35.48
JOB 1	TOTALS				35.48
JOB 2	INTERNAL PARTS WORKS CUSTOMER STATES: HEAD LIGHTS INTERNAL PARTS WORKS UNABLE TO DUPLICATE CONDITION AT THIS TIME	0.80	22	98.00	0.80
JOB 2	TOTALS				0.80
JOB 3	INTERNAL PARTS WORKS CUSTOMER STATES: INTERNAL PARTS UNABLE TO DUPLICATE CONDITION AT THIS TIME	0.80	22	98.00	0.80
JOB 3	TOTALS				0.80
JOB 4	ELECTRICAL WORK CUSTOMER STATES: ELECTRICAL WORK UNABLE TO DUPLICATE CONDITION AT THIS TIME	0.80	22	98.00	0.80
JOB 4	TOTALS				0.80

WARRANTY
 Any condition on the product and hereby
 and shall apply by the manufacturer. The
 labor being necessary (includes all
 materials, parts or tools, including any
 special handling of machinery or tools
 for a particular purpose, and the labor cost
 involved for installation and other power in
 connection with the repair of such products. Any condition
 contained herein does not apply where
 prohibited.

CASH CHECK
 CREDIT CARD
 Thank You

SAAB

SAAB & VOLVO
Junction of Routes 7 & 103
NORTH CLARENDON, VT 05759
(802) 773-3329



VOLVO

DATE TIME 104112	AGENCY KEVIN 182	FAO NO	ORDER NO. 012003	INVOICE NO. V068178152
	DATE TIME 0900	ORDER NO. 38089	CLASS BLUE	PROD NO.
	YEAR MAKE MODEL 88 VOLVO 960 BERLINETTA SUN AT		DELIVERY DATE 03/20/88	DELIVERY UNIT
PITTSFORD, VT	VIN YV1T89781X1		SALES DEPT NO. 3107	PRODUCTION DATE
			R.F. DATE 01/20/83	NO: 38089

JOB 1 CHARGES				AMOUNT
LABOR	1.5 HOURS	INTERIOR LIGHTING	SEE	0.00
PARTS	1	CUSTOMER SUPPLY OF IRON LEADS, FUSE, AND FLAME-RETARDANT SWITCH EXTERNAL FANCT INSTALLED W/IRON KEY		0.00
JOB 1 TOTALS				0.00
JOB 2 CHARGES				AMOUNT
LABOR	4	CUSTOMER REQUESTS REPAIR FOR AIRLINE DAMAGE	SEE SEE	64.86
PARTS	0			0.00
JOB 2 TOTALS				64.86

DISCLAIMER OF WARRANTIES
Any warranty on the product sold hereby are those made by the manufacturer. The seller hereby disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor warrants any other person is liable for any liability in connection with the sale of this product. Any written or printed matter that may apply where prohibited by law.

CALL CUSTOMER MAIL SERVICE IS COMPLETE

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK
<input type="checkbox"/> CREDIT CARD	
<input type="checkbox"/> SALES TAX <input type="checkbox"/> REGISTRATION <input type="checkbox"/> TITLE	

Thank You



AUTOMOBILE INTERNATIONAL CORPORATION

d.b.a.

RUTLAND CADILLAC, DODGE, ISUZU,
SAAB & VOLVO

Junction of Routes 7 & 103
NORTH CLARENDON, VT 05759
(802) 773-3328



CUSTOMER NO 104112	ORDER NO 7704	DATE 02/06/83	ORDER NO VOC3178429
SALES [REDACTED]	SALES 38248	SALES [REDACTED]	SALES [REDACTED]
SALES PITTSFORD, VT	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]

ITEM 1 CHANGES

DATE

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

SALES

WARRANTY

Volvo warrants the products only hereby... by its instructions. The... company expressly disclaims... of liability, including any... of workmanship or defect... and the other matter... the customer pay other goods to... liability in accordance with... conditions. Any limitation... shall not apply where...

CUSTOMER SIGNATURE

SALES

CASH CHECK CREDIT CARD

Thank You

Printed on Recycled Paper



d.b.a.
**RUTLAND CADILLAC, DODGE, SUZUKI,
SAAB & VOLVO**
Junction of Routes 7 & 103
NORTH CLARENDON, VT 05759
(802) 773-3329



CUSTOMER NO 104112	SALE NO 7704	SALE DATE 02/27/83	FINANCE NO V035178/80
UNIT NO 0200	SALE NO 38521	SALE PRICE BLVD	SALE TAX
SALES / TRADE / INST BY VOLVO SALES REPRESENTATIVE SON AT		DELIVERY DATE 03/20/83	DELIVERY MILE
FINANCE BY NO. YV1Y8876P1X1 0		SALES OFFICE NO 3107	FINANCE SALES NO
PITTSFORD, VT		P.O. BOX 022703	MC: 38521

JOB 1 CHANGES

JOB 2 CHANGES

JOB 3 CHANGES

JOB 4 CHANGES

JOB 5 CHANGES

JOB 6 CHANGES

JOB 7 CHANGES

JOB 8 CHANGES

JOB 9 CHANGES

JOB 10 CHANGES

JOB 11 CHANGES

JOB 12 CHANGES

JOB 13 CHANGES

JOB 14 CHANGES

JOB 15 CHANGES

JOB 16 CHANGES

JOB 17 CHANGES

JOB 18 CHANGES

JOB 19 CHANGES

JOB 20 CHANGES

JOB 21 CHANGES

JOB 22 CHANGES

JOB 23 CHANGES

JOB 24 CHANGES

JOB 25 CHANGES

JOB 26 CHANGES

JOB 27 CHANGES

JOB 28 CHANGES

JOB 29 CHANGES

JOB 30 CHANGES

JOB 31 CHANGES

JOB 32 CHANGES

JOB 33 CHANGES

JOB 34 CHANGES

JOB 35 CHANGES

JOB 36 CHANGES

JOB 37 CHANGES

JOB 38 CHANGES

JOB 39 CHANGES

JOB 40 CHANGES

JOB 41 CHANGES

JOB 42 CHANGES

JOB 43 CHANGES

JOB 44 CHANGES

JOB 45 CHANGES

JOB 46 CHANGES

JOB 47 CHANGES

JOB 48 CHANGES

JOB 49 CHANGES

JOB 50 CHANGES

JOB 51 CHANGES

JOB 52 CHANGES

JOB 53 CHANGES

JOB 54 CHANGES

JOB 55 CHANGES

JOB 56 CHANGES

JOB 57 CHANGES

JOB 58 CHANGES

JOB 59 CHANGES

JOB 60 CHANGES

WARRANTY
The manufacturer warrants that the product sold hereby is free from defects in material and workmanship under normal use and service for the period of time specified in this warranty. The manufacturer's liability is limited to repair or replacement of any part of the product which is found to be defective in material or workmanship. This warranty does not cover damage caused by accident, misuse, neglect, or any other cause not intended or foreseeable by the manufacturer. The manufacturer's liability is limited to the original purchase price of the product. This warranty is void if the product has been altered or repaired by anyone other than the manufacturer. This warranty is void if the product has been used for any purpose other than that intended by the manufacturer. This warranty is void if the product has been used in any manner which is not recommended by the manufacturer. This warranty is void if the product has been used in any manner which is not recommended by the manufacturer.

Thank You

10-99-83



AUTOMOBILE INTERNATIONAL CORPORATION

d.b.e.

**RUTLAND CADILLAC, DODGE,
SAAB & VOLVO**

Junction of Routes 7 & 103
NORTH CLARENDON, VT 05789
(802) 773-3329



VOLVO

ORDER NO. 104112	APPROX. MAKE 7704	FAID NO.	DELIVERY DATE 11/14/83	APPROX. NO. VDCS183474
	LABOR RATE 82.00	LABOR NO. 42419	CLASS BLUE	5-CYCLE NO.
	YEAR / MAKE / MODEL		DELIVERY DATE 03/20/80	DELIVERY MAKE
	BY VOLVO SERVICEMAN SIGN IT		SALES DEALER NO. 3107	PRODUCTION DATE
PITTSFORD, VT	VEHICLE NO. YV1T887B1X1 C		P. O. DATE 11/14/83	NO: 42420
	P. O. NO.	P. O. NO.		

DATE	DESCRIPTION	AMOUNT	TAXES	TOTAL
JOB 1 CHARGES				
LABOR				
PAID				
JOB 2 TOTALS				
MISC				
TOTAL				
CUSTOMER SIGNATURE				

DISCLAIMER OF WARRANTIES
 Any warranty on the product sold hereby shall be made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither warrants nor represents any other person or organization's liability in connection with the sale of your product. Any federal government patent does not apply when purchased by her.

CASH CHECK
 CREDIT CARD

YES NO

Thank You



c.b.s.
**RUTLAND CADILLAC, DODGE,
 SAAB & VOLVO**
 Junction of Route 7 & 103
 NORTH CLARENDON, VT 06758
 (802) 773-3328



CUSTOMER NO. 104112	ADVISOR KEVIN 182	TRIP NO.	INVOICE DATE 07/12/04	INVOICE NO. VOC6184388
	PLATE NO. [REDACTED]	VEHICLE NO. [REDACTED]	WORK ORDER NO. [REDACTED]	AMOUNT PAID [REDACTED]
	SALES REP. [REDACTED]	SALES REP. PHONE NO. [REDACTED]	SALES REP. FAX NO. [REDACTED]	SALES REP. EMAIL [REDACTED]
PITTSFORD, VT	SALES REP. NAME [REDACTED]	SALES REP. ADDRESS [REDACTED]	SALES REP. CITY [REDACTED]	SALES REP. STATE [REDACTED]

JOB# 1 CHARGES

LABOR
 JOB# 1 10V022 [REDACTED] 2.80 TECHS: 22 173.60
 [REDACTED] MESSAGE ON DASH
 [REDACTED] INTERNAL
 [REDACTED] ELECTRONIC THROTTLE MODULE AND ROAD TESTED - OKAY

PARTS	QTY	DESCRIPTION	UNIT	PRICE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL -				[REDACTED]

JOB# 1 TOTALS
 LABOR 173.60
 PARTS 666.00
JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 739.60

NET	DESCRIPTION	CONTROL	PRICE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL - NESC			11.47

COMMENTS
CALL CUSTOMER WHEN SERVICE IS COMPLETE

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

TOTAL LABOR	173.60
TOTAL PARTS	666.00
TOTAL TAX	11.47
TOTAL INVOICE \$	739.60

WE WANT TO KNOW HOW WE ARE DOING
 YOU MAY HAVE WON A CUSTOMER SATISFACTION AWARD
 IF FOR ANY REASON YOU DID NOT FEEL COMPLETELY SATISFIED
 OR "EXCELLENT", PLEASE CONTACT INLAR BUREAU AT 802-773-3328

CUSTOMER SIGNATURE

Kevin and Joann Janssen
S-80 Electrical Issues

Date	R.O.#	Mileage	Vehicle	Work/Notes
7/14/1999	31785	7	Alfa Romeo Volvo	Both failure messages. No status message observed, all lights working. LR bulb failed, replaced.
8/18/1999	30536	8600	Alfa Romeo Volvo	CR bulb failure position light coming on. CR's bulbs found them them, wiped off connections, no warning light coming on in shop
10/12/1999	33706	10477	Alfa Romeo Volvo	Checked DTC's showing scan 0094. Gearshift lever signal missing. Tested with wiper, no communication split. Reset gauges etc. 50 mg
4/17/2000	vocs 158758	13919	Automobile International	check engine system light on one day. Tested no faults seen
11/7/2001	vocs 170839	15924	Automobile International	dash service required message only when vehicle is cold. Fault trace steering wheel angle sensor internal fault
11/23/2001	vocs 171144	31218	Automobile International	customer states engine service required message on dash display - engine locks power internet. Fault trace - found electronic throttle module internal fault. Replaced electronic throttle module internal and road tested - okay
4/16/2002	vocs 173383	33475	Automobile International	customer states headlight pulse warn, tested system - okay checked for bulb's none apply unable to duplicate no fault seen at this time
1/20/2003	vocs 178152	38880	Automobile International	customer states dash lights pulse and flicker warn - see customer note found headlight switch internal fault ordered switch installed harness kit
2/5/2003	vocs 178429	38248	Automobile International	customer states dash lights warn flicker esp switch did not repair. Recommend alternator ordered pad
2/27/2003	vocs 178780	38821	Automobile International	customer states interior lights warn flicker. Verified complaint, needs new alternator. Installed new all okay now.
11/14/2003	vocs 183474	43419	Automobile International	customer states check engine light on. Verified complaint. Has codes in system (262A, 272A, found faulty mass air flow meter, needs new. Installed new mass air flow meter, okay now.
1/12/2004	vocs 184389	43328	Automobile International	customer states engine service urgent message on dash display - engine locks power internet. Fault trace - found electronic throttle module internal fault. Replaced electronic throttle module internal and road tested - okay

March 29, 2004

[REDACTED]
Golden Valley, Minnesota [REDACTED]

Kjell Berg, Owner
Borton Volvo
5428 Lyndale Avenue South
Minneapolis, Minnesota 55419

Re: Unsatisfactory Car Performance
Vehicle ID# YVITS 97D8X [REDACTED]
Date of Purchase 5/29/99
Current Mileage 32,450

My Volvo S80 has been very troubling and disappointing to say the least. Since I purchased this car, it has been in the shop 13 times for a variety of repairs including normal oil changes and regular maintenance checks. The repeated problems have been the most troubling to me. The Throttle Body Unit was replaced 2/06/01 at 13,217 miles and again 3/3/04 at 32,421-miles. The Sway Bar Links were replaced 2/20/01 at 15,979 miles and again 8/25/03 at 29,827 miles. The first replacements were covered under warranty, the latter were paid repairs. I questioned the frequency-of-repair while the car was under warranty. My fear of having an inferior vehicle is becoming a reality. These repairs have caused me great concern.

This is my third Volvo since 1987. My first Volvo became a lemon. My current Volvo appears to be a lemon, also. I had high regard for Volvo reputable vehicle and services. My experience is becoming quite the contrary. Please review the repair records for my car. All services were performed at the Golden Valley Service Center. I am willing to supply you with the repair history.

Not only have the repairs been excessive for the miles driven and the cost I have taken of my car, it is expensive, time consuming and an inconvenience to me. I am the only driver of the car. The experience am having with the Volvo S80 is not my expectation of a car of this caliber.

Currently, the Direction Indicator Marker is broken and needs repair. Since my last visit for service, I can hear an intermittently noise at two different locations in the car. The noise does not at this time interfere with the function of the car but I know it is something that should not be there.

If you could help shed some light on these problems, it would greatly appreciated. At this time, I can no longer feel comfortable in the car.

Sincerely,

[REDACTED]

July 5, 2004

RECEIVED
JUL 12 2004

[REDACTED]
Golden Valley, MN [REDACTED]

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

Dear Sir or Madam,

I am writing this letter because I have issues with my Volvo S80. My car has been serviced 13 times, most of which was covered under warranty. The 13 times listed does not include regular maintenance services. All along I questioned the frequency of repairs on a new car of this caliber. The repairs that are most troubling to me are the repeated replacement of the throttle body and sway bar. According to other reliable mechanic I consulted, those parts last many years. I am the only driver of the car. I have been a Volvo owner since 1987.

Responding to my letter dated march 29, 2004, Pat Sutter, General Sales Manager, spoke to me briefly on two occasions prompting to look into the matter. Needless to say, there has been no follow through. All repairs took place at the Golden Valley Service, Golden Valley, MN.

Listed below is information related my car.

[REDACTED]
Golden Valley, MN [REDACTED]

Telephone: [REDACTED]

Vehicle ID#: YVITS97D80C [REDACTED]

Date of Purchase: 5/29/99

Current mileage: 33,939

Retailer: Borton Volvo

Kjell Berg, Owner

Pat Sutter, General Sales Manager

Mike Deblock, Service Manager

Concerns: Replacement of the throttle body and sway bar.

The throttle body was replaced 2/6/01 at 13,317 miles and again 3/3/04 at 32,421 miles. The sway bar was replaced 2/20/01 at 15,979 miles and again 8/25/03 at 29,827 miles.

Enclosed are the letters I sent the owner.

Sincerely, . . .
[REDACTED]

July 5, 2004

[REDACTED]
Golden Valley, MN [REDACTED]

Kjell Berg, Owner
Borton Volvo
5428 Lyndale Avenue South
Minneapolis, MN 33419

Dear Mr. Berg,

This is a follow up of my March 29, 2004 letter to you concerning problems I have had with my Volvo S80. Pat Sutter spoke with me very briefly on two occasions early in April 2004. There has been no follow through or resolution to the problem.

At this time, I am dissatisfied with a lack of concern or attention given the nature of problems I have had with my car.

I am forwarding this letter along with a copy of the previous communication to Custom Service.

Sincerely,

[REDACTED]

January 23, 2004

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

RECEIVED
JAN 23 2004

CUSTOMER RELATIONS

Dear Sirs:

I purchased a 2000 Volvo (vehicle ID# YV1TS94DXY [REDACTED]) on March 10, 2000 and, although I was initially delighted to be joining the fine Volvo family, subsequent events have marred my expectations. My vehicle has only 19,000 miles (18,999 to be exact) and has already spent quite some time at the dealership for numerous problems. While some of the difficulties involved what might be termed as "wear and tear" usage (such as belts that have needed replacement), others have been of a more serious nature and have not been able to be resolved satisfactorily. It is these difficulties that I address here.

First and foremost, I have taken the car into the dealership on four separate occasions in order to repair the door locks. The locks do not close and continuously "pop up" while I am driving. I am, therefore, unable to lock my car securely and many times I have come back to a parking lot to find my car open. The problem continues even after the dealership has replaced the locks repeatedly.

Also, and of utmost seriousness, I will be stopped at a light with my foot on the brake and the car will lurch forward by itself which has resulted in dangerous and embarrassing situations. This happened again as recently as the day after I picked up my vehicle from the dealership this week. Although, again, I have taken the car in for repairs, the problem continues. The battery has had to be replaced twice, with a year and a half intervals. Also, the gasoline gasket fuel door broke and rendered the door uncloseable and the black stripes around the doors became discolored and blotchy and also had to be replaced. Enclosed please find copies of several repair/claim receipts for your perusal. On a more positive note, I would like to report that the service advisor at Deal Ford in Coral Gables (Miami), Florida has proven to be a highly courteous and helpful individual and continues to cooperate in each situation. His name is Juan Carlos Groso, and in him you have a valuable employee.

Legal counsel advises me I have claim to the lemon law, especially in light of the fact that I have taken the car to the dealership repeatedly and there has been no satisfactory resolution. For myself, I know that you stand behind your product and I know you will agree that mine is a luxury car for which I incurred a substantial expense and one that has extremely low mileage on it, thereby warranting reliable and appropriate functioning.

CORAL GABLES, FL

DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

DEEL

VOLVO

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

SERVICE ADVISOR **GEORGE SANCHEZ**

MY-08414

MVR-04100116

INVOICE NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CURT. NO.	TAX NO.	P.D. NO.	SALES PRINTER	OFFICE NO.
29NOV01	29NOV01		YV1T994DKY1				29NOV01	648800
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	SALES PRINTER	SALES PRINTER	SALES PRINTER	SALES PRINTER
11:56	13:08	00	VOLVO S80		78.00	01MAR00	99	3353
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8050	8050		car had 8,050 miles when I brought it in for the first check up - (minor)					

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE	TAX	TOTAL
A 7500 SRVC-SYNTEC OIL					
1	7500 SRVC-SYNTEC OIL	117.00	117.00		117.00
1	1275810 FILTER INSERT	10.99	10.99		10.99
1	977751 GASKET	2.91	2.91		2.91
1	1189943 VW SOLVENT	4.61	4.61		4.61
1	MAINT. CHEMICALS	16.50	16.50		16.50

not check up in 5,000 more miles
for check up at 30,000
miles will be 450 also

PAID
NOV 29 2001
CHECK # *[Signature]*

TOTAL	221.38
TAX	0.00
TOTAL	221.38
CASH	221.38
SALES TAX	0.00
TOTAL	221.38

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ALL
MATERIALS AND REPAIRS, AND RECEIPT OF INVOICE COPY NUMBER

SALES CHARGE REPRESENTS COSTS AND
REPAIRS EXCEEDING \$20.00

305-992-4447
 Car Towing to **Heartbeat** 109 San Joaquin
 Dept. Ford **TOWING** Coal Co. Co.
 by Ricardo Telephone 305-992-4447 15944

DATE 06/12/07 TIME _____ AM PM REASON _____
 AUTHORIZED BY _____

CHARGED TO Miss Constan
 ADDRESS _____

LOG VEH TOWED FROM 1719 N. Hwy 101
 TOWED TO Upel Hwy

MAKE Volkswagen COLOR Grey YEAR 10 TAG _____ STATE _____

VEHICLE IDENTIFICATION NUMBER (VIN) VVIT594DXY

TIME/MILES IN _____ KEY _____
 TOTAL _____ TOW A _____

RO # _____ RO # _____ RELEASE TO _____
 MILEAGE 11060 UNIT # _____

DRIVER # _____ DRIVER NAME Mike TRUCK # _____
 OWNER NAME _____ OWNER PROOF _____

ADDRESS _____
 D/L # _____ TITLE REGS

HOOK UP	<u>20</u>	SHIPPING TIME	
MILES	<u>12</u>	LABOR	
DROP LINK		STORAGE	
DRIVE SHAFT		RENTAL	
BOLLER		CARRIER	
WIRE		ADMIN CHARGE	

CASE # _____ TOTAL _____

I authorize HEARTBEAT TOWING of all responsibility to get vehicle and property, I approve and authorize the address and/or disposal of my vehicle and property to my custody, dealer, insurance company and/or salvage company. If invoice is not paid in 48 days, the account will be sent for collection and you will be responsible for collection fees.
 NAME _____ DATE _____
 TIME _____



VOLVO

Authorized Volvo Cars Retailer
3650 BIRD ROAD • MIAMI, FLORIDA 33133
PHONE: 444-2122 • www.deelvolvo.com

CORAL GABLES, FL

DEEL VOLVO/VN
3650 BIRD ROAD
MIAMI FL 33133

SERVICE ADVISOR JUAN C. GROSSO

MV-09414

MVR-94100118

REPAIR DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CURT. NO.	TAG NO.	P.B. NO.	WORK ORDER	SALES NO.
13JUN02	13JUN02		YV1TS94DKY				13JUN02	666576
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. PRICE	SALES TAX	SALES	SALES
09:42	10:34	00	VOLVO S80		78.00	10MAR00	95	3222
RELEASE IN	RELEASE OUT	ACCT. NO.						
11060	11061							

A CAR WILL NOT START.

31103-0 BATTERY REPLACE INCL CHARGE TEST			
3888 WFO 0.30			(N/C)
32002-2 BATTERY CHARGE TEST IN VEHICLE			
3888 WFO 0.40			(N/C)
PART#: 9459948			
COUNT: 1			
CLAIM TYPE: 01			
NOTE CUSTOMER PAYS PRO-RATE			
1 MISC PRO-RATE	50.47	50.47	50.47

PAID
JUN 13 2002
CHECK # VISC

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	50.47
GAS/OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	50.47
TAX DEDUCTION	0.00
S&S TAX	3.22
CASH PAY	
TOTAL AMOUNT	

LIMITED WARRANTY: The only warranty to the parts listed in this invoice with this estimate are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all responsibility or liability for a particular problem, and customer assumes full responsibility for the purpose of covering for any liability in connection with the sale of parts or services made under the terms of this estimate. Dealer is not responsible for any customer delay for individual parts and labor guarantee. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problem specified in the description of the complaint.

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

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

SALES TAX: 3.22

CORAL GABLES, FL

DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

VOLVO

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

SERVICE ADVISOR **JUAN C. GROSSO**

NV-00414

SAFI-84100115

DATE IN	DATE OUT	STOCK NO.	VEHICLE IDENTIFICATION NO.	CUST. NO.	TAX NO.	REG. NO.	SALES NO.	SALES NO.
08JUL02	09JUL02		YV1TS94DKY				09JUL02	668649
15:22	10:10	00	VOLVO B80			78.00	10MAR00	99 3222
11314	11314							

A CAR HAS NO POWER CAR DOES NOT ADVANCE
CAUSE: 10%
27116-2 REPLACED PEDAL SENSOR
3246 WPI 0:40
1 30636003 ACCELERATOR
3246 WPI 0:40
36001-2 FAULT TRACE RESET
3246 WPI 0:40
28465-3 FUEL/IGNITION SYSTEM DIAGNOSTICS
3246 WPI 0:20
FC: 105M
PART: 10616063
COUNT: 01
AUTH CODE:
CHECK ENGINE LIGHT EMISSION SERVICE REQUIRED
25121-7 THROTTLE HOUSING

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

July 8, 2002
Juan C. Grosso
[Signature]

SALES AMOUNT	
TAX AMOUNT	
TOTAL DUE	
SALES TAX	
SALES CHARGES	
SALES DEDUCTION	
SALES TAKEN OFF	

WARRANTY: The only warranty is the powertrain warranty with the mileage we state that may be offered by manufacturer. The other factory approved warranties of manufacturer are in booklet providing any limited warranty of manufacturer. There is a periodic program, and service intervals are indicated on other person to return for it any liability in operation with the car. We do not warrant for any liability in operation with the car. We do not warrant for any liability in operation with the car. We do not warrant for any liability in operation with the car. We do not warrant for any liability in operation with the car.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF THE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.
CUSTOMER SIGNATURE: _____



DESL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

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

CORAL GABLES, FL

SERVICE ADVISOR: JUAN C. GROSQ

MV-08414

MVT-84100116

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	COST NO.	STOCK NO.	P.O. NO.	DATE	INVOICE NO.
08JUL02	09JUL02	YV1TS94DKY				09JUL02	668649
TIME	TIME READY	YEAR	MAKE & MODEL	TRANS. NO.	COST PER HOUR	DATE	INVOICE NO.
15:22	10:10	00	VOLVO S80		78.00	10MAR00	99 3222
RELEASE NO.	RELEASE DATE	RELEASE NO.					
11314	11314						

3246 WPU 1.00
1 8636753 GASKET
1 1161436 CLEANER H
PC: 265H
PART#: 8636753
COUNT:
CLAIM TYPE: 01

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

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS & LUBE	0.00
SALES TAX	0.00
SALES DEDUCTION	0.00
SALES TAX	0.00

LIMITED WARRANTY: The only warranty in the period limited by this invoice is that the day is covered by the manufacturer. The dealer hereby assumes liability of operation, drive license, or traffic, including any implied warranty of merchantability or fitness for a particular purpose, and further assumes the obligation to provide parts to persons for it only liability in connection with the sale of products or services sold under the terms of this invoice. Seller is in no way responsible for individual parts and labor charges. Seller does not guarantee that the work performed in accordance with the invoice will correct any problem specified on the description of the vehicle.

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

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

Vehicle Profile

Model: S80
Year: 2000
Engine: B6294S
Transmission: 4T85EV

VIN: YV1TS94DX1 [REDACTED]
Chassis: 107682

Customer Profile

Work Order:
Vehicle Registration:
Customer Name:

Receptionist:
Date Logged: 7/8/2002
Latest Update: 7/8/2002

<i>Test</i>	<i>Result</i>	<i>Symptom Area</i>	<i>Symptom</i>	<i>Condition</i>
ECM-904D Pedal sensor fault. Faulty signal		28	ECM 904D Pedal sensor fault, Faulty signal,	Logged
ECM-982A Control module, internal fault. Faulty sig		28	ECM 982A Control module, Internal fault, Fi	Logged

7-8-
MHC



CORAL GABLES, FL

DEEL VOLVO/VW
 3650 BIRD ROAD
 MIAMI FL 33133

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

SERVICE ADVISOR **JUAN C. GROSSO**

MD-09415

MVR-64100118

22JAN03	22JAN03	YV1TH94DKY	23JAN03	686811
16:02	16:39	00 VOLVO S80	78.00	10MAR00
13912	13913			99 3222

CHECK BRAKE LIGHTS ARE TRIP.
 35112-2 TAIL LIGHT BULB REPLACE (C)
 2 965826 BULB (E/C)
 3875 WFO 0.10 (E/C)
 PART#: 965826
 COURT: 1/24/03
 CLAIM TYPE: 01
 AUTH CODE: 23

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GENERAL LINE	0.00
SUBST AMOUNT	0.00
TRAIL CHARGE	0.00
TOTAL CHARGE	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

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

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

WE WARRANT TO THE ORIGINAL PURCHASER THAT THE INFORMATION CONTAINED HEREIN IS CORRECT AND COMPLETE TO THE BEST OF OUR KNOWLEDGE AND BELIEF. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT A VOLVO DEALERSHIP. THIS WARRANTY DOES NOT COVER THE VEHICLE OR ITS PARTS. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT A VOLVO DEALERSHIP. THIS WARRANTY DOES NOT COVER THE VEHICLE OR ITS PARTS.

CUSTOMER SIGNATURE

DEEL

DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133

VOLVO

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

CORAL GABLES, FL

SERVICE ADVISOR **JUAN C. GROSSO**

INV-08414

INVT-84100118

WORK ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLERK NO.	TAG NO.	P.O. NO.	INVOICE NUMBER	INVOICE NO.
05FEB03	06FEB03		YV1T894DX				06FEB03	688010
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	PRICE	PAID	TAX	TOTAL
15:05	12:47	00	VOLVO S80		78.00	109800	95	3222
DATE IN	DATE OUT							
14050	14055							

A HAS APPT AND LOANER V3713
 3410 C 0.00 0.00
 LOST SALES HAS RECEIVED NEW DELIVERED AND NO
 OF A SUDDEN THE MESSAGE CENTER PAID NO
 OIL PRESSURE STOP CAR PART
 CAUSE: 10
 3410 WPU 4.50
 1 1261059 CHEMICAL
 1 1275810 FILTER INSERT
 6 0252 G T X MOTOR OIL
 PART#: 8648398
 CLAIM TYPE: 01
 NO CHARGE

0.00
 (N/C)
 (N/C)
 (N/C)
 (N/C)
 (N/C)

Juan Carlos
gave me new
terminal for
remote control
 PAID
 of door
 I think
 FEB 06 2003
 CHECK # ML

LABOR AMOUNT		<small>LIMITED WARRANTY: THE PARTS AND LABOR IN THE PRICE QUOTED IS AGREEMENT WITH THE POLICY AND TERMS SET FORTH BY THE MANUFACTURER. THIS QUOTE INCLUDES EXPENSES OF MATERIALS, LABOR AND TRAVEL, INCLUDING THE COST OF REMOVAL OF THE OLD PARTS AND THE INSTALLATION OF THE NEW PARTS. THE CUSTOMER IS RESPONSIBLE FOR THE COST OF THE RENTAL CAR AND THE COST OF THE RENTAL CAR INSURANCE. THE CUSTOMER IS RESPONSIBLE FOR THE COST OF THE RENTAL CAR AND THE COST OF THE RENTAL CAR INSURANCE. THE CUSTOMER IS RESPONSIBLE FOR THE COST OF THE RENTAL CAR AND THE COST OF THE RENTAL CAR INSURANCE.</small>
PARTS AMOUNT		
TAX		
SALES TAX		
REGISTRATION		
SALES TAX		
SALES TAX		
SALES TAX		
SALES TAX		
SALES TAX		
SALES TAX		CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF SERVICE COPY HEREOF.
SALES TAX		CUSTOMER SIGNATURE

CORAL GABLES, FL

DEEL VOLVO/VW
3650 BIRD ROAD
MIAMI FL 33133



VOLVO

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

SERVICE ADVISOR JUAN C. GROBO

MV-09414

MVR-04100118

DATE IN	DATE OUT	STOCK NO.	VEHICLE NO.	PLATE NO.	MAKE	MODEL	YEAR	PRICE	INVENTORY	SERVICE NO.
05FEB03	06FEB03		YV1T94DKY							688010
TIME IN	TIME OUT	YEAR	MAKE	MODEL	PRICE	INVENTORY	PLATE	VEHICLE	SALES	
15:05	12:47	00	VOLVO	S80	78.00	10MGR00	99	3222		
INVENTORY	INVENTORY	INVENTORY								
14050	14055									

D CHECK TH BRAKS &

3010 C	1.00	78.00	78.00
1 1161325C BRAKE PASTE	5.00	5.00	5.00

LABOR AMOUNT	78.00
PARTS AMOUNT	88.92
TAX	0.00
SALES TAX	0.00
TOTAL CHARGES	170.82
SALES TAX DEDUCTION	0.00
TOTAL	170.82

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE LISTED VEHICLE AND RECEIPT OF SERVICE COPY THEREOF.

2 paid
1180.78
to replace

EXCHARGE... COSTS AND...
... THE VEHICLE...
... SERVICE...



DEAL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

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

CORAL GABLES, FL

SERVICE ADVISOR **JUAN C. GROSSO**

NV-00414

NVT-04100118

DATE ORDERED	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLERK NO.	TAG NO.	F.O. NO.	WORK ORDER NO.	INVOICE NO.
15JUL03	16JUL03		YV1T994DKY				16JUL03	701487
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. PAY AMOUNT	DEPT. NO.	PROJECT NO.	SA
15:53	10:55	00	VOLVO S80		78.00	10WARD00	99	3222
WHSAGE IN	WHSAGE OUT	LICENSE NO.						
16212	16213							

A CUSTOMER STATES THE CAR STARTED AND DIED ABOUT 15

YESTERDAY, IT HAS BEEN ACTING UP FOR A FEW DAYS.

CAUSE: 10

REMOVE, CLEAN, ADJUST,

1 8691303 UPGRADE ECM

1 8636753 GASKET

1 983750 CABLE TIE

3286 WPU 0.40

3286 WPU 0.50

PART#: 8691303

COUNT:

CLAIM TYPE: 01

AUTH CODE:

LABOR AMOUNT

PART AMOUNT

GRAND TOTAL

SALES TAX

TOTAL CHARGE

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

SALES TAX

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MAINTAINED VEHICLE, AND RECEIPT OF SERVICE COPY THEREOF.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MAINTAINED VEHICLE, AND RECEIPT OF SERVICE COPY THEREOF.

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DEEL

DEEL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

VOLVO
Authorized Volvo Cars Retailer
3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2221 * www.deelvolvo.com

JUAN C. GROSSO

MV-08414

MVR-04100116

0603	16J6L03								
15:53	10:58	DU VOLVO 800			76.00		59	3222	
16212	18213								

19 R/R BELT OR BELTS
 3286 C 1.50
 1 9471981 BELT 109.91 109.91
 ** LUBE OIL AND OIL FILTER CHANGE WITH
 SYNTHETIC OIL
 LOP CHANGE OIL, OIL FILTER AND LUBRICATION
 3286 C 0.50 14.98
 1 1275810 FILTER INSERT 11.72
 1 977751 GASKET 2.45 0.97
 5 0258 SYNTEC 5W-30 8.25
 CUSTOMER PAY SHOP CHARGES FOR REPAIR ORDER

CORAL GABLES, FL

3650 BIRD ROAD
MIAMI FL 33133

VOLVO

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

SERVICE ADVISOR **JUAN C. GROSSO**

MY-08416

MY-06100718

29JUL03	29JUL03		YV1T894DKY1			29JUL03	702738
14:59	16:23	00	VOLVO 880		78.00	10MAR00	99 3222
16447	16448						

A CHECK GAS LID DOOR DOES NOT CLOSE
83313-2 FUEL FILLER DOOR HINGE REPLACE
 457 WPU 0.20
 PC: 4358
 COUNT:
 AUTH CODE:

B CHECK MIRROR SWITCH KNOB IS BROKEN
 CAUSE: 43
03646-6 REPLACED MIRROR KNOB
 1 9452831 LOCATING PIN
 PC: 434E
 PART#: 9452831
 COUNT:
 CLAIM TYPE: 01
 AUTH CODE:

C CHECK TIRE PRESSURE

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
TOTAL AMOUNT	
SALES TAX	
TOTAL	

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

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



DEEL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

VOLVO

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

CORAL GABLES, FL

SERVICE ADVISOR **JUAN C. GROSSO**

MV-08414

MVR-04100118

DATE IN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION NO.	PLATE NO.	TAX NO.	P.O. NO.	WORK ORDER NO.	OFFICE NO.
29JUL03	29JUL03		YV1T994DKY				29JUL03: 702738	
14:59	16:23	00	VOLVO S80		78.00	10MAR00	99	3222
16447	16448							

NO CHARGE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
TAXES	0.00
SALES TAX	0.00
CHARGES	0.00
SALES CHARGES	0.00
EXCISE TAX	0.00
TOTAL	0.00

LIMITED WARRANTY: We warrant to the original purchaser only the material and workmanship of the parts and labor. This does not constitute a warranty of performance, reliability, or fitness for a particular purpose, and we do not warrant any other goods or services sold under the terms of this warranty. Refer to each of your customer orders for individual parts and labor charges. We do not guarantee that the work performed in accordance with this warranty will correct any problem specified on the description of complaint.

SALES TAX RECEIPT OF AND



DEEL SALES INC.
3650 BIRD ROAD
MIAMI, FL 33133

VOLVO

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

CORAL GABLES, FL

SERVICE ADVISOR **JUAN C. GROSSO**

MV-00414

MV-04100118

09DEC03	11DEC03		YV1T994DKY1			11DEC03	713949
YEAR IN	YEAR OUT	YEAR	MAKE & MODEL	YEAR-MAKE NO.	DISCOVER LAST 2 DIGITS	REPAIR BOOK	VEHICLE NO.
11:03	15:47	00	VOLVO S80		85.00	10MAR00	95 3222
RELEASE IN	RELEASE OUT	ISSUES NO.					
18534	18535						

A COST STATES WHEN YOU CLOSE THE DOORS WITH
RIGHT REAR DOOR LOCKS DO NOT CLOSE, THEY
CAUSE: 10
83415-2 DOOR LOCK REAR REPLACE (C) 3277 WFO 0.60
36001-2 FAULT TRACE RESET
37268-3 FAULT TRACE
PC: 105P
COUNT:
MITH CODE:

(N/C)
(N/C)

A COST STATES THAT ALL 4 APLIQUES ON ALL TH 4
DOORS ARE BUBBLING AND WRINKLED
CAUSE: 22
SUBLET SUBLET 3277 WFO 0.00
1 9190345 STRIPE, RIGHT

(N/C)
(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PART AMOUNT	
TAXES, LUBE	
DISC AMOUNT	
DISC CHARGES	
TOTAL CHARGES	
LESS REDUCTION	
SALES TAX	
EXPL PAY	
CASH AMOUNT	

*Replaced June 2-2002
Spaid for it
Thursday 15-2004
On 219 miles*

DEEL VOLVO: The only company to sell Volvo directly in Miami with the lowest prices that may be offered by its competitors. The dealer hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose, and further assumes no liability for any other parties to whom it may be liable in connection with the sale of a product or service and under the terms of this contract. This is the best of our customer may be fulfilled parts and labor guarantee. This does not constitute that the work performed is accepted with the contract and direct any parties qualified on the date of its completion.

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

DEAL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

VOLVO

Authorized Volvo Cars Retailer
3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-3222 * www.dealvolvo.com

SERVICE ADVISOR **JUAN C. GROSSO**

MV-08414

MVR-04100118

09DEC03	11DEC03		YV1TS94DKY		11DEC03	713949
11:03	15:47	00	VOLVO S80		85.00	10MAR00 95 3222

RELEASE IN	RELEASE OUT	LEADS NO.
18534	18535	

1 9190346 STRIPE, LEFT (N/C)
 1 9190347 STRIPE, LEFT (N/C)
 1 9190348 STRIPE, RIGHT (N/C)

PART#: 9190345
 CLAIM TYPE: 01
 WFU (N/C)

COST STATES THE FRONT DOOR LOOKS POP OPEN

CASH: 10
 83414-2 DOOR LOCK FRONT REPLACE (N/C)
 3277 WFU 0.70 (N/C)
 1 30634621 LOCK, RIGHT (N/C)
 1 979878 BLIND RIVET (N/C)
 1277 WFU 1.00 (N/C)

PART#: 30634621

DESCRIPTION	TOTALS
LABOR AMOUNT	
PART AMOUNT	
TAX	
SALES AMOUNT	
SALES TAX	
SALES AMOUNT	
SALES TAX	
SALES AMOUNT	
SALES TAX	
SALES AMOUNT	
SALES TAX	

USED WARRANTY: The dealer warrants to the purchaser in accordance with the estimate on these parts as original to the manufacturer. The dealer hereby assumes the risk of workmanship, parts expense or defect, including any latent liability of manufacturer's claims for a period specified, and neither assumes nor endorses any other party's liability for it any liability in connection with the sale of products or parts sold under the terms of this estimate. Note to the buyer of your customer copy for individual parts and labor customer copy that you guarantee that the work performed in accordance with the estimate will correct any problem specified on the description of the complaint.

