

June 10, 2009

San Jose, CA

RECEIVED
JUN 25 2009

CUSTOMER RELATIONS

Smythe Volvo
15553 Los Gatos Blvd.
Los Gatos, CA 95032

Subject: Problems with 2000 Volvo S70 #4MBD025

Dear Manager:

We are bringing the subject car in for regular servicing and have the following problems to report:

Irregular acceleration. This is a defect in the car that we noticed continuously since the car was brand new. We have reported this defect at every service interval, and we also brought it in on one occasion when the problem was so bad that the car almost died on a dangerous onramp in San Francisco. The general problem is that the acceleration temporarily pauses and the car feels like it is shuttering or locked-up temporarily, before it continues accelerating. This is often noticeable during acceleration from a stop, especially during hard acceleration. It is worst during unusual driving situations, such as driving into a dip in the road, where you let up on the accelerator briefly before accelerating, then the car shudders momentarily. My understanding is that Smythe Volvo has repeatedly attempted to repair this defect by adjusting the computer codes and checking the wiring connections, but these actions have failed to fix the defect. Sometimes, there is a big improvement right after we take it in, but the problem gradually gets worse over time. My understanding is that the problem could be caused by a defective "throttle module" or a defective "main computer," however, neither of these has been replaced. Therefore, I request that the throttle module and/or computer be replaced in order to permanently fix this defect. If the defect cannot be permanently fixed, I would like to get a new car.

Clicking sound near brake pedal. Frequently during braking, there is a "click-click-click" sound from below the area of the brake pedal. It sounds like a small hydraulic piston actuating. The car stops okay, but I am reporting it because it happens at irregular times and may not be "normal."

Vibration and rattle during idling. When the car is stopped at a light with the engine running, the car is starting to vibrate enough that plastic parts inside the car are starting to vibrate and make rattling noises. When this happened to our other Volvo, the cause was the hydraulic motor mounts. Could you please check the motor mounts for possible reduced effectiveness.

Sincerely,

cc: Volvo of America

Charlotte, NC
February 2, 2003

RECEIVED

123 RELATIONS

Mr. Gary McHugh
Volvo of Charlotte
7040 East Independence Blvd.
Charlotte, NC 28277

Dear Mr. McHugh:

I am writing to you to express my sincere disappointment with the experience I have had with the purchase of my "certified" 1999 V70. My wife and I purchased our car February 22, 2002 with the expectation that it would provide greater reliability than the Dodge Caravan we traded in.

Unfortunately I didn't use my better judgement and have the car inspected prior to making the purchase, so I recognize that I bear some responsibility. Secondly, though I suppose I should have requested it, I was never provided with the service history of the car or provided any detailed explanation of what is involved with the certification process for Volvo pre-owned cars, again my mistake. (I have since received the service history, but still do not know what was done to make the car qualify for "certified" status, nor do I know what service was actually performed.)

However, since the car was listed as "certified" and thus came with an extended warranty, I felt some level of comfort in purchasing a used car. Subsequently, my experience has shown that perhaps the "certified" status was of little value. In the past 11 months our car has been in for service for the following:

- Faulty switch pack on the passenger side window
- Faulty left rear door lock motor
- Ripped driver's seat surface (unnoticed prior to delivery and still unrepaired due to expense)
- Defective Antenna Ring
- Torn Right Front Outer CV boot
- Worn Front Rotors
- Faulty Throttle module

Now I will grant you that perhaps through the course of normal usage, the front rotors could need replacement at this point, however the rest of the items seem to have failed prematurely.

Another issue of concern to me is the experience I had when having the 60,000 mile service performed. Upon calling to inquire about the service cost, I was told it would be approximately \$550. This seemed rather steep to me considering that there were no major items in need of replacing. Nonetheless I decided to go ahead and bring it in for the service, in the hopes that perhaps it would cost less than the estimated amount.

Well you can imagine my surprise to discover the final cost amounted to \$638.67. This was due in part to the aforementioned torn CV boot and my failure to redeem the 15% discount coupon I received in the mail.. Looking more closely at the invoice revealed that most of the work involved inspections but few replacements. I was however surprised to see that the bulbs in the front headlights were replaced. I had asked that the alignment be checked and corrected if necessary, but otherwise felt that the lights were fine. Both bulbs were functioning when I dropped the car off, so I am still puzzled by the replacement. Hence my dissatisfaction here is the rather high amount charged for labor especially since the hours are not detailed. Another source of dissatisfaction on that particular visit involved the 2 loaner cars provided. The first loaner would not start because it was completely out of gas. The second car was only marginally better in that it started, but I still had to put a couple of gallons of gas in the tank, at my expense, just to be sure I could get to work.

My feelings toward this car are that I am being "nickel and dimed" beyond belief, if only it were about nickels and dimes. After spending in excess of \$1,400 in less than a year, thankfully the extended warranty has covered the rest, I hold a rather low degree of satisfaction with this purchase. I own a 9 year old Mazda which has not required this much expense in routine maintenance in the past 3 years. Also, since I live and work in Southwest Charlotte, taking the car in for service is not the most convenient, considering the frequency with which it has been needed. My intention at this point will be to take the car to another service provider once the extended warranty expires.