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



DEEL SALES INC.
3650 BIRD ROAD
MIAMI, FL 33133

VOLVO

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

CORAL GABLES, FL

SERVICE ADVISOR **JUAN C. GROSSO**

MV-08414

MV7-84100118

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CURT. AC.	TAG NO.	F.U. NO.	DATE	ENGINE NO.
09DEC03	11DEC03	YV1T894DEY				11DEC03	713949
TIME	TIME READY	YEAR	MAKE'S MODEL	TELEPHONE NO.	PRICE	TAX	REG
11:03	15:47	00	VOLVO S80		85.00	10MAR00	99 3222
BRANCH	BRANCH	BRANCH					
18534	18535						

CLAIM TYPE: 01
SALE

CHECK THE BRAKE & AND CHECK LIGHTS
NOTE SEE NOTE
3277
CUST CALLED AT 2:14 P.M. 12-9-03
STATES THE CAR TURNS FORWARD ENGINE
IDLE
25121-2 THROTTLE HOUSING
3277 WPD 1.00
1161436N CLEANER
PARTS: 8436753
CLAIM TYPE: 01

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

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GASoline	0.00
TAX	0.00
SALES CHARGE	0.00
SALES CHARGE	0.00
SALES CHARGE	0.00
SALES CHARGE	0.00
SALES CHARGE	0.00
SALES CHARGE	0.00

Customer Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____
Signature: _____
Date: _____

CHARGE SERVICE COSTS AND
SALES TAX INCLUDING \$20.00

SALES TAX INCLUDING \$20.00
SALES TAX INCLUDING \$20.00
SALES TAX INCLUDING \$20.00
SALES TAX INCLUDING \$20.00
SALES TAX INCLUDING \$20.00



DEEL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

VOLVO

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

CORAL GABLES, FL

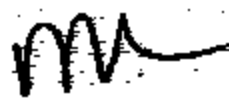
SERVICE ADVISOR **JUAN C. GROSSO**

MY-00414

MVR-04100118

REGISTRATION DATE	BATH. READY	STOCK NO.	VEHICLE IDENTIFICATION	CLST. NO.	TAG NO.	F.R. NO.	WARRANTY	SALES NO.
15JAN04	19JAN04		YV1TS94DXY					20JAN04 716765
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	SALES PRICE	SALES TAX	SALES CHG.	TOTAL
16:47	08:44	00	VOLVO S80		85.00	10MAR00	99	3222
SALES NO.	MESSAGE OUT	LICENSE NO.						
18999	18999							

A CAR WOULD NOT START THE BATTERY WENT DEAD
 31103-0 BATTERY REPLACE INCL CHARGE TEST
 3277 WFO 0.30 (N/C)
 32002-2 BATTERY CHARGE TEST IN VEHICLE
 (B) 3277 WFO 0.40 (N/C)
 PC: 1058
 PART#: 9459948
 CLAIM TYPE: 01
 NOTE CUSTOMER PAYS PRORATION
 1 MISC PRD-RATE 75.71 75.71 75.71
 WORK AT TIMES AND THE COST HAS TO HIT THE
 OR OPEN
 PC: CUSTOMER ADVISED DECLINE

PAID
 JAN 20 2004
 CHECK # MC


DESCRIPTION	TOTALS	
LABOR AMOUNT		
PARTS AMOUNT		
GAS OIL LUBE		
SALES TAX		
SALES CHARGES		
TOTAL CHARGES		
SALES TAX		
PLEASE PAY THIS AMOUNT		

WARRANTY: The only available in the state of Florida...
 CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF LABO...
 MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREBY...
 CUSTOMER SIGNATURE



DEEL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

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

CORAL GABLES, FL

SERVICE ADVISOR: JUAN C. GROSSO

MV-09414

MVR-94100116

DATE MADE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CURT. NO.	TAG NO.	F.D. NO.	WORK ORDER	REPAIR NO.
15JAN04	19JAN04		YV1TS94DXY				20JAN04	716765
TIME IN	TIME READY	YEAR	MAKE & MODEL	TRIPMETER NO.	MILEAGE	DATE	TIME	PRICE
16:47	08:44	00	VOLVO S80		85.00	10MAR00	99	3222
INVOICE NO.	RELEASED OUT	LICENSE NO.						
18999	18999							

DESCRIPTION	LABOR AMOUNT	TOTALS
3277 C	0.00	0.00
BROUGHT IT IN THIS IS THE 3RD TIME		
83414-2 DOOR LOCK FRONT REPLACE (C)		
1 30634626 LOCK, LEFT		(N/C)
1 979878 BLIND RIVET		(N/C)
83415-2 DOOR LOCK REAR REPLACE (E)		
83415-2 DOOR LOCK REAR REPLACE (E)		
36001-2 FAULT TRACE RESET		
3277 WFU	0.30	
37268-3 FAULT TRACE		
3277 WFU	1.00	
83178-3 FAULT TRACE		
3277 WFU	1.00	
PC: 105P		
PART#: 30634626		
COUNT:		
CLAIM TYPE: 01		

WARRANTY: THE ONLY WARRANTY IS THE ORIGINAL WARRANTY WHICH IS THE PROPERTY OF VOLVO. THIS WARRANTY IS NOT TRANSFERABLE TO ANY OTHER PARTY. THE CUSTOMER HEREBY AGREES TO WAIVE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND OTHER WARRANTIES OR WARRANTIES OF ANY OTHER PARTY IN CONNECTION WITH THIS SERVICE. THE CUSTOMER'S USE OF THIS SERVICE UNDER THE TERMS OF THIS WARRANTY IS LIMITED TO THE REPAIR OF DEFECTS OR DAMAGE TO THE ORIGINAL PARTS AND LABOR PROVIDED BY THE SERVICE. THE CUSTOMER HEREBY AGREES TO WAIVE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND OTHER WARRANTIES OR WARRANTIES OF ANY OTHER PARTY IN CONNECTION WITH THIS SERVICE.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF AND AGREES TO THE WORK PERFORMED ON THE ABOVE VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.



VOLVO

DEEL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

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

CORAL GABLES, FL

SERVICE ADVISOR JUAN C. GROSSO

MY-09416

MY-04100118

15JAN04	19JAN04		YV1TS94DKY1			20JAN04	716765
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LABOR RATE	DATE	AMOUNT
16:47	08:44	00	VOLVO S80		85.00	10MAR00	99 3222
INVOICE NO.	RELEASE OUT	WORKER NO.					
18999	18999						

AUTH CODE:

WORKER NO. 18999

DATE 1/19/04

TIME IN 16:47

TIME READY 08:44

MAKE & MODEL VOLVO S80

LABOR RATE 85.00

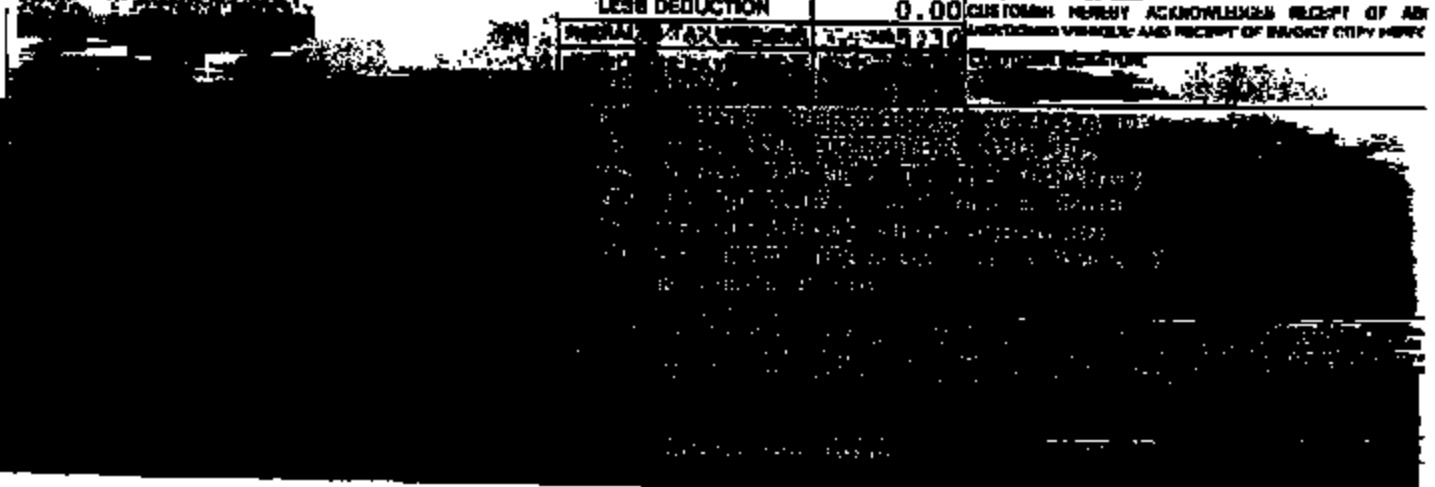
DATE 10MAR00

AMOUNT 99 3222

** FREE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	75.71
GAS & LUBE	0.00
SUBST AMOUNT	0.00
MISE CHARGES	0.00
TOTAL CHARGES	75.71
LESS DEDUCTION	0.00
NET AMOUNT DUE	75.71

LETTER WARRANTY: The only exception to the policy is the...
 CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ALL...
 CUSTOMER SIGNATURE



January 29, 2004
Victor Doolan
President & CEO
Volvo Cars North America
7 Volvo Drive
Rockleigh, NJ 07647

RECEIVED
FEB 2 2004

CUSTOMER RELATIONS

Dear Mr. Doolan,

I am writing to you to express my extreme frustration and dissatisfaction with my first Volvo. I do not mean to complain, but I have become so aggravated by the poor performance/reliability of the car that I feel this letter is necessary.

In October of 1999, I purchased the 2000 Volvo S-80 T6, from The Volvo Store in Winter Park, Florida after listening to my parents, friends and sister rave about their Volvos for years. I was initially pleasantly surprised by the car's performance, but returned to the dealer within weeks of my purchase for the first of the car's many problems.

Since my purchase, the car has been plagued by problems - including many 'unusual' issues cars that age don't normally face. I have included a summarized service history for my car on the last page. The history does not include some of the latest problems mentioned below in this letter.

Many of these issues were only an inconvenience in time because of the car's warranty and good service provided by The Volvo Store. However, since my warranty expired in October, 2003, several unusual problems in my car have surfaced and it seems that the car is falling apart!

My car has only gone about 56,000 miles and since my warranty expired last October, I have been faced with a growing list of problems and mounting costs. Here is a list of problems:

Completed Repairs

- Throttle module - Replaced 12/2003
- Left Spring Seat - Replaced 12/2003
- Serpentine Belt - Replaced 1/2004
- Alternator Bearing Failure - Replaced 1/2004
- Upper Torque Mount - Replaced 1/2004
- Right Spring Seat Cover - Replaced 1/2004

Incomplete Repairs

- Passenger Door Lock Mechanism - Discovered 12/2003 -- Est. \$245
- Leaking oil seals - Discovered 1/2004 - Est. \$914

Is this usual behavior for a low mileage Volvo? I take good care of my car and only have it maintained and serviced at the local Volvo dealer. Why have all of these problems occurred then? Is this what I should expect from a Volvo?

Even with all of the problems I have experienced, I would like to continue to be a Volvo owner in the future. I believe that Volvo produces the safest vehicles on the road and I feel that my experience with the 2000 S80 has been an anomaly. I hope you will back your flagship vehicle by offering me relief for the problems I have experienced since my warranty expired (I have included totals below my signature). I also request that you provide me an extended Volvo warranty to cover any future problems that may arise. With these small tokens of support from Volvo, I can enjoy peace-of-mind with the S80 and consider another Volvo as a replacement vehicle within the next few years.

I would truly like to be a Volvo owner for the rest of my life and I hope you can understand my growing frustration that I have had with my car. Thank you for your prompt attention to this matter and a speedy reply.