In closing, I'm generally a patient individual, but this last service call, and subsequent expense, has moved me to express my disappointment. Based on this experience, I seriously doubt I will look toward the Volvo product line when buying another car. It truly pains me to have to say that as prior to owning a Volvo, my impression was that they were highly reliable and dependable cars. Certainly the safety features of the cars are appealing to me as a father of a young child, but at this rate, I simply can't afford to own such a low performing vehicle. As stated earlier I recognize I bear responsibility for not doing more research prior to purchasing this car, but I put my trust and faith into your dealership and Volvo's reputation that things would be okay. Regrettably, I have now learned an expensive lesson.

Your time and consideration of my concerns is greatly appreciated. Should you wish to discuss this further, you may reach me at [REDACTED] or via email at [REDACTED]

Sincerely,

[REDACTED]

CC: Greg Simons, Volvo of Charlotte
Jan Smalley, Volvo of Charlotte
Monty Hileman, Volvo of Charlotte
Customer Relations, Volvo Cars of North America, Inc.



BMS

Benefit Management Services

RECEIVED
APR 19 2002

CUSTOMER RELATIONS

April 16, 2002

Ms. Dorothea Jackson
Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ 07647

Re: 2000 Volvo S80T6 vin: YV1TS90D3Y1 [REDACTED]

Dear Ms. Jackson:

I am writing to both of you to express our dissatisfaction with the above referenced automobile and also with the service which has been provided by the Volvo-Saab of Charlotte. We are requesting that the lease be terminated immediately with no disposition penalties or fees imposed.

We have purchased or leased many luxury automobiles over the last 10 years. This particular Volvo is by far the worst in terms of both minor equipment failures and major component failures. Please review the service history for this vehicle, all of which was performed by the above dealership.

In addition, several items were identified prior to the warranty expiration but no repairs were made. Most notably these included:

1. a transmission problem (would not release from Park); and
2. What I believed to be either an ECU problem or a problem with one of the turbochargers which would cause the car to accelerate very unevenly under WOT (wide open throttle.) The car feels as if the spark is being retarded or the boost reduced. The symptom occurs regardless of the gasoline make and we have always used premium fuel as instructed.

Only upon one of the first trips AFTER the warranty expired was the service department able to diagnose either of these issues. Furthermore, during the most recent service visit, we were given conflicting service advice with regard to the replacement of a piston cooling valve.

All of the above has contributed to a very high dissatisfaction with this dealership in particular and Volvo in general. This is our second Volvo, and depending upon how you respond to our request, may well be our last! Please respond in writing within 10 days to the address below and to email at cbrown@bmstpa.com.

Sincerely,



Excellence Personified

P.O. Box 1178 • Matthews, North Carolina, 28106 • 800-228-1803 • Fax 704-845-5629 • info@bmstpa.com
2425 CrownPoint Executive Drive • Charlotte, North Carolina 28227 • www.bmstpa.com

HYDE

Education Character Family

HYDE SCHOOL AT WOODSTOCK

[REDACTED]
Thompson, CT
[REDACTED]

VIP Administrative Offices
5230 Las Virgenes Rd.
Suite 100
Calabasas, CA 91302-3447

RECEIVED
SEP 4 2002

CUSTOMER RELATIONS

To: Ann Campbell

In reference to your letter of denial dated 7/15/02 you state, "It appears that coverage is not applicable." I take exception to that in that I feel coverage is applicable. You say the Electric Throttle is not listed as a "Covered Part." I say it is not listed as a Parts and Services not covered. I feel it is covered because it is a working and usual part of the engine and even has a warning light to say it needs attention. Why would it have a light if it were not a part that needs replacement? It should be part of my very expensive VIP Plan - \$1300 worth!

This is the third Volvo that we have owned and hope to continue the loyalty to your company. Unless you show us some consideration, however, I feel it only fair that we take our business elsewhere when we buy a new car in the quite near future.

I hope this letter causes you to reinterpret your determination and offer us compensation for a service that should be covered under an Increased Protection Plan that was sold to purchasers.

A copy of your letter and the bill is enclosed, and I believe it is only fair that you reimburse me for the \$795.20 for the Electronic Throttle Body and Switch.

I look forward to hearing from you soon.

[REDACTED]

Cc: Mr. Vick Doolan, Volvo Cars of North America



GALLO MAZDA-VOLVO
 A GALLO MOTOR CENTER CO.
 53 GLENNE STREET
 WORCESTER, MA 01806
 (508) 791-3678



ORDER NO. 18665	APPROX MARK 12150	FAIR NO 9912	WORK DATE 07/02/02	WORK NO VOCS41092
	LABOR RATE	MI/HR	COLOR GREEN/	STOCK NO
		63,682	DELIVERY DATE	DELIVERY MILES
THOMPSON, C	YEAR/MAKE/ MODEL 00/VOLVO/V70/5 DOOR WAGON		VEHICLE NO YV 1 1 Z 5 6 D 6 Y 2	PRODUCTION DATE
	PT NO		WORK DATE 07/02/02	
COMMENTS				MO: 63684

JOB# 1 CHARGES

LABOR
 # 1 DOVOZLOF LUBE, OIL, FILTER TECH(S):2008 14.17
 CUSTOMER REQUESTS OIL AND FILTER SERVICE DUE TO TIME AND/OR MILEAGE
 CHANGED OIL AND FILTER, ADJUSTED TIRE PRESSURES AND CHECKED TIRE CONDITION, TOPPED OFF ALL FLUID LEVELS

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
1	PK8116	OIL CHANGE KIT	14.17	14.17
1	977751-7	GASKET	****	****
1	1275810-8	FILTER INSERT	****	****
6	OIL	QT OIL	****	****
TOTAL - PARTS				14.17

JOB# 1 TOTALS
 LABOR 14.17
 PARTS 14.17
JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 28.34

JOB# 2 CHARGES

LABOR
 # 2 13VOZ VOLVO WARNING LIGHTS TECH(S):2008 259.00
 CUST STATES ETS AND CHECK ENGINE LIGHTS ON TECH SCANNED SYSTEM. FOUND FAULT CODES ECM 90AD & ECM 91A7 INTERNAL FAILURE IN THROTTLE MODULE
 TECH REMOVED AND REPLACED THROTTLE MODULE. DOWNLOADED NEW SOFTWARE. ROAD TESTED. OK

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
1	8644347-0	THROTTLE BODY	558.80	558.80
1	8636753-9	GASKET	3.60	3.60
1	9438298-3	ETM RELOAD	27.50	27.50
TOTAL - PARTS				589.90

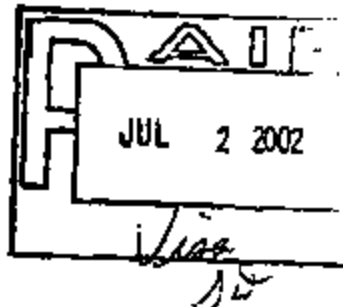
MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
VOLVO10	10PARTS DISCOUNT		-53.70
TOTAL - MISC			-53.70

JOB# 2 TOTALS
 LABOR 259.00
 PARTS 589.90
 MISC -53.70
JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 795.20

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	HZ HAZARDOUS WASTE REMOVAL		5.00
JOB # A	SS SHOP SUPPLIES		5.00
TOTAL - MISC			10.00





GALLO MAZDA-VOLVO
A GALLO MOTOR CENTER CO.
53 GLENNIE STREET
WORCESTER, MA 01606
(508) 791-3678



CUSTOMER NO 18665	ADDRESS MARK	TAG NO 12150	9912	INVOICE DATE 07/02/02	INVOICE NO VOCS4109Z
[REDACTED]	LARSON RATE	[REDACTED]	63,682	DOOR GREEN/	STOCK NO.
THOMPSON, CT	YEAR/MAKE/MODEL 00/VOLVO/V70/5 DOOR WAGON	DELIVERY DATE		DELIVERY MILE	
	VEHICLE #/VIN YV1LZ56D6Y	SELLING DEALER NO		PRODUCTION DATE	
	F.Y.C. NO	P.O. NO		R.O. DATE 07/02/02	
	COMMENTS				NO: 63684

TOTALS-----

*****	TOTAL LABOR....	273.17
*	TOTAL PARTS....	604.07
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL S.O.G....	0.00
* () VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	18.00
*	TOTAL MISC DISC	-53.70
* () AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	30.21
*****	TOTAL INVOICE \$	863.75

PLEASE CALL GALLO BODY SHOP FOR ALL YOUR BODY SHOP NEEDS
508 757 8333
THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

VIP The Volvo
Increased
Protection
Plan

COPY

07/15/02

TO: VARNEY VOLVO
264 CIVIC CENTER DRIVE
AUGUSTA, ME 04332

TO: MICHAEL DAWES
362 THOMPSON HILL RD
PO BOX 130
THOMPSON, CT
06277

Re: Service Contract Holder: MICHAEL DAWES
Service Contract Number: 000000VL025242
Date of Loss: 07/02/02
Our Claim Number: [REDACTED]
Dealer's Policy Number: 0003250557
Repair Facility: GALLO VOLVO
Repair Order Number: 0000041092

We have reviewed the Mechanical Breakdown Claim submitted for the following parts or reported failures: THROTTLE BODY.

In accordance with the provisions of the Volvo Increased Protection Plan, coverage was denied for the following reasons:

The Service Contract does not cover any part that is not listed as a COVERED PART.

In accordance with the above, it appears that coverage is not applicable. However, if you have any additional information or wish to discuss the matter further, please contact us at the number below.