Sincerely,

[REDACTED]
Altamonte Springs, Florida [REDACTED]
[REDACTED]

~~~~~  
\$960 - Problems that I have paid for - completed work since Oct '03  
\$245 - Problem with passenger door locking mechanism - not completed  
\$914 - Problem with oil seals - not completed  
\$2119 - Total Relief Requested

01/27/2004  
16187146

SUMMARY HISTORY DISPLAY

3100  
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. VV1TR9009Y1091378  
TOTAL R/D'S 10 TOTAL REAR. DAYS 18 NAME 90 VOLVO

| LN# | RD. NO. | RD. DATE.  | MILES. | RDW/TECH | J#    | T | OPERATION CODE.   | DESCRIPTION.....   |
|-----|---------|------------|--------|----------|-------|---|-------------------|--------------------|
| 1   | 213038  | 12/22/2003 | 32642  | A        |       |   | 235               |                    |
|     |         |            |        | T        | 100   | 1 | C 60V02           | SWAP & STEERING    |
|     |         |            |        | T        | 100   | 2 | M 21V02EMELITE    | CHECK ENGINE LIT   |
|     |         |            |        | T        | 100   | 3 | C 30V021          | ELECT SKILLS C/D   |
|     |         |            |        | T        | 100   | 4 | C 30V021          | ENG SKILL C/D TE   |
| 2   | 211460  | 11/13/2003 | 53142  | A        |       |   | 66660             |                    |
|     |         |            |        | T        | 69173 | 1 | M 30V02           | ELECT SKILLS C/D   |
| 3   | 211329  | 11/10/2003 | 53191  | A        |       |   | 240               |                    |
|     |         |            |        | T        | 100   | 1 | C 01V0275         | 7500 MILE SERVIC   |
| 4   | 205704  | 06/25/2003 | 47894  | A        |       |   | 140               |                    |
|     |         |            |        | T        | 121   | 1 | M 51V02085        | ABS REPAIRS        |
| 5   | 205390  | 06/17/2003 | 47701  | A        |       |   | 240               |                    |
|     |         |            |        | T        | 48330 | 1 | M 21V02EMELITE    | CHECK ENGINE LIT   |
|     |         |            |        | T        | 48330 | 2 | M 80V02           | BODY/INTERIOR B/   |
|     |         |            |        | T        | 53304 | 3 | I 06V02RENTAL     | FREE RENTAL        |
|     |         |            |        | T        | 48330 | 4 | M 51V02085        | ABS REPAIRS        |
|     |         |            |        | T        | 48330 | 5 | M 00V022          | BODY & INTERIOR    |
|     |         |            |        | T        | 53304 | 6 | C 85V02COMP/WA    | WASH               |
|     |         |            |        | T        | 48330 | 7 | C 01V02           | SERVICE MAINTENE   |
| 6   | 203941  | 05/13/2003 | 45074  | A        |       |   | 240               |                    |
|     |         |            |        | T        | 48330 | 1 | M 80V02           | BODY/INTERIOR B/   |
|     |         |            |        | T        | 53304 | 2 | I 06V02RENTAL     | FREE RENTAL        |
|     |         |            |        | T        | 48330 | 3 | C 80V021          | BODY & INTERIOR    |
|     |         |            |        | T        | 48330 | 4 | M 20V02           | ELECT SKILLS C/D   |
|     |         |            |        | T        | 48330 | 5 | C 01V0215         | 25,000 MILE SERVIC |
| 7   | 193025  | 09/19/2002 | 37269  | A        |       |   | 35912             |                    |
|     |         |            |        | T        | 100   | 1 | M 51V02085        | ABS REPAIRS        |
|     |         |            |        | T        | 100   | 2 | M 60V02           | SWAP & STEERING    |
|     |         |            |        | T        | 100   | 3 | I 60V021          | SWAP & STEERING    |
| 8   | 192875  | 06/20/2002 | 37010  | A        |       |   | 119               |                    |
|     |         |            |        | T        | 53610 | 1 | C 01V0275         | 7500 MILE SERVIC   |
|     |         |            |        | T        | 53610 | 2 | M 80V02BENTBELT   | SEAT BELT REPAIR   |
|     |         |            |        | T        | 49700 | 3 | I 06V02RENTAL     | FREE RENTAL        |
|     |         |            |        | T        | 49700 | 4 | I 05V02COMP/WASH  | COMP CAR WASH      |
| 9   | 187175  | 04/24/2002 | 34594  | A        |       |   | 140               |                    |
|     |         |            |        | T        | 49700 | 1 | M 80V021          | BODY & INTERIOR    |
|     |         |            |        | T        | 49700 | 2 | C 70V02           | SPR/SHK/WHEELS     |
| 10  | 186512  | 04/09/2002 | 24290  | A        |       |   | 240               |                    |
|     |         |            |        | T        | 48330 | 1 | M 21V020WEST      | ABS OVERHEATING    |
|     |         |            |        | T        | 49700 | 2 | I 06V02RENTAL     | FREE RENTAL        |
|     |         |            |        | T        | 48330 | 3 | C 00V02A/C-DIAGNO | A/C DIAGNOSIS      |
| 11  | 182995  | 01/21/2002 | 32091  | A        |       |   | 140               |                    |
|     |         |            |        | T        | 59450 | 1 | C 02V02300/CYL    | 90-90 30K BL/BI    |
|     |         |            |        | T        | 59450 | 2 | C 70V02BML/ROT1   | ML 2 TIRES WITH    |
|     |         |            |        | T        | 53304 | 3 | C 06V02C/CAR      | C/CAR              |
|     |         |            |        | T        | 59450 | 4 | M 20V02COOL       | COOLANT LBS C/D    |
|     |         |            |        | T        | 59450 | 5 | C 50V021          | WAXES              |
|     |         |            |        | T        | 59450 | 6 | M 30V02R010       | RADIO SKILLS C/D   |
|     |         |            |        | T        | 53304 | 7 | C 05V02COMP/WASH  | COMP CAR WASH      |

01/27/2004  
15107147

SUMMARY HISTORY DISPLAY

3100  
PAGE 2

CUSTOMER NAME [REDACTED] SERIAL NO. YV1T090991091376  
TOTAL # OF S 18 TOTAL SERV. DAYS 18 MAKE (O- VOLVO)

| LINE NO. | NO.    | DATE.      | NOLEB. | ADJ/TECH | JOB   | T     | OPERATION CODE  | DESCRIPTION.....  |
|----------|--------|------------|--------|----------|-------|-------|-----------------|-------------------|
| 12       | 177241 | 09/17/2001 | 25795  | A        |       | 148   |                 |                   |
|          |        |            |        | T        | 59458 | 1     | C 01V0202       | OIL/FILTER SERVI  |
|          |        |            |        | T        | 59458 | 2     | C 70V020AL/ROT  | ROTATE AND BAL.   |
| 13       | 171163 | 05/15/2001 | 23882  | A        |       | 53912 |                 |                   |
|          |        |            |        | T        | 112   | 1     | I 20V0202       | COOLANT LODG C/D  |
|          |        |            |        | T        | 112   | 2     | J 80V021        | BODY & INTERIOR   |
| 14       | 165518 | 02/07/2001 | 19576  | A        |       | 53912 |                 |                   |
|          |        |            |        | T        | 49708 | 1     | C 70V020AL/ROT  | ROTATE AND BAL.   |
|          |        |            |        | T        | 49708 | 2     | C 01V0214       | 7500 MILE SERVICE |
| 15       | 160327 | 09/27/2000 | 14943  | A        |       | 248   |                 |                   |
|          |        |            |        | T        | 112   | 1     | W 00V020C29     | SHOCK JOINTS      |
|          |        |            |        | T        | 112   | 2     | W 60V01         | SWP & STEERING    |
|          |        |            |        | T        | 49708 | 3     | C 86V02C/C9A    | CS CAR            |
| 16       | 158230 | 08/15/2000 | 13749  | A        |       | 52464 |                 |                   |
|          |        |            |        | T        | 188   | 1     | C 01V0219       | 15K MILE SERVICE  |
|          |        |            |        | T        | 188   | 2     | C 70V020AL/ROT1 | ROT. 2 TIMES WITH |
|          |        |            |        | T        | 188   | 3     | W 00V02         | BODY/INTERIOR &   |
| 17       | 149632 | 02/02/2000 | 5843   | A        |       | 148   |                 |                   |
|          |        |            |        | T        | 51263 | 1     | C 01V0202       | OIL/FILTER SERVI  |
|          |        |            |        | T        | 51263 | 2     | C 70V020AL/ROT  | ROTATE AND BAL.   |
|          |        |            |        | T        | 51263 | 3     | C 40V02         | POWER TRANSMISSI  |
| 18       | 144887 | 10/28/1999 | 237    | A        |       | 211   |                 |                   |
|          |        |            |        | T        | 188   | 1     | C 20V021        | ENG OIL, C/D SE   |
|          |        |            |        | T        | 188   | 2     | W 30V020MIPEND  | WIPER REPAIR      |
|          |        |            |        | T        | 188   | 3     | W 00V022        | BODY & INTERIOR   |

[REDACTED]  
Bedford, NY [REDACTED]  
February 2, 2004

Volvoville  
ATTN: Matthew F. Zucker  
5700 Merrick Road  
Massapequa, NY 11758

Dear Matt:

You sold me a 2000 Volvo Cross Country back in May of this year. I was very pleased with the transaction and the car for a short time.

I would like you to enter my VIN number, YV1LZ56D5Y2 [REDACTED] into your computer system, and take a look at how many times my car has been in for servicing since May of 2003. I will not take the time to list each service visit to both your service department, as well as the Mt. Kisco Volvo service department and Hassel Volvo. Hopefully you will make yourself aware of the various services we had to undergo due to the condition the car was in when sold to us by yourself. Thank God you talked my wife and me into buying the extended warranty.

You told us you checked the car out. Had it been in any accidents prior to us buying it? An unexplained creaky dashboard, unexplained wind coming into the car from the windshield... how could a car in such "great condition" as you stated when sold to us need these services nearly two months after purchase?

While you, Matt, came highly recommended to us when we were searching to buy a Volvo, we will not recommend Volvoville or Volvo in the future.

I trust that the corporate office will compensate us in some way after they've reviewed the service reports we've had to undergo since May of this year. And I trust that your boss over there in Massapequa will remember my wife and the time she had an appointment with him for a test drive, but he did not inform your service department, therefore there was no loaner available for my wife and child, and he himself did not take her calls after that.

Thank you for your attention. Looking forward to hearing from Volvo in the near future.

Sincerely,

[REDACTED]  
cc: Volvo Corporate Office

Bedford, NY  
February 2, 2004

**RECEIVED**  
FEB 9 2004

Kathleen Natale  
Customer Care Team Leader  
Volvo Cars of N.A.  
Volvo Drive  
Rockleigh, NJ 07647

**CUSTOMER RELATIONS**


Dear Ms. Natale:

Thank you for your response to my most recent letter. While I am pleased to hear that the Service Department Management at Volvoville of Massapequa, NY has changed, that does not compensate me and the many service calls I've had to make to any Volvo service center since I purchased my car at Volvoville. In fact, just this week my car had to go in for yet another service call. Please see the attached notice of work done to my car. This is now 6 incidents since the purchase of my car, which I was told was in "excellent" condition by my sales representative, Matthew Zucker.

I demand compensation for these "concerns" with my vehicle, as you call them...I call them annoyances. Although the service I received at Hassel Volvo in Glen Cove was exceptional, I am bewildered by the amount of work my car has needed since it's purchase only 8 months ago.

If I do not receive some sort of compensation for my troubles, I am going to contact the Better Business Bureau and every other organization that deals with this sort of situation, as well as the Corporate Headquarters of Volvo. I've been very patient since this all began back in August. I do expect to hear from you soon.

Sincerely,



HASSEL AUTO WEST, INC. HASSEL AUTO GROUP, INC.

**VOLVO**

**VOLVO**

79 Cedar Swamp Rd.  
Glen Cove, N.Y. 11542  
Tel (516) 671-1700  
Fax (516) 600-9070

340 W. Jericho Tpke.  
Huntington, N.Y. 11743  
Tel (516) 321-1200  
Fax (516) 321-6878

Visit us at our website: [www.hassel.com](http://www.hassel.com)  
E-mail us at: [service@hasselvolvo.com](mailto:service@hasselvolvo.com)

HELFORD, NY

SERVICE ADVISOR **TERENCE SMITH**

| DATE       | DATE READY  | STOCK NO.   | VIN          | PLATE | YEAR    | MAKE & MODEL | PRICE | DATE    | MI    |
|------------|-------------|-------------|--------------|-------|---------|--------------|-------|---------|-------|
| 17JAN04    | 29JAN04     |             | YV1L256D5Y2  |       |         |              |       | 29JAN04 | 54873 |
| TIME IN    | TIME READY  | YEAR        | MAKE & MODEL | PRICE | DATE    | MI           |       |         |       |
| 14:10      | 17:24       | 00          | VOLVO V70    | 0.00  | 23DEC99 | 365          |       |         | 365   |
| MESSAGE IN | MESSAGE OUT | LABORER NO. |              |       |         |              |       |         |       |
| 52177      | 52180       |             |              |       |         |              |       |         |       |

AUTH CODE: 1829731

CUSTOMER PAY DEDUCTIBLE FOR LINE A 50.00  
 \*\*\* CUSTOMER STATES PLEASE PERFORMED THROTTLE SERVICE

| QTY | DESCRIPTION         | UNIT  | LABOR  | PARTS | TOTAL  |
|-----|---------------------|-------|--------|-------|--------|
| 1   | 353 CFV             | 2.00  | 196.00 |       | 196.00 |
| 1   | 80367510 GASKET     |       |        |       |        |
| 1   | 1161436 9 CLEANER H | 25.96 | 25.96  |       | 25.96  |

\*\*\* INVOICE \*\*\*

|              |        |
|--------------|--------|
| LABOR AMOUNT | 196.00 |
| PARTS AMOUNT | 31.59  |
| TAX          | 0.00   |
| DISCOUNT     | 0.00   |
| TOTAL CHARGE | 227.59 |
| LESS PAYMENT | 0.00   |
| BALANCE DUE  | 227.59 |
| CASH PAY     |        |
| CHECK PAY    |        |

N.Y.S. REG. REPAIR SHOP LIC. NO. 7083960

**EXCLUSION OF WARRANTIES**

Any amount of charges and materials included are made by the customer. The customer agrees to pay for any additional parts and labor charges that may be required to complete the repair. The customer agrees to pay for any additional parts and labor charges that may be required to complete the repair. The customer agrees to pay for any additional parts and labor charges that may be required to complete the repair.

PERFORMED THROTTLE CLEANING SERVICE. REPLACED FAILED MASS AIR FLOW METER & LEAKING TURBO RETURN LINE SEALS. APPLIED \$50 DEDUCTIBLE.



HASEL AUTO WEST, INC. HASEL AUTO GROUP, INC.

**VOLVO****VOLVO**

BEDFORD, NY

78 Cedar Street  
New York, N.Y. 10038  
Tel: (212) 512-1100  
Fax: (212) 512-1100366 W. 141st Street  
Harlem, N.Y. 10032  
Tel: (212) 294-4200  
Fax: (212) 292-8813Visit us at our website: www.hasel.com  
E-mail us at: service@haselvolvo.comSERVICE ADVISOR **TERENCE SMITH**

|          |           |              |      |      |       |       |         |         |
|----------|-----------|--------------|------|------|-------|-------|---------|---------|
| DATE IN  | DATE OUT  | PLATE NO.    | YEAR | MAKE | MODEL | PRICE | DATE    | MI      |
| 17JAN04  | 29JAN04   |              |      |      |       |       | 29JAN04 | 54873   |
| TIME IN  | TIME OUT  | VEHICLE NO.  | YEAR | MAKE | MODEL | PRICE | DATE    | MI      |
| 14:10    | 17:24     | 00 VOLVO V70 |      |      |       | 0.00  | 23DEC99 | 365 365 |
| PLATE IN | PLATE OUT | LICENSE NO.  |      |      |       |       |         |         |
| 52177    | 52180     |              |      |      |       |       |         |         |

CUSTOMER STATES THAT THE CAR HAS AN IRACATIC  
XBLE & YMR SURGES. THE CHECK ENGINE LIGHT  
IS ON. AT A LIGHT THE CAR REVS & BUNTS @  
CAUSE: 10  
36001-2 DIAGNOSTIC TROUBLE CODE (DTC):  
READING/ RESETTING VST/VCT (2)  
353WVVP 0.30 (N/C)  
1 8670263 MASS AIR FLOW (N/C)  
28464-3 ENGINE CONTROL MODULE (ECM)  
TRACING DIAGNOSTIC TROUBLE CODE (2)  
353WVVP 0.30 (N/C)  
23861-2 MASS AIR FLOW (MAF) SENSOR  
353WVVP 0.30 (N/C)  
TURBOCHARGER (TC) REPLACEMENT (2)  
1 30637866 SEALING RING (N/C)  
FC: BCM130A  
COUNT: 1  
CLAIM TYPE: NKVIP

|                        |        |
|------------------------|--------|
| DESCRIPTION            | AMOUNT |
| LABOR AMOUNT           |        |
| PAINT AMOUNT           |        |
| WAX AMOUNT             |        |
| FLUOR AMOUNT           |        |
| FLUOR CHARGES          |        |
| FLUOR CHARGES          |        |
| FLUOR CHARGES          |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

N.Y.S. REG. REPAIR SHOP LIC. NO.  
7083860

## EXCLUSION OF WARRANTIES

Any repairs on the parts and accessories sold hereby are made by the  
mechanic. The undersigned neither warrants nor agrees that the  
work is free of any kind, express or implied, and hereby  
waives, including waives of any liability or claims for a certain  
period, with respect to the parts and accessories purchased and that he or  
she shall not be liable for indirect or consequential damage or  
damages arising out of such repairs. The undersigned neither  
warrants nor agrees that the work is free of any kind, express or  
implied, and hereby waives, including waives of any liability or claims  
for a certain period, with respect to the parts and accessories  
purchased and that he or she shall not be liable for indirect or  
consequential damage or damages arising out of such repairs.

X



# Perkiomen Valley School District

Three Iron Bridge Drive  
Collegeville, Pennsylvania 19426



Phone [Redacted]  
Fax [Redacted]  
E-mail [Redacted]

February 5, 2004



CUSTOMER RELATIONS

Mr. Vic Doolan, President and CEO  
Volvo Cars of North America  
7 Volvo Drive  
Rock Leigh, New Jersey 07647

Dear Mr. Doolan,

I am writing this letter to you after considerable personal reflection. Unfortunately, I have had a serious problem with my 2000 S80 Volvo and although I have consulted with family, friends and the Volvo dealership, the problem has not been resolved. My attempt to be objective in describing the issue may be unsuccessful but my hope is that you will understand this problem from my point of view. Because I am not one of those Americans with multiple cars in the driveway, I have found that the inconvenience of having an unreliable vehicle has made me cranky.

I should begin by telling you that I was the proud owner of a 1990 240DL Volvo and in December of 1999 after receiving my 200,000-mile commemorative medal from Volvo, I traded it for the 2000 S80. At the time, I believed I was a Volvo for Life customer! With virtually no problems for 10 years as my baseline for selecting a new car, I was very excited about my S80! Since then, not only will I never purchase another Volvo, but my family, friends, and colleagues have heard my series of Volvo situations which may have influenced them should they be considering a Volvo purchase. If you've read this much, then perhaps you are interested in salvaging this relationship with Volvo and so the remainder of this missive tells the unfortunate story.

I picked up my new 2000 Volvo S80 between Christmas and New Year's Day in 1999. The New Year 2000 offered much promise until October when I received a recall notice and took my car in for that repair. It was followed with a yearly inspection in December. The 2001 year offered only one challenge in addition to the two routine maintenance visits to the service department - late in July, the emergency lights came on and stayed on and \$145 later, the service department was able to reset them. (I believe this may have been the first indication that there was an electrical problem with the car.) Also, in August after a routine maintenance visit, ink marks were found on the driver's seat. After I questioned them, I was told to bring the car in on a certain day and they would be removed free of

charge. Up to this point in 2001 (I owned the car 20 months), the car had been in the dealership 6 times and my schedule inconvenienced. (The dealership offers S80 owners a free "loaner" car but only if one is available. As stated earlier, I live in a one-car family.)

In January 2002, my car was at the 40,000-mile stage and after \$900, six months, and the next scheduled maintenance at 45,000 miles (\$203 on June 21, 2003), the electrical problems began again. On June 27<sup>th</sup>, the check engine light came on and as the invoice states, there were electrical issues. In my opinion, they have not ever been corrected! The car was back for scheduled maintenance in September, but by October the lights were not working and I was told I needed brakes (but it was just in the service bay in September! - didn't it need brakes in September?). By this time I owned my car 34 months and the car was with the dealer 11 times.

By mid 2003, I began thinking that whatever was wrong with the car had been corrected. On August 1<sup>st</sup>, I had the 70,000-mile service completed (\$370) and on the 12<sup>th</sup> had the small "dings" in the paint on the driver's side door removed for \$155. Then, unfortunately, over the busy Labor Day weekend, I was driving from the extended family home to my home on the PA Turnpike when the car totally lost power and I pulled off the road and called AAA. (I also called Volvo on-call but that is another letter for another time!) Forty-five minutes later, the AAA service arrived (I had pulled to the shoulder). By this time, the car had cooled and he started the car and told me to drive to the next exit and he would follow me to be sure I was ok. We agreed I'd try to make it home and, in fact, I did. I called for service and after \$698.42 on September 2, 2003, was told I had "internal failure" (electrical again!). Allegedly, it was fixed but the same problem happened again and on September 15<sup>th</sup> it was back in for service. There was no charge for this "inconvenience"!

On December 10, 2003 my car had its regular service (brakes again and a broken upper engine torque mount needed to be replaced costing \$342.79). It also needed the floor and rear lights replaced because they were not functioning. Finally, the straw that broke the camel's back was on January 15<sup>th</sup>. I went to my garage to go to work (I am a school superintendent responsible for 5000 students and 650 employees in a Philadelphia suburb) and the car would not start. I thought the battery was the problem. I called AAA. The man with the flat bed wrecker truck and I were both gravely disappointed to have to push the car out of the garage and prep it for transport on the flatbed wrecker because the problem was not the battery but in fact - you guessed it - electrical (hours had passed and I was expected to be at work!) The cost for this was \$88 for a \$.79 fuse being replaced! At the present time, the warning lights that come on when the car is started indicate low oil pressure or no oil and then go off. I can no longer trust my Volvo.

I realize that automobiles are not my area of expertise, however, I do know that something is very wrong in spite of the fact that I have properly maintained this car. Since December 2000, I have spent four thousand dollars, not including tries to keep my car on the road. I can no longer trust it to get me to work or wherever I may be going and because this latest

Volvo Letter  
February 5, 2004  
Page 3 of 3

incident happened one day prior to a Suburban Philadelphia Superintendent Conference out of state, my colleagues know that I was not able to keep my commitment of providing transportation to get us to and from the airport. I am embarrassed and humiliated in front of my peers by the lack of reliability of my Volvo. And, more importantly, I am disappointed that when I trade this car in for another car, someone will buy it and may be seriously hurt because of its erratic electrical functioning. I have included all of the invoices for your review and analysis.

Should you wish to contact me, I can be reached at [REDACTED] (home) and [REDACTED] (office).

Respectfully yours,

[REDACTED]

cc: Jim Wynn, Jim Wynn Volvo  
Jeff Wynn, Jim Wynn Volvo

Enclosures

6104893362

100803



Where a lot of good people care about you.. and your car!

\*INVOICE\*

PAGE 1

2048 WEST MAIN STREET, HORSINGTOWN, PA 18038 610/529-1100

COLLEGEVILLE, PA HOME: [REDACTED] 6

SERVICE ADVISOR: 118 BILL FYLE

|                               |    |           |     |                      |
|-------------------------------|----|-----------|-----|----------------------|
| BLACK/019                     | 00 | VOLVO 980 | YES | 75276/75578          |
| 10DEC1999                     |    | 10DEC03   |     | 79.00 CASH 10DEC2003 |
| OPTIONS: STK:30194 ENG:B6294B |    |           |     |                      |

| LINE   | OPCODE | TECH     | TYPE       | HOURS   | LIST   | NET   | TOTAL  |      |               |       |
|--------|--------|----------|------------|---------|--------|-------|--------|------|---------------|-------|
| A      | 01     | PA STATE | INSPECTION | \$24.95 |        |       |        |      |               |       |
|        | 01     | PA STATE | INSPECTION | \$24.95 |        |       |        |      |               |       |
| PARTS: |        |          |            | 0.00    | LABOR: | 24.95 | OTHER: | 0.00 | TOTAL LINE A: | 24.95 |

|                                           |  |  |  |      |        |       |        |      |               |       |
|-------------------------------------------|--|--|--|------|--------|-------|--------|------|---------------|-------|
| 02 PERFORM PA EMISSION INSPECTION \$47.95 |  |  |  |      |        |       |        |      |               |       |
| PARTS:                                    |  |  |  | 0.00 | LABOR: | 47.95 | OTHER: | 0.00 | TOTAL LINE B: | 47.95 |

|                        |  |  |  |      |        |      |        |      |               |      |
|------------------------|--|--|--|------|--------|------|--------|------|---------------|------|
| LC COURTESY [REDACTED] |  |  |  |      |        |      |        |      |               |      |
| PARTS:                 |  |  |  | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |

|                                                        |  |  |  |   |                |      |        |      |        |      |               |      |
|--------------------------------------------------------|--|--|--|---|----------------|------|--------|------|--------|------|---------------|------|
| M REPLACE BOTH REAR TAG LIGHTS <i>usually just one</i> |  |  |  |   |                |      |        |      |        |      |               |      |
| PARTS:                                                 |  |  |  | 2 | 94957K 2 BULBS | 2.50 | LABOR: | 2.50 | OTHER: | 0.00 | TOTAL LINE D: | 5.00 |

|                           |  |  |  |   |                          |       |        |       |        |      |               |        |
|---------------------------|--|--|--|---|--------------------------|-------|--------|-------|--------|------|---------------|--------|
| E** CHECK BRAKES FOR INSP |  |  |  |   |                          |       |        |       |        |      |               |        |
| BRAKE PADS                |  |  |  |   |                          |       |        |       |        |      |               |        |
| PARTS:                    |  |  |  | 1 | 8634921 4 BRAKE PAD KIT  | 66.50 | LABOR: | 79.00 | OTHER: | 0.00 | TOTAL LINE E: | 145.50 |
| PARTS:                    |  |  |  | 1 | 1161325 4 SILICON GREASE | 7.99  | LABOR: | 79.00 | OTHER: | 0.00 | TOTAL LINE F: | 153.49 |

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X CUSTOMER SIGNATURE

| DESCRIPTION            | TOTAL |
|------------------------|-------|
| LABOR AMOUNT           |       |
| PARTS AMOUNT           |       |
| SALES TAX              |       |
| SUBLET AMOUNT          |       |
| DISCOUNT               |       |
| TOTAL CHARGE           |       |
| LESS INSURANCE         |       |
| SALES TAX              |       |
| PLEASE PAY THIS AMOUNT |       |

6104893362

102830



Where a lot of good people care about you.. and your car!

\*INVOICE\*

PAGE 1

3048 WEST MAIN STREET, NORRISTOWN, PA 19403 (610) 838-1100

SERVICE ADVISOR: 118 BILL PYLE

COLLEGEVILLE, PA  
HOME: [REDACTED] BUS: [REDACTED]

| COLOR     | YEAR       | MAKE/MODEL | VIN                    | LCNBR  | PLATE W/OBT | TAG     |           |
|-----------|------------|------------|------------------------|--------|-------------|---------|-----------|
| BLACK/019 | 00         | VOLVO S80  | YV1T994D8Y1 [REDACTED] |        | 77673/77675 |         |           |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROCESSED              | FR NO. | RATE        | PAYMENT | INV. DATE |
| 30DEC1999 |            |            |                        |        | 79.00       | CASH    | 19JAN2004 |
| OPTIONS:  |            |            | SFK:30194 ENG:R62948   |        |             |         |           |

12:46 14JAN04 17:38 19JAN04

| LINE                                                                                       | OPCODE | TECH | TYPE | HOURS | LIST   | NET  | TOTAL |
|--------------------------------------------------------------------------------------------|--------|------|------|-------|--------|------|-------|
|                                                                                            |        |      |      |       |        |      |       |
| GOES CLICK?)                                                                               |        |      |      |       |        |      |       |
| BATTERY FOUND BATTERY DEAD, CHARGED BATTERY AND VAT TEST CHARGING SYSTEM, BATTERY GOOD ALT |        |      |      |       |        |      |       |
| AT THIS TIME                                                                               |        |      |      |       |        |      |       |
|                                                                                            |        |      |      | 1     | 966330 | 3    | FUSE  |
|                                                                                            |        |      |      |       | 0.59   | 0.59 | 0.59  |

\*\*\*\*\*  
 AFTER BATTERY CHARGED, CAR STARTED. CHECKED STARTING CIRCUIT AND FOUND BATTERY REPLACED FUSE AND CAR STARTED.  
 BUSINESS!  
 \*\*\*\*\*

[REDACTED SECTION]

STATEMENT OF DISCLAIMER

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

|                        |  |       |
|------------------------|--|-------|
| LABOR                  |  |       |
| PARTS                  |  | 0.59  |
| TAXES                  |  | 8.00  |
| SALES                  |  | 0.00  |
| MISC.                  |  | 0.00  |
| TOTAL                  |  | 89.09 |
| LABOR                  |  | 0.00  |
| TOTAL                  |  | 4.99  |
| PLEASE PAY THIS AMOUNT |  | 89.08 |

PROCESSED DATE 01/14/04 2:30

6104893362

95766



Where a lot of good people care about you... and your car!

\*INVOICE\*

DUPLICATE 1 PAGE 1

2048 WEST MAIN STREET, MORRISTOWN, PA 18403 (610) 828-1100

COLLEGEVILLE, PA [REDACTED]  
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 136 ADAM MYRICK SR

| COLOR           | YEAR       | MAKE/MODEL | VIN                           | LICENSE     | RELEASE IN / OUT | TRK     |           |
|-----------------|------------|------------|-------------------------------|-------------|------------------|---------|-----------|
| BLACK/019       | 00         | VOLVO S80  | YV1T94D8Y[REDACTED]           | 70676/70678 |                  |         |           |
| DEL. DATE       | PROD. DATE | WARR. EXP. | PROMISED                      | PO NO.      | RATE             | PAYMENT | INV. DATE |
| 30DEC1999       |            |            |                               |             | 79.00            | CASH    | 15SEP2003 |
| MILES TO OPENED |            | READY      | OPTIONS: STX:30194 ENG:B62948 |             |                  |         |           |

| LINE  | OPER    | TECH  | TYPE    | HOURS | LIST | NET | TOTAL |
|-------|---------|-------|---------|-------|------|-----|-------|
| 17:01 | 12SEP03 | 14:00 | 15SEP03 |       |      |     |       |

POWER  
M PERFORMED DIAGNOSTIC TEST ON THE VEHICLE AND  
RETEST THE VEHICLE HAS GOOD POWER.  
105WV094 1.80  
1 9470775 9 VALVE  
PART#: 9470775

CLAIM TYPE: [REDACTED]  
[REDACTED]

PARTS: 0.00 [REDACTED] 0.00 [REDACTED] 0.00 [REDACTED] 0.00 [REDACTED] 0.00 [REDACTED]

THANK YOU FOR YOUR BUSINESS  
[REDACTED]

IF FOR ANY REASON YOU CANNOT RATE OUR SERVICE AS "EXCELLENT" PLEASE CALL KEVIN LEVISTEN VW / BILL HILL VOLVO  
THANK YOU FOR YOUR BUSINESS

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X CUSTOMER SIGNATURE

|                        |      |
|------------------------|------|
| LABOR AMOUNT           | 0.00 |
| PARTS AMOUNT           | 0.00 |
| GAS, OIL, LUBE         |      |
| WASH/WAX AMOUNT        |      |
| MISC. CHARGES          | 0.00 |
| TOTAL CHARGES          | 0.00 |
| LESS INSURANCE         | 0.00 |
| SALES TAX              | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

6104893362

94921



When a lot of good people care about you, and your car!

\*INVOICE\*

PAGE 1

2045 WEST MAIN STREET, MOHICONTOWN, PA 18402 18101 628-1700

COLLECTOR: [REDACTED] DA [REDACTED]  
HOME: [REDACTED] SOB: [REDACTED]

SERVICE ADVISOR: 118 BILL PYLE

[REDACTED]

BLACK/019 00 VOLVO 880 [REDACTED] 70059/70062

30DEC1999 79.00 CODE 02SEP2003  
OPTIONS: \*9TK:30194 B93:B62948

08:43 29AD003 16:52 02SEP03

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
DOWN

SCANNED ECU AND FOUND CODES BCM9037/91A7  
COMPLETED FAULT TRACING, INTERNAL FAILURE,  
REPLACED THROTTLE UNIT  
105 CPVO 3.00 237.00 237.00

1 8636753 5 GASKET 2.71 2.71 2.71

105 CPVO 0.50 39.50 39.50

PARTS: 561.63 LABOUR: 276.50 OTHER: 0.00 TOTAL LINE A: 838.13

KEVIN LEVENSTEN VW / BILL PYLE VOLVO

THANK YOU FOR YOUR BUSINESS

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

|                        |        |
|------------------------|--------|
| LABOR AMOUNT           | 276.50 |
| PARTS AMOUNT           | 561.63 |
| GAS, OIL, LUBE         | 0.00   |
| TOLLET AMOUNT          | 0.00   |
| LABS. CHARGE           | 0.00   |
| TOTAL CHARGE           | 838.13 |
| LINE INSURANCE         | 190.00 |
| TAX                    | 50.29  |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER SIGNATURE



5104893362

7 6 0 3 7

\*INVOICE\*



Where a lot of good people care about you.. and your car!

PAGE 2

2048 WEST MAIN STREET, HOBBS TOWN, PA 18043 (610) 529-1100

COLLEGEVILLE, PA HOME:

BDS:

SERVICE ADVISOR: 101 KEN HENDLEY

BLACK/019 | 00 | VOLVO 880 | YLT894D8Y | 53943/53944

71.00 COUP 10OCT902

OPTIONS: STR:30194 ENG:B62949

| LINE   | QTY     | DESCRIPTION | UNIT    | PRICE         | TOTAL |
|--------|---------|-------------|---------|---------------|-------|
| 7.75   | 24OCT92 | 16.04       | 30OCT92 |               |       |
| LINE   | QCODE   | TECH        | TYPE    | HOURS         |       |
| PARTS: | 0.00    | LABOR:      | 27.95   | OTHER:        | 0.00  |
|        |         |             |         | TOTAL LINE 8: | 27.95 |

F\*\* CUST STATES FUEL DOOR SPRING BROKEN  
 M REPLACED FUEL DOOR HINGE ASSY  
 1 9483245 1 HINGE  
 PARTS: 12.75 LABOR: 35.00 OTHER: 0.00 TOTAL LINE 7: 47.75

M FOUND INOP FROM INOPM REPLACED L/S BULB  
 1 981465 1 BULB  
 13.94 13.94 13.94

FRONT BRAKE 7/32  
 7/32 REAR TIRE 7/32 R/R  
 BUSINESS!!!!!!

IF YOU WANT REASON YOU CANNOT WAIT FOR SERVICE AS "EXCELLENT" PLEASE CALL

SERVICE DIRECTOR

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X CUSTOMER SIGNATURE

|                        |        |
|------------------------|--------|
| LABOR AMOUNT           | 158.85 |
| PARTS AMOUNT           | 273.66 |
| TAX                    | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| DISCOUNT               | 0.00   |
| TOTAL DUE              | 432.51 |
| CASH PAID              | 65.00  |
| BALANCE DUE            | 367.51 |
| TOTAL PAID             | 25.95  |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER COPY

104893362

73238



Where a lot of good people care about you.. and your car!

\*INVOICE\*

PAGE 1

2040 WEST MAIN STREET, NORRISTOWN, PA 19105 6101 529-1100

COLLEGEVILLE, PA HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 116 BILL PYLE

| COLOR     | YEAR | MAKE/MODEL | VIN        | LICENSE | RELEASE IN / OUT | TAG |
|-----------|------|------------|------------|---------|------------------|-----|
| BLACK/019 | 00   | VOLVO S80  | YY1T894DSY |         | 51503/51504      |     |

30DEC1999 18:51 09SEP02 15:06 10SEP02  
 NO. OPENED READY OPTIONS: STK:30194 ENG:B62948 79.00 CASH 10SEP02

| LINE                                           | OPCODE     | TECH     | TYPE          | HOURS | LIST  | NET   | TOTAL |
|------------------------------------------------|------------|----------|---------------|-------|-------|-------|-------|
| A PERFORM 52,500 MILE MAINTENANCE SERVICE      |            |          |               |       |       |       |       |
| 525K99 PERFORM 52,500 MILE MAINTENANCE SERVICE |            |          |               |       |       |       |       |
| 1                                              | 1275810    | 8        | FILTER INSERT |       | 7.30  | 7.30  | 7.30  |
| 1                                              | 11998      | 2        | GASKET        |       | 1.27  | 1.27  | 1.27  |
| 7                                              | 8889956    | 88899562 | MOTOROIL      |       | 2.45  | 2.30  | 16.10 |
| 1                                              | 2 00000820 | 4        | WASHER FLUID  |       | 1.54  | 1.54  | 1.54  |
| 1                                              | 9190447    | 4        | WIPER BLADE   |       | 9.98  | 9.98  | 9.98  |
| 1                                              | 9178694    | 7        | WIPER BLADE   |       | 10.77 | 10.77 | 10.77 |

M. INSTALLED REPLACEMENT WIPER BLADES

LABOR: 46.96 PARTS: 79.00 OTHER: 0.00 TOTAL LINE A: 125.96

B. CUSTOMER SERVICE CENTER COMMENTS: M CHECKED BRAKE DISC COMMENTS: [REDACTED]  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

FRONT BRAKES 5-6/32 REARS  
 7/32 FRONT TIRES 8/32 REARS  
 7/32 THANK YOU FOR YOUR

AS "EXCELLENT" PLEASE CALL

SERVICE DIRECTOR

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X CUSTOMER SIGNATURE

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 79.00  |
| PARTS AMOUNT           | 46.96  |
| SALES TAX              | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| DISC. CHARGE           | 0.00   |
| WASH. CHARGE           | 125.96 |
| LESS DISCOUNT          | 0.00   |
| SALES TAX              | 7.55   |
| PLEASE PAY THIS AMOUNT | 133.52 |

CUSTOMER COPY

6104893362

93594



Where a lot of good people care about you.. and your car!

\*INVOICE\*

PAGE 1

2040 WEST MAIN STREET, NEWTOWN, PA 18400 (610) 838-1100

COLLEGEVILLE, PA

HOME:

SUB:

SERVICE ADVISOR: 118 BILL PYLE

|           |    |           |            |             |
|-----------|----|-----------|------------|-------------|
| BLACK/019 | 00 | VOLVO 880 | YVFT894D8Y | 68499/68500 |
|-----------|----|-----------|------------|-------------|

|                               |       |      |           |
|-------------------------------|-------|------|-----------|
| 30 DEC 1998                   | 79.00 | CASH | 12ADG2003 |
| OPTIONS: STK:30194 ENG:B62948 |       |      |           |

|               |               |      |     |       |
|---------------|---------------|------|-----|-------|
| 17:29 07ADG03 | 15:02 12ADG03 | LIST | NET | TOTAL |
|---------------|---------------|------|-----|-------|

M REMOVED DENTS FROM BOTH SIDES OF CAR, WAS

FENDER, WOULD HAVE CRACKED FRONT

SUBL WIPE OUT P.D.R.

|       |      |        |      |        |        |               |        |
|-------|------|--------|------|--------|--------|---------------|--------|
| PAID: | 0.00 | LABOR: | 0.00 | OTHER: | 155.00 | TOTAL LINE A: | 155.00 |
|-------|------|--------|------|--------|--------|---------------|--------|

LC COURTESY

|       |      |        |      |        |      |               |      |
|-------|------|--------|------|--------|------|---------------|------|
| PAID: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |
|-------|------|--------|------|--------|------|---------------|------|

THANK YOU FOR YOUR BUSINESS! IF FOR ANY REASON YOU CANNOT RATE OUR SERVICE

KEVIN LEVISTEN VW / BILL PYLE VOLVO

THANK YOU FOR YOUR BUSINESS

STATEMENT OF DISCLAIMER

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

ACKNOWLEDGE RECEIPT OF THIS CHECK AND LABEL LISTED ABOVE

|                     |        |
|---------------------|--------|
| TAX AMOUNT          | 0.00   |
| NON-AMOUNT          | 0.00   |
| LABOR CHARGE        | 0.00   |
| WARRANTY AMOUNT     | 155.00 |
| SALES TAX           | 9.30   |
| TOTAL CHARGE        | 155.00 |
| AMOUNT PAID         | 0.00   |
| AMOUNT DUE          | 155.00 |
| PLS PAY THIS AMOUNT |        |



6104893362

6 0 5 2 3



Where a lot of good people care about you.. and your car!

\*INVOICE\*

PAGE 1

2848 WEST MAIN STREET, MORRISTOWN, PA 19468 (610) 638-1100

COLLEGEVILL, PA  
HOME: [REDACTED]

SERVICE ADVISOR: 118 BILL EYLE

|           |    |           |             |             |
|-----------|----|-----------|-------------|-------------|
| BLACK/019 | 00 | VOLVO S80 | YV1TS94D8Y1 | 47233/47234 |
|-----------|----|-----------|-------------|-------------|

30DEC1999 70.00 CASH 27JUN2002  
 A.D. OPENED READY OPTIONS: STK:30194 ENG:B6294B

| LINE                  | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-----------------------|--------|------|------|-------|------|-----|-------|
| A                     |        |      |      |       |      |     |       |
| CHECK ENGINE LIGHT ON |        |      |      |       |      |     |       |
| CAUSE: 10             |        |      |      |       |      |     |       |

| DESCRIPTION                                     | AMOUNT | NET    | TOTAL  |
|-------------------------------------------------|--------|--------|--------|
| RESETTING WST/VCT                               |        |        |        |
| 1 8670263 6 MASS AIR FLOW                       | 232.00 | 178.64 | 178.64 |
| 2 23861-2 MASS AIR FLOW (MAF) SENSOR REPLAC (B) |        | 20.40  | 20.40  |
| 1048                                            |        |        |        |
| PART#: 8670263                                  |        |        |        |
| COINT:                                          |        |        |        |
| CLAIM TYPE: 01                                  |        |        |        |
| ADTH CODE:                                      |        |        |        |

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

\*\*\*\*\*  
 \* THANK YOU FOR YOUR BUSINESS!!!! \*  
 \*\*\*\*\*  
 "EXCELLENT" SERVICE IS OUR MAIN GOAL.  
 \*\*\*\*\*  
 IF FOR ANY REASON YOU CANNOT RATE OUR SERVICE  
 AS "EXCELLENT" PLEASE CALL  
 BOB DODDS

STATEMENT OF DISCLAIMER.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X  
 CUSTOMER SIGNATURE

| DESCRIPTION            | TOTAL |
|------------------------|-------|
| LABOR AMOUNT           | 0.00  |
| PARTS AMOUNT           | 0.00  |
| GR. ON. LABE           | 0.00  |
| SUBST AMOUNT           | 0.00  |
| MISC. CHARGES          | 0.00  |
| TOTAL CHARGES          | 0.00  |
| LESS INSURANCE         | 0.00  |
| SALES TAX              | 0.00  |
| PLEASE PAY THIS AMOUNT | 0.00  |

6104893362

67856



Where a lot of good people care about you.. and your car!

\*INVOICE\*

PAGE 1

2044 WEST MAIN STREET, HORSHEWORTH, PA 18422 (610) 838-1108

COLLINGSVILLE, PA  
HOME: [REDACTED]

SOB: [REDACTED]

SERVICE ADVISOR: 118 BILL PYLE

| COLOR     | YEAR       | MAKE/MODEL | VIN        | LICENSE | MILEAGE IN / OUT | TAX     |           |
|-----------|------------|------------|------------|---------|------------------|---------|-----------|
| BLACK/019 | 00         | VOLVO S80  | YVW1894DBY |         | 46861/46863      |         |           |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED   | FD NO.  | RATE             | PAYMENT | INV. DATE |
| 30DEC1999 |            |            | 21JUN02    |         | 70.00            | CASH    | 21JUN2002 |

OPTIONS: STK:30194 ENG:B62948

07:25 18JUN02 15:22 21JUN02

| LINE                                    | OPCODE      | TECH     | TYPE     | HOURS  | LIST | NET  | TOTAL |
|-----------------------------------------|-------------|----------|----------|--------|------|------|-------|
| <b>A PERFORM 45000 MILE SERVICE</b>     |             |          |          |        |      |      |       |
| <b>45K99 PERFORM 45000 MILE SERVICE</b> |             |          |          |        |      |      |       |
| 1                                       | 1275810     | B        | FILTER   | INSERT | 7.30 | 7.30 | 7.30  |
| 6                                       | 8889956     | 88899562 | MOTOROIL |        | 2.45 | 2.30 | 13.80 |
| 1                                       | ZVW-239-003 | ZVW23900 | ADDITIVE |        | 2.86 | 2.86 | 2.86  |

B\*\* COST STATES WHEN AT A STOP CAP NEED TO SUBMIT

|                     |                                               |                    |
|---------------------|-----------------------------------------------|--------------------|
| CAUSE: 10           | 1808-2 SOFTWARE CONTROL MODULE RELOADING (13) | 27.20              |
| FC: 165M PARTS COST |                                               |                    |
| LABOR: 0.00         | OTHER: 0.00                                   | TOTAL LINE B: 0.00 |

C\*\* CHECK POLLEN-FILTER

M INSTALLED REPLACEMENT CABIN/POLLEN FILTER

|   |         |   |                |       |       |       |
|---|---------|---|----------------|-------|-------|-------|
| 1 | 9204626 | 7 | PARTICULATE FI | 20.95 | 20.95 | 20.95 |
|---|---------|---|----------------|-------|-------|-------|

STATEMENT OF DISCLAIMER

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

Customer Signature

| DESCRIPTION            | TOTAL |
|------------------------|-------|
| LABOR AMOUNT           |       |
| PARTS AMOUNT           |       |
| GAS, OIL, LUBE         |       |
| SURVEY AMOUNT          |       |
| MISC. CHARGES          |       |
| TOTAL CHARGES          |       |
| LESS PAYMENT           |       |
| BALANCE DUE            |       |
| PLEASE PAY THIS AMOUNT |       |

CUSTOMER COPY pl ch # 1592

6104893362

57985



Where a lot of good people care about you.. and your car!

\*INVOICE\*

DUPLICATE 2  
PAGE 1

2348 WEST MAIN STREET, NORRISTOWN, PA 19403 (610) 898-1100

COLLEGEVILLE, PA

HOME:

BUS:

SERVICE ADVISOR: 101 KEN HENDLEY

| COLOR     | YEAR | MAKE/MODEL | VIN        | LICENSE | RELEASE IN/OUT | TAD |
|-----------|------|------------|------------|---------|----------------|-----|
| BLACK/019 | 00   | VOLVO S80  | YV1TS94D8Y |         | 38025/38027    |     |

|            |       |                               |           |
|------------|-------|-------------------------------|-----------|
| 30DEC1999  | 68.00 | COUP                          | 02JAN2002 |
| NO. OPENED | READY | OPTIONS: STK:30194 ENG:B62948 |           |

|       |         |       |         |
|-------|---------|-------|---------|
| 07:50 | 31DEC01 | 18:02 | 02JAN02 |
|-------|---------|-------|---------|

| LINE                                  | OPCODE  | TECH     | TYPE     | HOURS  | LIST          | NET  | TOTAL |
|---------------------------------------|---------|----------|----------|--------|---------------|------|-------|
| A PERFORM 37500 MILE MAINTENANCE      |         |          |          |        |               |      |       |
| 375K99 PERFORM 37500 MILE SERVICE     |         |          |          |        |               |      |       |
| 1                                     | 1275810 | B        | FILTER   | INSERT | 7.30          | 7.30 | 7.30  |
| 7                                     | 8889956 | 88899562 | MOTOROIL |        | 2.45          | 2.30 | 16.10 |
| PARTS: 26.21 LABOR: 63.74 OTHER: 0.00 |         |          |          |        | TOTAL LINE A: |      | 89.95 |

| LINE                                | OPCODE | TECH   | TYPE | HOURS | LIST          | NET    | TOTAL  |
|-------------------------------------|--------|--------|------|-------|---------------|--------|--------|
| B1 PERFORM PA STATE INSPECTION \$16 |        |        |      |       |               |        |        |
| 4                                   | TT     | TRE    | TAK  |       | 1.00          | 1.00   | 4.00   |
| 4                                   | 218816 | 218816 | TYRE | MICH  | 148.00        | 148.00 | 580.00 |
| 116                                 | CPVO   | 0.50   |      |       |               | 56.00  | 56.00  |
| PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 |        |        |      |       | TOTAL LINE B: |        | 662.00 |

| LINE                                     | OPCODE | TECH | TYPE | HOURS | LIST | NET   | TOTAL |
|------------------------------------------|--------|------|------|-------|------|-------|-------|
| C PERFORM PA EMISSION INSPECTION \$47.95 |        |      |      |       |      |       |       |
| 116                                      | CPVO   | 0.50 |      |       |      | 47.95 | 47.95 |

| LINE                   | OPCODE | TECH | TYPE | HOURS | LIST | NET   | TOTAL |
|------------------------|--------|------|------|-------|------|-------|-------|
| D COURTESY LOANER CAR  |        |      |      |       |      |       |       |
| LC COURTESY LOANER CAR |        |      |      |       |      |       |       |
| 116                    | CPVO   | 0.00 |      |       |      | 0.00  | 0.00  |
| 116                    | CPVO   | 2.50 |      |       |      | 95.00 | 95.00 |

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X CUSTOMER SIGNATURE

|                        | TOTAL |
|------------------------|-------|
| LABOR AMOUNT           |       |
| PARTS AMOUNT           |       |
| GR. OR. LABR           |       |
| SUBST AMOUNT           |       |
| IMP. CHARGE - 1        |       |
| TOTAL SERVICE          |       |
| LABOR AMOUNT           |       |
| TAX                    |       |
| PLEASE PAY THIS AMOUNT |       |

6104893362

51748

\*INVOICE\*



Where a lot of good people care about you... and your car!

PAGE 1

2048 WEST MAIN STREET, MORRISTOWN, PA 18403 (610) 630-1100

COLLEGEVILLE, PA HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 113 SANDY BEAM

| COLOR     | YEAR | MAKE/MODEL | VIN        | LICENSE | MILEAGE IN / OUT | TAG |
|-----------|------|------------|------------|---------|------------------|-----|
| BLACK/019 | 00   | VOLVO S80  | YV1T994D6Y |         | 02/02            |     |

30DEC1999 68.00 CASH 30002001  
 R.O. OPENED READY OPTIONS: STK:30194 ENJ:B62948

| LINE                      | OPCODE | TECH | TYPE | HOURS | LIST | NET           | TOTAL |
|---------------------------|--------|------|------|-------|------|---------------|-------|
| M                         |        |      |      |       |      |               |       |
| M REPAIR FROM PT D/S SEAT |        |      |      |       |      |               |       |
| SUBL CHARISMA             |        |      |      |       |      |               |       |
| PARTS:                    |        |      |      |       | 0.00 | LABOR:        | 0.00  |
| OTHER:                    |        |      |      |       | 0.00 | TOTAL LINE A: | 0.00  |

CUSTOMER STATES SHE HAS METAL SCRAPS/MARKS FROM HER CHAIRS CAN WE TAKE CARE OF  
 M CUSTOMER HAS APPT 9/13 FOR REAR SEAT REPAIRS  
 \$175.00 SHE WOULD BE ABOUT 75% BETTER BUT WILL NOT BE HAPPY IF DID BEFORE THE SCRATCHES

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

"EXCELLENT SERVICE IS OUR MAIN GOAL IF FOR ANY REASON YOU CANNOT RATE OUR SERVICE "EXCELLENT" PLEASE CALL BOB DODDS SERVICE DIRECTOR, THANK YOU

### STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER SIGNATURE

|                        |      |
|------------------------|------|
| LOAN AMOUNT            |      |
| PARTS AMOUNT           |      |
| LABOR CHG. AMOUNT      | 0.00 |
| SALES TAX              | 0.00 |
| TOTAL CHARGE           | 0.00 |
| LESS PAYMENT           | 0.00 |
| BALANCE DUE            | 0.00 |
| PLEASE PAY THIS AMOUNT |      |



6104893362

50902



Where a lot of good people care about you... and your car!

\*INVOICE\*

PAGE 1

3048 WEST MAIN STREET, NORRISTOWN, PA 19395 (610) 826-1100

COLLEGEVILLE, PA  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 118 BILL PYLE

|           |            |            |                      |             |
|-----------|------------|------------|----------------------|-------------|
| BLACK/019 | 00         | VOLVO S80  | YV1T894DBYL          | 30501/30503 |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROG. NO.            | PC NO.      |
| 30DEC1999 |            |            |                      |             |
|           |            |            | 68.00                | CASH        |
| OPTIONS   |            |            | STK:30194 ENG:B62948 |             |

| LINE  | QTY | DESCRIPTION                  | UNIT | NET    | TOTAL  |
|-------|-----|------------------------------|------|--------|--------|
| 1     | 1   | 11998 2 GASKET               |      | 1.24   | 1.24   |
| 7     | 1   | 8889956 88899562 MOTOR OIL   |      | 230.00 | 230.00 |
| 1     | 1   | 1381183 1 BRAKE FLUID        |      | 1.24   | 1.24   |
| 1     | 1   | 0000020 WASHER FLUID         |      | 6.53   | 6.53   |
| 1     | 1   | 9186361 3 FILTER INSERT      |      | 23.05  | 23.05  |
| 1     | 1   | 8542661 6 SPARK PLUG KIT     |      | 2.81   | 2.81   |
| 1     | 1   | ZVW-239-003 ZVW23900 ADDITIV |      | 20.43  | 20.43  |
| 1     | 1   | 1275810 8 FILTER INSERT      |      | 20.43  | 20.43  |
| 1     | 1   | 9204626 2 WAXER              |      | 20.43  | 20.43  |
| 96.13 |     | LABOR                        |      | 230.00 | 230.00 |

FRONT BRAKES 14/82 BEARS 12/82  
FRONT TIRES 4/32  
THANK YOU FOR YOUR  
BUSINESS!

PLEASE CALL FOR BOOKS  
SERVICE DIRECTOR, THANK YOU

STATEMENT OF DISCLAIMER

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

CUSTOMER SIGNATURE

|                        |        |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           | 96.13  |
| GAS, OIL, LUBE         | 4.00   |
|                        | 0.00   |
| RESC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 326.13 |
| SALES TAX              |        |
| TOTAL TAX              | 19.57  |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER COPY

30124  
 \*INVOICE\*



Where a lot of  
 good people  
 care about you..  
 and your car!

COLLEGEVILLE, PA  
 HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

2949 WEST MAIN STREET, NORRISTOWN, PA 19403 (610) 235-1100

SERVICE ADVISOR: 118 BILL FYLE

| COLOR     | YEAR | MAKE/MODEL | VIN         | LICENSE | MILEAGE IN / OUT | TAX |
|-----------|------|------------|-------------|---------|------------------|-----|
| BLACK/019 | 00   | VOLVO S80  | YV1TS94D8Y7 |         | 30001/30001      |     |
| 30DKC1394 |      |            |             | 68.00   | CASH             |     |

PROX. DATE: WARE. EST. ( ) PROMISE ( ) NO. ( )  
 DATE: PAYMENT: INV. DATE:  
 30DKC1394 68.00 CASH  
 OPTIONS: STK:30194 ENG:862948

| LINE          | OPTION  | TRUCK TYPE      | QUANTITY | UNIT PRICE | AMOUNT | TOTAL  |
|---------------|---------|-----------------|----------|------------|--------|--------|
| 1             | 9634921 | 4 BRAKE PAD KIT | 4        | 15.20      | 60.81  | 60.81  |
| LABOR: 68.00  |         |                 |          |            |        |        |
| OTHER: 0.00   |         |                 |          |            |        |        |
| TOTAL LINE A: |         |                 |          |            | 136.80 | 136.80 |



"EXCELLENT" SERVICE IS OUR MAIN GOAL.  
 IF FOR ANY REASON YOU CANNOT RATE OUR  
 SERVICE "EXCELLENT"  
 PLEASE CALL BOB DODDS  
 SERVICE DIRECTOR, THANK YOU

**STATEMENT OF DISCLAIMER**

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

I ACKNOWLEDGE RECEIPT  
 OF THE PARTS AND  
 LABOR LISTED ABOVE.

CUSTOMER SIGNATURE

|                |        |
|----------------|--------|
| LABOR AMOUNT   | 68.00  |
| PARTS AMOUNT   | 68.80  |
| GAS, OIL, LUBE | 0.00   |
| WASH AMOUNT    | 0.00   |
| WAX AMOUNT     | 0.00   |
| TOTAL CHARGE   | 136.80 |
| CASH PAID      | 0.00   |
| BALANCE        | 8.21   |

PLEASE PAY THIS AMOUNT

CUSTOMER COPY

6104893362

44075



Where a lot of good people care about you... and your car!

\*INVOICE\*

PAGE 1

2042 WEST MAIN STREET, NORWESHTOWN, PA 19403 48101 526-1100

COLLEGEVILLE PA  
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 101 JOE HENDLEY

|           |    |                      |           |             |
|-----------|----|----------------------|-----------|-------------|
| BLK/019   | DO | VOLVO 880            | 717294001 | 23541/23542 |
| 30DEC1999 |    |                      | 68.00     | CASH        |
| OPTIONS:  |    | BTK:30194 BSG:862945 |           |             |

| LINE                    | QTY | DESCR                      | UNIT | PRICE | AMT   | TOTAL |
|-------------------------|-----|----------------------------|------|-------|-------|-------|
| 32K99                   |     | PERFORM 12,500 MILE MAINT  |      |       |       |       |
| 1                       | 1   | 1375811 5 FILTER INSERT    |      | 7.10  | 7.10  | 7.10  |
| 7                       | 7   | 8889956 88899562 MOTOR OIL |      | 2.35  | 2.30  | 16.10 |
| NB REPLACE WIPER BLADES |     |                            |      |       |       |       |
| 1                       | 1   | 5176684 7 WIPER BLADE      |      | 10.48 | 10.48 | 10.48 |
| 1                       | 1   | 965826 1                   |      | 2.71  | 2.71  | 2.71  |
|                         |     |                            |      |       | 4.80  | 4.80  |



SERVICE "EXCELLENT"  
SERVICE DIRECTOR, THANK YOU

SNOW'S COMING "ALL WHEEL DRIVE SAFELY"

STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

|                |        |
|----------------|--------|
| LABOR AMOUNT   | 68.00  |
| PARTS AMOUNT   | 40.88  |
| GAS, OIL, LUBE | 0.00   |
|                | 0.00   |
| MISC. CHARGES  | 0.00   |
| TOTAL CHARGES  | 116.88 |
|                | 0.00   |
| SALES TAX      | 7.01   |

PLEASE PAY THIS AMOUNT

CUSTOMER COPY

6104893362

39731



Where a lot of good people care about you.. and your car!

CAMP HILL, PA  
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

2022 WEST MAIN STREET, BROWNSTOWN, PA 19002 (810) 626-1100

SERVICE ADVISOR: 103 KEVIN LEVENSTEN

| COLEN       | YEAR       | MAKE/MODEL | VIN                           | LENDER | MILEAGE IN/OUT | TAG     |           |
|-------------|------------|------------|-------------------------------|--------|----------------|---------|-----------|
| BLACK/019   | 00         | VOLVO S80  | YV1T894D8Y1 [REDACTED]        |        | 19376/19380    |         |           |
| DEL. DATE   | PROD. DATE | WARR. EXP. | PROMISED                      | PO NO. | RATE           | PAYMENT | INV. DATE |
| 30DEC1999   |            |            | 29DEC00                       |        | 68.00          | CASH    | 29DEC2000 |
| N.O. OPENED |            | READY      | OPTIONS: STK:30194 ENG:B6294S |        |                |         |           |

| LINE | OPCODE                              | TECH | TYPE | HOURS       | LIST  | NET   | TOTAL |
|------|-------------------------------------|------|------|-------------|-------|-------|-------|
| A    | PERFORM PA STATE INSPECTION         |      |      | \$18        |       |       |       |
|      | 01 PERFORM PA STATE INSPECTION      |      |      | \$18        |       |       |       |
|      | 104 CPVO                            |      |      | 0.65        |       | 16.00 | 16.00 |
|      | INSTALL NEW LEFT SIDE LOW BEAM BULB |      |      | -electrical |       |       |       |
|      | 104 IVOSW                           |      |      | 0.10        |       | 4.80  | 4.80  |
|      | 1 981465 8 BULB                     |      |      |             | 13.23 | 8.74  | 8.74  |

|                                           |      |        |       |        |      |               |       |
|-------------------------------------------|------|--------|-------|--------|------|---------------|-------|
| B PERFORM PA EMISSION INSPECTION \$47.95  |      |        |       |        |      |               |       |
| 02 PERFORM PA EMISSION INSPECTION \$47.95 |      |        |       |        |      | 47.95         | 47.95 |
| PARTS:                                    | 0.00 | LABOR: | 47.95 | OTHER: | 0.00 | TOTAL LINE B: | 47.95 |

|                       |      |        |      |        |      |               |      |
|-----------------------|------|--------|------|--------|------|---------------|------|
| C COURTESY LAMPER LAR |      |        |      |        |      |               |      |
| 104 (EV) C.00         |      |        |      |        |      | 0.00          | 0.00 |
| PARTS:                | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |

|                      |               |
|----------------------|---------------|
| 95.00                | 95.00         |
| 1.24                 | 1.24          |
| 2.81                 | 2.81          |
| <b>TOTAL LINE D:</b> | <b>147.57</b> |

STATEMENT OF DISCLAIMER

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

RECEIVED BY CUSTOMER  
DATE AND TIME  
LABOR HOURS ABOVE  
X

|                   |  |
|-------------------|--|
| LABOR AMOUNT      |  |
| PAYROLL           |  |
| GAS OIL LUBE      |  |
| SALES TAX         |  |
| TOTAL CHARGE      |  |
| LESS PAYMENT      |  |
| NET TAX           |  |
| PAYEE'S SIGNATURE |  |
| DATE              |  |

CUSTOMER COPY

6104893362

39731



Where a lot of good people care about you... and your car!

\*INVOICE\*

PAGE 2

3048 WEST MAIN STREET, NORRISTOWN, PA 19402 (610) 629-1100

CAMP HILL, PA  
HOME: [REDACTED]

SUB: [REDACTED]

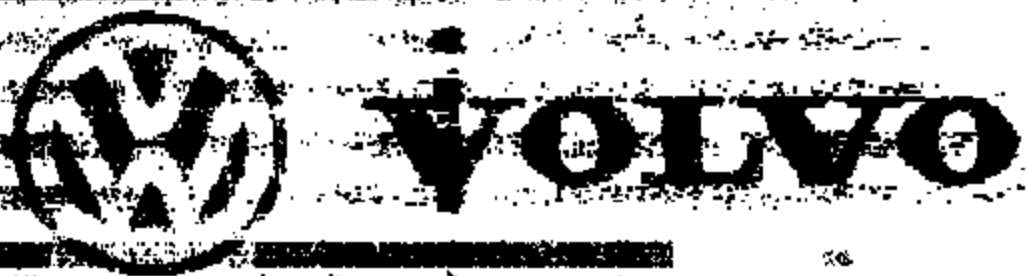
SERVICE ADVISOR: 103 KEVIN LEVENSTEN

| PLANT                         | YEAR | MAKE  | MODEL | VIN        | STOCK NO | DESCRIPTION / CUT | TAB       |
|-------------------------------|------|-------|-------|------------|----------|-------------------|-----------|
| BLACK/019                     | 00   | VOLVO | S80   | YV1T894P8Y |          | 19376/19380       |           |
| 30DEC1999                     |      |       |       | 29DEC00    |          | 68.00 CASH        | 29DEC2000 |
| OPTIONS: AIR:30194 ENG:B6294B |      |       |       |            |          |                   |           |

| LINE | OPCODE | TECH | TYPE  | HOURS | LIST | NET   | TOTAL |
|------|--------|------|-------|-------|------|-------|-------|
| 18   | 71     | 27   | DEC00 | 13:59 | 29   | DEC00 |       |

PLEASE CALL BOB DODDS  
SERVICE DIRECTOR, THANK YOU

SNOW'S COMING "ALL WHEEL DRIVE SAFETY"



STATEMENT OF DISCLAIMER

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X  
CUSTOMER SIGNATURE

|                        |        |
|------------------------|--------|
| LABOR AMOUNT           | 184.95 |
| PARTS AMOUNT           | 28.57  |
| GAS, OIL, LUBE         | 1.00   |
| RULET AMOUNT           | 1.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 213.52 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 12.81  |
| PLEASE PAY THIS AMOUNT |        |

6104893362

3 6 2 6 3



Where a lot of good people care about you... and your car!

\*INVOICE\*

PAGE 1

2048 WEST MAIN STREET, NORRISTOWN, PA 19403 (610) 628-1100

CAMP HILL, PA HOME: [REDACTED]

EOS: [REDACTED]

SERVICE ADVISOR: 103 KEVIN LEVENSTEIN

|                               |    |           |           |       |           |
|-------------------------------|----|-----------|-----------|-------|-----------|
| BLACK/019                     | 00 | VOLVO 880 | YV189458Y |       | 7/1       |
| 30DEC1999                     |    |           |           | 68.00 | CASH      |
| OPTIONS: SER:30194 ERG:862948 |    |           |           |       | 12OCT2000 |

| LINE                                                         | QTY | DESCRIPTION | UNIT    | NET   | TOTAL |
|--------------------------------------------------------------|-----|-------------|---------|-------|-------|
| 18:54                                                        | 1   | 100CT00     |         |       |       |
| 16:24                                                        | 1   | 120CT00     |         |       |       |
| CASE: C                                                      |     |             |         |       |       |
| 24-24 78208-2 LINK STABILIZER BAR FRONT 1/2 SIDE REPLACE (C) |     |             |         |       |       |
|                                                              | 1   | 8634736     | 605.18K | 44.08 | 38.26 |

PART#: 8634736

CLAIM TYPE: 01



VOLVO

|                                         |   |         |                 |       |       |
|-----------------------------------------|---|---------|-----------------|-------|-------|
| CUSTOMER STATES CHECK FOR REAR BULB OUT |   |         |                 |       |       |
| INSTALL NEW RIGHT REAR BULB             |   |         |                 |       |       |
|                                         | 1 | 1161243 | 3 WHEEL BEARING | 6.31  | 5.39  |
|                                         | 1 | 90022   | BULB            | 90.00 | 90.00 |
| CLAIM TYPE: R60022                      |   |         |                 |       |       |

|              |      |        |      |        |      |               |      |
|--------------|------|--------|------|--------|------|---------------|------|
| PARTS:       | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |
| LABOR AMOUNT |      | 4.80   |      | 4.80   |      |               |      |
| TAXES        |      | 1.60   |      | 1.60   |      |               |      |

STATEMENT OF DISCLAIMER

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

|                      |  |
|----------------------|--|
| LABOR AMOUNT         |  |
| TAXES                |  |
| TOTAL CHARGE         |  |
| CASH PAID            |  |
| AMOUNT DUE           |  |
| CUSTOMER SIGNATURE   |  |
| SALES PAY THE AMOUNT |  |

CUSTOMER COPY

[REDACTED]  
El Dorado Hills, CA [REDACTED]

**RECEIVED**  
FEB 20 2004

Chad Brown  
Turner Volvo  
2535 Arden Way  
Sacramento, Ca 95725

February 16, 2004

**CUSTOMER RELATIONS**

I recently had my Volvo serviced at your facility on 1/21/04 and follow up again on 1/28/04.(copy of work orders attached)

My concern is the cost the initial repair on 1/21/04 and information Ryan told me on the second visit on 1/28 when the repair on 1/21/04 failed to fix the problem.

To quickly recap: The ETS light kept coming on. I made appointment and took car in on 1/21/04. Ryan said would be \$130 to diagnosis problem. I said fine. She called later and said to fix the problem the car needed to have clear throttle body and intake manifold cleaned. She said this was considered service/maintenance and would not be covered by the warranty. She said would be \$360.00 for this service. I said go ahead and do repairs.

When I arrived to pick up car, bill was \$444.(Actually \$494 which included \$50 engine detail). I asked how did we go from \$360 to \$444 when quoted \$360.00? Ryan said sorry for any misunderstanding but it was \$360 plus the \$130 diagnostics. So I am to understand with labor rate of \$90 per hour, it took almost 6 hours to diagnose and fix the problem? (\$130 plus \$405) I think not! Do I pay your quoted price even if Technician does the job in three hours? Do I get to see a time card when he punched in and out of work on the car? Quite simply, I believe you have over charged me for this service!

Now comes the best part. Within a day the ETS light came on again and the car ran rough. I called and reached Ryan. Told her of problem and stated I paid you folks \$444 for nothing. I still have the same problem! We made an appointment for 1/28 and she said she would talk to the Service Manager about the previous bill and any adjustments.

When I picked up the car on 1/28/04 Ryan said they had to replace the ETS sensor, would be no charge as this was covered under warranty. Ok, I said, but what about the \$444 I paid? She said that in order for the ETS sensor to be under warranty, you folks had to do the previous work of clean throttle body and intake manifold.

Now wait a minute here! Are you telling me I have to spend \$444 to have a part replaced in order for that part to be under warranty? If your Technician diagnosed the faulty sensor in the first place would you have still charged me \$444 to replace a part under warranty? If that is what Volvo requires you to warranty a part then it should be part of the warranty! My understanding of a Warranty is the cost of labor and cost of part to be installed is covered. Now I think I have been over charged by \$444.00.

So Mr. Brown, the ball is your court now. I will be interested to hear your response.

Thank You & Sincerely  
[REDACTED]

CC: Volvo Of North America  
[REDACTED]

Rockleigh, NJ [REDACTED]





# TURNER VOLVO SINCE 1956

2535 ARDEN WAY SACRAMENTO, CA 95825-1904

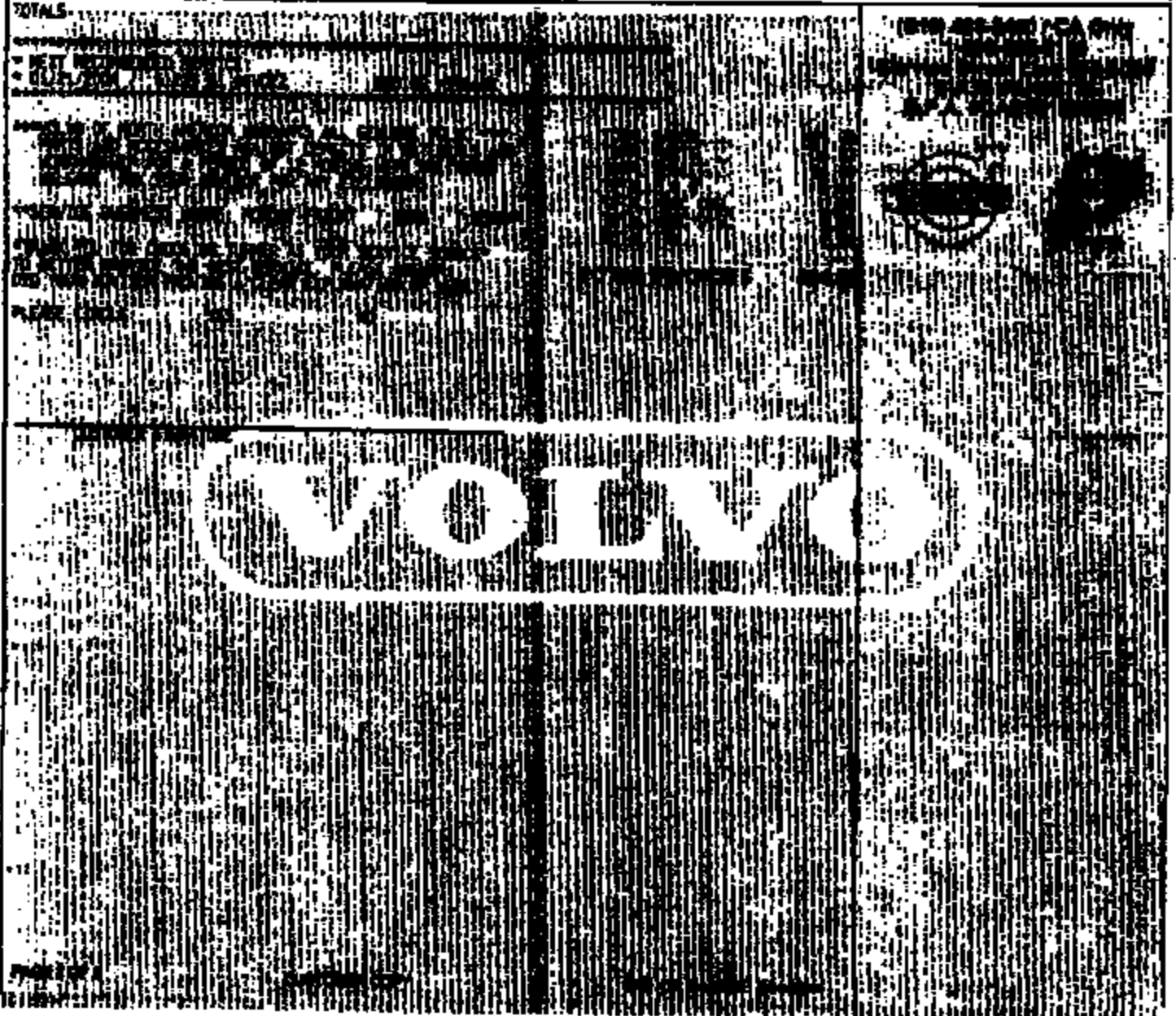
Service and Parts: (916) 488-2400

E.A.R. #AR000184

E.A.R. #CAR00014485

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

|                                        |                                  |                                   |                                   |
|----------------------------------------|----------------------------------|-----------------------------------|-----------------------------------|
| CUSTOMER NO.<br><b>13217</b>           | NAME<br><b>RYANN BAYLESS</b>     | DATE<br><b>07/21/04</b>           | NO. OF PAGES<br><b>VOCS119520</b> |
| ADDRESS<br><b>EL DORADO HILLS, CA</b>  | PHONE<br><b>444 7030</b>         | PRICE<br><b>51,224</b>            | STOCK NO.<br><b>2056A</b>         |
| FINANCIAL AGENCY                       | FINANCIAL AGENCY                 | FINANCIAL AGENCY                  | FINANCIAL AGENCY                  |
| MODEL<br><b>00/VOLVO/70/570 GLT SE</b> | DELIVERY DATE<br><b>06/08/01</b> | DELIVERY MILEAGE<br><b>10,852</b> | PRODUCTOR CODE                    |
| VEHICLE NO.<br><b>YV1L53607Y25</b>     | REG. DATE<br><b>01/21/04</b>     |                                   |                                   |
|                                        |                                  |                                   | NO: 51229                         |



# TURNER VOLVO

SINCE 1956

2535 ARDEN WAY SACRAMENTO, CA 95825-1904

Service and Parts: (916) 488-2400

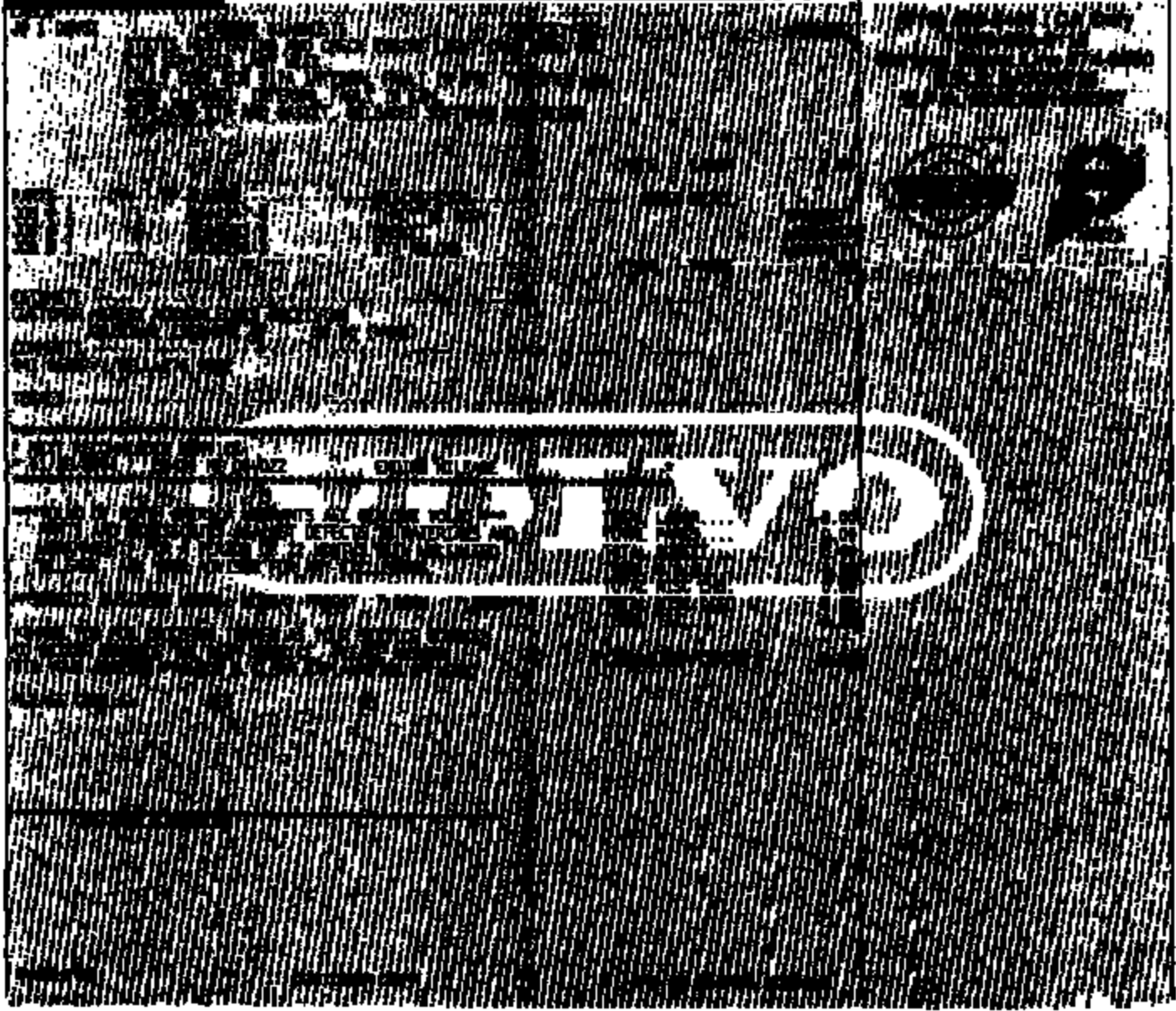
B.A.R. #AR0025154

E.R.A. #CAR000144485

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

|                              |                                                      |                              |                                  |                                |
|------------------------------|------------------------------------------------------|------------------------------|----------------------------------|--------------------------------|
| CUSTOMER NO.<br><b>13217</b> | DEALER<br><b>RYAN'S UNLESS</b>                       | TRUCK NO.<br><b>444 7502</b> | ISSUE DATE<br><b>01/28/04</b>    | ISSUE NO.<br><b>VOC8119743</b> |
| [REDACTED]                   | DATE OF SALE<br><b>4/28/795</b>                      | SALE PRICE<br><b>51,419</b>  | COLOR<br><b>EMERALD GRE</b>      | STOCK NO.<br><b>2056A</b>      |
| <b>EL DORADO HILLS, CA</b>   | YEAR / MAKE / MODEL<br><b>00/VOLVO/70/S70 GLT SE</b> |                              | DELIVERY DATE<br><b>06/08/01</b> | DELIVERY MILE<br><b>10,852</b> |
|                              | VIN<br><b>YV11556D7Y2</b>                            |                              | SELLING DEALER NO.               | PRODUCTION DATE                |
|                              | F.T.B. NO.                                           | PLANT                        | S.S. DATE<br><b>01/28/04</b>     |                                |

MO: 51420



**RECEIVED**  
FEB 20 2004

Tel: [REDACTED]

Newark NJ [REDACTED]

**CUSTOMER RELATIONS**

February 11, 2004

Attn: C.E.O.  
Volvo Car North America  
7 Volvo Drive  
Rockleigh New Jersey 07647

Dear Sir/Madam:

**RE: 1999 Volvo V 70 with 48,500 miles**

There is a defect in my car that no one can fix, it happened when it was being built. The problem is the light on the dash - **CHECK ENGINE** light is on. When it came on, it was just before the 45,000 miles check up, so I took it in and had all the repair work done and everything checked out, including buying a new **SENSOR** Volvo computer part for the check engine light, but the check engine light did not go off. I was told that the Sensor part was not being accepted by the Volvo Computers because the numbers did not match (but they did match). So a new Sensor Volvo part was ordered and it did not work either. The car was later serviced at a Volvo dealership, so they installed a different part Proper Software for the check engine light but it also did not work. The Volvo Computer would not accept it. Now I am out a lot of money for nothing because the problem was not resolved.

I was told the Wiring Harness was defected, but they do not know for sure. Now I am paying for things that should never be replaced in a car. This problem has never been heard of. The Volvo dealership said to buy another part but they are not sure which one and it may not work, but if they put it in I have to keep it, no refund. I cannot keep buying all these parts for something that should never be replaced in a 1999 vehicle.

I would like to get some help to resolve this problem and to be reimburse for some of the expenses incurred. Enclosed are copies of receipts for the work that was done.

Kindly reply as soon as possible.

Very truly yours,  
[REDACTED]

# MONTCLAIR

VOLVO • LINCOLN-MERCURY • JAGUAR

664 BLOOMFIELD AVE • MONTCLAIR, NJ 07042

NEWARK, NJ

#3

SERVICE ADVISOR JOHN PASSANO

| DATE ORDER | DATE READY  | STOCK NO. | VEHICLE IDENTIFICATION | CUST. NO. | TAX NO.    | P.B. NO.  | ORDER NO.       |
|------------|-------------|-----------|------------------------|-----------|------------|-----------|-----------------|
| 28 JAN 04  | 30 JAN 04   |           | YV1LM55A0X2            |           | T109       |           | 30 JAN 04 10930 |
| TIME IN    | TIME READY  | YEAR      | MAKE & MODEL           | TRIP MILE | LABOR RATE | START     | END             |
|            |             |           |                        |           | 90.00      | 01 JAN 99 | 66 66           |
| VEHICLE IN | VEHICLE NO. |           |                        |           |            |           |                 |
| 48500      | 48500       |           |                        |           |            |           |                 |

\*\*\* CUST STATES THE CHECK ENGINE LIGHT CAME ON  
CEL COMMUNICATION

[REDACTED]

0.00

*Volvo Cost Service*  
*(800) 458-1553*

VOLVO SERVICE: (873) 748-4802  
JAG SERVICE: (873) 748-4501  
SALES: (873) 748-4800

\*\*\* PRE-INVOICE \*\*\*

|                        | TOTALS |
|------------------------|--------|
| BASE PRICE             | 0.00   |
| TAX                    | 0.00   |
| LABOR                  | 0.00   |
| SALES TAX              | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

**SEE REVERSE SIDE  
FOR ALL  
MANUFACTURERS  
WARRANTIES**

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

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

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

# MONTCLAIR

VOLVO - LINCOLN-MERCURY - JAGUAR

854 BLOOMFIELD AVE \* MONTCLAIR, NJ 07043

NEWARK, NJ

SERVICE ADVISOR **JOHN PASSANO**

| DATE IN    | DATE READY  | STOCK NO.   | TYPE / VEHICLE IDENTIFICATION | CLERK NO.      | TR. NO.     | CO. NO.     | DATE               | INVOICE NO.    |
|------------|-------------|-------------|-------------------------------|----------------|-------------|-------------|--------------------|----------------|
| 26JAN04    | 26JAN04     |             | YV1LW55A0X2                   |                | T109        |             | 26JAN04            | 10842          |
| YEAR       | MAKE        | MODEL       | TYPE                          | PRICE          | DATE        | MI          | MI                 | MI             |
| 99         | VOLVO       | VOLVO       | V-70                          | 90.00          | 01JAN99     | 66          | 66                 | 66             |
| CHARGE NO. | CHARGE DATE | CHARGE AMT. | CHARGE DESCRIPTION            | CHARGE BALANCE | CHARGE DATE | CHARGE AMT. | CHARGE DESCRIPTION | CHARGE BALANCE |
| 48426      | 48428       |             |                               |                |             |             |                    |                |

|                                                         |                 |  |        |  |        |
|---------------------------------------------------------|-----------------|--|--------|--|--------|
| MILEAGE IN ( )                                          | MILEAGE OUT ( ) |  |        |  |        |
| CH 48426/48428                                          |                 |  |        |  |        |
| 28 CPVM                                                 | 0.00            |  | 0.00   |  | 0.00   |
| COST - STATES - CHL - COMING - CHL - DEPOSED - AS - STM |                 |  |        |  |        |
| 89 REPLACED STM AND INSTALLED PROPER SOFTWARE           |                 |  |        |  |        |
| 28 CPV7                                                 | 3.00            |  | 250.00 |  | 250.00 |
| 1 8644347 THROTTLE BODY                                 | 535.00          |  | 535.00 |  | 535.00 |
| 1 8636753 GASKET                                        | 2.50            |  | 2.00   |  | 2.00   |
| 1 N9438298 STM RELOAD                                   | 25.00           |  | 20.00  |  | 20.00  |
| 1 N30677005 UPGRADE ECM                                 |                 |  |        |  |        |
| PE                                                      |                 |  | 12.00  |  | 12.00  |

VOLVO SERVICE: (873) 748-4502  
 LIN - JAG SERVICE: (873) 748-4501  
 SALES: (873) 748-4500

**\*\* 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 |
| PAINT AMOUNT   | 569.00 |
| GREASE OIL     | 0.00   |
| SUPPLY AMOUNT  | 0.00   |
| WASH CHARGES   | 0.00   |
| TOTAL CHARGES  | 819.00 |
| LESS INSURANCE | 0.00   |
|                | 0.00   |

**SEE REVERSE SIDE FOR ALL MANUFACTURERS WARRANTIES**

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

\$50.00 DEDUCTED FROM TOTAL DUE TO PREVIOUS CHARGE

*[Signature]*

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. SERVICE PROVIDED HEREON IS SUBJECT TO OUR STANDARD TERMS AND CONDITIONS WHICH ARE AVAILABLE FROM THE APPLICABLE DEALER. WE DO NOT WARRANT, MAKE ANY GUARANTEE OR REPRESENTATION UNDER THIS CLAIM AND YOUR REMEDY SHALL BE LIMITED TO THE REPLACEMENT OF DEFECTIVE PARTS OR REPAIRS AT THE DISCRETION OF THE SERVICE DEALER FOR A PERIOD OF 12 MONTHS FROM THE DATE OF ORIGINAL PURCHASE OF THE SERVICE DEALER FOR REPAIRS BY MANUFACTURER'S REPRESENTATIVE.

DATE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_ SERVICE MANAGER OR AUTHORIZED PERSON: \_\_\_\_\_

██████████  
 NEWARK, NJ 07105

# MONTCLAIR

VOLVO • LINCOLN-MERCURY • JAGUAR

614 BLOOMFIELD AVE • MONTCLAIR, NJ 07042

SERVICE ADVISOR JOHN PASSANO

|         |                      |             |       |         |       |
|---------|----------------------|-------------|-------|---------|-------|
| 20JAN04 | 20JAN04              | YV1LW55A0K2 | T1843 | 20JAN04 | 10679 |
| Year    | Make & Model         | Color       | Price | Year    | MI    |
| 99      | VOLVO VOLVO V-70 NRG |             | 90.00 | 01JAN99 | 66    |

|       |       |  |
|-------|-------|--|
| 48301 | 48301 |  |
|-------|-------|--|

MILEAGE IN ( ) MILEAGE OUT ( )  
 ON 48301

28 CPVM 0.00 0.00 0.00

COST STATES THE CHECK ENGINE LIGHT CAME ON  
 \* CEL NEEDS ECM AND ASSORTED SOFTWARE, EST'S  
 \* \$850-900 PER PAID WILL BE DEDUCTED  
 WHEN REPAIRS MADE.

28 CPV7 0.50 50.00 50.00

*P/N*

# 1549

VOLVO SERVICE: (973) 748-4802  
 LIN • JAG SERVICE: (973) 748-4501  
 SALES: (973) 748-4600

\*\* PRE-INVOICE \*\*

SHOP MATERIAL INCLUDES MATERIALS  
 USED ON YOUR VEHICLE. APPLICABLE  
 SUPPLIED ITEMS ARE: NUTS, BOLTS,  
 WASHERS, PINS, AEROSPRAYS.

|       |
|-------|
| 50.00 |
| 0.00  |
| 0.00  |
| 0.00  |
| 0.00  |
| 50.00 |
| 0.00  |
| 0.00  |

SEE REVERSE SIDE  
 FOR ALL  
 MANUFACTURERS  
 WARRANTIES

PLEASE PAY THE AMOUNT

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

THIS DEALER HEREBY CERTIFIES THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE NOTED AND THAT ANY PART THEREOF OR REPLACEMENT THEREOF HAS BEEN CORRECTED BY ANY BODY WITH ANY CLAIM OR LIABILITY THEREON. THIS CLAIM IS AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OR (2) 100,000 MILES, WHICHEVER IS GREATER. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACK OR OTHER EXTREME DRIVING. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR COMMERCIAL PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR TAXI OR RENTAL PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER THAN PERSONAL USE.

# FERRY & MARKET

T/A BROTHERS SERVICE CENTER INC.

366 FERRY STREET • NEWARK, NJ 07105  
 TEL: (973) 344-1872 • FAX: (973) 344-1451

Name: [Redacted] H. Phone: [Redacted]

Address: \_\_\_\_\_ H. Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

| QTY | PART NO  | PART DESCRIPTION           | PRICE  |
|-----|----------|----------------------------|--------|
| 3   | 272294   | WIPPER FRONT               | 24 22  |
| 1   | 9122583  | 1076 O <sup>2</sup> Stager | 203 00 |
| 1   | 8627209  | 1076 O <sup>2</sup> ss     | 195 00 |
| 1   | 8649597  | NUTS MOUNT                 | 50 20  |
| 1   | 8631698  | " " L. RIV                 | 30 50  |
| 1   | 8627240  | ROCK BRK PAA               | 48 10  |
| 1   | 872 272  | Fluo Shimmy                | 9 59   |
| 2   | 20641798 | LINK                       | 29 60  |
| 1   | 1640660  | SPARK PLUG                 | 14 69  |
| 1   | 9186262  | AIR Filter                 | 27 25  |
| 1   | 3067118  | Fuel Filter                | 31 50  |
| 2   | 8600274  | ROCK SHOCK                 | 114 00 |
| 1   | 12726367 | HEAD AIR FLOW              | 234 21 |
|     |          |                            | 21 00  |

Date: 11/06/03  
 Part Order No. 00 10790  
 License Plate No. [Redacted]

|                                   |            |     |                        |
|-----------------------------------|------------|-----|------------------------|
| 1597                              | 10700      | 270 | WARY V. L. A. 5. A. 02 |
| Labor Price No.                   |            |     | 41123                  |
| OIL SERVICE                       | REPL.      |     |                        |
| Automatic Trans. Fluid            | REPL.      |     |                        |
| Fluid levels                      | CHECK      |     |                        |
| Rotate Tires                      | REPL.      |     |                        |
| Shim Shimmy                       | CHECK      |     |                        |
| Timing make                       | CHECK      |     |                        |
| BRAKE PADS                        | CHECK      |     |                        |
| DRIVER LEFT HORN                  | CHECK      |     |                        |
| LINK SHIMMY STOP                  | CHECK      |     |                        |
| RESET STRIKE RELI                 | CHECK      |     |                        |
| DRIVER LEFT U-JOINTS              | CHECK      |     | 600 00                 |
| ROCK & Fuel Lines and hoses check |            |     |                        |
| UPPER AND RIGHT SHOCK/LINK        | LABOR ONLY |     | 380                    |
| ROCK BRAKE PADS AND SHIMMY        | ROCK       |     | 1190 16                |
| ROCK SHOCKS                       | ROCK       |     |                        |
| FRONT STABILIZER LINKS            | ROCK       |     |                        |
| SPARK PLUGS AND AIR Filter        | ROCK       |     | 1940 16                |
| TAX                               |            |     | 82                     |
| TOTAL                             |            |     | 1632 56                |

15397 TOTAL 119016

**ESTIMATES AND FOR LABOR ONLY**

**MATERIAL IS ADDITIONAL**

AUTHORIZED BY: \_\_\_\_\_ TOTAL 1632 56

**PAY THIS AMOUNT**

I hereby authorize \_\_\_\_\_ to bid and perform work on the above named job. I understand that this company will be responsible for loss or damage to the job or the property of the customer. I understand that this company will be responsible for loss or damage to the job or the property of the customer. I understand that this company will be responsible for loss or damage to the job or the property of the customer.

[Faded signature area]

March 8, 2004

**RECEIVED**  
MAR 11 2004

[REDACTED]  
Sonoma, CA [REDACTED]

**CUSTOMER RELATIONS**

Volvo Cars of North America, LLC  
Attn: Volvo Customer Care  
7 Volvo Drive  
Rockleigh, New Jersey 07847

We are writing to resolve a problem we have had with our 1999 C70 Convertible. We had to take our Volvo in because the driver's side front seat was stuck in the forward position. We had taken the car in twice before because the passenger's front seat was also stuck in the forward position. When we brought the car in the first time we were told this was an ongoing problem with the C70's electronic seats. Although we paid the charges to get the return of our car, we feel these charges are unreasonable because Volvo has a known safety defect in the seats and the owner should not have to pay for manufacturing defects that result in malfunctioning components of their car.

Since we ordered this car and picked it up in Gothenburg, Sweden, we have had to return to Volvo Service Centers to have many items repaired and replaced, the latest being the unsafe and inoperable seats. Another item we are very disappointed with is the stereo system, which we chose from Volvo's list of upgrades at the time of purchase. The quality of the radio's reception has always been weak, but during the last year it has steadily degraded. After inquiring at our Volvo Service Center we found out that this model radio/CD player has had several problems, reception being one of them. We were offered the opportunity of purchasing a "reconditioned" unit, we assume this means it would have reception that equaled a normal car radio. The price for this reconditioned unit was quoted at \$250. We feel this is unacceptable. Volvo supplied and installed in their vehicles (at least the C70) a radio that fails to meet the standards of a normal pickup truck. The insult is we paid an additional \$1500 for this upgrade option. We expect Volvo to supply and install a radio, reconditioned if need be, that performs to acceptable standards.

The following quote is on Volvo's website, "Owning a Volvo Car should be as pleasant and trouble-free as possible." Unfortunately this has not been the case with our Volvo ownership. We expect Volvo to reimburse us the \$137.87 (invoice attached) for the recent work to correct our Volvo's manufactured defect and to supply and install a new or reconditioned radio that performs to acceptable standards.

Thank you.

Sincerely, [REDACTED]  
[REDACTED]



SONOMA, CA

KEN STANFEL

**SMOTHERS  
EUROPEAN**

2881 Corby Ave.  
Santa Rosa, CA 95407  
707-542-4818

**ORIGINAL ESTIMATE**

|                                                                      |      |                                                                      |                  |           |
|----------------------------------------------------------------------|------|----------------------------------------------------------------------|------------------|-----------|
| REVISED EST.                                                         | DATE | TIME                                                                 | PERSON CONTACTED | PHONE NO. |
| REVISED EST.                                                         | DATE | TIME                                                                 | PERSON CONTACTED | PHONE NO. |
| MEANS OF CONTACTING                                                  |      | MEANS OF CONTACTING                                                  |                  |           |
| <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE |      | <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE |                  |           |

**SERVICE ADVISOR**

|                |             |             |                                   |               |                    |               |                |             |
|----------------|-------------|-------------|-----------------------------------|---------------|--------------------|---------------|----------------|-------------|
| WORK ORDER NO. | DATE READY  | STOCK NO.   | VEHICLE IDENTIFICATION            | CURT. NO.     | TAG NO.            | P.O. NO.      | WORK ORDER NO. | INVOICE NO. |
| 05HAR04        | 05HAR04     |             | VV1NC56D4XJ                       |               |                    |               | 05HAR04        | 218510      |
| TIME IN        | TIME READY  | YEAR        | MAKE & MODEL                      | TELEPHONE NO. | EST. PER HOUR RATE | DELIVERY DATE | PREPARED BY    | S/A         |
| 08107          | 13102       | 99          | VOLVO C70CVA                      |               | 99.00              | 07 JUN 99     | 14             | 43          |
| MILEAGE IN     | MILEAGE OUT | LICENSE NO. | MISCELLANEOUS COMMENTS / LOCATION |               |                    |               |                |             |
| 66241          | 66241       |             |                                   |               |                    |               |                |             |

CUST STATES THE FRT DRIVERSIDE SEAT IS STUCK  
IN THE FORWARD POSITION ADVISE.  
85219 COMPLETE FRONT SEAT

|   |                |        |        |
|---|----------------|--------|--------|
|   | 54 CA          | 127.40 | 127.40 |
| 1 | 949278 SCREW   | 0.99   | 0.99   |
| 1 | 8616305 SPRING | 2.98   | 2.98   |

CONFIRMED COMPLAINT, NO FUNCTION OF CONTROL  
SEAT L. REPAIRED SEAT TILT MECHANISM PER  
B.85-007 NOW WORKS PROPERLY.



|              |        |
|--------------|--------|
| LABOR AMOUNT | 127.40 |
| PARTS AMOUNT | 3.97   |
| TAX          | 0.00   |
| SALES TAX    | 0.00   |
| SALES TAX    | 0.00   |
| TOTAL AMOUNT | 131.37 |
| SALES TAX    | 0.00   |
| TOTAL        | 131.37 |

**NOTICE TO CUSTOMER**  
We warrant the workmanship of our employees and the quality of the parts used in the repair of your vehicle. We do not warrant the condition of your vehicle prior to the repair or the condition of your vehicle after the repair. We do not warrant the condition of your vehicle after the repair if you have not had a pre-repair inspection. We do not warrant the condition of your vehicle after the repair if you have not had a post-repair inspection. We do not warrant the condition of your vehicle after the repair if you have not had a final inspection. We do not warrant the condition of your vehicle after the repair if you have not had a final inspection.

REPAIR WORK BY VARIOUS FORMS OF ALTERNATE TRANSPORTATION

I feel this is a manufacturing problem covered by warranty. I am enclosing a bill under warranty, please advise Volvo to look at this bill & combine w/ the other

BESSIE L. WHITAKER

[REDACTED]  
Fayetteville, NC  
[REDACTED]

RECEIVED  
MAR 2 2004

CUSTOMER RELATIONS

February 25, 2004

To Whom It May Concern,

I am writing this letter to address my dissatisfaction with your product. My husband and I purchased a thirty nine thousand dollar automobile from your company that has not lived up to the quality that we expected. The automobile is a 2000 model Volvo (S80), VIN YV1TS9405Y [REDACTED]. The reason for our purchase of your particular product was the perceived quality we had. The vehicle was taken in to one of your service centers for a regular service from the time of purchase that cost hundreds of dollars for these service checks. The maintenance was done regularly with additional costs above the warranty on the vehicle. The latest repair cost of \$816.74 is the reason I decided to write to you in order to express my displeasure. I am not a mechanic, however, it seems that a throttle housing or any "leaking" for that matter should not need replacing on a vehicle in such a short amount of time.

The warranty ran out on this vehicle a short time ago causing me to incur the entire cost of this repair. I was not informed of an extended warranty until after the fact. These exorbitant costs for repair on a vehicle that is just four years old has unfortunately led me to distrust this product. While I had considered purchasing another Volvo in the future the low quality of this vehicle has caused me to look elsewhere for a better quality product. I am well aware that mechanical parts break, but I think the repair experience I've had leans toward an inferior product.

I am enclosing a copy of my latest repair bill for your inspection. I have been willing in the past to go back to the dealer for repairs on this vehicle, however, I am under the impression that these repair charges exceed any reasonable costs. Thank you.

Sincerely,  
[REDACTED]

43259

214044

Additional Service Locations

2012 SKIBO ROAD  
 FAYETTEVILLE, NC 28314  
 (910) 864-1448  
 1-800-864-1448  
 SERVICE DIRECT  
 www.leithday.com



\*INVOICE\*

PAGE 1

FAYETTEVILLE, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR

|           |           |             |         |           |        |      |       |         |      |           |           |
|-----------|-----------|-------------|---------|-----------|--------|------|-------|---------|------|-----------|-----------|
| DEL. DATE | 19SEP2000 | INVOIC DATE | 21FEB04 | INVOIC NO | 214044 | RATE | 73.00 | PAYMENT | CASH | REV. DATE | 23FEB2004 |
|-----------|-----------|-------------|---------|-----------|--------|------|-------|---------|------|-----------|-----------|

| LINE | QTY | DESCRIPTION              | UNIT PRICE | AMOUNT | TAX  | TOTAL  |
|------|-----|--------------------------|------------|--------|------|--------|
| 1    | 22  | CV6                      | 8.18       | 180.00 | 0.00 | 180.00 |
| 1    | 1   | 904834 / 1/4" TITLE BODY | 545.70     | 545.70 | 0.00 | 545.70 |
| 1    | 1   | 8636753 GASKET           | 3.78       | 3.78   | 0.00 | 3.78   |
| 1    | 1   | 9438290 BTH INLAND       | 25.00      | 25.00  | 0.00 | 25.00  |
| 1    | 1   | 976561 HOSE CLAMP        | 3.78       | 3.78   | 0.00 | 3.78   |

BST: 75.00 21FEB04 18:47 SR: 301

YOU MAY RECEIVE A SURVEY TO RATE YOUR SERVICE EXPERIENCE. PLEASE NOTE, THIS SURVEY IS YOUR SERVICE DEPARTMENT'S REPORT CARD AND ANY RESPONSE OTHER THAN "EXCELLENT" WOULD BE A FAILING GRADE. WE APPRECIATE YOUR INPUT.

DATE 02/23/2004 TIME 12:11:33

LEITH OF FAYETTEVILLE IN  
 2012 SKIBO RD  
 FAYETTEVILLE, NC 28314  
 910641448

CREDIT SALE

TRANS #000  
 AUTH #015543  
 MASTERCARD ACCOUNT # [REDACTED] EXP DATE 05/07

SALE AMOUNT \$816.74

THANK YOU  
 COME AGAIN

CUSTOMER COPY

SUZUKI

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 history warranty consists of all of the information with respect to the sale of this inventory. The dealer hereby expressly disclaims all liability, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor warrants any other person is liable for a city liability in connection with the sale of this inventory.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 180.00 |
| PARTS AMOUNT           | 578.25 |
| S&C. OR. LIRS          | 0.00   |