Very truly yours,

VOLVO INCREASED PROTECTION PLAN ADMINISTRATIVE OFFICES

By: ANN CAMPBELL

VIP ADMINISTRATIVE OFFICES
5230 LAS VIRGENES ROAD, SUITE 100, CALABASAS, CA 91302-3447
(800) 325-8763 FAX (818) 880-1382

[REDACTED]
TOLUCA LAKE, CA [REDACTED]
[REDACTED] (HOME
[REDACTED] OFFICE)

October 2, 2001

Mr. Mike Swartz
Post Office Box 8436
Northridge, CA 91327-8436

Re: My 2000 Volvo S80 T6

Dear Mike:

This letter follows up our telephone conversation of October 1, 2001. As you requested, I'm enclosing copies of the invoices from the recent series of major repairs to my 2000 Volvo S80 T6. I made these color copies using my home scanner/copier, and I think they should be legible enough for you. If they aren't, just let me know.

Three invoices are enclosed:

(1) July 28, 2001: This one addresses the bouncing front end. As you can see, the problem was attributed to broken engine mount, faulty front struts and spring seats, and a broken torque rod bushing. The car had 18056 miles on the odometer at that time.

(2) August 3, 2001: This was the repair that entailed replacing the throttle and gasket, and loading new software. (I also got an oil change as long as the car was in the shop.) Mileage was 18223 at that time.

(3) September 5, 2001: This was the internal fault in the ABS control unit. The mileage was 19396.

You will see that on each of these three occasions, in addition to the major repair indicated, I also asked Santa Monica Volvo to correct a persistent problem I'm experiencing with the door locks, mainly in the driver's door. The door unlocks spontaneously, sometime while I'm driving and other times when the car is parked and the alarm is set. This still is not fixed. It is disconcerting to return to the car, having left it locked and alarmed, only to find the driver's door unlocked. Of course, in terms of its

seriousness, this problem pales next to the items listed above. The bouncing front-end problem (see invoice dated July 28) in particular was extremely serious—At freeway speed, I came close to losing control of the car; I very nearly pitched over the side of the 101 North (West) near Laurel Canyon and truly feared for my life. The throttle problem also rendered the car essentially undriveable.

As I mentioned, I've currently got a cosmetic problem that I plan to take care of this week. The right rear quarter panel has separated from the car's frame in one spot.

Thanks for your help. It was good speaking with you, and I'm sure we will be speaking again soon. Let me know if you need any further information.



Enclosures

[REDACTED]
TOLUCA LAKE, CA
(HOME)
(OFFICE) [REDACTED]

October 2, 2001

Mr. Mike Swartz
Post Office Box 8436
Northridge, CA 91327-8436

Re: My 2000 Volvo S80 T6

Dear Mike:

After putting my first letter in the mail to you, it occurred to me that there was one point I still wanted to make.

Just in case you need it, this letter will reflect that you have my authorization to act on my behalf to discuss my car and its problems with Volvo Cars of North America and any of its affiliates, with the service department at Santa Monica Volvo, and with anyone with whom you find it useful to discuss the matter.

Thanks for your help. I'm sure we will be speaking again soon.

Very truly yours

[REDACTED]

AUTOMOTIVE CONSULTANTS™

Northridge, CA

(818) 831-4367
(800) 540-AUTO
(800) 540-2886
FAX (818) 368-6685

FAX TRANSMISSION

Date: October 04, 2001	Time: ~4:00 P.M. (Pacific)
From: Mike Swartz	At Fax Number: (818) 368-6685
To: Eunice Stern	At Fax Number: (201) 784-4928

Total Pages Including Cover: 7

Ms. Stern:

Thank you for your time today by phone re: [REDACTED] and her 2000 Volvo S80 T6. I have attached [REDACTED] October 02 letter to me wherein she briefly describes the problems she has had with her vehicle. Also attached are the separate repair invoices from Volvo of Santa Monica about which [REDACTED] references in her letter.

As a courtesy to you I have asked [REDACTED] secretary to fax to you directly [REDACTED] authorization letter that we discussed.

Thank you.

MAS/aa-s
att.

VOLVO



VEHICLE NO. -57873	ADDRESS VECTON LABORERS	DATE 7/27/01	PRICE DATE 07/27/01	PRICE NO. UDCSA268
	LIC. NO.	PLATE 1805A	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 00/VOLVO/S80		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. SUTY 298		SELLING DEALER NO.	PRODUCTION DATE
YOLUCA LAKE, CA	REG. NO.		IN. DATE 07/27/01	
	COMMENTS			

MO: 180° W

LABOR & PARTS

JOB # 1 07V02 SHOCKS/SPRINGS/WHEEL UNITS: 2.70 TECH(S):7112
 CUSTOMER STATES THE FRONT END OF CAR IS BOUNCY AND HARD
 TO CONTROL WHILE DRIVING.
 FOUND FRONT STRUTS AND SPRING SEATS FAULTY. ALSO FOUND
 BROKEN TORQUE ROD BUSHING.
 REPLACED FRONT STRUTS AND SPRING SEATS, TORQUE ROD BUSHING
 AND PERFORMED 4 WHEEL COMPUTERIZED ALIGNMENT.