| TAXES AMOUNT           | 0.00   |
| MISC. CHARGES          | 18.00  |
| TOTAL CHARGES          | 776.25 |
| UNPAID AMOUNT          | 0.00   |
| SALES TAX              | 40.49  |
| PLEASE PAY THIS AMOUNT | 816.74 |

REPAIR DEALER, ORIGINAL OWNER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material here on: [REDACTED]

RECEIVED  
19 9 2 2001

03/15/04

CUSTOMER RELATIONS

Pittsburgh, Pa. [REDACTED]

Vic Doolan  
Volvo Cars North America  
7 Volvo Drive  
Rockleigh, N.J.07647

Dear Mr. Doolan,

On September 19, 2000 my wife Angie and I purchased a used 1999 Volvo S-80 2.9 from Bill Gray Volvo in Pittsburgh Pa. Our expectations were high and thought Volvo was a brand that could fulfill those expectations. Some of our expectations were to have a solid, safe, luxurious automobile that gave us many years of great reliable service. The solid, safe and luxurious parts have been fulfilled as this automobile is by far one of the safest and most comfortable automobiles we've owned.

Unfortunately we haven't experienced the reliable service part we expected. In the roughly 28,000 miles that my wife has driven this automobile we've had it in to Bill Gray Volvo six times. The most recent and most costly has been today's visit. I've enclosed copies of the work that's been done at Bill Gray Volvo. These are only the problems that we've taken it in for, but have had other small problems as well. I know that my wife does not drive this automobile hard and don't think that the problems we're having are indicative of the type of performance we expect from an automobile we've only had 28,000 miles. This S-80 has been in the repair shop more times in 28,000 miles than any other automobile we've owned. Service wise this auto stinks!! Had we purchased a lesser brand from some shady back alley used car huckster, I might have been a bit more inclined to accept the problems we've had. However the facts are...It's a Volvo...we purchased this automobile from one of Volvo's own dealers and it was supposedly a "Volvo Certified used car". Needless to say we are extremely disappointed with the mechanical parts of this automobile. As far as service and reliability are concerned this automobile isn't even close to what we think of as Volvo standards.

I'm hoping that you're able to find some way to satisfy our complaint and keep us in the "Volvo for life" ideal that your company has. The best solution for us would be if Volvo North America and Bill Gray Volvo would replace our Volvo with one that has a better service record and is as well equipped or better equipped than the one we currently own.

appreciate your time and look forward to hearing from you.

Sincerely  
[REDACTED]

**VOLVO**  
Drive Safely

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15216  
TELEPHONE: (412) 344-0100  
FAX: (412) 344-4277

**VOLVO**  
RELIABLE PARTS  
Nothing can replace them™

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:30 a.m. - 2:00 p.m.

|                              |                                                          |           |                           |                                  |                                  |
|------------------------------|----------------------------------------------------------|-----------|---------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO:<br><b>73847</b> | ADVISOR<br><b>KIMBERLEY YARNALL</b>                      | 613       | OFF. NO.<br><b>508</b>    | WORK DATE<br><b>03/15/04</b>     | INVOICE NO.<br><b>VOC5402668</b> |
|                              | LAUNCH DATE                                              | LAUNCH BY | W/CHARGE<br><b>57,387</b> | COLOR<br><b>BLACK/OAK L</b>      | STOCK NO.                        |
|                              | YEAR / MAKE / MODEL<br><b>99 / VOLVO / S80 / 4DR 5DN</b> |           |                           | DELIVERY DATE<br><b>05/09/99</b> | SALE PRICE<br><b>29,905</b>      |
|                              | VIN<br><b>YV1L1S9707X1</b>                               |           |                           | SALES DEALER NO.<br><b>2894</b>  | PRELIMINARY DATE                 |
|                              |                                                          |           |                           | SALES DATE<br><b>03/15/04</b>    |                                  |

NO: 57388

WORK ORDER NO. 73847  
 CUSTOMER STATES: [REDACTED] FOR CHECK ENGINE LIGHT IS ON. REPLACED  
 [REDACTED] FOR CODE P0300 LAST VISIT  
 [REDACTED] FOR DIAGNOSTIC COMPUTER. FULT CODE P0300 AND P0340  
 [REDACTED] FOR FAULT INJECTOR FLOW METER AND IGNITION  
 CUSTOMER DECLINED REPAIRS AT THIS TIME.

---

CUSTOMER STATES: [REDACTED] FOR [REDACTED] IN FRONT END OVER  
 [REDACTED] SHOCKS AND STRUTS. NO FAULT AT THIS TIME.

JOB NO. [REDACTED]

CUSTOMER REQUESTED ADDRESS FOR VISA  
 NO [REDACTED]  
 MODEL AND [REDACTED]  
 CUSTOMER WOULD BE REQUEST IN WRITING FOR A COPY OF COVERED ITEMS.

POWER TYPE [REDACTED]  
 DISK 1.0 (4/CLIP - 6) CHANGE  
 RECEIVED BY [REDACTED] DATE [REDACTED]

IT IS THE GOAL OF OUR SHOP TO INSURE THAT YOU HAVE BEEN  
 COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE THIS MORNING.  
 A SMILE, LAUGH OR COMPLETELY SATISFIED OR A "JD" INDICATED  
 TO THE MANUFACTURER THAT YOU WERE SATISFIED WITH YOUR  
 SERVICE AT BILL GRAY. HAVE WE REACHED OUR GOAL?

YES  NO

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS REGARDLESS OF MILEAGE EXCEPT FOR WEAR ITEMS)

**BILL GRAY CONVENIENCES:**

1. Certified Technicians
  2. 24 Hour Key Drop
  3. 24 Hour Towing  
Call: 1-800-63-VOLVO
  4. Saturday Hours
  5. Genuine VOLVO Parts
  6. Complete Body Shop
  7. Discount Rentals
- B. South Hills Shuttle

TOTAL LABOR ..... 0.00  
 TOTAL PARTS ..... 0.00  
 TOTAL SUBLET ..... 0.00  
 TOTAL S.O.B. .... 0.00  
 TOTAL DISC CHG. .... 0.00  
 TOTAL DISC DISC ..... 0.00  
 TOTAL TAX ..... 0.00  
**TOTAL INVOICE \$ 0.00**



**IMPORTANT**  
 YOU MAY RECEIVE A QUESTIONNAIRE FROM VOLVO IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GIVE US A RESPONSE, PLEASE CALL THE SERVICE MANAGER. YOUR RESPONSE IS OUR #1 CONCERN. THANK YOU.

**VOLVO**  
Drive Safely

**BILL GRAY VOLVO, Inc.**

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15216  
TELEPHONE: (412) 344-0100

**VOLVO**  
Nothing can replace them™

FAX: (412) 344-4277

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:30 a.m. - 2:00 p.m.

|                                  |                                                     |                                  |                                   |                                 |
|----------------------------------|-----------------------------------------------------|----------------------------------|-----------------------------------|---------------------------------|
| PLATE/CHASSIS NO<br><b>73847</b> | ACQUISITION<br><b>BRADFORD HUDSON</b>               | UNIT NO<br><b>938 R62</b>        | DELIVERY DATE<br><b>02/11/04</b>  | FINANCE NO<br><b>VOCS399817</b> |
|                                  | MSRP<br><b>57,041</b>                               | STOCK NO                         | DELIVERY MILEAGE<br><b>29,905</b> |                                 |
| PITTSBURGH, PA                   | VEHICLE TYPE / MODEL<br><b>99/VOLVO/S80/4DR SDN</b> | DELIVERY DATE<br><b>05/09/99</b> | DEALER'S MILEAGE<br><b>2894</b>   | PRODUCTION PART                 |
|                                  | VIN<br><b>YV1T597D7X1</b>                           | REG. DATE<br><b>02/10/04</b>     |                                   |                                 |
|                                  |                                                     |                                  |                                   | NO: 57042                       |

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS REGARDLESS OF MILEAGE (EXCEPT FOR WEAR ITEMS)

- CONVENIENCES**
- Trained Technicians
  - Free Loaner Car
  - 24 Hour Roadside Assistance
  - Service Hours
  - Complete Body Shop
  - Paint With Shuttle



**IMPORTANT:**  
DO NOT REMOVE OR DESTROY ANY INFORMATION CONTAINED HEREIN.  
THIS INFORMATION IS THE PROPERTY OF VOLVO.  
PLEASE RETURN TO THE SOURCE IMMEDIATELY UPON SATISFACTION OF SERVICE.  
NO. 1 COUNCIL  
THANK YOU.

CUSTOMER COPY

END OF SERVICE 111230

**VOLVO**  
Drive Safely

**BILL GRAY VOLVO, Inc.**

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15216  
TELEPHONE: (412) 344-0100

**VOLVO**  
Nothing can replace them™

FAX: (412) 344-4277

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:30 a.m. - 2:00 p.m.

|                          |                               |                           |                           |                           |
|--------------------------|-------------------------------|---------------------------|---------------------------|---------------------------|
| SALES ORDER NO.<br>75047 | ADVISOR<br>NEW PARTS          | ORG NO.<br>907            | WARRANTY DATE<br>11/24/83 | WARRANTY NO.<br>V01538361 |
|                          | DATE OF SALE<br>[REDACTED]    | RELEASE<br>54190          | COLOR<br>BLACK/DK L       | STOCK NO.                 |
| PITTSBURGH, PA           | PLATE NO. / VIN<br>[REDACTED] | VEHICLE NO.<br>[REDACTED] | DELIVERY MILES<br>28005   | PRODUCTION DATE           |
|                          | WARRANTY NO.<br>[REDACTED]    | WARRANTY DATE<br>11/21/83 |                           |                           |

*[The following text is extremely faint and mostly illegible due to heavy noise and low contrast in the original scan. It appears to be a list of items or a detailed description of the vehicle's condition.]*

John P. [illegible]  
Volvo of [illegible]  
V.E. [illegible]  
[illegible]  
Rock Leash [illegible] 07647-0915

Bob Raschert  
CUSTOMER COPY

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS REGARDLESS OF MILEAGE (EXCEPT FOR WEAR ITEMS)

- BILLY GRAY CONVENIENCES:**
- 1. Certified Technicians
  - 2. 24 Hour Key Drop
  - 3. 24 Hour Towing
  - 4. 24 Hour Roadside Assistance
  - 5. Genuine Volvo Parts
  - 6. Complete Body Shop
  - 7. Discount Rentals
  - 8. Safety Features



**IMPORTANT**  
DO NOT RECEIVE DISTRIBUTION FROM VOLVO IN THE NEXT 90 DAYS IF FOR ANY REASON YOU CANNOT OBTAIN A FORM OF A PLEASANT CAR. THE SERVICE MANAGER YOUR INSTRUCTIONS IS OUR NO. 1 CONCERN. THANK YOU

(CONTINUED ON NEXT PAGE)

**VOLVO**  
Drive Safely

# BILL GRAY VOLVO, Inc.

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15216  
TELEPHONE: (412) 344-0100

FAX: (412) 344-4277

**VOLVO**  
Nothing can replace them™

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:30 a.m. - 2:00 p.m.

|                       |                                           |                             |                           |                              |
|-----------------------|-------------------------------------------|-----------------------------|---------------------------|------------------------------|
| CUSTOMER NO.<br>71847 | NOVEMBER<br>KIMBERLEY VARNALL 613         | DOB<br>106                  | INVOICE RATE<br>081003    | SALES TAX<br>VOC6378462      |
| [REDACTED]            | VEHICLE DATE<br>[REDACTED]                | LICENSE NO.<br>[REDACTED]   | PLATE NO.<br>52773        | VEHICLE COLOR<br>BLACK/BLACK |
| [REDACTED]            | YEAR / MAKE / MODEL<br>2000 / VOLVO / S40 | SALES TAX NO.<br>[REDACTED] | DELIVERY DATE<br>05/20/00 | DELIVERY MILEAGE<br>29805    |
| PITTSBURGH, PA        | VEHICLE ID. NO.<br>YV1ES0707X             | SALES DEALER NO.<br>2884    | SALES DATE<br>08/08/00    | PRODUCTION DATE              |

MD: 62774

LABOR & PARTS  
OF 1-2402 ENGINE ELECTRICAL HOURS: 1.00 TECH: 544 BY: [REDACTED] 72.00  
CUSTOMER STATES: CL FOR FAN STAYS ON AND BATTERY HAS TO BE  
CHECK CHARGING SYSTEM- FOUND THAT COOLING FAN IS STAYING  
REPLACE COOLANT FAN- RECHECK BATTERY- NO OTHER FAULT  
AT THIS TIME

| PARTS                       | QTY  | FR. NUMBER                  | DESCRIPTION | LIST PRICE | LIMIT PRICE |
|-----------------------------|------|-----------------------------|-------------|------------|-------------|
| JOB # 1                     | 1    | 30647253-1                  | ELECTRICAL  | 315.00     | 315.00      |
| JOB # 1 TOTAL PARTS         |      |                             |             | 315.00     | 315.00      |
| JOB # 1 TOTAL LABOR & PARTS |      |                             |             | 387.00     | 387.00      |
| NISC                        | CODE | DESCRIPTION FOR             | CONTROL NO. |            |             |
| JOB # 1                     | W4   | VIP SERVICE CONTRACT TO PAY | 0889107     | 387.00     | 387.00      |
| TOTAL - NISC                |      |                             |             | 387.00     | 387.00      |

COMMENTS  
PLEASE TO FILL CARDS FOR INSPECTION  
DELETED OPERATIONS  
REPAIR BATTERY  
PA. EMISSION TEST  
02V0201-1 PA. STATE INSPECTION

TOTALS

|                  |         |
|------------------|---------|
| TOTAL LABOR      | 72.00   |
| TOTAL PARTS      | 315.00  |
| TOTAL SUBLET     | 0.00    |
| TOTAL SALES TAX  | 0.00    |
| TOTAL NISC CHG   | 0.00    |
| TOTAL NISC DISC  | -387.00 |
| TOTAL TAX        | 0.00    |
| TOTAL INVOICE \$ | 0.00    |

PAYMENT TYPE  
 MCARD  VISA  AMEX  DISC  
 MC CARD  BY/CLUB  CHARGE  CASH  
 CHECK RECEIVED BY: DATE:

THANK YOU FOR CHOOSING  
BILL GRAY  
FOR YOUR SERVICE NEEDS  
WE VALUE YOUR BUSINESS

CUSTOMER SIGNATURE

ALL NEW OR FACTORY RECALL PARTS ARE GUARANTEED 12 MONTHS REGARDLESS OF MILEAGE (EXCEPT FOR WEAR ITEMS)

### BILL GRAY CONVENIENCES:

1. Certified Technicians
2. 24 Hour Key Drop
3. 24 Hour Towing  
Call: 1-800-83-VOLVO
4. Saturday Hours
5. Genuine VOLVO Parts
6. Complete Body Shop
7. Discount Rentals
- B. South Hills Shuttle



**IMPORTANT**  
YOU MAY RECEIVE A QUESTIONNAIRE FROM VOLVO IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US AS "EXCELLENT" PLEASE CALL THE RETIREE MANAGER. YOUR SATISFACTION IS OUR NO. 1 CONCERN.  
THANK YOU.





# BILL GRAY VOLVO, Inc.

2770 WEST LIBERTY AVENUE

PITTSBURGH, PA. 15216

TELEPHONE: (412) 344-0100

FAX: (412) 344-4277



Nothing can replace them™

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 9:00 a.m. - 2:00 p.m.

|                         |                                |                |                                      |                           |
|-------------------------|--------------------------------|----------------|--------------------------------------|---------------------------|
| DATE/TIME NO<br>7/18/87 | ADDRESS<br>CANDACE TAYLOR, 613 | TRK NO.<br>722 | SERVICE DATE<br>08/08/87             | INVOICE NO.<br>VOLV344264 |
|                         | PHONE/MAIL/TELE<br>42868       |                | BLACK/FEAR<br>DELIVERY DATE<br>14775 |                           |
|                         | MODEL/VOLVO-2-6160N            |                | DELIVERY NO.<br>20005                |                           |
|                         | VIN 1T88707X1                  |                | DELIVERY DEALER NO.                  |                           |
| POH, P                  |                                |                | R.O. DATE                            |                           |
|                         |                                |                | 04/28/82                             |                           |

|             |              |          |          |
|-------------|--------------|----------|----------|
| SALES/PHONE | NUMBER PHONE | COMMENTS | NO-42868 |
|-------------|--------------|----------|----------|

**LABOR & PARTS**  
**JOB # 1** 40,000 MILE SERVICE HOURS - TECH(S)-616 OVER 123.50  
 CUSTOMER STATES: PERFORM 40,000 MILE SERVICE. CHECK  
 TIGHTEN BELT INTERNAL (28 BY 800)  
 FRONT BRACKETS 2/25. REAR BRACKET 2/22  
 FRONT TIE RODS 5/25. REAR TIE RODS 5/28  
 CONNECTIONS - PERFORM MAINTENANCE AS PER MENU.

| PARTS                                  | QTY | FP NUMBER | DESCRIPTION     | LIST PRICE | UNIT PRICE | PRICE         |
|----------------------------------------|-----|-----------|-----------------|------------|------------|---------------|
| JOB # 1                                | 1   | 27410-5   | FILTER ASSEMBLY | 10.45      | 10.45      | 10.45         |
| JOB # 1                                | 1   | 27410-7   | BASKET          | 28.80      | 28.80      | 28.80         |
| JOB # 1                                | 1   | 10000-2   | 10000 KIT       | 28.80      | 28.80      | 28.80         |
| <b>JOB # 1 TOTAL PARTS</b>             |     |           |                 |            |            | <b>68.05</b>  |
| <b>JOB # 1 TOTAL LABOR &amp; PARTS</b> |     |           |                 |            |            | <b>123.48</b> |

**JOB # 2** RECALL ON BALL JOINT HOUSING - 1.50 THE 11-000X WARRANTY  
 RECALL RECALL ON PER VOLVO DE SERVICE CENTER  
 RECALL RECALL ON PER VOLVO DE SERVICE CENTER  
 COMPLETE RECALLS & LOWER BALL JOINT REPLACEMENT

| PARTS                                  | QTY | FP NUMBER | DESCRIPTION    | LIST PRICE | UNIT PRICE | PRICE       |
|----------------------------------------|-----|-----------|----------------|------------|------------|-------------|
| JOB # 2                                | 1   | 27410-6   | BALL JOINT KIT | 0.00       | 0.00       | 0.00        |
| <b>JOB # 2 TOTAL PARTS</b>             |     |           |                |            |            | <b>0.00</b> |
| <b>JOB # 2 TOTAL LABOR &amp; PARTS</b> |     |           |                |            |            | <b>0.00</b> |

**JOB # 3** BUSH/SHOCK/ROTOR HOURS - 8.40 THE 15-000X WARRANTY  
 FRONT SHOCK SERVICE THAT THERE IS A NOISE OVER BUMPS IN THE  
 ROAD THAT ONLY ON LINES HAVE EXCESSIVE PLAY.  
 REPLACE BOTH FRONT SHOCK BAR LINES

| PARTS                                  | QTY | FP NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | PRICE       |
|----------------------------------------|-----|-----------|-------------|------------|------------|-------------|
| JOB # 3                                | 2   | 27410-1   | SHOCK       | 0.00       | 0.00       | 0.00        |
| <b>JOB # 3 TOTAL PARTS</b>             |     |           |             |            |            | <b>0.00</b> |
| <b>JOB # 3 TOTAL LABOR &amp; PARTS</b> |     |           |             |            |            | <b>0.00</b> |

| JOB #              | QTY | DESCRIPTION            | LIST PRICE | UNIT PRICE | PRICE        |
|--------------------|-----|------------------------|------------|------------|--------------|
| JOB # 1            | 1   | 1 QT. LOW 30 MOTOR OIL | 0          | 1.750      | 1.750        |
| JOB # 1            | 1   | 1 WHITE LITHIUM LUBE   | 0          | 2.000      | 2.000        |
| <b>TOTAL - GOS</b> |     |                        |            |            | <b>3.750</b> |

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS REGARDLESS (IF MILEAGE EXCEPT FOR WEAR ITEMS)

**BILL GRAY CONVENIENCES:**

1. Certified Technicians
2. 24 Hour Key Drop
3. 24 Hour Towing  
Call: 1-800-83-VOLVO
4. Saturday Hours
5. Genuine VOLVO Parts
6. Complete Body Shop
7. Discount Rentals
8. South Hills Shuttle



**IMPORTANT**  
 YOU MAY RECEIVE A QUESTIONNAIRE FROM VOLVO IN THE NEXT FEW DAYS IF FOR ANY REASON YOU CANNOT BRING US AN "EXCUSE" PLEASE CALL THE SERVICE MANAGER. YOUR SATISFACTION IS OUR NO. 1 CONCERN. THANK YOU.

20/09/30

**VOLVO**  
Drive Safely

**BILL GRAY VOLVO, Inc.**

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15216  
TELEPHONE: (412) 344-0100  
FAX: (412) 344-4277

**VOLVO**  
Nothing can replace them™

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:00 a.m. - 2:00 p.m.

|                                 |                             |                         |                       |                      |
|---------------------------------|-----------------------------|-------------------------|-----------------------|----------------------|
| DATE: 12/18/91                  | NAME: KIMBERLEY YARNALL 613 | PHONE: 152              | WORK DATE: 08/08/01   | PLATE NO: VOC8317430 |
| ADDRESS: [REDACTED]             | APR 2001                    | SALE PRICE: 36811       | VEHICLE: BLACKTAN     | STOCK NO: 14728      |
| MAKE/MODEL: VOLVO/VOLVO 2.8iSON | YEAR: 1991                  | DELIVERY DATE: 08/19/00 | DELIVERY MILES: 28805 | PRODUCTION DATE:     |
| VIN: YV1T80707A                 | REG. NO:                    | SALE DATE: 08/08/01     | MO: 36820             |                      |

| PART # | QTY | DESCRIPTION                     | LIST PRICE | UNIT PRICE | TOTAL PRICE | WARRANTY              |
|--------|-----|---------------------------------|------------|------------|-------------|-----------------------|
| 330    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 331    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 332    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 333    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 334    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 335    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 336    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 337    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 338    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 339    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 340    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 341    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 342    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 343    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 344    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 345    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 346    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 347    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 348    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 349    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 350    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 351    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 352    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 353    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 354    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 355    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 356    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 357    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 358    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 359    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 360    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 361    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 362    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 363    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 364    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 365    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 366    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 367    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 368    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 369    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 370    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 371    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 372    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 373    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 374    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 375    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 376    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 377    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 378    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 379    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 380    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 381    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 382    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 383    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 384    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 385    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 386    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 387    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 388    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 389    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 390    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 391    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 392    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 393    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 394    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 395    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 396    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 397    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 398    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 399    | 1   | FRONT UPPER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |
| 400    | 1   | FRONT LOWER BALL JOINT ASSEMBLY | 150.00     | 150.00     | 150.00      | 3 YEAR / 50,000 MILES |

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS REGARDLESS OF MILEAGE (EXCEPT FOR WEAR ITEMS).

- BILL GRAY CONVENIENCES:**
- 1. Certified Technicians
  - 2. 24 Hour Key Drop
  - 3. 24 Hour Towing
  - 4. 24 Hour Express Oil Change
  - 5. Courtesy Car
  - 6. Genuine VOLVO Parts
  - 7. Complete Body Shop
  - 8. Discount Financing
  - 9. South Hills Shuttle



**IMPORTANT**

YOU MAY RECEIVE A QUOTE FROM VOLVO OR THE PRICE PER HOUR IF FOR ANY REASON YOU CANNOT OPERATE IN AN "EMERGENCY". PLEASE CALL SARA GLANVILLE, SERVICE DIRECTOR, YOUR REPRESENTATIVE IN OUR NO. 1 CONCERN.

THANK YOU

**VOLVO**  
Drive Safely

**BILL GRAY VOLVO, Inc.**

2770 WEST LIBERTY AVENUE  
PITTSBURGH, PA. 15216  
TELEPHONE: (412) 344-0100  
FAX: (412) 344-4277

**VOLVO**  
Nothing can replace them™

SERVICE HOURS: MON - FRI 7:30 a.m. - 6 p.m. SAT 8:00 a.m. - 2:00 p.m.

|       |                     |       |           |            |
|-------|---------------------|-------|-----------|------------|
| 72847 | BRADFORD HUDSON 938 | 2214  | 04/17/01  | VOL5302631 |
|       |                     | 33070 | BLACK/TAN | 14728      |
|       | VOLVO/SDO 2.4 PSDN  |       | 04/18/00  | 29975      |
|       | VOLV89ZD7X          |       |           |            |
|       |                     |       | 04/17/01  |            |
|       | COMMENTS            |       |           | MO: 33871  |

|                     |       |
|---------------------|-------|
| TELEPHONE SERVICE   | 55.00 |
| LIST PRICE          | 18.17 |
| UNIT PRICE          | 1.60  |
| JOB # 1 TOTAL PARTS | 11.57 |
| TOTAL LABOR & PARTS | 66.57 |
| TOTAL TAX           | 8.00  |
| TOTAL INVOICE       | 74.57 |

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS REGARDLESS OF MILEAGE (EXCEPT FOR WEAR ITEMS).

- BILL GRAY CONVENIENCES:**
1. Certified Technicians
  2. 24 Hour Key-Drop
  3. 24 Hour Towing  
Call: 1-800-80-VOLVO
  4. Saturday Hours
  5. Genuine VOLVO Parts
  6. Complete Body Shop
  7. Discount Rentals
  8. South Hills Studio



**IMPORTANT**

FOR BEST SERVICE & QUALITY PLEASE  
FROM VOLVO WE RECOMMEND  
THE BEST, IF POLICY REQUIRES  
YOU CANNOT DRIVE BEAR  
"BEAR" -  
PLEASE CALL BEAR SERVICE  
FOR A SERVICE CENTER,  
YOUR SCHEDULE & OUR  
NO. 1 CONCERN  
THANK YOU!

February 29, 2004

To: Volvo Customer Care

From: [REDACTED]

Re: 2001 V70XC, VIN: 58D3110227 [REDACTED]

We've had problems with the brakes and steering wheel for some time. This is why we finally stopped using service at Rickenbaugh in Denver and took the car instead to Sil-Terhar in Breckenfield.

Rickenbaugh worked on the brakes a number of times. Chief complaint was that they were mushy, pedal went all the way to the floor. They fixed that (replaced the master cylinder) but now the brakes hiss when the pedal is let up (after braking). I don't have any idea why the system is making this sound.

The other chronic problem is the steering wheel, which now only locks in the full upright position. I asked both dealers to look at this problem when it was only intermittent and was assured that the problem did not exist! (Sometimes this request was indicated on the service record, sometimes not.) OK, I'm nuts. Now, as previously mentioned, the wheel only locks in the upright position, so I guess I had a point after all.

Our warrantee is expired and I am left paying all the repair bills. Any help you can offer would be greatly appreciated. We take this car on lots of long trips and generally love it, but the small stuff is driving us nuts.

Thank you,

[REDACTED]  
Lakewood CO [REDACTED]  
[REDACTED]

Service records attached.

**BILL-TERRAR MOTORS, INC.**

Authorized Volvo Care Retailer

|       |  |       |  |       |  |       |  |
|-------|--|-------|--|-------|--|-------|--|
| SALES |  | SALES |  | SALES |  | SALES |  |
| SALES |  | SALES |  | SALES |  | SALES |  |

WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS.

**WARRANTY ONLY**  
 ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN OTHERWISE DISCLOSED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO DEFICIENCY 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 INSURANCE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PATIENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF VOLVO.

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION: INVOICE# C07975

DATE: [REDACTED] LICENSE: [REDACTED] STATE: [REDACTED]

FOR OFFICE USE: [REDACTED]

VEHICLE INFORMATION: VIN: [REDACTED] LICENSE: [REDACTED]

COMPUTER IN: 39767 OUT: 39799

DATE: 02/25/04 TIME: 06/05/03

| CONCERN                  | DESCRIPTION                  | TECH | AMOUNT |
|--------------------------|------------------------------|------|--------|
| CONCERN 01               | PERFORMED THE 37,000 SERVICE |      | 76.00  |
| CONNECTION               |                              |      |        |
|                          | PRNT NUMBER                  |      |        |
|                          | VL: 1275010-0                |      | 8.25   |
|                          | VL: 897751-7                 |      | 1.24   |
|                          | VL: 000000-L                 |      | 10.20  |
| FACTORY                  | TECH: 475 - GREENWALT, RVA   |      |        |
|                          | PP-12750100                  |      |        |
| SUBTOTAL                 |                              |      | 95.67  |
| PARTS                    |                              |      | 9.47   |
| OIL-OIL CHANGE           |                              |      | 10.20  |
| LAB-REWORK               |                              |      | 76.00  |
| TOTAL CHARGE FOR CONCERN |                              |      | 95.67  |

| CONCERN                  | DESCRIPTION                                        | TECH | AMOUNT |
|--------------------------|----------------------------------------------------|------|--------|
| CONCERN 02               | THING SEEMS TO CLUNK/HEAVY AT INITIAL ACCELERATION |      |        |
| CONNECTION               | PERFORMED THING ADJUSTMENT, NOT FULLY RESOLVED     |      | .00    |
| COMMENT                  | WILL NEED VALVE BOWT MODIFICATION TO BE RECHECKED  |      |        |
| FACTORY                  | TECH: 475 - GREENWALT, RVA                         |      |        |
|                          | PP-84757523                                        |      |        |
| SUBTOTAL                 |                                                    |      | .00    |
| TOTAL CHARGE FOR CONCERN |                                                    |      | .00    |

| CONCERN                  | DESCRIPTION                                        | TECH | AMOUNT |
|--------------------------|----------------------------------------------------|------|--------|
| CONCERN 03               | LEFT TURNING A NOISY NOZZLE INSERT KEYS COMING OUT |      |        |
| CAUSE                    | POOR WPT NOISY INSERT                              |      |        |
| CONNECTION               | NOZZLE ON CHECK                                    |      |        |
| FACTORY                  | TECH: 475 - GREENWALT, RVA                         |      |        |
|                          | CAUSE CODE: 15                                     |      |        |
| SUBTOTAL                 |                                                    |      | 19.00  |
| TOTAL CHARGE FOR CONCERN |                                                    |      | 19.00  |

ON LINE SERVICE AVAILABLE BY DEALER COMPUTER SYSTEMS

USE FOR 888-888-8881. THIS MESSAGE IS NOT VALID FOR BILLING.

### SILL-TERRAR MOTORS, INC.

Authorized Volvo Care Dealer

| REP/USE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | TRAFFIC | REPAIRS                                                                                                                                                                                                                                   | WARRANTY | SALES    |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|-----------------------------------------|----------|------|--------------------------|-------|-----------|--------------------------|-----------|--------|--------------------------|-----|----------|-----|---------|-----|--------------|--------|------------------------------------|--|--|
| SALES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | REPAIRS | TRAFFIC                                                                                                                                                                                                                                   | WARRANTY | SALES    |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <p align="center"><b>WE GUARANTEE OUR SERVICE WORK FOR 18 MONTHS.</b></p> <p align="center"><b>WARRANTY ONLY</b></p> <p><small>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND NOT SERVICE SHOWN SERVICES DESCRIBED HEREON PERFORMED AT NO CHARGE TO OWNER. THIS IS NOT A WARRANTY FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART HAS BEEN OR WILL BE REPLACED UNDER THIS CLAIM HAS BEEN CONTACTED IN ANY WAY WITH ANY ACCOUNT. WE ADVISE ON BEHALF OF SERVICE DEALER SUPPORTING THE CLAIM AS AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVE OF VOLVO.</small></p> |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>INVOICE TO</b><br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |         | <b>DRIVER/OWNER INFORMATION - DATES: 02/27/04</b><br>[REDACTED]                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>FOR OFFICE USE</b><br>TECH: 0151, ADV: 140 NORTON, INVOICED: 05/08/2003 (1110439 IN 01 V70C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |         | <b>VEHICLE INFORMATION</b><br>LICENSE NUMBER: CO 0200FC                                                                                                                                                                                   |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>CONCERN 01</b> EXHAUST PIPE AT REAR END NEEDS TO BE REPAIRED<br><b>CORRECTION</b> NORMAL POSITION<br><b>FACTORY</b> TECH: 495 - BRIDGMANLY, RTA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         | <table border="1"> <tr><td colspan="3">SUBTOTAL</td></tr> <tr><td>LIN-TECHNICAL</td><td></td><td>19.00</td></tr> <tr><td>TOTAL CHARGE FOR CONCERN</td><td></td><td>19.00</td></tr> </table>                                               |          |          | SUBTOTAL                                |          |      | LIN-TECHNICAL            |       | 19.00     | TOTAL CHARGE FOR CONCERN |           | 19.00  |                          |     |          |     |         |     |              |        |                                    |  |  |
| SUBTOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| LIN-TECHNICAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |         | 19.00                                                                                                                                                                                                                                     |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE FOR CONCERN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         | 19.00                                                                                                                                                                                                                                     |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>CONCERN 02</b> EXHAUST PIPE AT REAR END NEEDS TO BE REPAIRED<br><b>CORRECTION</b> NORMAL POSITION<br><b>FACTORY</b> TECH: 495 - BRIDGMANLY, RTA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         | <table border="1"> <tr><td colspan="3">SUBTOTAL</td></tr> <tr><td>OPERATION</td><td>TECH</td><td>AMOUNT</td></tr> <tr><td>1</td><td>495</td><td>.00</td></tr> <tr><td colspan="3">TOTAL CHARGE FOR CONCERN</td><td>.00</td></tr> </table> |          |          | SUBTOTAL                                |          |      | OPERATION                | TECH  | AMOUNT    | 1                        | 495       | .00    | TOTAL CHARGE FOR CONCERN |     |          | .00 |         |     |              |        |                                    |  |  |
| SUBTOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| OPERATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | TECH    | AMOUNT                                                                                                                                                                                                                                    |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 495     | .00                                                                                                                                                                                                                                       |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE FOR CONCERN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           | .00      |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>CONCERN 03</b> FLANGE OPERATIVE TO SEE IF BRACKET BEEN DAMAGED<br><b>CORRECTION</b> BRACKET NORMAL OPERATION BUT FRONT BRACK PARTS AT REAR WILL NEED WORK<br><b>FACTORY</b> TECH: 495 - BRIDGMANLY, RTA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         | <table border="1"> <tr><td colspan="3">SUBTOTAL</td></tr> <tr><td>OPERATION</td><td>TECH</td><td>AMOUNT</td></tr> <tr><td>2</td><td>495</td><td>.00</td></tr> <tr><td colspan="3">TOTAL CHARGE FOR CONCERN</td><td>.00</td></tr> </table> |          |          | SUBTOTAL                                |          |      | OPERATION                | TECH  | AMOUNT    | 2                        | 495       | .00    | TOTAL CHARGE FOR CONCERN |     |          | .00 |         |     |              |        |                                    |  |  |
| SUBTOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| OPERATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | TECH    | AMOUNT                                                                                                                                                                                                                                    |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 495     | .00                                                                                                                                                                                                                                       |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE FOR CONCERN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           | .00      |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>CONCERN 04</b> FRONTING FLOOR NOT CORRECT<br><b>CORRECTION</b> PART ON ORDER<br><b>FACTORY</b> TECH: 495 - BRIDGMANLY, RTA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |         | <table border="1"> <tr><td colspan="3">SUBTOTAL</td></tr> <tr><td>OPERATION</td><td>TECH</td><td>AMOUNT</td></tr> <tr><td>P</td><td>495</td><td>.00</td></tr> <tr><td colspan="3">TOTAL CHARGE FOR CONCERN</td><td>.00</td></tr> </table> |          |          | SUBTOTAL                                |          |      | OPERATION                | TECH  | AMOUNT    | P                        | 495       | .00    | TOTAL CHARGE FOR CONCERN |     |          | .00 |         |     |              |        |                                    |  |  |
| SUBTOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| OPERATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | TECH    | AMOUNT                                                                                                                                                                                                                                    |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 495     | .00                                                                                                                                                                                                                                       |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE FOR CONCERN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           | .00      |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>GRAND TOTALS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |         | <table border="1"> <tr><td colspan="3">SUBTOTAL</td></tr> <tr><td>TOTAL CHARGE FOR CONCERN</td><td></td><td>19.00</td></tr> </table>                                                                                                      |          |          | SUBTOTAL                                |          |      | TOTAL CHARGE FOR CONCERN |       | 19.00     |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| SUBTOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE FOR CONCERN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         | 19.00                                                                                                                                                                                                                                     |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <b>SUMMARY OF CHARGES FOR INVOICE 027975:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |         | <table border="1"> <tr><td colspan="3">PAYMENT DISTRIBUTION FOR INVOICE 027975</td></tr> <tr><td>TOTAL CHARGE</td><td></td><td>125.66</td></tr> <tr><td>CASH</td><td></td><td>125.66</td></tr> </table>                                   |          |          | PAYMENT DISTRIBUTION FOR INVOICE 027975 |          |      | TOTAL CHARGE             |       | 125.66    | CASH                     |           | 125.66 |                          |     |          |     |         |     |              |        |                                    |  |  |
| PAYMENT DISTRIBUTION FOR INVOICE 027975                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |         |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         | 125.66                                                                                                                                                                                                                                    |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| CASH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         | 125.66                                                                                                                                                                                                                                    |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| <table border="1"> <tr><td>PARTS</td><td>9.47</td></tr> <tr><td>LAB-TECH</td><td>10.20</td></tr> <tr><td>LAB-TECH</td><td>9.30</td></tr> <tr><td>LIN-TECHNICAL</td><td>93.00</td></tr> <tr><td>LAB-TOTAL</td><td>124.17</td></tr> <tr><td>SALES TAX</td><td>.83</td></tr> <tr><td>COUNTY TAX</td><td>.08</td></tr> <tr><td>CITY TAX</td><td>.71</td></tr> <tr><td>RYD TAX</td><td>.85</td></tr> <tr><td>TOTAL CHARGE</td><td>125.66</td></tr> </table>                                                                                                                                                                                                                                                    |         | PARTS                                                                                                                                                                                                                                     | 9.47     | LAB-TECH | 10.20                                   | LAB-TECH | 9.30 | LIN-TECHNICAL            | 93.00 | LAB-TOTAL | 124.17                   | SALES TAX | .83    | COUNTY TAX               | .08 | CITY TAX | .71 | RYD TAX | .85 | TOTAL CHARGE | 125.66 | <p align="center"><b>volvo</b></p> |  |  |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 9.47    |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| LAB-TECH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 10.20   |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| LAB-TECH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 9.30    |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| LIN-TECHNICAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 93.00   |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| LAB-TOTAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 124.17  |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| SALES TAX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | .83     |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| COUNTY TAX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | .08     |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| CITY TAX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | .71     |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| RYD TAX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | .85     |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |
| TOTAL CHARGE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 125.66  |                                                                                                                                                                                                                                           |          |          |                                         |          |      |                          |       |           |                          |           |        |                          |     |          |     |         |     |              |        |                                    |  |  |

125 ALTER ST. • BROOMFIELD, CO 80003 • (303) 435-1941 • www.peoplervolvo.com

PAGE 2

125 ALTER ST. • BROOMFIELD, CO 80003 • (303) 435-1941 • www.peoplervolvo.com

432280

214466

RICKENBAUGH • VOLVO

THE RICKENBAUGH WAY - RESPECT

780 Acorns • Denver, Colorado 80203

(303) 873-7773

v www.rickenbaugh.com

\*INVOICE\*

PAGE

SERVICE AT MGRH. 1630 MARK CENTER

LAKESWOOD, CO

HOME

MS:

|           |    |               |            |             |            |
|-----------|----|---------------|------------|-------------|------------|
| PLATE     | 01 | VOLVO V70ANVC | V719858031 | 32257/32261 | T499       |
| 07ALE2001 |    | 16:00 11DEC02 |            | CASH        | 11DEC2002  |
|           |    | OPTION:       | STK:22776  | DLR:35673   | DK:85244T3 |

|              |               |      |       |     |       |
|--------------|---------------|------|-------|-----|-------|
| 5:28 10DEC02 | 16:42 11DEC02 |      |       |     |       |
| LINE         | QTY           | UNIT | PRICE | AMT | TOTAL |

|                                                  |         |             |        |               |        |
|--------------------------------------------------|---------|-------------|--------|---------------|--------|
| MTR0 PERFORM 30,000 MILE SERVICE CUSTOMER STATES |         |             |        |               |        |
| 1                                                | V977751 | GASKET      | 1.50   | 1.50          | 1.50   |
| 6                                                | 11543   | CASTROL     | 1.26   | 1.26          | 7.56   |
| 1                                                | V967434 | SHAKE FLUID | 16.56  | 16.56         | 16.56  |
| 1                                                | 1236392 | CLEANER     | 6.50   | 6.50          | 6.50   |
| PARTS:                                           | 92.60   | LABOR:      | 246.85 | OTHER:        | 0.00   |
|                                                  |         |             |        | TOTAL LINE A: | 339.45 |

|                                                                       |      |        |      |               |      |
|-----------------------------------------------------------------------|------|--------|------|---------------|------|
| 32259 3.5HR #8/PERFORMED 30K SERVICE/SHAKE F-10/32" E-9/32" BATT GOOD |      |        |      |               |      |
| LIST IN CASH                                                          |      |        |      |               |      |
| B KREX GRAPHITE ENGINE LUBRICANT                                      |      |        |      |               |      |
| 1                                                                     | 800  | EV     | 0.00 | 0.00          | 0.00 |
| PARTS:                                                                | 5.50 | LABOR: | 0.00 | OTHER:        | 0.00 |
|                                                                       |      |        |      | TOTAL LINE B: | 5.50 |

|                                                                     |      |        |      |               |      |
|---------------------------------------------------------------------|------|--------|------|---------------|------|
| 32259 32259 32259                                                   |      |        |      |               |      |
| C BRIGHT SERVICE REMINDER LIGHT-\$14.95 VALUE NO CHARGE TO CUSTOMER |      |        |      |               |      |
| CHARGE TO CUSTOMER                                                  |      |        |      |               |      |
| PARTS:                                                              | 0.00 | LABOR: | 0.00 | OTHER:        | 0.00 |
|                                                                     |      |        |      | TOTAL LINE C: | 0.00 |

|                                        |  |  |  |  |  |
|----------------------------------------|--|--|--|--|--|
| 32259 BRIGHT BRT N/C #8                |  |  |  |  |  |
| D CUSTOMER STATES UTILITY LIGHT YES-ON |  |  |  |  |  |

**DISCLAIMER OF WARRANTY**  
 Colorado law provides for imposition of a lien in favor of any person who repairs or restores motor or personal property such as motor vehicles. The right of lien is not affected by the fact that the repair or restoration was performed under a contract which is subject to a condition that the work shall be paid for only when the motor vehicle is returned to the lienholder. The lienholder's obligation to pay for the work is not affected by the fact that the motor vehicle is returned to the lienholder in a condition which may result in the vehicle being sold pursuant to court order.

**INCORPORATION OF BATTERY - A BATTERY CHARGE OF LABOR UP TO A MAXIMUM OF \$14.95 IS INCLUDED FOR SERVICE ON YOUR VEHICLE. APPLICABLE BATTERY TYPES ARE: BATTERY, BATTERY, TAPE, PAPER, AGM-SPRAY, SHIELD, BATTERY, TAPE, CAPACITOR, CLEANER, TONER, BATTERY, CLEANER, TAPE, ETC. A BATTERY FEE IS ADDED TO PROPERLY SERVICE THE BATTERY OF YOUR VEHICLE. BATTERY PRODUCTS BY VOLVO ARE USED AND REMOVED FOR SERVICE.**

**DISCLAIMER OF WARRANTY**  
 Any vehicle repaired at the product will be under warranty for 12 months or 100,000 miles, whichever comes first. This warranty does not cover any damage caused by accident, abuse, misuse, neglect, or any other cause not covered by this warranty. It is the responsibility of the customer to properly maintain their vehicle. The dealer is not responsible for any damage caused by accident, abuse, misuse, neglect, or any other cause not covered by this warranty. It is the responsibility of the customer to properly maintain their vehicle.

|                        |  |
|------------------------|--|
| LABOR AMOUNT           |  |
| PARTS AMOUNT           |  |
| TAX, REG. FEE          |  |
| BATTERY AMOUNT         |  |
| LINE CHARGE            |  |
| TOTAL CHARGES          |  |
| LESS DISCOUNT          |  |
| SALES TAX              |  |
| PLEASE PAY THIS AMOUNT |  |

432280

214468

RICKENBAUGH • VOLVO
THE RICKENBAUGH WAY - RESPECT
780 Acoma • Denver, Colorado 80203
(303) 878-7778
www.rickenbaugh.com

\*INVOICE\*

PAGE 2

LAKESIDE CO
HOME: [REDACTED] 303: [REDACTED]

SERVICE ADVISOR: 3520 MARK GONZALEZ

Table with columns: LINE, QTY, PARTS, LABOR, OTHER, TOTAL LINE. Includes line items for VOLVO V70AMKC, 15:00 11/2002, and 05:43 11/2002.

32259 #8/ WILT TRACED TO FAULTY ELEMENT IN R LOW BEAM BULB/REPLACED THE
\*\*\*\*\*
38 FERTAL CAR AT NO CHARGE TO CUSTOMER

32257
IF THE CUSTOMER STATES THAT THE ENGINE KNOCKS LOUDLY WHEN FIRST STARTED
\*\*\*\*\*
ENGINE \*\*\*\*\*

32263 #8/STARTED CAR WHEN COLD/SIGNAL INJECTOR NOISE HEARD FROM
FAULT
G THE FLOOR MAT CLIPS ARE COMING OUT OF THE FLOOR CARPET, CHECK AND
IN04 WILDING AND/OR INTERIOR REPAIRS

32263 #8/PURCH MAT CLIPS COME OFF OF CARPETING/PARTLY REPAIRS NEEDED

Exempt tax applies for replacement of a lamp or lenses of any vehicle with
repair on limited light on personal vehicles such as motor vehicles. If
the repair or service work is performed in the shop, Order is not paid for
or is paid with a check. Check is for repair which is subsequently determined
for new repairs. As is charged to the customer which is not paid when the
the line gives the dealer vehicle repair through the right to take possession
of the motor vehicle under compliance as shown to to facilitate the
which may result in the vehicle being sold pursuant to court order.

Exempt tax applies for replacement of a lamp or lenses of any vehicle with
repair on limited light on personal vehicles such as motor vehicles. If
the repair or service work is performed in the shop, Order is not paid for
or is paid with a check. Check is for repair which is subsequently determined
for new repairs. As is charged to the customer which is not paid when the
the line gives the dealer vehicle repair through the right to take possession
of the motor vehicle under compliance as shown to to facilitate the
which may result in the vehicle being sold pursuant to court order.

Summary table with rows: LABOR AMOUNT, PARTS AMOUNT, TAX OR LIME, SUBST AMOUNT, MISC CHARGES, TOTAL CHARGES, LIME INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.



### SILL-TERHAR MOTORS, INC.

Authorized Volvo Car Dealer

|       |      |       |     |           |          |
|-------|------|-------|-----|-----------|----------|
| MODEL | YEAR | PRICE | TAX | FIN. CHG. | REG. FEE |
|       |      |       |     |           |          |
|       |      |       |     |           |          |
|       |      |       |     |           |          |
|       |      |       |     |           |          |

**WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS.**

**WARRANTY ONLY**

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SPECIFICALLY DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO DEFECTIVE FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN DEFECTIVE IN ANY WAY WITH ANY DEFECTIVE PARTS WHICH OR DEFECTIVE PARTS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 12 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF VOLVO.

**NOTE:**  
**APPRECIATE YOUR BUSINESS HERE AT SILL-TERHAR MOTORS, PLEASE**  
**CALL AGAIN SO WE CAN SERVE YOUR AUTOMOTIVE NEEDS!**

PAGE 3  
LIMIT PAGE

**VOLVO**

On Line Services Department 800-444-4444

800-444-4444

432280

214466

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

\*INVOICE\*

PAGE 3

LAKESWOOD, CO  
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: [REDACTED]

|               |               |               |                     |             |           |
|---------------|---------------|---------------|---------------------|-------------|-----------|
| PLATE         | 01            | VOLVO V70MTC  | VOLVO               | 32257/32268 | 14994     |
| 077A12001     |               | 16.00 11DEC02 |                     | CASH        | 11DEC2002 |
|               |               | OPTION#       | STR:22776 DLR:38673 | INS:8524675 |           |
| 15:38 10DEC02 | 16:43 11DEC02 |               |                     |             |           |

HIGHEST SETTING, CHECK AND ADVISE.

|      |   |    |      |      |      |
|------|---|----|------|------|------|
| 3.00 | 8 | CV | 0.00 | 0.00 | 0.00 |
|------|---|----|------|------|------|

IS A SLIGHT MISS AT TIMES, CHECK AND ADVISE.

|      |   |    |      |      |      |
|------|---|----|------|------|------|
| 3.00 | 8 | CV | 0.00 | 0.00 | 0.00 |
|------|---|----|------|------|------|

LOGGED/PERFORMED ROAD TEST TO VERIFY/COULD NOT DUPLICATE ON HIGHEST/EXACT ROAD QUALITY. MUST MAINTAIN EXPECTING. STOP ON HIGHWAY/ OWNER'S MANUAL SPECIFIED 91 OCTANE FOR PROPER PERFORMANCE AND FUEL ECONOMY/AMT MPG IS 18.2MPG

POLE REPLACE THE POLLEN FILTER AS PER CUSTOMER.

|       |       |       |       |      |              |       |
|-------|-------|-------|-------|------|--------------|-------|
| 15.50 | LABOR | 35.24 | OTHER | 0.00 | TOTAL LINE J | 50.74 |
|-------|-------|-------|-------|------|--------------|-------|

32259 0.4HR \$8/REPLACED POLLEN FILTER

K\* UPON INSPECTION THE TECH NOTED THAT THERE IS AN OIL LEAK AT THE REAR. SINGLE-HEAD, CHECK AND ADVISE. #6632-2 DRIVE SHAFT FRONT RIGHT REM INST/REPLACE

**REPAIR ORDER NOTICE**  
Colorado law provides for replacement of a fan in favor of any person who repairs or restores labor on painted property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle until payment is received. It is the responsibility of the customer to provide the necessary funds to complete the repair work. The law does not prevent the repair garage from taking possession of the motor vehicle until payment is received. It is the responsibility of the customer to provide the necessary funds to complete the repair work.

**MISCELLANEOUS REPAIRS** - A 1/2 IN CHARGE OF LABOR UP TO A MAXIMUM OF \$15.00 IS INCLUDED FOR SURFACE ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, JACK PINS, AND STRAY, GRUBS, SCREWS, RINGS, CARBON MOTOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC. A WAREHOUSE FEE IS ADDED TO PROPERTY DAMAGE THE DAMAGE OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product will remain in effect only if the manufacturer, the dealer, or the retailer of the product, and not Rickenbaugh Volvo, makes a written warranty on the product. Rickenbaugh Volvo is not responsible for any damage to the product or any other person or property that may result from the use of any product. Rickenbaugh Volvo is not responsible for any damage to the product or any other person or property that may result from the use of any product.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND I HEREBY AGREE TO PAY FOR THE REPAIR WORK AND MATERIALS. I AGREE TO WAIVE ANY RIGHTS I MAY HAVE UNDER ANY WARRANTY OR OTHER CONTRACT THAT MAY APPLY TO THE PRODUCT.

|                        |  |
|------------------------|--|
| LABOR AMOUNT           |  |
| PARTS AMOUNT           |  |
| GAS, OIL, LUB          |  |
| SUBLET AMOUNT          |  |
| AMC CHARGES            |  |
| TOTAL CHARGES          |  |
| USED-INSURANCE         |  |
| SALES TAX              |  |
| PLEASE PAY THIS AMOUNT |  |

CUSTOMER COPY

432280

214466

**RICKENBAUGH - VOLVO**

THE RICKENBAUGH WAY - RESPECT

\*INVOICE\*

780 Acorns \* Denver, Colorado 80203  
(303) 673-7773

www.rickenbaugh.com

LAKEWOOD, CO

PAGE 4

HOME:

BUS:

SERVICE ADVISOR: 3520 KATE JOHNSON

|       |    |               |             |             |       |
|-------|----|---------------|-------------|-------------|-------|
| PLATE | 01 | VOLVO V70ANRC | V019758D3L1 | 32257/32268 | T4994 |
|-------|----|---------------|-------------|-------------|-------|

|           |       |         |      |            |
|-----------|-------|---------|------|------------|
| 07ADG2001 | 16:00 | 11DR302 | CASH | DL12PC2002 |
|-----------|-------|---------|------|------------|

OPTIONS: STR:22776 DIR:38673 RRG:85244T3

|       |         |       |         |      |       |       |
|-------|---------|-------|---------|------|-------|-------|
| 15:38 | 1-DEG01 | 16:43 | 11DR302 | LEFT | RIGHT | 16:57 |
|-------|---------|-------|---------|------|-------|-------|

8 WV3 0.90 (W/C)  
 1 V9143875 SEALING RING (W/C)  
 1 V9143879 SEALING RING (W/C)

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE R: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

32268 28/FOOD ANGLE GEAR HAD FAULTY CHECK SHAFT SEALS ON THE RIGHT  
 ON RIGHT SIDE/REFILLED ANGLE GEAR AND TEST TO VERIFY REPAIRS/LEAKS ARE

**WORK PARTS - CHECK AIR PRESSURE**

TO SPECS - CHECK FOR WORK PARTS - CHECK AIR

|   |    |      |       |       |
|---|----|------|-------|-------|
| 8 | CV | 1.70 | 89.95 | 89.95 |
|---|----|------|-------|-------|

RG529

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

**DISCLAIMER OF WARRANTY**  
 Any vehicles or its products sold hereby are sold "AS IS" with the exception of the following. The seller, Rickenbaugh, Colorado, hereby disavows any and all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or FITNESS for a particular purpose, and Rickenbaugh, Colorado, Volvo neither assumes nor warrants any other person is liable for any liability in connection with the sale of said product.

|                        |        |
|------------------------|--------|
| LABOR AMOUNT           | 372.04 |
| PARTS AMOUNT           | 113.60 |
| WAS. OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 19.32  |
| TOTAL CHARGE           | 504.96 |
| LESS DISCOUNT          | 0.00   |
| SALES TAX              | 9.57   |
| PLEASE PAY THIS AMOUNT |        |

\*MISCELLANEOUS SHOP SUPPLIES - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$75.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPS, PINS, ACRYL-SPRAY, SHELLAC, SOLVENT, PAINT, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC. A MODEST FEE IS ADDED TO PROPERLY EXPENSE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

WEIGHT ALLOWED FOR REPAIR WORK TO BE DONE ALONG WITH THE STANDARD WARRANTY AND LABOR GUANTY YOU ASK FOR YOUR RICKENBAUGH PERSONNEL TO SERVICE THE VEHICLE WHICH OCCURRED ON OTHERS. WEATHERS OR OTHERWISE FOR THE PURPOSES OF PROVIDING AVOID INSPECTION.

CUSTOMER COPY

432280

219016

RICKENBAUGH • VOLVO
THE RICKENBAUGH WAY - RESPECT
780 Acorns • Denver, Colorado 80203
(303) 673-7773
www.rickenbaugh.com

\*INVOICES\*

PAGE 1

DATE: 02/27/04

HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADDRESS: 3520 MARK STREET, STE 100

Table with columns: BLVD, VIN, YEAR, MAKE, MODEL, PLATE, COLOR, etc. Row 1: 01, VOLVO V70, 2003, DENVER, CO, 3B708/31711, 74205. Row 2: 07AN23001, 17:00 227003, CASE, 27JAN2003.

Table with columns: DATE, TIME, DESCRIPTION, LTR, NET, TOTAL. Row 1: 15:32 21 JAN 03, 16:48 27 JAN 03, 16.00 227003, 0.00, 0.00. Description: REVL CHECK AND ADVICE ON FLUID LEVELS CUSTOMER.

LEAKING FROM THE END OF THE HOSE THAT ATTACHES TO THE D/S RESERVOIR, I REPLACED THE CLAMP FOR THIS HOSE & CLEANED OIL FROM THE HOSE. THE LEFT FRONT SEAT CUSHION OUTER EDGE HAS A FRACTURE SINCE LAST VISIT. HEAT POWER SEAT REPAIR.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE B. Row 1: 0.00, 0.00, 0.00, 0.00.

35707 WEAR. \$53, I FOUND UPPER STRUT SEPARATING WHERE IT TUCKS IN ON CRACK. THE BRAKES SEEM TO HAVE A SOFT PEDAL WHEN BRAKING THE CUSTOMER STATED REMOVE/INSTALL/REPLACE (B)

Table with columns: QUANTITY, PART NUMBER, DESCRIPTION, UNIT, PRICE. Row 1: 1, V8602353, BRAKE CYLINDER, (N/C).

DRIVE. NORMAL BRAKE OPERATION NOTED AT THIS TIME. /// 58 ///

Customer notices section with text: Outside tire pressure for... and a table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, GUNLET AMOUNT, MISC. CHARGE(S), TOTAL CHARGE(S), SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY

432280

228016

**RICKENBAUGH • VOLVO**  
THE RICKENBAUGH WAY - RESPECT  
780 Acoma • Denver, Colorado 80203  
(303) 573-7775  
www.rick.baugh.com

\*INVOICE\*

PAGE 2

LAKEWOOD

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3520 MARK GOSLIER

|              |    |               |          |             |           |
|--------------|----|---------------|----------|-------------|-----------|
| PLATE        | 01 | VOLVO V70AN/C | 08888811 | 35708/38713 | R4305     |
| 07AD93001    |    | 17:00 227703  | 01       | CASH        | 27JAN2003 |
| *****        |    |               |          |             |           |
| 16:33 217703 |    | 15:48 277703  |          |             |           |
| *****        |    |               |          |             |           |

**REQUIRING ADDITIONAL LABOR**

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D1 | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

**MOIST DIAGNOSIS REQUIRES GROSS CHAPPELL'S**

|       |      |      |      |      |      |
|-------|------|------|------|------|------|
| 20 63 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|-------|------|------|------|------|------|

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

**DISCLAIMER OF WARRANTY**  
The warranties on the products sold hereby are those made by the manufacturer. The Rickenbaugh Automotive Center, Inc. is not responsible for any defects in the products sold hereby. Rickenbaugh Automotive Center, Inc. is not responsible for any damage to the vehicle or any other property caused by the use of any product.

|                               |      |
|-------------------------------|------|
| LABOR AMOUNT                  | 0.00 |
| PARTS AMOUNT                  | 0.00 |
| GAS, OIL, LUBE                | 0.00 |
| GUEST AMOUNT                  | 0.00 |
| MSDC CHARGES                  | 0.00 |
| TOTAL CHARGES                 | 0.00 |
| LESS PAYMENT                  | 0.00 |
| Sales Tax                     | 0.00 |
| <b>PLEASE PAY THIS AMOUNT</b> |      |

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

**DISCLAIMER OF WARRANTY**  
The warranties on the products sold hereby are those made by the manufacturer. The Rickenbaugh Automotive Center, Inc. is not responsible for any defects in the products sold hereby. Rickenbaugh Automotive Center, Inc. is not responsible for any damage to the vehicle or any other property caused by the use of any product.

432280

7600 RICKENBAUGH COMPANY  
VOLVO  
\*INVOICE\*  
777 Broadway \* Denver, Colorado 80203  
(303) 873-7773



LAKEWOOD, CO

PAGE 2

HOME: [REDACTED] 3051 [REDACTED]

SERVICE ADVISOR: 793 WALTER BARNES

DATE TIME MAKE MODEL YEAR VIN LICENSE PLATE

BLVD 01 VOLVO V70ANXC VV18728D31 1600/4601 IT2075

07A0G2001 16:00 208EP01 CASH 208EP2001  
OPTIONS: STK:22776 DLR:38673 ENG:B5244T3

08:47 208EP01 00:15 208EP01  
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RICKENBAUGH

PLEASE VISIT OUR WEBSITE AT:

CADILLAC AND VOLVO

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

**DISCLAIMER OF WARRANTIES**  
Any statement on the invoice and repair order made by the customer, the donor, the lender, the dealer, the repairer, or any other party, shall constitute a representation of warranty, and the repairer, donor, lender, or dealer, including any limited warranty of MERCHANTABILITY or FITNESS for a particular purpose, and Rickenbaugh Company's entire liability for customer's property is limited to the amount of any cash or check received for the repair or service work performed on the vehicle in connection with the sale of new parts.

\*MISCELLANEOUS SHOP SUPPLIES - A 2% CHARGE OF LABOR UP TO A MAXIMUM OF \$20.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPS, PINS, AERO-SPRAY, SHELLAC, SOLVENT, BAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIFE, ETC. A MODEST FEE IS ADDED TO PROPERTY EXPENSES OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

WE HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND PARTS THAT YOU AS THE CUSTOMER HAVE PROVIDED TO SERVICE THE VEHICLE. WE ARE NOT RESPONSIBLE FOR THE DAMAGE TO THE VEHICLE OR PERSONS FOR THE PURPOSES OF THESE AND/OR SERVICE.

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

CUSTOMER COPY

432280

VICKENS AUGE 17400 VOLVO COMPANY

\*INVOICE\*

777 Broadway \* Denver, Colorado 80203 (303) 573-7773

PAGE 1

LAKEWOOD, CO HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 793 WAIVER BARNES

|                                         |    |               |               |           |           |
|-----------------------------------------|----|---------------|---------------|-----------|-----------|
| PLATE                                   | 01 | VOLVO V70AMEC | YK14858D31    | 4600/4601 | 02025     |
| 07A032001                               |    |               | 16:00 20SEP01 | CASH      | 20SEP2001 |
| OPTONS: STR:22776 DLR:38673 HMG:8524473 |    |               |               |           |           |

| LINE | OPER | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|------|------|------|-------|------|-----|-------|
|------|------|------|------|-------|------|-----|-------|

101 FIRST NEW CAR OIL CHANGE- NO CHARGE TO

53 CV 0.40

1 171275810 GASKET

1 171275810 FILTER INSERT

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

4600 PREPC OED FIRST NEW CAR OIL CHANGE 0.4

2 HAND WASH - \$9.95 VALUE - NO CHARGE TO CUSTOMER

CUSTOMER

53 CV 0.00

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

38 COURTESY LOANER VEHICLE-\$39.95 NO CHARGE TO

53 CV 0.00

0.00 0.00

D RESET SERVICE REMINDER LIGHT-\$14.95 VALUE NO CHARGE TO CUSTOMER

53 CV 0.00

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

4600 RESET SERVICE REMINDER LIGHT N/C/////

**REPAIR ORDER NOTICE**  
Colorado law provides for inspection of a sign in favor of any person who repairs or becomes labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle until payment in full is received. It is the responsibility of the motor vehicle owner to ensure that the vehicle is not impounded or towed to court.

**MISCELLANEOUS SHOP SUPPLIES - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$30.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PENS, AUTO-SPRAY, SEALANT, SOLVENT, WAX, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC. A DISPOST FEE IS ADDED TO PROPERLY DISPOSE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.**

**DISCLAIMER OF WARRANTY**  
Any warranty on the product and hereby are made void by the manufacturer. The Seller, VICKENS AUGE, VOLVO, hereby expressly disclaims any warranty, either express or implied, including any implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE, and VICKENS AUGE, VOLVO, neither assumes nor warrants any other vehicle or equipment to be in any way in connection with the sale of our product.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND LABOR THAT YOU APPROVE WITH THE SERVICE PERFORMED TO CORRECT THE VEHICLE'S DEFECTS DESCRIBED ON THIS SERVICE ORDER. I AGREE TO PAY THE FARE AND TOLL OF TRAVELING TO AND FROM THE REPAIR SHOP.

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

CUSTOMER COPY

432280

213094

RICKENBAUGH • VOLVO
THE RICKENBAUGH WAY - RESPECT
780 Acorns • Denver, Colorado 80203
(303) 673-7773
www.rickenbaugh.com

\*INVOICE\*

PAGE 1

LAKEWOOD CO
HOME:

BUS:

SERVICE ADVISOR: 3520 MARK GIBBLER

Table with columns: ALID, 01, VOLVO V70MNC, YV8550D11, 32450/32451, T4030, D7A531001, WATT 17DR002, CASE, 18DEC2002, OPTIONS: STK:22776 INR:38673 ENG:1824473

Table with columns: 13.11 17DR002, 07-06 18DEC02, LIST, NET, TOTAL, 50 CV 0.00, 0.00, 0.00

BLEEDING BLEED BRAKES ALL OK
IN THE FLOOR MAT CLIPS ARE LOOSE ON THE PASSENGER SIDE FRONT MAT THE
84159 TRIM MOULDINGS, MISCELLANEOUS
2 V8641612 BRACKET (M/C)

REPLACE CLIP ALL OK
C CLEAN THE STEERING WHEEL REPAIRS
50 CV 0.00 0.00 0.00

Table with columns: WAREHOUSE NOTICE, DISCOUNT OF WARRANTIES, LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, FLUID, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LEASE MAINTENANCE, SALES TAX, PLEASE PAY THIS AMOUNT

CUSTOMER COPY



File in Volvo folder

432280

215966

RICKENBAUGH • VOLVO  
THE RICKENBAUGH WAY - RESPECT

780 Acorns • Denver, Colorado 80203  
(303) 873-7773  
www.rickenbaugh.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 2498 DWIGHT D DAVIS

NAME: [REDACTED]

DOB: [REDACTED]

|                                          |    |               |                 |             |           |
|------------------------------------------|----|---------------|-----------------|-------------|-----------|
| PLATE                                    | 81 | VOLVO V70ANXC | VIN: [REDACTED] | 34698/34699 | 113605    |
| 072652801                                |    | 17:00 30DEC02 |                 | CASH        | 30DEC2002 |
| OPTIONS: STK:22776 DEL:38673 ENG:B5244T3 |    |               |                 |             |           |

| LINE | QTY | DESC                        | UNIT | PRICE   | AMOUNT | TAX | TOTAL |
|------|-----|-----------------------------|------|---------|--------|-----|-------|
| 02   |     | MMST SERVICE REMINDER LIGHT |      | \$16.95 |        |     |       |
|      |     | CLARGE TO CUSTOMER          |      |         |        |     |       |
|      | 8   | CV                          |      | 0.00    |        |     | 0.00  |
|      |     |                             |      |         |        |     | 0.00  |

34698-RIGHT WFL N/C 48

\*\*\*\*\*  
 B-BROOK HARRY CENTER SERVICES  
 BR00 \*\*\*\*\* BRAKES \*\*\*\*\*  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

34698 #8/INSPECTED ALL BRAKES AND LINES/NO FAULTS AT THIS TIME/BRAKES ARE HIGH AND STOP WELL

\*\*\*\*\*  
 8000 \*\*\*\*\* SUSPENSION \*\*\*\*\*

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

34698 #8/RE-ALIGNED ADJUSTED TOE AND CENTERED STEERING WHEEL

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

**DISCLAIMER OF WARRANTIES**  
 All warranties on the products and services are made by the manufacturer. The name, address and phone number of the manufacturer are listed on the invoice. Rickenbaugh Volvo does not warrant the workmanship of any repair or service performed at this facility. Rickenbaugh Volvo does not warrant the condition of any vehicle brought to this facility for repair or service. Rickenbaugh Volvo does not warrant the condition of any vehicle brought to this facility for repair or service. Rickenbaugh Volvo does not warrant the condition of any vehicle brought to this facility for repair or service.

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

**WARRANTY**  
 A SALES TAX IS ADDED TO ALL SALES. A SALES TAX IS ADDED TO ALL SALES. A SALES TAX IS ADDED TO ALL SALES. A SALES TAX IS ADDED TO ALL SALES. A SALES TAX IS ADDED TO ALL SALES.

CUSTOMER COPY

**RECEIVED**  
MAR 22 2004

March 22, 2004

To: Jenny, Volvo Customer Care

From: [REDACTED]

Re: XC70 VIN:YV1SZ58D31 [REDACTED]

CUSTOMER RELATIONS

I left a message for you twice (and with two different people) last week and still no reply. This is not exactly what I'd call "service." It's not why one buys or leases a Volvo.

This car has been in the shop more or less constantly. It's got 65K and already the brake master system and transmission have been replaced or repaired; at this point the brakes still hiss when the pedal is let up after braking. The steering wheel lock will not work unless the wheel is in the top position. I've asked two dealers to look at this, during the warranty period, and both assured me that a problem did not exist!

Now the car dies while you drive it. This happened once in Kansas City last week, and now so often that the car is not drivable. It's at Lakewood Imports in Golden, CO, phone number 303/233-8024. To get it to a dealer would require towing. The diagnosis is "bad throttle module" and the estimate is \$1000! How is this possible? The car is still new!

I currently lease two Volvos, the XC70 and a 60 that my daughters use at college. We've not had trouble with the latter, but, as you can see, plenty with the former, and I would like some relief with the repair bills.

Thank you,  
[REDACTED]

March 23, 2004

To: Jenny, Volvo Customer Care

From: [REDACTED]

Re: XC70 VIN: YV1SZ58D311 [REDACTED]

RECEIVED

CUSTOMER RELATIONS

Many many thanks for your kind phone call today. On your recommendation I have had the car towed to a dealership, Sill-Terhar Motors, in Broomfield, where I have had both scheduled service and warrantee work performed in the past. By the way, I have made sure to do all scheduled services on this vehicle, and have the records to prove it. In addition, I have changed the oil between scheduled services on numerous occasions in various cities around the USA during long trips because I am not comfortable going 7500 miles with the same oil. I am a little overdue for the 60,000 mile service because, as I told you in my last fax, I have been on the road again.

The service manager I am working with at Sill-Terhar is Amy, and her phone number is 303.469.1801 x6501. These are the items that require repair: 1- stalling while driving (probably the throttle module); 2- brakes hissing loudly while letting up the pedal (probably the booster cylinder); 3- steering wheel lock (only locks at top position); 4- rear wiper blade (ordered and paid for during an earlier service at Sill-Terhar but never installed). The car also needs the 60,000 mile scheduled service.

I want to make clear to you that I am not trying to get something for nothing. I absolutely love this car - so much so that I leased another Volvo, a 2002 S60 for my twin daughters who are juniors at Southern Virginia College. American highways have been taken over by huge trucks and SUVs, and this is one of the few automobiles I feel safe in. It is quick and nimble and very comfortable over long distances, and gets good gas mileage. I depend on it. I suppose that I should have purchased an extended warrantee, but to be honest I did not think it was necessary. I take good care of my cars and, generally speaking, they take good care of me. This time we've got a few kinks. I hope we can work them out. Any assistance you can give me with the rest of this [REDACTED] will be greatly appreciated. Thank you,

Ps - I have a dental appt. in the morning and will not be home. You are welcome to speak with my husband, Paul.

**BUTLER WILLIAMS & SKILLING**  
A PROFESSIONAL CORPORATION • ATTORNEYS AT LAW

100 SHOONBE SLIP, FOURTH FLOOR  
RICHMOND, VIRGINIA 23219  
TELEPHONE 804-648-4848  
FACSIMILE 804-648-6614  
www.butlerwilliams.com

**RECEIVED**  
APR 7 2004

**STANDARD RELATIONS**

April 5, 2004

Victor Doolan, President and CEO  
Volvo Cars of North America, LLC  
7 Volvo Drive  
Rockleigh, New Jersey 07647

Dear Mr. Doolan:

I write for three reasons: (1) to apprise you of conduct of your customer "care" center; (2) notify you of (at least my own experience) the lack of quality and durability of your product; (3) inform Volvo management of these two issues with the specific understanding that I am only one longstanding customer whose only real recourse is to drive to the Mercedes-Benz dealer and buy a 2004 R500 station wagon.

Enclosed is my service statement dated March 31, 2004 pertaining to repairs on the 1999 Volvo Cross Country which is primarily driven by my wife, Elizabeth. I should note at the outset that Mooers Volvo is an excellent dealer in both the sales and service departments. This is the third Volvo we have owned since 1987. All three cars (a 240 DL Sedan, an 850 GTA Station Wagon, and the Cross Country) were purchased new from the dealer.

The 1996 850 Station Wagon had 2-4 ABS computers installed under warranty. That vehicle was sold less than three years later with only approximately 42,000 miles on it and was replaced by the 1999 Cross Country. Obviously, the Cross Country was beyond the warranty period when the enclosed repairs were performed. Nevertheless, I was quite surprised to see how many repairs were required on the Cross Country.

In August 2003, the dealer had to send out the driver's door to have a door hinge welded that had fractured. Thereafter, the ABS light came on when the car, I believe, had approximately 60,000 miles on it. That repair alone was between \$1,000 - \$1,200. Scott, a longtime service representative, convinced Mooers Volvo management to contribute the part and we paid to have it installed.

Victor Doolan  
April 5, 2004  
Page 2

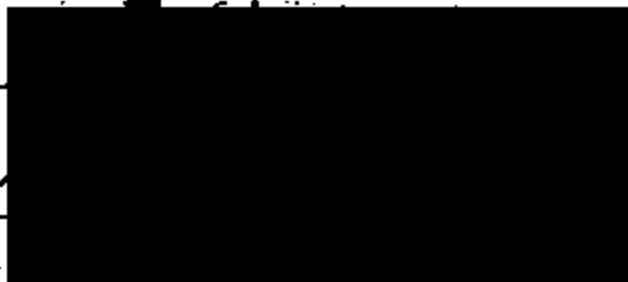
Thereafter, approximately six months later, the enclosed repairs were performed, including a heater core leak and replacement of a failed electronic throttle unit.

I called the Volvo Customer Care Center on March 30, 2004 and talked with someone who first identified themselves as Barbara and then as Margaret. I explained that I was calling to inquire whether there was any program where outside of warranty application could be made on an individual basis for reimbursement from Volvo of North America. After I explained the situation in detail, Barbara or Margaret stated "what do you expect with almost 70,000 miles on your car." I explained to her very calmly that I expected that I would not be required to spend \$3,000 - \$5,000 above normal maintenance to keep the vehicle on the road for 69,906 miles when I purchased it for \$35,000.00. Quite frankly, her remark is not the kind of "marketing" Volvo should be advancing.

While I understand that the electronic components (including data and memory chips) can fail just as easily in a Mercedes as a Volvo, I have been extremely disappointed with the quality and durability of this vehicle.

Should you have any questions, please do not hesitate to contact me.

JCS/sa  
Enclosure



**ROGERS VOLVO**

7211 W. BROAD ST.  
 RICHMOND, VA 23294  
 PHONE: (804) 755-8688  
 FAX: (804) 755-8342

RICHMOND, VA

SERVICE ADVISOR **STEVE LOYD**

|             |               |                        |         |         |          |         |             |
|-------------|---------------|------------------------|---------|---------|----------|---------|-------------|
| DATE MADE   | STOCK NO      | VEHICLE IDENTIFICATION | LAST NO | TRAILER | P.A. NO. | DATE    | INVOICE NO. |
| 31MAR04     | K99037        | YVLLZ56D5X             |         | T627    |          | 31MAR04 | 238291      |
| YEAR        | MAKE & BODY   | TRAILER NO.            | TRAILER | TRAILER | TRAILER  | TRAILER | TRAILER     |
| 99          | VOLVO V70ANVC |                        |         |         |          |         |             |
| RELEASE DLT | RELEASE NO    |                        |         |         |          |         |             |
| 69906       | 69908         | ZWT6508                |         |         |          |         |             |

|                                                                                                                                                              |       |       |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|
| COUPLER                                                                                                                                                      | 37.94 | 37.94 | 37.94 |
| 1 9434699-6 ANTI-FREEZE                                                                                                                                      | 16.86 | 16.86 | 16.86 |
| FOUND HEATER CORE LEAKING... REPLACED HEATER CORE... NOTE: YOU WILL STILL SMELL SOME ANTIFREEZE... THIS IS NORMAL... HOPEFULLY ODOR WILL DISSAPATE OVER TIME |       |       |       |
| NO ALTERNATE TRANSPORTATION NECESSARY                                                                                                                        |       |       |       |
| NT NO ALTERNATE TRANSPORTATION NECESSARY                                                                                                                     |       |       |       |
| 15 CP67                                                                                                                                                      | 0.00  | 0.00  | 0.00  |
| CALL CELL 3981015 JAMES SKILLING                                                                                                                             |       |       |       |
|                                                                                                                                                              | 0.00  | 0.00  | 0.00  |
|                                                                                                                                                              |       |       | 9.97  |

**\*\* PRE-INVOICE \*\***

*Thank  
 You  
 for  
 Your  
 Business!*

| DESCRIPTION            | TOTALS  |
|------------------------|---------|
| LABOR AMOUNT           | 536.00  |
|                        | 943.98  |
|                        | 0.00    |
|                        | 9.97    |
|                        | 1489.95 |
|                        | 0.00    |
| SALVAGE TAX            | 42.93   |
| PLEASE PAY THIS AMOUNT | 1532.88 |

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this instrument. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor participates any other person to assume for it any liability in connection with the sale of this instrument.  
 ALL SERVICES PERFORMED ARE TO BE PAID UPON COMPLETION  
 CUSTOMER SIGNATURE \_\_\_\_\_

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

**CUSTOMER PRE-INVOICE**

# MOOERS VOLVO

7211 W. BROAD ST.  
 RICHMOND, VA 23284  
 PHONE: (804) 755-6666  
 FAX: (804) 755-6342

RICHMOND, VA

SERVICE ADVISOR **STEVE LOYD**

| REPAIR ORDER NUMBER | DATE READY  | WORK NO.   | VEHICLE IDENTIFICATION | CUSTOMER NO.  | TAG NO.    | P.O. NO. | WORKS PERIOD | INVOICE NO. |
|---------------------|-------------|------------|------------------------|---------------|------------|----------|--------------|-------------|
| 30MAR04             | 31MAR04     | X99037     | YVLLZ56D5X             |               | T627       |          | 31MAR04      | 238291      |
| TIME IN             | TIME READY  | YEAR       | MAKE & MODEL           | TELEPHONE NO. | EST. PRICE | DATE     | TIME         | TIME        |
|                     |             | 99         | VOLVO V70AWVC          |               | 67.00      | 30SEP99  | 15           | 19          |
| INLET               | RELEASE OUT | RELEASE IN |                        |               |            |          |              |             |
| 69906               | 69908       | ZWT650B    |                        |               |            |          |              |             |

|                                                                                                                                      |       |        |        |  |        |
|--------------------------------------------------------------------------------------------------------------------------------------|-------|--------|--------|--|--------|
| A C/S THAT BTS LIGHT IS GOING ON AND OFF                                                                                             |       |        |        |  |        |
| 109 CHECK ONBOARD DIAGNOSTICS                                                                                                        |       |        |        |  |        |
| 15 CP67                                                                                                                              | 1.00  |        | 67.00  |  | 67.00  |
| 200 THROTTLE BODY/REPLACE AND RELOAD                                                                                                 |       |        |        |  |        |
| 15 CP67                                                                                                                              | 4.00  |        | 268.00 |  | 268.00 |
| 1 8644347 0 THROTTLE BODY                                                                                                            |       | 551.59 | 551.59 |  | 551.59 |
| 1 8636753 9 GASKET                                                                                                                   | 2.58  |        | 2.58   |  | 2.58   |
| 1 9438298 3 EFM RELOAD                                                                                                               | 25.00 |        | 25.00  |  | 25.00  |
| 1 HCL0 HOSE CLAMP                                                                                                                    | 1.50  |        | 1.50   |  | 1.50   |
| CHECK ONBOARD DIAGNOSTICS CODE BCM 98                                                                                                |       |        |        |  |        |
| BCM 91A7 REPLACE FAILED THROTTLE UNIT                                                                                                |       |        |        |  |        |
| DOWNLOAD SERIAL LINK SOFTWARE                                                                                                        |       |        |        |  |        |
| B C/S WHEN USE DEFROSTER BOGS UP WINDOWS                                                                                             |       |        |        |  |        |
| CUST FOUND ANTIFREEZE A BIT LOW.. ADDED A CUP.. IF USE.. SEE A MIST THRU VENTS AS STARTS UP.. ALSO SMELLS LIKE ANTIFREEZE. STEVE SAW |       |        |        |  |        |
| 800 HEATER CORE/REPLACE                                                                                                              |       |        |        |  |        |
| 15 CP67                                                                                                                              | 3.00  |        | 201.00 |  | 201.00 |
| 1 9144221 0 HEAT EXCHANGER                                                                                                           |       | 303.11 | 303.11 |  | 303.11 |
| 2 3545586 4 O-RING                                                                                                                   | 2.70  |        | 2.70   |  | 5.40   |
| 1 3522035 9 SNAP-CN                                                                                                                  |       |        |        |  |        |



| DESCRIPTION            | TOTALS | STATEMENT OF DISCLAIMER                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LABOR AMOUNT           |        | The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.<br>ALL SERVICES PERFORMED ARE TO BE PAID UPON COMPLETION. |
| PARTS AMOUNT           |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| GAS/OIL/FLUID          |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| SUBLET AMOUNT          |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| MISC. CHARGES          |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| TOTAL CHARGES          |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| PLEASE PAY THIS AMOUNT |        | CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

*Thank  
 You  
 for  
 Your  
 Business!*

*Certified*

April 5, 2004

Dear Volvo,

My decision to write to you, was one out of complete frustration I am experiencing with my Volvo. Let me first start by saying my husband and I have always purchased Toyota Forerunners because of their reliability and dependability. We always had complete faith in the longevity of them and have experienced little or no service problems ever. So when the time came to purchase another new vehicle I heard the reputation of the Volvo was comparable or better. So we purchased our first Volvo V70 in August 2000.

We have consistently kept up with the maintenance of our Volvo so we never anticipated any major service issues to occur so soon. But in February 2003 the car began stalling every time it slowed down. I first brought it to a Volvo dealership who told me that there was nothing wrong with it. I picked the car up that night and as I left the parking lot the car stalled again. I then returned to the dealership again and they re-evaluated the situation and concluded that the problem with my vehicle was that the throttle was clogged and needed cleaning. Four months later the same exact symptom returned. The car again stalled continuously at low speeds or when stopped. (This now was becoming a dangerous vehicle to be driving especially with my two children as passengers) So I returned to a different service center that again assumed the hoses were clogged and cleaned them. One month later the problem appeared again. They again felt that cleaning the clogged hoses would correct the problem. Then on September 9, 2003 (for the fourth time) the car was still stalling and the same service procedures were recommended for the same problem.

Having no knowledge of how car engines work I put all my faith that my car had to be finally repaired. I wanted to put my confidence back into the reliability of my Volvo but had a hard time doing that.

But then in February this year (only six months later) the car began stalling again. I brought it back for the fifth time to find that the "breather box" needed to be replaced this time. Is the car finally repaired? I'm not sure.

The vehicle has now been diagnosed & serviced for the same existing problem for over a year now ( "5" times ) and we have spent \$1219.11 in repairs (this does not include any of the preventative maintenance dollars we have spent) only for a car that is 3 1/2 years old.

I'm not so sure if I would have ever purchased a Volvo if I knew that the reliability of this automobile would be such short term. I am completely frustrated that I had to pay this much money for car repairs on such a highly rated newer automobile. Right now, we are very disappointed Volvo consumers.

Sincerely,

Sandwich, Ma

P.S. Enclosed I have submitted all the repair invoices we have paid so far for the same problem.





**SOUTH SHORE VOLVO**  
 75 POND STREET  
 NORWELL, MA 02061  
 781-829-3110  
 www.sscars.com



|                                |                                                 |          |                         |                               |
|--------------------------------|-------------------------------------------------|----------|-------------------------|-------------------------------|
| IDENTIFICATION<br><b>30058</b> | APPROVAL<br>ANN                                 | 108      | DATE<br><b>02/27/04</b> | BOOK NO.<br><b>VOCS268983</b> |
|                                | LABOR HOURS                                     | 76,190   | COLOR<br><b>SILVER/</b> | BOOK NO.                      |
| SANDWICH, MA                   | VOLVO / MAKE / MODEL<br><b>00/VOLVO/V70/V70</b> |          | DATE OF SALE            | DATE PURCHASED                |
|                                | VIN / LICENSE NO.<br><b>YV1LW61J3Y2</b>         |          | SALES DEALER NO.        |                               |
|                                | F.Y.B. NO.                                      | A.C. NO. | <b>02/25/04</b>         |                               |
|                                | SALES PRICE                                     | COMMENTS | <b>MO: 76215</b>        |                               |

**JOB# 1 CHARGES**

LABOR  
**J# 1 24VQZ** \*ENGINE MINOR TECH(S):771 **630.00**  
 WHEN DRIVING AND THEN COMING TO A STOP THE IDLE GOES WAY DOWN - THE CAR STALLS OUT SOMETIMES - HAD THE THROTTLE BODY CLEANED AND HAD PVC CHECKED - FOUND CLOGGED HOSE CAUSING ETH TO KEEP BECOMING OILY - CLEANED OUT HOSE - RESET ADAPTIVES - CAR RAN GREAT. DONE AT HYUNNIS SAAB  