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	8667239-2	SHOCK ABSORBER	
JOB # 1	2	8646713-1	SPRING SEAT	
JOB # 1	1	7485885-9	ENGINE MOUNTING	

WARRANTY
 WARRANTY
 WARRANTY
 0.00

JOB # 1 TOTAL PARTS
 0.00
 JOB # 1 TOTAL LABOR & PARTS
 0.00

JOB # 2 03V02

ELECTRICAL UNITS: TECH(S):7004
 CUSTOMER STATES THE DOOR LOCKS WILL UNLOCK THEMSELVES WHILE
 DRIVING AND ALSO THE DRIVER DOOR LOCK WILL UNLOCK RIGHT
 AFTER LOCKING WITH REMOTE.
 REPLACED DOOR LOCK BUTTON BUSHING

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	8996886-5	3926886- BUSHING	

WARRANTY
 0.00

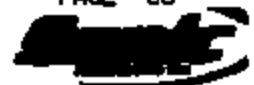
JOB # 2 TOTAL PARTS
 0.00
 JOB # 2 TOTAL LABOR & PARTS
 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00



VOLVO



VIN: MARTIN MUÑOZ X229 7208		WVE NO. 2084	INVOICE NO. 940492
LABOR RATE	0.23	COLOR SILVER	STOCK NO.
YEAR MAKE MODEL	2000 VOLVO S80	DELIVERY DATE	DELIVERY MILE
VEHICLE TYPE	Sedan	SELLING DEALER NO.	PRODUCTION DATE
RTA NO.		REG. DATE / ST. / 01	
COMMENTS			NO: 18724

LABOR & PARTS
 JOB # 02V07 DIAGNOS ENG/REPAIRS UNITS: 1.60 TECH(S):7725 WARRANTY
 CUSTOMER STATES CAR IS CHUGGING AND HESITATING
 FOUND CODES P 95BF, 959, 982A AND 904D
 BAD ECM
 REPLACE ECM AND PERFORM SOFTWARE DOWNLOAD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		9189111-9	GASKET		WARRANTY
JOB # 1	1		8444347-0	THROTTLE BODY		WARRANTY
JOB # 1	1		9438290-0	ECM RELOAD		WARRANTY
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 03V07 ELECTRICAL UNITS: TECH(S):7725 WARRANTY
 CUSTOMER STATES SERVICE URGENT MESSAGE IS ON AT DASH
 SEE LINE # 1

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

JOB # 3+01V02 LUB/OIL/FILTER UNITS: TECH(S):7725 WARRANTY
 CUSTOMER REQUESTS OIL CHANGE
 FRONT BRAKE PADS FOR WEAR
 PERFORM OIL CHANGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1		NEW	LOF	12.38	12.38
JOB # 3	1				3.50	3.50
JOB # 3	1				2.50	2.50
					JOB # 3 TOTAL PARTS	17.38
					JOB # 3 TOTAL LABOR & PARTS	48.83



G.O.G. & SUPPLIES
 JOB # 3 7.0 OIL 1 2.50 /UNIT TOTAL - 805 14.70
 TOTAL - 805 14.70

RISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 3	WD	WASTE DISPOSAL FEE		2.50
JOB # 3	VPFLAT	PARTS DISCOUNT (VOLVO)-FILL IN #		-17.04
JOB # 3	VLFLAT	LABOR DISCOUNT (VOLVO) FILL IN #		-17.04
				TOTAL - RISC -35.58

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$28.00 (+TAX)



VOLVO

ADDRESS	ROBERTO MUNOZ 8228 7208	PLANT NO	ORCA	INVENTORY (1/1)	INVOICE NO
	LABOR RATE		20023	DATE	STOCK NO.
	W/O (OWNER/VEH/SBO)			DELIVERY DATE	DELIVERY MILE
	VEHICLE			SELLING DEALER NO.	PRODUCTION DATE
TOULUCA LAKE, CA	REF. NO.			SA DATE 10/2/01	
	COMMENTS				NO: 15024

TOTALS

TOTAL LABOR....	75.95
TOTAL PARTS....	12.18
TOTAL SUBLET....	0.00
TOTAL G.O.G....	14.70
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-18.00
TOTAL TAX.....	0.25
TOTAL INVOICE \$	78.10

PAID
cash





INVOICE NO	ADDRESS	UNIT NO.	INVOICE DATE	INVOICE NO
	LABOR RATE	LICENSE NO.	PLATE	WORK NO.
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	VIN		SELLING DEALER NO.	PRODUCTION DATE
	FTE NO.	PO NO.	ALT. DATE	
ISSUE NAME	ISSUE PRICE	COMMENTS		

1. [Faded text]
 2. [Faded text]
 3. [Faded text]
 4. [Faded text]
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EAGLETON, NICHOLSON, PORDOS & PARDUE, P.C.

ATTORNEYS AND COUNSELORS AT LAW

228 ROBERT S. KERR, SUITE 220

OKLAHOMA CITY, OKLAHOMA 73102-1500

Telephone: (405) 236-0550

Fax: (405) 236-0580

e-mail: eaglenk@swbell.net

RECEIVED

MAR 25 2003

VOLVO CARS OF NORTH AMERICA, LLC
GENERAL COUNSEL

James R. Eagleton
(1903-1990)

Chandler Office
108 W. 9TH

Chandler, Oklahoma 74834
Telephone: (405) 258-5301

RECEIVED
MAR 25 2003

CUSTOMER RELATIONS

Don R. Nicholson II
W. Davidson Pardue
Mark J. Pordos

Jeffrey M. Love
Ronald R. Tracy

March 21, 2003

Volvo Cars
One Volvo Drive
Rockleigh, NJ 07647

Volvo Finance North America, Inc.
Attn: Customer Service
1700 Jay Ell Drive
Richardson, TX 75081-1834

Re: [REDACTED] Volvo Lease Agreement

2001 Volvo Model V70, VIN #YV1SW61RX12 [REDACTED]

Dear Sir/Madam:

This firm has been retained by [REDACTED] to represent her in her claim against Volvo Cars. [REDACTED] leased a 2001 Volvo V70 Wagon on August 9th, 2001. A copy of the Lease Agreement is enclosed. Beginning April 18th, 2002, to the present, [REDACTED] has had to have this vehicle repaired under warranty no less than ten (10) times. This particular vehicle's ignition switch is defective and it is clear to [REDACTED] that the dealership repair facility is not capable of fixing the ignition switch and thereby conform the vehicle to the manufacturer's warranty.

[REDACTED] first notified the dealership on April 18th, 2002, that the car keys routinely stuck in the ignition switch. The dealership did not attempt to repair or replace any part of the ignition switch and instead lubed the switch. On September 23rd, 2002, [REDACTED] again notified the dealership that her car keys were stuck in the ignition, resulting in the car having to be towed to the dealership and the battery being replaced. On October 8th, 2002, [REDACTED] notified the dealership that her car was stuck in park due to her inability to get the keys out of the ignition. The vehicle was towed to the dealership. The dealership ordered parts for the 1998 Volvo S70 which [REDACTED] previously owned, which resulted in [REDACTED] having to keep the vehicle for several weeks with the ignition switch problem still unrepaired.

On November 4th, 2002, the dealership attempted to replace the faulty ignition switch, but failed to order keys for the new ignition switch. This required the dealership to remove the new ignition switch and put the faulty ignition switch back in the vehicle. [REDACTED] was again required to drive the vehicle with the defective ignition switch for several weeks, until December 9th, 2002. On that date, the faulty ignition switch was replaced with a new one, but [REDACTED] found the new

keys immediately got stuck in the new ignition switch and the dealership ordered new keys on November 10th, 2002. During this same service trip, the dealership discovered the loud noises emanating from the vehicle were due to a faulty AC compressor and steering pump, resulting in replacement of those two parts.

On January 17th, 2003, [REDACTED] reported to the dealership that the new keys were stuck in the new ignition switch. Again, this required the dealership order a second set of new keys for the new ignition switch. On the January 17th maintenance trip, a new driver's door lock assembly was also ordered because [REDACTED] was not able to lock the doors of her car with her remote. Instead, the remote lock would cause the car doors to unlock. On February 17th, 2003, [REDACTED] again notified the dealership that the second set of new keys were getting stuck in the new ignition switch. The dealership responded by squirting WD-40 into the ignition. The dealership also ordered a new driver's window button on February 17th due to the failure of that part. The dealership also was required to replace the door lock assembly on the driver's side because the door lock motor failed. Both headlight bulbs were also replaced, as well as a faulty adapter cable for the headlight assembly. Additionally, the dealership was required to order a new passenger side speaker due to failure of that part. On February 15th, 2002, [REDACTED] was required to have the driver's side control panel replaced after it was discovered that said parts were defective. The passenger side loud speaker was also replaced at that time.

[REDACTED] is the mother of two small children. [REDACTED] leased a Volvo because they are advertised as being one of the safest cars on the road. However, the repeated failures of the vehicle ignition switch has caused [REDACTED] to be without reliable transportation. The car's defective condition has caused [REDACTED] to fear for the safety of herself and her children. This vehicle's defective condition has resulted in [REDACTED] and her children being stranded on two occasions with the vehicle running while she waited for a tow truck to take the car to the dealership. It is unlawful in the State of Oklahoma for a person to leave an unattended vehicle with the keys in the ignition and the car running. The car's defective condition places [REDACTED] and her children in jeopardy of being stranded wherever they may go, thereby defeating the very purpose of having a motor vehicle. This vehicle's defective condition constitutes an untenable risk to the life and limb of [REDACTED] and her children, as well as to the driving public. The inability of a vehicle operator to remove the keys from the ignition switch can result in serious harm to not only the occupants of the vehicles, but others using the roadways.