 BEING SET CODES THROTTLE BODY GETTING OIL IN IT FROM BACKED UP BREATHER BOX BECAUSE OF SLUGGISH BUILT UP - REMOVED AND REPLACED - CLEANED OUT THROTTLE BODY AND COMPUTER SET ADDITIVES AS NEEDED ALSO REPLACED SPARK PLUGS FOULED OUT

| PARTS | QTY | FP NUMBER | DESCRIPTION    | UNIT PRICE    |               |
|-------|-----|-----------|----------------|---------------|---------------|
|       | 1   | 1271988-6 | OIL TRAP       | 32.56         | 32.56         |
|       | 1   | 9497789-1 | HOSE           | 23.71         | 23.71         |
|       | 1   | 1271771-6 | HOSE           | 5.25          | 5.25          |
|       | 1   | 8643339-5 | HOSE           | 3.15          | 3.15          |
|       | 1   | 1270321-1 | PIPE           | 45.47         | 45.47         |
|       | 1   | 973960-9  | HOLLOW SCREW   | 4.49          | 4.49          |
|       | 1   | 947282-0  | GASKET         | 2.02          | 2.02          |
|       | 1   | 9458534-6 | GASKET         | 12.34         | 12.34         |
|       | 1   | 8642668-8 | SPARK PLUG KIT | 14.37         | 14.37         |
|       | 1   | 8636753-9 | GASKET         | 2.63          | 2.63          |
|       |     |           |                | TOTAL - PARTS | <b>145.98</b> |

**JOB# 1 TOTALS**

LABOR **630.00**  
 PARTS **145.98**

**JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 776.98**

**JOB# 2 CHARGES**

LABOR  
**J# 2 28VQZ** ELECTRICAL TECH(S):771 **90.00**  
 COMPUTER REPROGRAMING SOFTWARE AFTER BODY CLEANING DONE

| PARTS | QTY | FP NUMBER  | DESCRIPTION         | UNIT PRICE    |              |
|-------|-----|------------|---------------------|---------------|--------------|
|       | 1   | 30677005-8 | 30677005- UPGRADE E | 15.75         | 15.75        |
|       | 1   | 30677007-4 | 30677007- UPGRADE E | 15.75         | 15.75        |
|       |     |            |                     | TOTAL - PARTS | <b>31.50</b> |

**JOB# 2 TOTALS**

LABOR **90.00**  
 PARTS **31.50**

**JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 121.50**

**JOB# 3 CHARGES**

LABOR



**SOUTH SHORE VOLVO**  
 75 POND STREET  
 NORWELL, MA 02061  
 781-829-3110  
 WWW.SSVCARS.COM



|              |              |            |                  |                 |          |                 |           |
|--------------|--------------|------------|------------------|-----------------|----------|-----------------|-----------|
| CUSTOMER NO. | 30058        | ANN        | 108              | DATE            | 02/27/04 | VOCS            | 268983    |
| LABOR RATE   | 12619        | RECALL     | 76,190           | COLOR           | SILVER/  | BOOK NO         |           |
| ADDRESS      | SANDWICH, MA | MODEL      | 00/VOLVO/V70/V70 | DELIVERY DATE   |          | DELIVERY MILE   |           |
|              |              | VEHICLE ID | YVILW61J3Y2      | BUILDING NUMBER |          | PRODUCTION DATE |           |
|              |              | P. & H.    |                  | DATE            | 02/25/04 |                 |           |
|              |              | COPIES     |                  |                 |          |                 | NO: 76215 |

LABOR  
 J# 3-04V0200 RECALL 101A TECH(S):771 WARRANTY  
 PERFORM CAMPAIGN 101A

| PARTS                      | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE    | WARRANTY          |
|----------------------------|-----|-----------|-------------|---------------|-------------------|
|                            | 1   | PKR101A   | RECALL 101A |               |                   |
|                            | 2   | 862822-5  | STOP LUG    |               |                   |
|                            |     |           |             | TOTAL - PARTS | 0.00              |
| JOB# 3 TOTALS              |     |           |             |               |                   |
| JOB# 4 CHARGES             |     |           |             |               |                   |
| JOB# 3 JOURNAL PREFIX VOCS |     |           |             |               | JOB# 3 TOTAL 0.00 |

LABOR  
 J# 4-04V0200Y RECALL 101B TECH(S):771 WARRANTY  
 PERFORM CAMPAIGN 101B

| PARTS                      | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE    | WARRANTY          |
|----------------------------|-----|-----------|-------------|---------------|-------------------|
|                            | 1   | PKR101B   | RECALL 101B |               |                   |
|                            | 1   | 274261-7  | BULB KIT    |               |                   |
|                            |     |           |             | TOTAL - PARTS | 0.00              |
| JOB# 4 TOTALS              |     |           |             |               |                   |
| JOB# 5 CHARGES             |     |           |             |               |                   |
| JOB# 4 JOURNAL PREFIX VOCS |     |           |             |               | JOB# 4 TOTAL 0.00 |

LABOR  
 J# 5-01V02 CHANGE OIL & FILTER TECH(S):771 19.00  
 CHANGE OIL & FILTER  
 SET FLUID LEVELS

| PARTS                      | QTY | FP NUMBER | DESCRIPTION   | UNIT PRICE    | WARRANTY           |
|----------------------------|-----|-----------|---------------|---------------|--------------------|
|                            | 1   | PK1275811 | 99-70'S:80'S  | 15.95         | 15.95              |
|                            | 1   | 977751-7  | BASKET        | ***           | ***                |
|                            | 6   | 8889956-2 | OIL 10/30     | ***           | ***                |
|                            | 1   | 1276810-8 | FILTER INSERT | ***           | ***                |
|                            |     |           |               | TOTAL - PARTS | 15.95              |
| JOB# 5 TOTALS              |     |           |               |               |                    |
| LABOR                      |     |           |               |               | 19.00              |
| PARTS                      |     |           |               |               | 16.95              |
| JOB# 5 JOURNAL PREFIX VOCS |     |           |               |               | JOB# 5 TOTAL 34.95 |
| JOB# 6 CHARGES             |     |           |               |               |                    |

LABOR  
 J# 6-04V089 TEST CAMPAIGNS TECH(S):771 WARRANTY  
 RECALL 98  
 DONE

© 2004 Volvo North America, Inc.

**VOLVO**

**SOUTH SHORE VOLVO**  
 75 POND STREET  
 NORWELL, MA 02061  
 781-829-3110  
 WWW.SSCARS.COM

**VOLVO**

|                                                |                       |                           |                         |            |
|------------------------------------------------|-----------------------|---------------------------|-------------------------|------------|
| Customer No<br><b>30058</b>                    | Account<br><b>ANN</b> | 108                       | Date<br><b>02/27/04</b> | VOC5268983 |
| Address<br><b>SANDWICH, MA</b>                 |                       | MSRP<br><b>76,190</b>     | Color<br><b>SILVER/</b> |            |
| Year / Make / Model<br><b>00/VOLVO/V70/V70</b> |                       | VIN<br><b>YV1LW61J3Y7</b> |                         |            |
| Salesperson                                    |                       | Date<br><b>02/25/04</b>   |                         |            |
| Salesperson Phone                              |                       | Comments                  |                         |            |
|                                                |                       | MS: 76215                 |                         |            |

**JOB # TOTALS**

JOB # JOURNAL PREFIX VOC5 JOB # TOTAL 0.00

| MISC CODE    | DESCRIPTION                    | CONTROL NO |      |
|--------------|--------------------------------|------------|------|
| JOB # A      | ENV ENVIRONMENTAL MATERIAL FEE |            | 6.77 |
| TOTAL - MISC |                                |            | 6.77 |

**RECOMMENDATIONS**

NOTE CAR NEEDS RIGHT FRONT INNER TIE ROD. WORK DECLINED.  
 NEEDS FRONT SHAY BAR LINKS. FRONT PADS ROTORS. REAR PADS ROTORS.  
 ALL DECLINED AT THIS TIME.  
 NOTE : CHANGE OIL IN 2,000 MILES

**TOTALS**

CASH  CHECK  CREDIT CARD REC BY

**DEAR CUSTOMER,**

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

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

|                  |        |
|------------------|--------|
| TOTAL LABOR      | 799.06 |
| TOTAL PARTS      | 183.43 |
| TOTAL SLEET      | 0.00   |
| TOTAL O.O.G.     | 0.00   |
| TOTAL MISC CHG.  | 6.77   |
| TOTAL MISC DISC. | 0.00   |
| TOTAL TAX        | 9.62   |

**TOTAL INVOICE \$ 948.87**

CUSTOMER SIGNATURE

# HYANNIS SAAB

527 Station Avenue • South Yarmouth, MA 02664

(508) 760-2700 • FAX (508) 760-2508

|                           |                                       |                          |                          |                              |
|---------------------------|---------------------------------------|--------------------------|--------------------------|------------------------------|
| ORDER NO<br><b>11486</b>  | ADVISOR<br><b>LINDA MANNING</b>       | TEC NO<br><b>142</b>     | DATE<br><b>05/10/03</b>  | SALES NO<br><b>SAC543475</b> |
| SALES TAX<br><b>82.00</b> | LICENSE NO                            | RELEASE<br><b>65.518</b> | COLOR<br><b>7/SILVER</b> |                              |
| <b>SANDWICH, MA</b>       | YEAR MAKE BODY<br><b>00/VOLVO/WGN</b> |                          | DELIVERY DATE            |                              |
|                           | VIN<br><b>YV1LW6133Y2</b>             |                          |                          |                              |
|                           | PT #                                  |                          | DATE<br><b>06/20/03</b>  |                              |

LABOR & PARTS  
 STALLS IN STOP GO TRAFFIC- SURGING  
 SEE HISTORY  
 RD TESTED AND RETRIEVED CODES W/ NEW HARDWARE P0506/P1872  
 CHECKED FUEL PRESSURES - OK, CHECKED FOR EXTERIOR LEAKS - NONE  
 CHECKED PCV SYSTEM - FOUND CLOSED HOSE - CAUTION TO KEEP  
 BECOMING OILY - CLEANED HOSE OUT AND CLEANED ETC  
 RESET ADAPTERS AND RD TESTED - LIGHT OUT AND RUNNING WELL-  
 CUST. TO DRIVE AND SEE FOR A COUPLE WEEKS

JOB # 1 TOTAL LABOR & PARTS 82.00

LABOR SPLIT LINE - AGREEMENT W/ CUST TO SPLIT LABOR

JOB # 2 TOTAL LABOR & PARTS 0.00

|         |      |                                 |            |       |
|---------|------|---------------------------------|------------|-------|
| MISC    | CODE | DESCRIPTION                     | CONTROL NO |       |
| JOB # A |      | ENVIRONMENTAL COMPLIANCE CHARGE |            | 7.65  |
| JOB # A |      | SA SHOP SUPPLIES                |            | 2.46  |
|         |      | TOTAL - MISC                    |            | 10.11 |

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF 90.00 (+TAX)

COMMENTS  
 PH/LY

|                         |              |  |
|-------------------------|--------------|--|
| TOTALS                  |              |  |
| TOTAL LABOR             | 82.00        |  |
| TOTAL PARTS             | 0.00         |  |
| TOTAL SURLET            | 0.00         |  |
| TOTAL G.O.G.            | 0.00         |  |
| TOTAL MISC CHG          | 10.11        |  |
| TOTAL MISC DISC         | 0.00         |  |
| TOTAL TAX               | 0.11         |  |
| <b>TOTAL INVOICE \$</b> | <b>92.24</b> |  |

NOT AVAILABLE ON SELECTED IN-STOCK PRE-OWNED SAAB VEHICLES  
 SAAB CERTIFIED 6YR 100,000 MILE BUMPER TO BUMPER WARRANTY

ASK OUR SALES ASSOCIATES FOR SPECIFIC DETAILS

SAAB CERTIFIED PRE-OWNED SAABS  
 AVAILABLE ONLY AT YOUR AUTHORIZED SAAB DEALERSHIP

CUSTOMER SIGNATURE

DUPLICATE INVOICE

# HYANNIS SAAB

527 Station Avenue • South Yarmouth, MA 02664

(508) 760-2700 • FAX (508) 760-2508

|                          |                                  |                                   |                               |                              |
|--------------------------|----------------------------------|-----------------------------------|-------------------------------|------------------------------|
| ORDER NO<br><b>11486</b> | NAME<br><b>LINDA MANNING</b>     | AGE<br><b>142</b>                 | DOB<br><b>07/07/03</b>        | PHONE NO<br><b>SACS42686</b> |
| SALEM, MA                | LABOR RATE<br><b>82.00</b>       | VEHICLE NO<br><b>64,443</b>       | COLOR<br><b>7/SILVER</b>      | BOOKING                      |
| SARASWICH, MA            | VEHICLE MAKE<br><b>00/VEV</b>    | VEHICLE MODEL<br><b>YV1L613YZ</b> | DELIVERY DATE                 | DELIVERY MILE                |
|                          | VEHICLE YEAR<br><b>YV1L613YZ</b> | VEHICLE TYPE                      | BILLING DATES                 |                              |
|                          | VEHICLE MAKE                     | VEHICLE MODEL                     | START DATE<br><b>07/07/03</b> |                              |

VEHICLE STILL SURGES AT IDLE.  
CHECK AND ADJ AND SECURE NOSE BUSH FROM  
HOLD LOOSEND

PARTS QTY FP NUMBER DESCRIPTION

CUSTOMER REQUESTS TUNE UP  
REPLACED SPARK PLUGS, AIR AND POLLEN FILTER AND FUEL FILTER  
CHANGED OIL AND FILTER AND TOPPED OFF ALL FLUIDS

| PARTS   | QTY | FP NUMBER  | DESCRIPTION     | UNIT PRICE          |        |
|---------|-----|------------|-----------------|---------------------|--------|
| JOB # 2 | 1   | C36148     | AIR FILTER      | 24.30               | 24.30  |
| JOB # 2 | 1   | 71648      | FUEL FILTER     | 33.56               | 33.56  |
| JOB # 2 | 1   | 90-712-96A | POLLEN FILTER   | 21.47               | 21.47  |
| JOB # 2 | 8   | 7595       | SPARK PLUG      | 2.61                | 12.55  |
| JOB # 2 | 1   | ANTIFRZ-14 | ANTIFREEZE      | 7.00                | 7.00   |
| JOB # 2 | 1   | WFLUID-11  | WASHER FLUID    | 1.95                | 1.95   |
| JOB # 2 | 1   | 02-70-173  | CASTROL(ELMFLU) | 4.20                | 4.20   |
| JOB # 2 | 1   | 018712     | OIL FILTER      | 21.52               | 21.52  |
|         |     |            |                 | JOB # 2 TOTAL PARTS | 126.55 |

JOB # 2 TOTAL LABOR & PARTS 331.56

B.O.B. & SUPPLIES

|         |     |                         |   |       |      |             |       |
|---------|-----|-------------------------|---|-------|------|-------------|-------|
| JOB # 2 | 1.0 | EPA MATERIALS (ANTIFRZ) | 0 | 3.000 | AMIT | 3.00        |       |
| JOB # 2 | 5.0 | QT(S) 10W30 OIL         | 0 | 2.800 | AMIT | 12.58       |       |
|         |     |                         |   |       |      | TOTAL - BOB | 15.58 |

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF 80.00 (+TAX)

COMMENTS  
5987470048  
WILL NEED T BELT AT 70000

# HYANNIS SAAB

527 Station Avenue • South Yarmouth, MA 02664

(508) 760-2700 • FAX (508) 760-2508

|             |       |          |               |         |        |          |           |                   |
|-------------|-------|----------|---------------|---------|--------|----------|-----------|-------------------|
| INVENTORY # | 11486 | APPROVER | LINDA MARRING | 142     | DATE   | 07/07/03 | INVOICE # | SAZ542686         |
| SALES       |       | PRICE    | 82.00         | LEASING |        | LEASE #  |           | BOOKING           |
| SALES       |       | MSRP     |               | MSRP    | 64,443 |          |           |                   |
| SALES       |       | MODEL    | 00/VOLVO/MGN  |         |        |          |           | DELIVERY MILES    |
| SALES       |       | VIN      | YV1LW61J3Y2   |         |        |          |           | REGISTRATION DATE |
| SALES       |       | PLANT    |               |         |        |          |           |                   |

**TOTALS**

\*\*\*\*\*ATTENTION SAAB OWNERS\*\*\*\*\*

NOW AVAILABLE ON SELECTED IN-STOCK PRE-OWNED SAAB VEHICLES  
SAAB CERTIFIED 6YR 100,000 MILE BUMPER TO BUMPER WARRANTY

ASK OUR SALES ASSOCIATES FOR SPECIFIC DETAILS

\*\*\*\*\*SAAB CERTIFIED PRE-OWNED SAABS\*\*\*\*\*  
AVAILABLE ONLY AT YOUR AUTHORIZED SAAB DEALERSHIP

CUSTOMER SIGNATURE

DUPLICATE INVOICE

|                  |        |
|------------------|--------|
| TOTAL LABOR....  | 285.00 |
| TOTAL PARTS....  | 126.55 |
| TOTAL SUBLET.... | 0.00   |
| TOTAL G.O.G....  | 15.50  |
| TOTAL MISC CHG.  | 0.00   |
| TOTAL HLSC DISC  | 0.00   |
| TOTAL TAX.....   | 6.96   |

**TOTAL INVOICE \$ 354.01**

17749

|                                  |          |                    |                          |                          |
|----------------------------------|----------|--------------------|--------------------------|--------------------------|
| ADVISOR<br><b>BRIAN E. DAVIS</b> | 353      | PLAT NO.<br>RES    | INVOICE DATE<br>02/05/03 | INVOICE NO.<br>VOC667424 |
| LABOR RATE<br>80.00              |          | RES. CODE<br>58730 | CLASS<br>TRUCKLST/       | STOCK NO.                |
| 66/VOLVO/V70                     |          |                    | DELIVERY DATE            | DELIVERY MILES           |
| VIN # 1 J 3 Y 2                  |          |                    | SELLER DEALER NO.        | PRODUCTION DATE          |
| F.T.E. NO.                       | P.O. NO. |                    | RD. NO.<br>02705/03      |                          |
| COMMENTS                         |          |                    |                          | MESSAGE OUT              |

SANDNICH,

LABOR & PARTS  
 JOB # 1 14V0Z00 ENGINE CONCERNS UNITS: TECH(S)=267 0.00  
 CUST STATED THAT ENGINE RUNS FINE AT HIGH SPEEDS AND RPM'S  
 BUT HAS TROUBLE STAYING ON WHEN BLOWING DOWN  
 COULD NOT DUPLICATE AT THIS TIME.

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

JOB # 2 14V0Z WIPERS/SPEEDOMETER UNITS: TECH(S)=267 0.00  
 CUST STATES REAR WIPER JETS STOP  
 NEEDS PUMP REPLACED PART MUST BE ORDERED

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

JOB # 3 38V0Z ELECTRICAL/BODY UNITS: 0.80 TECH(S)=267 64.00  
 CUST REQUESTS 2 NEW KEY REMOTES  
 COMPLETED

| PARTS                       | QTY | FP NUMBER | DESCRIPTION        | LIST PRICE | UNIT PRICE | PRICE  |
|-----------------------------|-----|-----------|--------------------|------------|------------|--------|
| JOB # 3                     | 1   | 9438431-0 | REMOTE KEY APPLICA | 25.00      | 25.00      | 25.00  |
| JOB # 3                     | 2   | 9166200-7 | REMOTE CONTROL     | 98.00      | 98.00      | 196.00 |
| JOB # 3 TOTAL PARTS         |     |           |                    |            |            | 221.00 |
| JOB # 3 TOTAL LABOR & PARTS |     |           |                    |            |            | 285.00 |

JOB # 4 17V0Z LIGHTS/LAMP/LENSES UNITS: 0.20 TECH(S)=267 16.00  
 CUST STATES PASS SIDE HEADLAMP IS OUT  
 REPLACED BURNED OUT BULB

| PARTS                       | QTY | FP NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | PRICE |
|-----------------------------|-----|-----------|-------------|------------|------------|-------|
| JOB # 4                     | 1   | 981465-8  | BULB        | 13.94      | 13.94      | 13.94 |
| JOB # 4 TOTAL PARTS         |     |           |             |            |            | 13.94 |
| JOB # 4 TOTAL LABOR & PARTS |     |           |             |            |            | 29.94 |

COMMENTS  
 RENTAL  
 DELETED OPERATION(S)  
 09V0Z BRAKE SYS DIAGNOSIS

| TOTALS                                                                                                                                     |                 |        |
|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------|
| The entire staff at Trans-Atlantic Motors, Inc. would like to thank you for your service business. Our goal is your complete satisfaction. | TOTAL LABOR     | 80.00  |
|                                                                                                                                            | TOTAL PARTS     | 234.94 |
|                                                                                                                                            | TOTAL SUBLET    | 0.00   |
|                                                                                                                                            | TOTAL B.O.G.    | 0.00   |
|                                                                                                                                            | TOTAL MISC CHG. | 0.00   |
|                                                                                                                                            | TOTAL MISC DISC | 0.00   |
|                                                                                                                                            | TOTAL TAX       | 11.75  |
|                                                                                                                                            | TOTAL INVOICE   | 326.69 |

CASH  CHECK  CREDIT CARD

*Volvo - 2 Remotes Stalling headlight*

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

17749

|                                        |            |                           |                                 |                                 |
|----------------------------------------|------------|---------------------------|---------------------------------|---------------------------------|
| ADVISOR<br><b>BRIAN E. DAVIS</b>       | 353        | PART NO.<br><b>8800</b>   | INVOICE DATE<br><b>02/06/03</b> | INVOICE NO.<br><b>VDC867447</b> |
| LAST RATE<br><b>80.00</b>              |            | STOCK NO.<br><b>58731</b> | CODE<br><b>HOOD/NUST/</b>       | STOCK NO.                       |
| YEAR/MAKE/MODEL<br><b>00/VOLVO/070</b> |            | DELIVERY DATE             | DELIVERY MILES                  |                                 |
| VIN<br><b>YV1LW61J3Y2</b>              |            | LONG DEALER NO.           | PRODUCTION DATE                 |                                 |
| EYE ML                                 | (P.O. NO.) | DATE<br><b>02/06/03</b>   |                                 |                                 |
| COMMENTS                               |            |                           |                                 | MESSAGE OUT                     |

SANDWICH,

LABOR & PARTS

JOB # 1 05402      ENGINE REPAIR DIAG UNITS: 1.20 TECH(S)=245      96.00  
 CUST STATES STALLS AT LOW SPEEDS WHEN STOPS  
 FOUND THROTTLE BODY CLOSED  
 REMOVED & DISASSEMBLED THROTTLE BODY TO CLEAN

| PARTS                       | QTY | FP NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE |       |
|-----------------------------|-----|-----------|-------------|------------|------------|-------|
| JOB # 1 TOTAL PARTS         |     |           |             |            |            | 0.00  |
| JOB # 1 TOTAL LABOR & PARTS |     |           |             |            |            | 96.00 |

JOB # 2 25402      SQUEAK/RATTLE/NOISE UNITS: 1.10 TECH(S)=245      INTERNAL  
 CUST STATES HEARS A NOISE IN RF  
 FOUND REAR TIRES OUT OF ROUND  
 REPLACED REAR TIRES  
 ROTATED FRONT TIRES TO REAR INSTALLED NEW TIRES ON FRONT  
 FOR WINTER TRACTION

| PARTS                       | QTY | FP NUMBER      | DESCRIPTION | LIST PRICE | UNIT PRICE |          |
|-----------------------------|-----|----------------|-------------|------------|------------|----------|
| JOB # 2                     | 2   | 175-60R15EAGLE | TIRE        |            |            | INTERNAL |
| JOB # 2                     | 4   | WEIGHTS        | WHEELS      |            |            | INTERNAL |
| JOB # 2 TOTAL PARTS         |     |                |             |            |            | 0.00     |
| JOB # 2 TOTAL LABOR & PARTS |     |                |             |            |            | 0.00     |

COMMENTS  
RENTAL

TOTALS

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

CASH     CHECK     CREDIT CARD

|                         |              |
|-------------------------|--------------|
| TOTAL LABOR....         | 96.00        |
| TOTAL PARTS....         | 0.00         |
| TOTAL SUBLET....        | 0.00         |
| TOTAL G.D.G....         | 0.00         |
| TOTAL MISC CHG.         | 0.00         |
| TOTAL MISC DISC         | 0.00         |
| TOTAL TAX.....          | 0.00         |
| <b>TOTAL INVOICE \$</b> | <b>96.00</b> |

CUSTOMER SIGNATURE



# HYANNIS SAAB

527 Station Avenue • South Yarmouth, MA 02664

(508) 760-2700 • FAX (508) 760-2508

|              |  |                                     |          |                  |                  |                       |
|--------------|--|-------------------------------------|----------|------------------|------------------|-----------------------|
| 11486        |  | ADVISOR<br>LINDA MANNING            | 142      | REG. NO.         | 06/19/03         | VINCE ID<br>SACS42210 |
| [REDACTED]   |  | LIST PRICE<br>82.00                 | DISCOUNT | REASON<br>62.972 | COLOR<br>/SILVER | STOCK NO.             |
| SANDWICH, MA |  | YEAR / MAKE / MODEL<br>00/VOLVO/WGN |          |                  | DELIVERY DATE    | DELIVERY MILES        |
| [REDACTED]   |  | VEHICLE ID NO.<br>YV1LW61J3Y2       |          |                  | PRODUCTION DATE  |                       |
| [REDACTED]   |  | S.T.C. NO.                          |          |                  | P.O.             |                       |
| [REDACTED]   |  | [REDACTED]                          |          |                  | 06/03/03         |                       |

**LABOR & PARTS**

**COMMENTS**  
CUST STATES IDLE DROPS AT STOPS AND WANTS TO SOLV. LESS THAN 1000 RPM. SOMETIMES IT DOES STALL. CLEARED IDLE CONTROL MOTOR, AIR PASSAGE AND THROTTLE BODY. CLEARED MEMORY, TEST DROVE AND ITS NOT STALLING TODAY 6/19 WE HOOKED UP TO TECH 2 AND FOUND NO CODES, UNABLE TO DUPLICATE PROBLEM ROAD TESTED AND CAR DID NOT STALL. IDLE AIR CONTROL MODULE MAY BE GETTING WEAK. WILL MONITOR AT NEXT SERVICE. GSK. MAY BE TIME FOR TUNEUP, MAY BE RELATED.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                  |
|-------|-----|-----------|-------------|-----------------------------|
|       |     |           |             | JOB # 1 TOTAL PARTS         |
|       |     |           |             | 0.00                        |
|       |     |           |             | JOB # 1 TOTAL LABOR & PARTS |
|       |     |           |             | 82.97                       |

WASH WIPER ARM  
R/R PUMP FOR REAR WASHER .

| PARTS   | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                  |
|---------|-----|-----------|-------------|-----------------------------|
| JOB # 2 | 1   | 12-59-832 | R.W/W PUMP  | 80.00                       |
|         |     |           |             | JOB # 2 TOTAL PARTS         |
|         |     |           |             | 80.00                       |
|         |     |           |             | JOB # 2 TOTAL LABOR & PARTS |
|         |     |           |             | 162.00                      |

**COMMENTS**  
481KG

**TOTALS**

|                                 |                         |               |
|---------------------------------|-------------------------|---------------|
| *****ATTENTION SAAB OWNERS***** | TOTAL LABOR             | 164.00        |
|                                 | TOTAL PARTS             | 80.00         |
|                                 | TOTAL SUBLET            | 0.00          |
|                                 | TOTAL S.D.G.            | 0.00          |
|                                 | TOTAL MISC CHG.         | 0.00          |
|                                 | TOTAL MISC DTSC         | 0.00          |
|                                 | TOTAL TAX               | 4.00          |
|                                 | <b>TOTAL INVOICE \$</b> | <b>248.00</b> |

NON AVAILABLE ON SELECTED IN-STOCK PRE-OWNED SAAB VEHICLES  
SAAB CERTIFIED 6YR 100,000 MILE BUMPER TO BUMPER WARRANTY

ASK OUR SALES ASSOCIATES FOR SPECIFIC DETAILS

\*\*\*\*\*SAAB CERTIFIED PRE-OWNED SAABS\*\*\*\*\*  
AVAILABLE ONLY AT YOUR AUTHORIZED SAAB DEALERSHIP

CUSTOMER SIGNATURE \_\_\_\_\_  
DUPLICATE INVOICE

Volvo Cars of North America, LLC  
Attn: Vic Doolan - President  
Rockleigh, New Jersey 07647

RECEIVED  
APR 5 2004

~~CONFIDENTIAL~~

March 26, 2003

Dear Mr. Doolan,

I purchased a Volvo S70 for my wife this past July after having leased the vehicle for 39 months. Shortly after purchasing this vehicle, it began to buck and lose power, and the Electronic Throttle System warning light came on. I brought the vehicle in for a diagnostic test and it turned out that I had to have the Electronic Throttle System replaced. The shop would not cover the cost of this repair because the car's mileage of 54,000 miles was over the warranty.

My primary issue is that the failure of the Electronic Throttle System put my family's safety at risk. I purchased this vehicle for its outstanding safety record. This is particularly important to me because my wife and my [redacted] year old daughter travel in this car. Needless to say I was quite upset to learn of the unnecessary danger that this put them in. Secondly, the need to replace the ETS at 54,000 miles is evidence that this system is defective. I have learned through extensive research and from speaking with Volvo's repair shop that the ETS system has been known to have frequent problems and could go at any time. This further proves that this is a serious safety issue which should have been addressed through a factory recall.

My wife called your customer service department to discuss the possibility of Volvo covering this repair. Her concerns were immediately dismissed and the customer service representative she spoke with would not even investigate the complaint. The excuse she was given was that since the Volvo Dealership did not perform the vehicle's tune-up, there was nothing that they could do. Considering that a tune-up does not involve a review of the ETS system, this excuse was just obvious attempt to brush her off. With Volvo's outstanding reputation for customer satisfaction, it's very disappointing that my wife was treated this way.

I am requesting that you review my complaint regarding the defective Electronic Throttle System in my S70, and that you provide me with a full refund of the repair costs. I am optimistic that you will stand behind your product and the reputation of Volvo. Enclosed for your review is the ETS replacement invoice. Thank you for your time and consideration. I hope to hear from you soon.

Sincerely,  
[redacted]

8608717414

365159

GENGRAS



A Comfortable Experience

300 Connecticut Blvd. EAST HARTFORD, CT 06108  
Service (860) 528-9308  
www.gengras.com

\*INVOICE\*

PAGE 1

VERNON CT  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 27 FRED DOOCY

| COLOR       | YEAR       | MAKE/MODEL | VIN                    | LICENSE    | MI/AGE IN/OUT |         |             |
|-------------|------------|------------|------------------------|------------|---------------|---------|-------------|
| SILVER      | 00         | VOLVO V70  | YV11561J2Y2 [REDACTED] | [REDACTED] | 54497/54501 T |         |             |
| DEL DATE    | PROD. DATE | WARR. EXP. | POWER                  | PG NO      | RATE          | PAYMENT | INV. DATE   |
| 29 FEB 2000 |            |            | 16:30 16 JUL 03        |            | 75.00         | 60.00   | 17 JUL 2003 |
| LINE        | OPCODE     | TECH       | TYPE                   | HOURS      | LIST          | NET     | TOTAL       |

A APPT CUST STATES ETS LIGHT IS ON, VEHICLE SEEMS TO HESITATE AND BUCK. SAME THING AFTER ONE RESTART. BETTER AFTER 2ND RESTART.

101 SCAN FOR CODES, FAULT TRACE CODES ECM-532D,

999 REPLACE ETM AND DOWNLOAD CONTROL SOFTWARE

|               |         |   |               |  |               |             |                      |
|---------------|---------|---|---------------|--|---------------|-------------|----------------------|
| 20            | CPV     |   |               |  |               | 75.00       | 75.00                |
| 1             | 8644347 | 0 | THROTTLE BODY |  |               | 112.50      | 112.50               |
| 1             | 8636753 | 9 | GASKET        |  |               | 573.10      | 573.10               |
| 1             | 9438298 | 3 | ETM RELOAD    |  |               | 2.71        | 2.71                 |
| PARTS: 603.31 |         |   |               |  | LABOR: 187.50 | OTHER: 0.00 | TOTAL LINE A: 790.81 |

TRACED CAUSE OF PROBLEM TO INTERNAL FAILURE OF ELECTRONIC THROTTLE MODULE (ETM). INSTANTLY REPLACEMENT ETM AND DOWNLOADED NEW CONTROL SOFTWARE. CLEARED ALL FAULT CODES AND TEST PASSED.

B CUST STATES REPLACE SPARK PLUGS

|              |                        |   |                |  |              |             |                     |
|--------------|------------------------|---|----------------|--|--------------|-------------|---------------------|
| 715          | REPLACE SPARK PLUGS    |   |                |  |              | 60.00       | 60.00               |
| 20           | CPV                    |   |                |  |              | 14.70       | 14.70               |
| 1            | 8642680                | 8 | SPARK PLUG KIT |  |              | 0.00        | 0.00                |
| 223          | REPLACE OIL CAP GASKET |   |                |  |              | 2.22        | 2.22                |
| 20           | CPV                    |   |                |  |              |             |                     |
| 1            | 940096                 | 1 | GASKET         |  |              |             |                     |
| PARTS: 16.92 |                        |   |                |  | LABOR: 60.00 | OTHER: 0.00 | TOTAL LINE B: 76.92 |

C CUST STATES INSPECT BRAKES AND FLUSH BRAKE FLUID

|              |                               |         |             |  |              |             |                      |
|--------------|-------------------------------|---------|-------------|--|--------------|-------------|----------------------|
| 901          | INSPECT FRONT AND REAR BRAKES |         |             |  |              | 37.50       | 37.50                |
| 20           | CPV                           |         |             |  |              |             |                      |
| 999          | FLUSH BRAKE FLUID             |         |             |  |              | 60.00       | 60.00                |
| 20           | CPV                           |         |             |  |              | 4.62        | 4.62                 |
| 1            | 4897150AB                     | 1081025 | *CLEANER    |  |              | 7.36        | 7.36                 |
| 1            | 9437433                       | 7       | BRAKE FLUID |  |              |             |                      |
| PARTS: 11.98 |                               |         |             |  | LABOR: 97.50 | OTHER: 0.00 | TOTAL LINE C: 109.48 |

Thank You Very Much!

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

CUSTOMER AUTHORIZATION X

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

SHUTTLE AVAILABLE

ASK YOUR SERVICE ADMINISTRATOR ANY ARRANGEMENTS.

SALES: (860) 288-3461  
PARTS: (860) 288-6441  
FAX: (860) 528-6483

| LABOR AMOUNT  | TOTAL |
|---------------|-------|
|               |       |
| SUBLET AMOUNT |       |
| MISC. CHARGES |       |
| TOTAL CHARGES |       |
| SALES TAX     |       |
| PREPAREY      |       |
| TOTAL AMOUNT  |       |

CUSTOMER COPY

GENGRAS



A Comfortable Experience  
300 Connecticut Blvd. EAST HARTFORD, CT  
Service (860) 528-8306  
www.gengras.com

365159

\*INVOICE\*

PAGE 2

VERNON, CT 066  
HOME: [REDACTED]

SERVICE ADVISOR  
VIN

27 KRED DOOCY  
LICENSE UNLEASH IN/OUT

|             |              |                                      |
|-------------|--------------|--------------------------------------|
| SILVER      | 1S6J3ZY      | 5450                                 |
| 9FEB2000    | 6:30 16JUL03 | 75:00 CASH                           |
| R.O. OPENED | READY        | OPTIONS: DLR:19 ENG:852445 AXLS:3426 |

|               |             |      |     |       |
|---------------|-------------|------|-----|-------|
| 08:40 15JUL03 | 7:02 7JUL03 | LIST | NET | TOTAL |
|---------------|-------------|------|-----|-------|

LINE ORCODE TECH TYPE HOURS FRONT AND REAR BRAKE PADS HAVE 6MM WEAR LEFT, REAR BRAKE ROTORS ARE SOMEWHAT RUSTY BUT THEY SHOULD NOT CAUSE A PERFORMANCE PROBLEM.

\*\*\*\*\*

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 @ 860-528-9206

The Comfortable Car Store

Thank You Very Much!

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

CUSTOMER AUTHORIZATION X

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

SHUTTLE AVAILABLE

ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.

SALES: (860) 280-3461  
PARTS: (860) 280-8441  
FAX: (860) 828-8483

|                         |         |
|-------------------------|---------|
|                         | TOTALS  |
| LABOR AMOUNT            | 345.00  |
| PARTS AMOUNT            | 632.21  |
| G.S.T. OR. USE          |         |
| EMILEY AMOUNT           |         |
| MISC. CHARGES           |         |
| TOTAL CHARGES           |         |
| LINE SERVICE            |         |
| SALES TAX               | 58.63   |
| PLANNED PAY THIS AMOUNT | 1035.84 |

CUSTOMER COPY



American Association of Endodontists  
Specialist Members

**North Georgia Endodontic Specialists, P.C.**

*Practice Limited To Endodontics*

9590 Medlock Bridge Road - Suite G  
Duluth, Georgia 30097

Telephone: 770-232-5112 • Fax: 770-232-5115

**RECEIVED**  
APR 8 2004

**CUSTOMER RELATIONS**

4-1-04

Mr. Victor Doolan, President  
Volvo Cars of North America  
1 Premiere Place  
Irvine, CA 92618

Dear Mr. Doolan,

I'm writing this letter to you not to complain but to encourage improvement in the company from whom I purchased my car. I guess you can say I'm being selfish because I'm hoping this will strengthen Volvo, thereby benefiting me.

I purchased my 2000 S80 in May 2000 from Volvo of Athens and have been pleased with the car and the dealership. I have all my service (routine and scheduled) performed at the dealership. What concerns me is the service needed to the car outside the scheduled and routine maintenance. I replaced the mass air flow sensor which was covered under the warranty at 31,000 miles. Since my warranty has ended, I have replaced the following items between 50-54,000 miles: 1) electronic throttle module intake 2) torque bushing 3) both rear shocks and both front spring seats.

I'm quite thorough in maintaining my cars because I like to keep them for a long time usually about 100,000 miles which is not unreasonable for Volvos. Due to the fact I have encountered these service issues so early in the life of my S80, I'm discouraged about the life expectancy. To be honest when it comes time to replace my car or adding cars for my wife and sons, I might have second thoughts about purchasing another Volvo.

I'm hoping these issues are isolated. This letter was meant to benefit you and Volvo and encourage more concentration in these areas so Volvo can become even better.

Very truly yours,



Dr. Jacob L. Chatman  
Senior Pastor

**RECEIVED**  
APR 21 2004

**Pinn Memorial Baptist Church**  
2251 North 64<sup>th</sup> Street  
Philadelphia, Pennsylvania 19131

**CUSTOMER RELATIONS**

ROY PORTER  
CHAIRMAN OF DECON BOARD  
1720 MARLINS STREET  
(215) 424-0747

EMERSON C. WATFORD  
CHURCH CLERK  
2800 CONVENT ROAD, SUITE 2012  
(215) 473-1880

FRANK E. DEVERE  
CHAIRMAN OF TRUSTEE BOARD  
111 DRIVE ROAD, BALA CREEK  
(610) 668-0028

April 15, 2004

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

Dear Sir or Madam:

For the last twenty-four years, I have been a Volvo owner, my first being used, and my next three being new. Until my present Volvo, I have had extremely good performance out of each car. Each of my vehicles that I traded or sold had in excess of 150,000 miles with no major problems; however, with this 1999 S80 SDN model (VIN: YV1TS97D5X [REDACTED]) this has not been the case. I had to replace the transmission at 56,000 miles, which your company covered a portion of the cost and the balance I had to pay in excess of \$2,000. I have had a number of other problems and at present, I have to replace the ETM unit, which is going to exceed over a \$1,000 while at the same time the transmission is showing signs of failure. As a faithful Volvo owner, I am requesting that you review my records and see my service has been done faithfully by Stillman Volvo in West Chester, PA. It is my hope that you will make some adjustment in the enormous cost, which has been placed upon me. I have in part depended on superior quality and high performance of the Volvo vehicle. Please help me to maintain this confidence in the Volvo craftsmanship as well as in your group mission statement, which claims:

"By creating value for our customers, we create value for our shareholders. We use our expertise to create transport-related products and services of superior quality, safety, and environmental care for demanding customers in selected segments. We work with energy, passion, and respect for the individual."

Sincerely,



Church Office ☎ (215) 878-2742

Fax ☎ (215) 878-5470

E-mail Address [pmbc2251@juno.com](mailto:pmbc2251@juno.com)

May 4, 2004

**CUSTOMER RELATIONS**

President  
Volvo of Santa Monica  
1901 Santa Monica Blvd.  
Santa Monica, CA 90404

Dear President:

We have been having excessive mechanical problems with our Volvo. We purchased this Volvo from your company. Due to the problems we have been having my wife (who is the principle driver) is afraid to use the vehicle. I am very worried that it is hasardous for her to be driving this vehicle.

Last week the Volvo had to be towed twice. The car was steaming while my wife was driving. It was towed to the dealer on Wednesday. I picked up the car on Thursday. Thursday night at eight o'clock my wife was at the drug store. The car started and the engine died in three seconds after trying several times. The tow company was called. On Friday the service department said they fixed the car saying it was their mistake. I picked up the car yesterday but the service department did not give me a copy of what work was performed. Last Friday I told the service manager we were very unhappy with the Volvo but he said he could not help us.

On March 8<sup>th</sup> I took the Volvo in for transmission repair. I was told that they could not find anything wrong. I had told them that it felt like the transmission is slipping. The car kept getting worse to where at 20 miles per hour it would jolt on changing speed. On April 14<sup>th</sup> they repaired the transmission. See service slip enclosed.

The only service on the vehicle has been by Volvo of Santa Monica.

February 12<sup>th</sup> the radiator was leaking and had to be replaced.

Dec. 11, 2003 Emission problems repaired.  
Nov. 6, 2003 Some problem.  
May 6, 2003 Coolant reservoir need replasing.  
March 7, 2003 Brake control problem.

We have had continual problems with door locks.

President  
Volvo of Santa Monica  
May 4, 2004  
Page Two

Find enclosed copy of service records.

We have found the service department to be very cooperative. Tony Marino service writer has been very courteous.

I am a handicapped driver. My wife drives small children in this vehicle.

I believe this car to be substandard (Lemon) and should be replaced by Volvo.

Your immediate response will be greatly appreciated. This Volvo is not safe for my wife to be driving.

Very truly yours,



Copy: President Volvo of North America  
7 Volvo Drive  
Rockleigh, New Jersey 07847

F:\DATA\SHARED\Misc\CCF\FAMILY\FILr to Volvo Dealer 5-04.DOC





|                    |                                                         |                     |                           |                          |
|--------------------|---------------------------------------------------------|---------------------|---------------------------|--------------------------|
| ORDER NO.<br>74497 | AGENCY<br>TOMY MARINO 4228 7147                         | INVOICE NO.<br>2540 | INVOICE DATE<br>06/29/04  | INVOICE NO.<br>VDC678658 |
|                    | LABOR RATE                                              | LICENSE NO.         | ISSUE DATE<br>06/29/04    | STOCK NO.<br>11628       |
|                    | MAKE (Make / Model)<br>03/2002/770 XC-VTD-OLD XC/RY/ 5R | PLATE NO.<br>91475  | DELIVERY DATE<br>06/08/01 | PRODUCTION DATE          |
| SANTA MONICA, CA   | FIN. NO.                                                | REG. NO.            | REG. DATE<br>06/28/04     |                          |
| COMMENTS           |                                                         |                     |                           |                          |

HL 31673

LABOR & PARTS  
 JW 1 02V02-00000 CHECK COOLANT LEAK. UNITS: 0.50 TECH(S) 1712  
 CAR TOUNED TO SHOP. CUSTOMER STATES ENGINE IS OVERHEATING.  
 RESERVOIR IS EMPTY  
 FOUND INTERNAL FAULT RADIATOR COOLING FAN  
 REPLACED RADIATOR COOLING FAN

WARRANTY

| PARTS   | QTY | FP NUMBER  | DESCRIPTION | UNIT PRICE |
|---------|-----|------------|-------------|------------|
| JOB # 1 | 1   | 70636445-8 | ELECTRICAL  |            |
| JOB # 1 | 3   | 983814-9   | CABLE TIE   |            |

WARRANTY  
 WARRANTY  
 0.00

JOB # 1 TOTAL PARTS  
 JOB # 1 TOTAL LABOR & PARTS

JW 2 02V02 DIAGNOS. ENO/REPAIRS UNITS: 2.00 TECH(S) 1712  
 CUSTOMER STATES ENGINE LOW OIL PRESSURE WARNING LIGHT  
 WAS COMING ON  
 INTERNAL FAULT WITH ENGINE OIL PUMP SEALS  
 REPLACED ENGINE OIL PUMP SEALS

WARRANTY

| PARTS   | QTY | FP NUMBER  | DESCRIPTION     | UNIT PRICE |
|---------|-----|------------|-----------------|------------|
| JOB # 2 | 1   | 8448358-3  | SEALING KIT     |            |
| JOB # 2 | 1   | 30637337-0 | SEALING R       |            |
| JOB # 2 | 1   | 1161056-9  | EXPANDABLE      |            |
| JOB # 2 | 1   | 9148344-6  | CHEMICAL GASKET |            |
| JOB # 2 | 1   | 983862-8   | GASKET          |            |

WARRANTY  
 WARRANTY  
 WARRANTY  
 WARRANTY  
 WARRANTY  
 0.00

JOB # 2 TOTAL PARTS  
 JOB # 2 TOTAL LABOR & PARTS

JW 3 08V0Z-000000001 ONE DAY LOANER CAR UNITS: TECH(S) 1712  
 THE LOANER CAR MUST BE RETURNED BY 5:00 PM IF YOU ARE NOTIFIED  
 BY 12:00 PM THAT YOUR VEHICLE IS READY. IF YOU ARE NOTIFIED  
 AFTER 12:00 PM YOU MUST RETURN THE LOANER CAR BY 5:00 PM THE  
 NEXT DAY. THERE WILL BE A \$50.00 PER DAY LATE FEE FOR LOANER  
 CARS RETURNED AFTER THIS TIME.  
 PLEASE MAKE SURE CARS ARE RETURNED UNDAAGED WITH INSPECTION.

WARRANTY

| PARTS   | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 3 |     |           |             |            |

0.00

JOB # 3 TOTAL LABOR & PARTS

JW 4 08V0Z-2 COURTESY CAR WASH UNITS: TECH(S) 1712  
 CUSTOMER TO BE ADVISED THAT AFTER CAR IS WASHED YOU MAY SEE  
 SCRATCHES THAT YOUR NOT ABLE TO FILE AT TIME OF WRITE UP.  
 VOLVO SANTA MONICA TAKE NO LIABILITY OVER THIS.

0.00

| PARTS   | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 4 |     |           |             |            |

0.00

JOB # 4 TOTAL LABOR & PARTS

O.O.B. & SUPPLIES  
 JOB # 2 6.0 8589936 /UNIT

WARRANTY  
 0.00

TOTAL - 000

EPA CALIFORNIA 022211

022211

**VOLVO DE SANTA MONICA**

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804

PHONE (310) 264-4943

anyauto.com

|                       |                               |                                                                        |                           |                         |
|-----------------------|-------------------------------|------------------------------------------------------------------------|---------------------------|-------------------------|
| CUSTOMER NO.<br>76699 | NAME<br>TONY MARTIN +224 7143 | INV NO.<br>2540                                                        | INVOICE DATE<br>04/29/04  | INVOICE NO.<br>VD598658 |
|                       | LABOR RATE                    | LICENSE NO.                                                            | RELEASE<br>31675          | COLOR<br>ASH GOLD M     |
|                       | STOCK NO.<br>11629            | VEHICLE MAKE / MODEL<br>01 / VOLVO / V70 XC / V70 - SUV / SMOKEY / S82 | DELIVERY DATE<br>04/28/04 | DELIVERY MILE           |