As is understandable, [REDACTED] frustration with the defects in this vehicle continue to grow, and her frustration has been further compounded by the Volvo dealership in Oklahoma City's inability to satisfactorily repair the vehicle to conform it to the warranty. The dealership's failure to order the correct parts for the repair of the vehicle and their subsequent inability to repair this defect caused [REDACTED] to withhold a monthly lease payment. This resulted in either Volvo Cars or Volvo Finance of North America submitting a negative credit report to various credit reporting agencies. The negative credit reports have now appeared on [REDACTED] credit report and have cost her several financing points on the mortgage for her new home. [REDACTED] will continue to timely

Page -3-
March 21, 2003

make all payments required by the lease. However, demand is hereby made that Volvo Cars and/or Volvo Finance of North American rectify the negative credit reports against [REDACTED]

[REDACTED] further demands Volvo Cars accept return of the vehicle and to refund [REDACTED] all consideration which she has paid for this car, which includes all lease payments, tag, title and taxes paid, and insurance payments for coverage of said vehicle, said amount totaling \$14,336.79.

Should Volvo Cars refuse to accept return of the vehicle and return to [REDACTED] all consideration paid for this vehicle to date, then you may consider this letter as her formal demand that Volvo Cars submit to arbitration as set forth at page 1 of the Lease Agreement enclosed. It shall be [REDACTED] position at any such arbitration that she is entitled to seek the relief allowed under Oklahoma Statutes Title 15 § 901, et seq., including the right to return the vehicle to Volvo Cars and recoup all consideration paid for said vehicle. You are further advised that pursuant to § 901(F) of Oklahoma Statutes Title 15 that [REDACTED] does not consider said arbitration to be binding arbitration as § 901(C) and § 901(F) of Title 15 specifically provide otherwise.

I invite you to contact me at the number listed above to answer any questions you may have regarding this matter.

Sincerely, [REDACTED]

JML:kb

Enc.

cc: W. David Pardue

VOLVO LEASE AGREEMENT

CONTRACT NO:

DEAL 40404

Lease Date 08/09/2001

The words "I," "me" and "my" in this Lease refer to the Lessee(s). The words "you" and "your" in this Lease refer to the Lessor and to anyone to whom this Lease may be assigned. I agree to lease the Vehicle described below according to the terms on the front and back of this Lease. I agree to make payments due under this Lease to the address on your invoice or as otherwise directed by you. You are making the disclosures on your behalf and on behalf of the Assignee identified in the Acceptance and Assignment section below. I WILL HAVE NO EQUITY OR OWNERSHIP RIGHTS IN THE VEHICLE, UNLESS I PURCHASE THE VEHICLE UNDER THE TERMS OF MY PURCHASE OPTION.

Lessee(s) - Name(s) and Billing Address [REDACTED]		Lessor - Name and Address OKC AUTO COLLECTION	
Lessee [REDACTED]		Lessor	
City OKLA CITY		Street 14220 N. BROADWAY EXT City EDMOND	
Street OK City 73112		Street City	
Country State Zip		Country State OK Zip 73013	
Vehicle Garaging Address (if different)		Driver (if business lessee)	
VEHICLE DESCRIPTION			
New, Used, Demo <u>NEW</u> Year <u>2001</u> Make <u>VOLVO</u> Model <u>V70</u> VIN <u>YV1S61RX1</u> [REDACTED]			
Color <u>445</u> Body Style _____ Odometer Reading <u>17</u> Primary Use of Vehicle: <input type="checkbox"/> Personal <input checked="" type="checkbox"/> Business			
RETAILER/DEALER INSTALLED OPTIONS/ACCESSORIES _____			

1. FEDERAL DISCLOSURES

Amount Due at Lease Signing	Monthly/Single Payments	Other Charges (not part of my monthly payment)	Total of Payments (The amount I will have paid by the end of the Lease)
(Itemized below)* \$ <u>1895.41</u>	My first monthly/single payment of \$ <u>445.41</u> is due on <u>08/09/2001</u> followed by <u>47</u> payments of \$ <u>445.41</u> due on the <u>8TH</u> of each month. The total of my monthly payments or my single payment is \$ <u>21379.68</u>	Disposition fee (if I do not purchase the Vehicle) \$ <u>395</u> _____ _____ Total \$ <u>395.00</u>	\$ <u>22774.68</u>

* Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing:	\$ <u>554.69</u>
Capitalized Cost Reduction	\$ <u>N/A</u>
Tax on Capitalized Cost Reduction	\$ <u>445.41</u>
First Monthly Payment	\$ <u>N/A</u>
Last Monthly Payment(s)	\$ <u>N/A</u>
Single Payment	\$ <u>N/A</u>
Tax on Single Payment	\$ <u>N/A</u>
Refundable Security Deposit	\$ <u>950.00</u>
Acquisition Fee	\$ <u>N/A</u>
Title Fees	\$ <u>N/A</u>
Registration Fees	\$ <u>N/A</u>
Maintenance Plan	\$ <u>N/A</u>
Service Contract	\$ <u>N/A</u>
Other (specify) <u>N/A</u>	\$ <u>N/A</u>
Other (specify) <u>N/A</u>	\$ <u>N/A</u>
Total	\$ <u>1895.41</u>

My monthly payment is determined as shown below:

Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 34919.45) and any items I pay over the lease term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance) \$ 36229.95

An itemization of this amount is provided below.