|                       | VEHICLE NO.                   | SALES DEALER NO.                                                       | PRODUCTION DATE           |                         |
| SANTA MONICA, CA      | RTL NO.                       | PLANT                                                                  | MO. DATE<br>05/28/05      |                         |
|                       | COMMENTS                      |                                                                        |                           | 31676                   |

**TOTALS**

|                      |             |
|----------------------|-------------|
| TOTAL LABOR          | 0.00        |
| TOTAL PARTS          | 0.00        |
| TOTAL GUMLET         | 0.00        |
| TOTAL B.F.D.         | 0.00        |
| TOTAL MISC CHG.      | 0.00        |
| TOTAL MISC DISC.     | 0.00        |
| TOTAL TAX            | 0.00        |
| <b>TOTAL INVOICE</b> | <b>0.00</b> |

S.A.R. # ADDRESS ERA CAR

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE  
 NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF INVOICE

ESPERSUM NO. 7307

SERVICE

|                                                                                                                                                                                                                                                                                                                                                                                         |                                    |                                                               |                                 |                                       |                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------|---------------------------------|---------------------------------------|------------------------------|
| TRUCK <input type="checkbox"/><br>VAN <input type="checkbox"/><br>SUV <input type="checkbox"/><br>ALL OTHER <input type="checkbox"/><br>YES <input type="checkbox"/> NO <input type="checkbox"/><br>IS REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/><br>PAYMENT YES <input type="checkbox"/> NO <input type="checkbox"/> | VEHICLE ID NO.<br><b>7VIB25DX1</b> | YEAR MAKE/MODEL<br><b>01/VOLVO/V70 XC/V70-AWD-XC/TRY/ SNE</b> | PRODUCTION DATE<br><b>11829</b> | STOCK NO.<br><b>11829</b>             | LICENSE NO.<br><b>90658</b>  |
| CUSTOMER NO.<br><b>92609</b>                                                                                                                                                                                                                                                                                                                                                            | COLOR<br><b>ASH GOLD MET/BEIGE</b> | DELIVERY DATE<br><b>06/08/01</b>                              | DELIVERY MILE<br><b>7</b>       | SELLING DEALER NO.<br><b>04/28/01</b> | R.O. DATE<br><b>04/28/01</b> |
| SERVICE CONTRACT<br><b>7143</b>                                                                                                                                                                                                                                                                                                                                                         | CONTRACT NO.                       | EXPIRATION DATE                                               | DEPARTURE MILES                 | ADDRESS<br><b>7143</b>                |                              |
| ORIGINAL ESTIMATE<br><i>[Signature]</i>                                                                                                                                                                                                                                                                                                                                                 | HAZARDOUS WASTE ESTIMATE           | ESTIMATES DO NOT INCLUDE SALES TAX                            |                                 |                                       |                              |
| LOCATION<br><b>SANTA MONICA, CA</b>                                                                                                                                                                                                                                                                                                                                                     |                                    |                                                               |                                 |                                       |                              |
| TIME RECEIVED<br><b>02:15pm</b>                                                                                                                                                                                                                                                                                                                                                         | DATE RECEIVED<br><b>04/28/01</b>   | OIL QUANTITY<br><b>061003h</b>                                |                                 |                                       |                              |
| PAYMENT<br><b>STATE REPN 3</b>                                                                                                                                                                                                                                                                                                                                                          |                                    |                                                               |                                 |                                       |                              |

M 0200Z-00000

CHECK COOLANT LEAK  
 CAR TOWED TO SHOP, CUSTOMER STATES ENGINE IS DREATHING,  
 RESERVOIR IS EMPTY

M 0200Z

STOPS ENG/REPAIRS  
 CUSTOMER STATES ENGINE LOW OIL PRESSURE WARNING LIGHT  
 WAS COMING ON

M 0800Z-00000000

ONE DAY LOANER CAR  
 THE LOANER CAR MUST BE RETURNED BY 5:00 PM IF YOU ARE NOTIFIED  
 BY 12:00 PM THAT YOUR VEHICLE IS READY. IF YOU ARE NOTIFIED  
 AFTER 12:00 PM YOU MUST RETURN THE LOANER CAR BY 5:00 PM THE  
 NEXT DAY. THERE WILL BE A \$50.00 PER DAY LATE FEE FOR LOANER  
 CARS RETURNED AFTER THIS TIME.  
 PLEASE MAKE SURE CARS ARE RETURNED UNDAMAGED WHEN INSPECTED.

M 0800Z-2

CUSTOMER CAR WASH  
 PLEASE COURTESY CAR WASH BY \$5 VALUE AT NO CHARGE.  
 CUSTOMER TO BE ADVISED THAT AFTER CAR IS WASHED YOU MAY SEE  
 BUBBLES THAT YOUR CAR WASH TO SEE AT TIME OF WRITE-UP.  
 VOLVO SANTA MONICA TAKE NO LIABILITY OVER THEM.

YOU ARE SUBJECT TO A \$50.00 PER DAY STORAGE CHARGE'S HOURS  
 AFTER BEING NOTIFIED YOUR CAR IS READY

WE ARE NOT RESPONSIBLE FOR VALUABLES LEFT IN CAR

CONVENIENT SERVICE AND PARTS DEPARTMENT HOURS



EARLY BIRD DROP OFF AVAILABLE

SERVICE DRIVE

MONDAY THRU FRIDAY

7:00 A.M. TO 8:00 P.M.

SATURDAY

8:00 A.M. TO 8:00 P.M.



VEHICLE RELEASED AFTER SERVICE HOURS

WE MAKE A SERVICE AREA FOR THE STORAGE AND  
 DISPOSAL OF YOUR WASTE

RATHER THAN RECOVER THESE COSTS BY INCREASING OUR  
 LABOR CHARGES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE  
 THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR  
 SERVICES WHICH GENERATE THESE WASTE.

THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED  
 ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE  
 AVAILABLE ON REQUEST

S.A.R. #000700 E.P.A. #CAL00122018

By use you may agree to be bound by our policy to  
 perform any service on your vehicle that the Shop Check  
 list requires and necessary

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND  
 VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME  
 RESPONSIBILITY FOR LOSS OR DAMAGE TO ARTICLES LEFT IN  
 YOUR VEHICLE

Thank you for choosing us. We will do our best to perform  
 all the jobs requested on your order to your satisfaction. If  
 you have any questions please call our shop or please contact  
 your Service Advisor.

I hereby authorize you to use your name for Manufacturers  
 advertising and promotional purposes.

|                  |                                        |              |                        |                       |
|------------------|----------------------------------------|--------------|------------------------|-----------------------|
| 76379            | ARINO 422R 7148                        | INT. NO. 391 | INVOICE DATE 03/03/04  | INVOICE NO. VDC895180 |
|                  | LABOR NO.                              | LOGS NO.     | ORDER NO. GOLD N       | STOCK NO. 11428       |
|                  | VIN 017006V07U70 XC/V70-RWD-XCMTY/ SMI |              | DELIVERY DATE 05/06/01 | DELIVERY MILE         |
| SANTA MONICA, CA | VEHICLE ID                             |              | SELLING DEALER NO.     | PRODUCTION DATE       |
|                  | FILE NO.                               |              | NO. 03/03/04           |                       |
|                  | COMMENTS                               |              |                        | NO. 30067             |

LABOR & PARTS  
 JOB # 0400Z

TRANSMISSION: UNITS= 0.40 TECH(S)17004  
 CUSTOMER STATES TRANSMISSION BELS LIKE IT IS SLIPPING  
 AT SPEED  
 FOR WORKING TO MEET STANDARD AT THIS TIME  
 PLEASE CONTACT SERVICE CENTER FOR SOFTWARE UPGRADE  
 SRS20477036 TO ENHANCE PERFORMANCE OF TRANSMISSION

WARRANTY

| PARTS   | QTY | FP NUMBER  | DESCRIPTION         | UNIT PRICE | WARRANTY |
|---------|-----|------------|---------------------|------------|----------|
| JOB # 1 | 1   | 30677036-3 | 30677036- UPGRADE T |            | 0.00     |

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB 2-0900Z-2 COURTESY CAR WASH UNITS= TECH(S)17004

PERSONNEL TO BE ADVISED THAT CAR IS WASHED AT NO CHARGE.  
 CUSTOMER TO BE ADVISED THAT ANY CAR IS WASHED YOU MAY SEE  
 SCRATCHES THAT YOUR NOT ABLE TO SEE AT TIME OF WRITE UP.  
 VOLVO SANTA MONICA TAKE NO LIABILITY OVER THEM.

WARRANTY

| PARTS   | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-------------|------------|----------|
| JOB # 2 |     |           |             |            | 0.00     |

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

JOB 3 0900Z-000000000 COURTESY SHUTTLE UNITS= TECH(S)17004

COURTESY SHUTTLE RIDE

WARRANTY

| PARTS   | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-------------|------------|----------|
| JOB # 3 |     |           |             |            | 0.00     |

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

COMMENTS  
 DOOR DINGS LEFT AND RIGHT SIDE DOORS

TOTALS

0.00  
 0.00  
 0.00  
 0.00  
 0.00  
 0.00  
 0.00

TOTAL INVOICES \$ 0.00

**VOLVO OF SANTA MONICA**

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804

PHONE (310) 284-4943

anyauto.com

**VOLVO**

|                       |                                                         |              |                  |                           |                          |
|-----------------------|---------------------------------------------------------|--------------|------------------|---------------------------|--------------------------|
| CUSTOMER NO.<br>76499 | ADDRESS<br>TDNY MARINO #228                             | CITY<br>7143 | STATE<br>CA      | ZIP<br>90404              | INVOICE NO.<br>V01597830 |
|                       | LABOR RATE                                              | LENDER NO.   | MESSAGE<br>71016 | COLOR<br>ASH GOLD R18     | STOCK NO.<br>11620       |
|                       | YEAR MAKE / MODEL<br>01/VOLVO/V70 XC/V70-4WD-XCH/R18 5M |              |                  | DELIVERY DATE<br>06/01/01 | DELIVERY MILE<br>?       |
|                       | VEHICLE NO.                                             |              |                  | SALES CONTRACT NO.        | PRODUCTION DATE          |
| SANTA MONICA          | FISCAL NO.                                              |              |                  | FILE DATE<br>06/01/01     |                          |
| COMMENTS              |                                                         |              |                  |                           | ISS: 1018                |

**LABOR & PARTS**  
**J# 1 08V0Z** POWER TRANSMISSION UNITS: 3.50 TECH(S):7112 **WARRANTY**  
 CUSTOMER STATES FEELS LIKE IT IS SURGING  
 AND MAKES A VERY HIGH WHIRLING NOISE WHEN SHIFTING ALSO TRANSMISSION  
 SERVICE REQUIRED JARVINI HI /CHECK ENGINE IS ON  
 ECU 5300 TCM 0100 INTERNAL FAULT WITH TRANSMISSION VALVE  
 BODY  
 REPLACED TRANSMISSION VALVE BODY

| PARTS   | QTY | FP NUMBER  | DESCRIPTION         | UNIT PRICE                  | WARRANTY |
|---------|-----|------------|---------------------|-----------------------------|----------|
| JOB # 1 | 1   | 30713190-4 | 30/13190- CONTROL S |                             |          |
| JOB # 1 | 1   | 271170-4   | BASKET KIT          |                             |          |
| JOB # 1 | 5   | 1161540-8  | TRANSMISSION OI     |                             |          |
|         |     |            |                     | JOB # 1 TOTAL PARTS         | 0.00     |
|         |     |            |                     | JOB # 1 TOTAL LABOR & PARTS | 0.00     |

**J# 2 08V0Z-2** COURTESY CAR WASH UNITS: TECH(S):7112 **WARRANTY**  
 PERFORM COURTESY CAR WASH \$9.95 VALUE AT NO CHARGE.  
 CUSTOMER TO BE ADVISE THAT AFTER CAR IS WASHED YOU MAY SEE  
 SPOTS THAT YOUR NOT ABLE TO SEE AT TIME OF WRITE UP.  
 VOLVO SANTA MONICA TAKE NO LIABILITY OVER THEM.

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

**COMMENTS**  
 DOOR DINGS

**TOTALS**

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR             | 0.00        |
| TOTAL PARTS             | 0.00        |
| TOTAL SUBLET            | 0.00        |
| TOTAL O.D.G.            | 0.00        |
| TOTAL MISC CHG.         | 0.00        |
| TOTAL MISC DISC         | 0.00        |
| TOTAL TAX               | 0.00        |
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |

E.P.A. CALIFORNIA 12810

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804  
PHONE (310) 284-4843  
sgy@augs.com

|            |      |      |            |                 |
|------------|------|------|------------|-----------------|
| [REDACTED] | 7123 | 2538 | 02/12/04   | 00000000        |
| [REDACTED] |      |      | 338 GOLD B | 00000000        |
| [REDACTED] |      |      |            | DISCOUNT VALUE  |
| [REDACTED] |      |      |            | PRODUCTION DATE |

707  
1000  
TOTAL

*Handwritten signature*



VOLVO OF SANTA MONICA

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804

PHONE (310) 264-4843

877VLU0.COM

|              |                    |           |           |               |                |
|--------------|--------------------|-----------|-----------|---------------|----------------|
| VEHICLE MAKE | VEHICLE MODEL      | YEAR      | PLANT NO  | FINANCE OFFER | FINANCE MONTHS |
| LABOR RATE   | LICENSE NO         | SALES TAX | COLLECTOR | BOOK NO       | 11828          |
| VEHICLE VIN  | XC7970-700-XCHTRY7 | EMI       | DEALER    | 701           | REPAIR ORDER   |
| VEHICLE ID   |                    |           |           |               |                |
| PRE. NO      | NO. NO             |           |           |               |                |
| COMMENTS     |                    |           |           |               | NO. 27749      |

|                                                                             |       |           |             |            |                             |      |          |
|-----------------------------------------------------------------------------|-------|-----------|-------------|------------|-----------------------------|------|----------|
| JOB # 1                                                                     | 02002 | CLIENT    | UNITS       | 3.00       | TECH(S)                     | 7025 | WARRANTY |
| CUSTOMER COMPLAINT: AIR FILTERS ON<br>REPLACE ABS CONTROL UNIT AND FUEL CAP |       |           |             |            |                             |      |          |
| PARTS                                                                       | QTY   | FP NUMBER | DESCRIPTION | UNIT PRICE |                             |      | WARRANTY |
| JOB # 1                                                                     | 1     | 8619547-6 | RFI MODULE  |            | JOB # 1 TOTAL PARTS         |      | 0.00     |
| JOB # 1                                                                     | 1     | 8649840-9 | FILLER CAP  |            | JOB # 1 TOTAL LABOR & PARTS |      | 0.00     |

|                                                                        |       |               |                 |            |                     |                             |          |
|------------------------------------------------------------------------|-------|---------------|-----------------|------------|---------------------|-----------------------------|----------|
| JOB # 2                                                                | 08402 | BOAT AIR COND | UNITS           | 0.30       | TECH(S)             | 7025                        | 26.88    |
| CUSTOMER COMPLAINT: GAS DOOR HAS COME OFF<br>REINSTALL<br>REPLACE CLIP |       |               |                 |            |                     |                             |          |
| PARTS                                                                  | QTY   | FP NUMBER     | DESCRIPTION     | UNIT PRICE |                     |                             | WARRANTY |
| JOB # 2                                                                | 1     | 30649879-1    | 30649879- HINSE | 23.21      | JOB # 2 TOTAL PARTS |                             | 23.21    |
|                                                                        |       |               |                 |            |                     | JOB # 2 TOTAL LABOR & PARTS | 30.09    |

|                   |       |                  |             |            |         |                             |          |
|-------------------|-------|------------------|-------------|------------|---------|-----------------------------|----------|
| JOB # 3           | 08402 | COURTESY SHUTTLE | UNITS       |            | TECH(S) | 7025                        | INTERNAL |
| FREE SHUTTLE RIDE |       |                  |             |            |         |                             |          |
| PARTS             | QTY   | FP NUMBER        | DESCRIPTION | UNIT PRICE |         |                             | WARRANTY |
|                   |       |                  |             |            |         | JOB # 3 TOTAL PARTS         |          |
|                   |       |                  |             |            |         | JOB # 3 TOTAL LABOR & PARTS | 0.00     |

|               |  |  |  |  |  |                  |       |
|---------------|--|--|--|--|--|------------------|-------|
| <b>TOTALS</b> |  |  |  |  |  |                  |       |
|               |  |  |  |  |  | TOTAL LABOR....  | 26.88 |
|               |  |  |  |  |  | TOTAL PARTS....  | 23.21 |
|               |  |  |  |  |  | TOTAL SUBLET.... | 0.00  |
|               |  |  |  |  |  | TOTAL G.O.B....  | 0.00  |
|               |  |  |  |  |  | TOTAL MISC CHG.  | 0.00  |
|               |  |  |  |  |  | TOTAL MISC DISC  | 0.00  |
|               |  |  |  |  |  | TOTAL TAX.....   | 1.92  |
|               |  |  |  |  |  | TOTAL INVOICE \$ | 52.01 |

DEC 1 1998  
 [Signature]







|                     |             |             |                   |
|---------------------|-------------|-------------|-------------------|
| DATE                | TIME        | VEHICLE NO. | WARRANTY          |
| LABOR RATE          | LICENSE NO. | RELEASE     | OWNER             |
| YEAR / MAKE / MODEL |             |             | DECK/PHY OUP      |
| VEHICLE AT          |             |             | CALLING BLADES/NO |
| PRODUCTION DATE     |             |             |                   |

COMMENTS

**LABOR & PARTS**  
 JOB # 1 02707-01 CHECK ENGINE LITE ON UNITS: TECH(S):7183  
 CUSTOMER STATES EMISSION SERVICE REQUIRED LIGHT IS ON  
 CHECK EMISSIONS  
 FOUND ECM 4398 LOOSE GAS CAP CODE  
 RESET ADAPTIVE SYSTEM AT THIS TIME

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

**JOB # 2 03VDZ36904-2 WINDSH WIP BLD REPL2 UNITS: TECH(S):7183**  
 CUSTOMER REQUEST REPLACE FRONT WIPER BLADES  
 REPLACED WIPER BLADES

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

**JOB # 3 01VDZ PERFORM LUBE OIL AND FILTER CHANGE COUPON SPECIAL \$59.75+TAX**  
 FRAMES FRONT BOX REAR 90% REMAINING

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

**JOB # 4 08VDZ-2 COURTESY CAR WASH UNITS: TECH(S):7183**  
 COURTESY CAR WASH

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

**JOB # 5 08VDZ-000000000 COURTESY SHUTTLE UNITS: TECH(S):7183**  
 COURTESY SHUTTLE RIDE

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

**O.O.B. & SUPPLIES**  
 JOB # 9 7.0 OIL 2 2.990 /UNIT TOTAL - .000

| DISC    | CODE   | DESCRIPTION                       | CONTROL NO | TOTAL | DISC              |
|---------|--------|-----------------------------------|------------|-------|-------------------|
| JOB # 9 | UPFLAY | PAYMENT (VOLVO)-FILL IN \$        |            |       | -4.88             |
| JOB # 9 | VALET  | VALET DISCOUNT (VOLVO) FILL IN \$ |            |       | -9.58             |
| JOB # 9 | MD     | WASTE DISPOSAL FEE                |            |       | -2.50             |
|         |        |                                   |            |       | <b>TOTAL DISC</b> |

COMMENTS  
 FAINT SCRATCHES DINGS PANELS

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

**HOUSE OF SANTA MONICA**  
**VOLVO**

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804  
PHONE (310) 264-4843  
anyauto.com

|                       |                                                   |                  |                               |                         |
|-----------------------|---------------------------------------------------|------------------|-------------------------------|-------------------------|
| CUSTOMER NO.<br>24197 | ADDRESS<br>11111 SANTA MONICA BLVD<br>LAUREL PARK | UNIT NO.         | REGISTRATION NO.<br>CL 404/03 | INVOICE NO.<br>10021014 |
|                       | LICENSE NO.                                       | MESSAGE          |                               | STOCK NO.<br>1-130      |
|                       | YEAR / MAKE / MODEL<br>01 VOLVO S40               |                  | DELIVERY MILE<br>01/08/01     |                         |
|                       | PT# NO.                                           | REGISTRATION NO. | REGISTRATION DATE             |                         |
|                       | COMMENTS                                          |                  | REG DATE<br>01/08/03          |                         |

TOTALS

|                 |        |
|-----------------|--------|
| TOTAL LABOR     | 27     |
| TOTAL PARTS     | 48     |
| TOTAL BURET     |        |
| TOTAL S.D.S.    |        |
| TOTAL MISC CHG. |        |
| TOTAL MISC DISC | -19.34 |
| TOTAL TAX       | 4.94   |
| TOTAL FINANCE   | 2-13   |

*[Handwritten signature]*

**SALES**  
**10/08/03**



|                       |                                        |                  |                          |                          |
|-----------------------|----------------------------------------|------------------|--------------------------|--------------------------|
| CUSTOMER NO.<br>76499 | ADVISOR<br>TUNY MANINI 8278 7114       | INC. NO.<br>1409 | BOOKING DATE<br>05/05/03 | INVOICE NO.<br>VOC576830 |
|                       | LABOR RATE                             | LICENSE NO.      | 22076                    | STOCK NO. 11628          |
|                       | VIN/VOLVO 989V70 XC/V70-4WD-XENTRY/ SW |                  | DELIVERY DATE 05/05/03   | DELIVERY MILES           |
| SANTA MONICA, CA      | RT. & NO.                              | AL. 05/30/03     | PRODUCTION DATE          |                          |
|                       | COMMENTS                               |                  |                          | NO: 22097                |

**JOB # 1 0240Z-00000 CHECK COOLANT LEAK UNITS: 0.30 TECH(S):7157 WARRANTY**  
 CUSTOMER STATES COOLANT WARNING LIGHT IS ON  
 RESERVOIR IS LOW INSPECT FOR LEAKS  
 FOUND RESERVOIR LEAKING COOLANT  
 REPLACED COOLANT RESERVOIR

| PARTS                       | QTY | FP NUMBER | DESCRIPTION       | UNIT PRICE |
|-----------------------------|-----|-----------|-------------------|------------|
| JOB # 1                     | 1   | 868343-8  | COOLANT RESERVOIR |            |
| JOB # 1                     | 1   | 949469-7  | ANTI-SEIZE        |            |
| JOB # 1 TOTAL PARTS         |     |           |                   |            |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                   | 0.00       |

**JOB # 2 08UDZ03250-2 TAILGATE/TRUNK LID AD UNITS: 1.40 TECH(S):7157 WARRANTY**  
 CUSTOMER STATES TAILGATE WARNING LIGHT STAYS ON AT TIRES  
 ALSO REAR CARGO INTERIOR LIGHT STAYS ON WHEN THIS HAPPENS  
 INTERNAL FAULT WITH REAR TAILGATE WIRING HARNESS  
 REPLACED REAR TAILGATE WIRING HARNESS

| PARTS                               | QTY | FP NUMBER | DESCRIPTION     | UNIT PRICE |
|-------------------------------------|-----|-----------|-----------------|------------|
| JOB # 2                             | 0   | 8653729-8 | ELECTRONICS BOX |            |
| PART ON SPECIAL ORDER               |     |           |                 |            |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                 |            |
| JOB # 2                             | 1   | 8645510-5 | WIRING HARNESS  |            |
| JOB # 2                             | 4   | 948211-8  | CABLE TIE       |            |
| JOB # 2                             | 1   | 967545-3  | FUSE            |            |
| JOB # 2                             | 1   | 9494723-1 | REM-RELOAD      |            |
| JOB # 2 TOTAL PARTS                 |     |           |                 | 0.00       |
| JOB # 2 TOTAL LABOR & PARTS         |     |           |                 | 0.00       |

**JOB # 3 0140Z LUBE/OIL/FILTER UNITS: 0.30 TECH(S):7157**  
 PERFORM LUBE OIL AND FILTER CHANGE (PARTIAL) 1/2 QUANT. \$39.95+TAX.  
 CHECK ALL FLUIDS BRAKES AND SET TIGHTENING  
 BRAKES FRONT AND REAR 100% AFTER REPLACEMENT

| PARTS                       | QTY | FP NUMBER | DESCRIPTION   | UNIT PRICE |
|-----------------------------|-----|-----------|---------------|------------|
| JOB # 3                     | 1   | 1275010-8 | FILTER INERT. | 9.98       |
| JOB # 3                     | 1   | 977751-7  | SNAP          | 1.13       |
| JOB # 3 TOTAL PARTS         |     |           |               | 11.11      |
| JOB # 3 TOTAL LABOR & PARTS |     |           |               | 38.11      |

**JOB # 4 0810Z-2 COURTESY CAR WASH UNITS: TECH(S):7157**  
 COURTESY CAR WASH

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

**JOB # 5 08VOZ-000000000 COURTESY SHUTTLE UNITS: TECH(S):7157**  
 COURTESY SHUTTLE RIDE TO WORK

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

BLVD # ADDRESS

PROGRAM

**VOLVO OF SANTA MONICA**

1301 SANTA MONICA BLVD. - SANTA MONICA, GA 30404-2804  
 PHONE (310) 264-4943  
 anyauto.com



|                   |                                          |                             |                               |                         |                       |
|-------------------|------------------------------------------|-----------------------------|-------------------------------|-------------------------|-----------------------|
| VEHICLE NO. 78499 | VEHICLE MAKE/TYRE MARINO #228            | VEHICLE YEAR 7143           | VEHICLE MAKE NO. 1409         | VEHICLE MODEL 64903/03  | INVOICE NO. VOL576830 |
|                   | VEHICLE LICENSE NO.                      | VEHICLE LICENSE NO. 7676    | VEHICLE MAKE/TYPE CASH GOLD M | VEHICLE STOCK NO. 11628 |                       |
|                   | VEHICLE VIN/VOLV070 XC/V70-AND-XCTRY/ SN | VEHICLE COLOR/DATE 08/08/01 | VEHICLE DELIVERY MILES        |                         |                       |
| SANTA MONICA, CA  | VEHICLE REG. NO. 80                      | VEHICLE SELLING DEALER NO.  | VEHICLE PRODUCTION DATE       |                         |                       |
|                   | VEHICLE P.T.E. NO.                       | VEHICLE P.O. NO.            | VEHICLE SALE DATE 05/30/03    |                         |                       |
| COMMENTS          |                                          |                             |                               |                         | NO: 22097             |

**LABOR & PARTS**  
 JOB # 6: 2100Z-00000 TURBO RETURN SEAL UNITS: 0.70 TECH(S) 6157  
 DURING SERVICE FOUND TURBO CHARGER OIL RETURN LINE LEAKING  
 OIL  
 REPLACED TURBO OIL RETURN LINE BRINGS AND SEAL

WARRANTY

| PARTS   | QTY | PP-NUMBER  | DESCRIPTION         | UNIT PRICE                  |      |
|---------|-----|------------|---------------------|-----------------------------|------|
| JOB # 6 | 1   | 30637844-2 | 30637844- SEALING R |                             |      |
| JOB # 6 | 1   | 2514544-5  | BRACKET             |                             |      |
| JOB # 6 | 1   | NPA        | EXPENSABLE          |                             |      |
|         |     |            |                     | JOB # 6 TOTAL PARTS         | 0.00 |
|         |     |            |                     | JOB # 6 TOTAL LABOR & PARTS | 0.00 |

WARRANTY  
 WARRANTY  
 WARRANTY

JOB # 7: 0500Z-FBPVC700 FRONT PADS REPL UNITS: 0.70 TECH(S) 7157  
 DURING SERVICE FOUND FRONT BRAKE PADS WORN  
 REPLACED FRONT BRAKE PADS COUPON SPECIAL \$119.95+TAX

63.00

| PARTS   | QTY | PP-NUMBER | DESCRIPTION   | UNIT PRICE                  |        |
|---------|-----|-----------|---------------|-----------------------------|--------|
| JOB # 7 | 1   | 8634921-4 | BRAKE PAD KIT | 71.12                       | 71.12  |
|         |     |           |               | JOB # 7 TOTAL PARTS         | 71.12  |
|         |     |           |               | JOB # 7 TOTAL LABOR & PARTS | 134.12 |

71.12  
 71.12  
 134.12

JOB # 8: 0500Z-RBPVC700 REAR PAD COUPON REPL UNITS: 0.70 TECH(S) 7157  
 DURING SERVICE FOUND REAR BRAKE PADS WORN  
 REPLACED REAR BRAKE PADS COUPON SPECIAL \$119.95+TAX

63.00

| PARTS   | QTY | PP-NUMBER | DESCRIPTION   | UNIT PRICE                  |        |
|---------|-----|-----------|---------------|-----------------------------|--------|
| JOB # 8 | 1   | 8634925-4 | BRAKE PAD KIT | 59.75                       | 59.75  |
|         |     |           |               | JOB # 8 TOTAL PARTS         | 59.75  |
|         |     |           |               | JOB # 8 TOTAL LABOR & PARTS | 122.75 |

59.75  
 59.75  
 122.75

**G.O.D. & SUPPLIES**  
 JOB # 3: 6.5 OIL 2.750 /UNIT TOTAL - GOD 17.88

17.88  
 17.88

| MISC    | CODE   | DESCRIPTION                       | CONTROL NO |              |        |
|---------|--------|-----------------------------------|------------|--------------|--------|
| JOB # 3 | VPFLAT | PARTS DISCOUNT (VOLVO)-FILL IN \$ |            | -8.02        |        |
| JOB # 3 | VLFLAT | LABOR DISCOUNT (VOLVO) FILL IN \$ |            | -8.02        |        |
| JOB # 3 | NO     | WASTE DISPOSAL FEE                |            | 2.50         |        |
| JOB # 7 | VPFLAT | PARTS DISCOUNT (VOLVO)-FILL IN \$ |            | -7.08        |        |
| JOB # 7 | VLFLAT | LABOR DISCOUNT (VOLVO) FILL IN \$ |            | -7.08        |        |
| JOB # 8 | VLFLAT | LABOR DISCOUNT (VOLVO) FILL IN \$ |            | -2.80        |        |
|         |        |                                   |            | TOTAL - MISC | -30.50 |

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$39.95 (+TAX)  
 APPROVED REVISED ESTIMATE (#.1) OF \$285.00 (+TAX) ON 05/05/03 AT 08:37am  
 BY CHARLES GUMDNER COMMENTS

E.P.A. CALIFORNIA 2001 B.A.R. # A33334

**VOUCHER OF SANTA MONICA**

1301 SANTA MONICA BLVD. - SANTA MONICA, CA 90404-2804  
 PHONE (310) 264-4948  
 myvolvo.com

**VOEVO**

|                  |           |                    |           |          |               |          |                 |          |
|------------------|-----------|--------------------|-----------|----------|---------------|----------|-----------------|----------|
| CYBERNO          | VEHICLE # | 7143               | PLATE NO. | 1409     | INVOICE DATE  | 05/05/03 | INVOICE NO.     | RES76830 |
|                  | VEHICLE   | 2006               | MODEL     | GOLD PI  | STOCK NO.     | 1624     |                 |          |
|                  | VEHICLE   | XC/V70-AUB-XENTRY/ | SN#       | 06788/01 | DELIVERY DATE | 7        |                 |          |
| SANTA MONICA, CA | VEHICLE   |                    | VEHICLE   |          | DEALER NO.    |          | PRODUCTION DATE |          |
|                  | VEHICLE   |                    |           |          | DATE          | 05/30/03 |                 |          |
|                  | VEHICLE   |                    |           |          |               |          | NO: 0207        |          |

TOTALS:

|                         |               |
|-------------------------|---------------|
| TOTAL LABOR.....        | 153.00        |
| TOTAL PARTS... ..       | 141.79        |
| TOTAL SUBLET....        | 0.00          |
| TOTAL S.O.G.....        | 17.88         |
| TOTAL MISC CHG..        | 2.50          |
| TOTAL MISC DISC         | -37.00        |
| TOTAL TAX.....          | 11.95         |
| <b>TOTAL INVOICE \$</b> | <b>294.31</b> |

*Handwritten:*  
 PAID  
 5/5/03  
 AMO

EPA, CALIF. AIR RESOURCES

**VOLUME OF SANTA MONICA**

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804  
 PHONE (310) 284-4843  
 aryaauto.com

|                     |                                      |                   |                     |                          |                         |
|---------------------|--------------------------------------|-------------------|---------------------|--------------------------|-------------------------|
| CLIENT NO.<br>78377 | VEHICLE NO.<br>ND 1228               | PLATE NO.<br>7143 | VEHICLE NO.<br>1452 | BOOKING DATE<br>05/07/03 | BOOKING NO.<br>VC577198 |
|                     | VEHICLE MAKE<br>70 XC/170-ABS-ENTRY/ |                   |                     | BOOKING NO.<br>11628     |                         |
|                     |                                      |                   |                     | DELIVERY DATE            |                         |
|                     |                                      |                   |                     | PRODUCTION DATE          |                         |
| SANTA MONICA, CA    |                                      |                   |                     | 05/07/03                 |                         |

COMMENTS: NO: 22144

LABOR & PARTS  
 JOB # 1 03V02  
 BRAKE DIAGNOS. UNITS: 1.20 TECH(S): 7163  
 CUSTOMER STATES BRAKE WARNING LIGHT COMES ON WHILE DRIVING  
 FOUND ECM 510F INTERNAL FAULT WITH ABS CONTROL UNIT  
 REPLACED ABS CONTROL UNIT  
 WARRANTY

| PARTS                       | QTY | FP NUMBER | DESCRIPTION    | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|----------------|------------|----------|
| JOB # 1                     |     | 8417347   | CONTROL MODULE |            | 0.00     |
| JOB # 1 TOTAL PARTS         |     |           |                |            | 0.00     |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                |            | 0.00     |

JOB # 2 06V02-2  
 COURTESY CAR WASH UNITS: TECH(S): 7183  
 COURTESY CAR WASH  
 WARRANTY

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

JOB # 3 06V02-00000000  
 COURTESY SHUTTLE UNITS: TECH(S): 7183  
 COURTESY SHUTTLE RIDE  
 WARRANTY

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

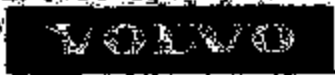
|               |  |  |  |                  |      |
|---------------|--|--|--|------------------|------|
| <b>TOTALS</b> |  |  |  | TOTAL LABOR      | 0.00 |
|               |  |  |  | TOTAL PARTS      | 0.00 |
|               |  |  |  | TOTAL SUBLET     | 0.00 |
|               |  |  |  | TOTAL G.S.S.     | 0.00 |
|               |  |  |  | TOTAL MISC CHG.  | 0.00 |
|               |  |  |  | TOTAL MISC DISC. | 0.00 |
|               |  |  |  | TOTAL TAX        | 0.00 |
|               |  |  |  | TOTAL SERVICE \$ | 0.00 |

E.P.A. COMPLIANCE



**VOLVO OF SANTA MONICA**

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



|                      |                          |                                     |                |                           |                     |
|----------------------|--------------------------|-------------------------------------|----------------|---------------------------|---------------------|
| DATE TIME<br>7/24/97 | NAME<br>TONY MARINO #226 | 7143                                | NUM TR<br>#042 | DATE<br>01/08/03          | REVISE<br>VICS70450 |
|                      | LABOR RATE               | 19197                               |                | WORKER<br>NSH GILB M      | GEORGE #11<br>11628 |
|                      | VEHICLE MAKE/MODEL       | 01/00LV07V70 XC/V70-AMD-KCHTRY/ SMC |                | DELIVERY DATE<br>08/08/01 |                     |
|                      | VEHICLE #                | 10 258 BX 1 1                       |                |                           |                     |
| SANTA MONICA, CA     |                          |                                     |                | DATE<br>01/08/03          |                     |
|                      | COMMENTS                 |                                     |                |                           |                     |

NO# 19199

**JOB # 1 PARTS**

J# 1 01V0Z-17407-2 20,000 MILE SERVICE UNITS# 1.30 TECH(S):7003  
 PERFORM 22,500 MILE SERVICE ROTATE TIRES COUPON SPECIAL  
 RESET SERVICE LIGHT \$149.95+TAX  
 PERFORMED SERVICE AS PER VOLVO FACTORY SCHEDULE  
 BRAKES FRONT 60% REAR 50% REMAINING

| PARTS   | QTY | FP NUMBER | DESCRIPTION     | UNIT PRICE                  |        |
|---------|-----|-----------|-----------------|-----------------------------|--------|
| JOB # 1 | 1   | 177510-6  | PLATES INSERT   | 9.98                        | 9.98   |
| JOB # 1 | 1   | 177511-7  | SHIM            | 1.13                        | 1.13   |
| JOB # 1 | 1   | NOC1      | WASHER SOLVENT  | 3.80                        | 3.80   |
| JOB # 1 | 1   | NOC2      | FUEL INJECT CLN | 5.00                        | 5.00   |
|         |     |           |                 | JOB # 1 TOTAL PARTS         | 19.91  |
|         |     |           |                 | JOB # 1 TOTAL LABOR & PARTS | 136.91 |

**J# 2 08V0Z-00000000 COURTESY SHUTTLE UNITS# TECH(S):7003**

COURTESY SHUTTLE RIDE TO WORK

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

**J# 3 08V0Z-2 COURTESY CAR WASH UNITS# TECH(S):7003**

COURTESY CAR WASH

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

**G.D.G. & SUPPLIES**

JOB # 1 7.3 OIL 2,000 /UNIT

| MISC    | CODE   | DESCRIPTION                      | CONTROL NO |              |       |
|---------|--------|----------------------------------|------------|--------------|-------|
| JOB # 1 | UPFLAT | PARTS DISCOUNT (VOLVO) FILL IN 8 |            | -2.44        |       |
| JOB # 1 | ULFLAT | LABOR DISCOUNT (VOLVO) FILL IN 8 |            | -2.45        |       |
| JOB # 1 | WD     | WASTE DISPOSAL                   |            | 2.50         |       |
|         |        |                                  |            | TOTAL - MISC | -2.39 |

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$149.95 (+TAX)  
 APPROVED REVISED ESTIMATE (0 1) OF \$152.30 (+TAX) ON 01/08/03 AT 01:23pm  
 BY CHARLES BURNIER COMMENTS

L.P.A. CALIFORNIA 2001



**VOLVO OF SANTA MONICA**

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



**VOLVO**

|      |                                 |          |               |                   |                      |
|------|---------------------------------|----------|---------------|-------------------|----------------------|
| 7819 | STORY MARINO #228               | 7143     | INV NO 4842   | DATE 01/08/03     | INVOICE NO VDCS70450 |
|      | LABOR RATE                      | LABOR NO | 19197         | CLASS             | NSH GOLD M           |
|      | VOLVO V70 XC/V70-AMB-XENTRY/ SH |          |               | DELIVERY DATE     | 08/08/01             |
|      | SANTA MONICA, CA                |          |               | CALLING DEALER NO | PRODUCTION DATE      |
|      | STL NO                          | PG NO    | R.D. 01/08/03 |                   |                      |
|      | COMMENTS                        |          |               |                   | NO: 19199            |

DETAILS

|                         |               |
|-------------------------|---------------|
| TOTAL LABOR....         | 117.0         |
| TOTAL PARTS....         | 19.7          |
| TOTAL BUBLET...         | 0.0           |
| TOTAL S.D.O....         | 17.9          |
| TOTAL MISC CHG.         | 2.96          |
| TOTAL MISC DISC         | -4.89         |
| TOTAL TAX.....          | 2.93          |
| <b>TOTAL INVOICE \$</b> | <b>155.38</b> |

ERA: CAL0012215  
S.A.R.F. 000000



VOYVO OF SANTA MONICA

1301 SANTA MONICA BLVD - SANTA MONICA, CA 90404-2804

PHONE (310) 264-4943

anyvvo.com



|           |            |            |           |            |            |
|-----------|------------|------------|-----------|------------|------------|
| ORDER NO. | ORDER DATE | ORDER TIME | ORDER NO. | ORDER DATE | ORDER TIME |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |
| SALES REP | SALES REP  | SALES REP  | SALES REP | SALES REP  | SALES REP  |

**JOB # 1** 09V0236324-2 CENTRAL LOCK PROBLEM  
 CUSTOMER STATES DOOR LOCKS DO NOT OPEN BY THEMSELVES  
 NOTICE DRIVING AND OPEN CAR IS LOCKED AND LOCKS  
 FOUND CAR 404 696; A002 4001 INTERNAL FUSES WITH  
 BOND RES AND 2 RELAYS REPLACE  
 REPLACED RELAY CONTROL MODULE AND 2 RELAYS REPLACE

PARTS QTY PP NUMBER DESCRIPTION UNIT PRICE  
 JOB # 1 1 7841265-2 RELAY CONTROL MODULE 100.00  
 JOB # 1 1 8833224-2 RELAY CONTROL MODULE 100.00  
 JOB # 1 1 8833224-2 RELAY CONTROL MODULE 100.00

JOB # 1 TOTAL PARTS 300.00  
 JOB # 1 TOTAL LABOR 200.00

**JOB # 2** 09V0236324-2 FINISH WIP BLD REPLC BLADES TELN: 8277004  
 CUSTOMER REQUESTS REPLACE FRONT WIPER BLADES  
 REPLACE WIPER BLADES

PARTS QTY PP NUMBER DESCRIPTION UNIT PRICE  
 JOB # 2 2 717694-1 WIPER BLADE 10.00  
 JOB # 2 2 717694-1 WIPER BLADE 10.00

JOB # 2 TOTAL PARTS 20.00  
 JOB # 2 TOTAL LABOR 20.00

**JOB # 3** 09V0236324-2 TANKS WIPER REPAIR TELN: 8277004  
 CUSTOMER STATES TAILGATE IS HARD TO OPEN AND  
 MOTOR IS NOT WORKING STANDARD

PARTS QTY PP NUMBER DESCRIPTION UNIT PRICE  
 JOB # 3 1 1000000-1 TAILGATE MOTOR 100.00

JOB # 3 TOTAL PARTS 100.00  
 JOB # 3 TOTAL LABOR 100.00

BY CHARLES GARDNER COMMENTS

TOTALS

OCT 03 2002

AMEX

TOTAL PARTS 320.00  
 TOTAL LABOR 320.00  
 TOTAL 640.00

PAGE 1 OF 1

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.





**VOLVO OF SANTA MONICA**

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



|              |                 |      |       |     |                    |              |                 |      |
|--------------|-----------------|------|-------|-----|--------------------|--------------|-----------------|------|
| CUSTOMER NO. | ADDRESS         | CITY | STATE | ZIP | NET NO.            | INVOICE DATE | INVOICE NO.     |      |
|              | LABOR RATE      |      |       |     | NET NO.            | DATE         | STOCK NO.       |      |
|              | YEAR/MAKE/MODEL |      |       |     | DELIVERY DATE      |              | DELIVERY MILES  |      |
|              | MODEL CL.       |      |       |     | SELLING DEALER NO. |              | PRODUCTION DATE |      |
|              | REG. NO.        |      |       |     | NET NO.            |              |                 |      |
| COMMENTS     |                 |      |       |     |                    |              | DATE            | TIME |

ORDER # 40901  
 UNIT PRICE: 29.75  
 REPAIR: REPLACE INTERIOR ROBIN COLLER FILTER  
 REPLACED COLLER FILTER

| PARTS   | QTY | NO. | NUMBER    | DESCRIPTION     | UNIT PRICE                  | TOTAL |
|---------|-----|-----|-----------|-----------------|-----------------------------|-------|
| JOB # 4 | 1   |     | 7204626-7 | PARTICULATE FIL | 29.75                       | 29.75 |
|         |     |     |           |                 | JOB # 4 TOTAL PARTS         | 29.75 |
|         |     |     |           |                 | JOB # 4 TOTAL LABOR & PARTS | 54.20 |

IN 510000751121-3  
 UNIT PRICE: 59.28  
 SERVICE FOUND FRONT BRAKE PADS WORN  
 REPAIR: REPLACE FRONT BRAKE PADS

| PARTS   | QTY | NO. | NUMBER    | DESCRIPTION     | UNIT PRICE                  | TOTAL  |
|---------|-----|-----|-----------|-----------------|-----------------------------|--------|
| JOB # 5 | 1   |     | FR634521  | FR. BRAKE PADS  | 62.51                       | 62.51  |
| JOB # 5 | 1   |     | 2604921-4 | BRAKE PAD KIT   | 5.25                        | 5.25   |
| JOB # 5 | 1   |     | 1601325A  | SILICONE GREASE | 1.52                        | 1.52   |
|         |     |     |           |                 | JOB # 5 TOTAL PARTS         | 69.28  |
|         |     |     |           |                 | JOB # 5 TOTAL LABOR & PARTS | 124.84 |

TOTAL LABOR: 124.84  
 TOTAL PARTS: 69.28  
 TOTAL TAX: 17.93  
 TOTAL INVOICE: 17.93



|               |        |
|---------------|--------|
| TOTAL LABOR   | 124.84 |
| TOTAL PARTS   | 69.28  |
| TOTAL TAX     | 17.93  |
| TOTAL INVOICE | 212.05 |

*(Handwritten signature)*  
 408

VOLVO OF SANTA MONICA

1301 SANTA MONICA BLVD. - SANTA MONICA, CA 90404-2804  
PHONE (310) 264-4900  
myvauto.com



|      |                |                       |         |      |        |            |
|------|----------------|-----------------------|---------|------|--------|------------|
| 7899 | VEHICLE FACTOR | 7928                  | INT NO. | 4567 | DATE   | 11/21/01   |
|      | LICENSE        | LICENSING             |         |      | REG    | ASH GOLD M |
|      | VIN            | V70 XC/V70-AND-XCNEY/ | SN      |      | DATE   | 08/08/01   |
|      |                |                       |         |      | DEALER |            |
|      |                |                       |         |      | DATE   | 11/21/01   |

SANTA MONICA, CA

LABOR & PARTS  
ON 03V07

ELECTRICAL  
UNITS: 0150 TECH(8)7884  
CUSTOMER STATES 1 REMOTE IS IMPERATIVE  
FOUND REMOTE FAULTY  
REPLACED BOTH REMOTES AND PROGRAMMED.

| PARTS | QTY | FP-NUMBER | DESCRIPTION     | UNIT PRICE                  | WARRANTY |
|-------|-----|-----------|-----------------|-----------------------------|----------|
| JOB # |     | 9452456-0 | REMOTE CONTROL  |                             | WARRANTY |
| JOB # | 1   | 0633526-2 | REMOTE KEY APPL |                             | WARRANTY |
|       |     |           |                 | JOB # 1 TOTAL PARTS         | 0.00     |
|       |     |           |                 | JOB # 1 TOTAL LABOR & PARTS | 0.00     |

|        |                     |      |
|--------|---------------------|------|
| TOTALS | TOTAL LABOR....     | 0.00 |
|        | TOTAL PARTS....     | 0.00 |
|        | TOTAL SUBLET....    | 0.00 |
|        | TOTAL S.O.G....     | 0.00 |
|        | TOTAL MISC CHG....  | 0.00 |
|        | TOTAL MISC DISC.... | 0.00 |
|        | TOTAL TAX.....      | 0.00 |
|        | TOTAL INVOICE \$    | 0.00 |

CUSTOMER SIGNATURE



EPA COMPLIANCE  
SALES & SERVICE