Capitalized Cost Reduction. The amount of any rebate, cash payment, net trade-in allowance, or noncash credit I pay that reduces the gross capitalized cost \$ 554.59

Adjusted Capitalized Cost. The amount used in calculating my Base Monthly/Single Payment = \$ 35674.95

Residual Value. The value of the Vehicle at the end of the Lease used in calculating my Base Monthly/Single Payment \$ 15499.00

Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the lease term or in my Single Payment = \$ 20175.95

Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts + \$ 1203.73

Total of Base Monthly/Single Payments. The Depreciation and any Amortized Amounts plus the Rent Charge = \$ 21379.68

Lease Payments. The number of payments in my Lease = 48

Base Monthly/Single Payment = 445.41

How the Amount Due at Lease Signing will be paid:

Net trade-in allowance	\$ <u>N/A</u>
Rebates and noncash credits	\$ <u>1000.00</u>
Amount to be paid in cash	\$ <u>895.41</u>
Total	\$ <u>1895.41</u>

Early Termination. I may have to pay a substantial charge if I end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier I end the Lease, the greater this charge is likely to be.

Excessive Wear and Use. I may be charged for excessive wear based on your standards for normal use and for mileage in excess of 16,000 miles per year at the rate of 20¢ per mile.

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

a. Title, License, Registration & Official Fees	\$	4842.00
b. Use or Rental Receipts Tax	\$	N/A
c. Personal Property Tax	\$	N/A
d. Emission/Safety Tax/FPA	\$	N/A
e. Other (specify)	\$	N/A
Total of Estimated Fees and Taxes	\$	4842.00

The/Initial Registration Fees	\$	1210
Outstanding Prior Lease or Credit Balance	\$	
Service Contract	\$	
Maintenance Plan	\$	
Other (specify)	\$	N/A
Other (specify)	\$	CLOSING FEE
Gross Capitalized Cost	\$	50
	\$	36229

3. OPTIONAL MAINTENANCE PLAN OR SERVICE CONTRACT
 Although I am not required to do so, I may choose to buy a Maintenance Plan and/or a Service Contract by initialing in the application area(s) below. A Maintenance Plan covers certain factory scheduled maintenance. A Service Contract covers the repair of certain major mechanical breakdowns of the Vehicle and related expenses. I will refer to the Maintenance Plan or Service Contract for details about coverage and duration. **YOU MAKE NO WARRANTY AS TO THE MAINTENANCE PLAN OR SERVICE CONTRACT OR THEIR ADMINISTRATORS' AND UNDERWRITERS' PERFORMANCE AND DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, AS TO THIS SERVICE.** I agree to make any inquiries to, and to seek any remedies for nonperformance solely from the Maintenance and/or Service Administrator/Underwriter and not from the Assignee or Lessor.

Maintenance Plan Price \$ N/A Term: N/A months or N/A miles
 Maintenance Plan Administrator N/A initials
 Service Contract Price \$ N/A Term: N/A months or N/A miles
 Service Contract Administrator N/A initials

4. POWER OF ATTORNEY
 I authorize you, on my behalf, to settle or release any claims for damage to the Vehicle and sign my name on any checks, drafts, or claim forms under my insurance for damage to the Vehicle. I also authorize you to sign any forms for registering or titling the Vehicle.

5. OTHER TERMS AND CONDITIONS
 N/A

6. LEASE EXPIRATION My lease will expire 48 months from the Lease Date.

7. WARRANTY LIMITATIONS
 a. **Manufacturer's Warranties.** If the Vehicle is a new vehicle, it is covered by the manufacturer's limited warranty and I will have the right to make a claim under that warranty. If the Vehicle is a used vehicle and the manufacturer's warranty section below is completed, it is covered by the manufacturer's warranty for the indicated remaining months/miles and I will have the warranty rights for that period.
 Manufacturer's Warranty: 48 months 50000 miles

b. **Lessor's Warranty.** UNLESS APPLICABLE LAW REQUIRE OTHERWISE, YOU MAKE NO WARRANTIES REGARDING THE CONDITION OR PERFORMANCE OF THE VEHICLE, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND I AM LEASING THE VEHICLE "AS IS". However, if the Vehicle is a used vehicle and a box is checked below, the original Lessor and not the Assignee makes the warranty indicated.

Lessor's Warranty: Full Limited

I agree to continue making all of my payments without set-off, counterclaim or recoupment during any dispute about the Vehicle's condition or performance, the manufacturer's warranty or any dispute with you, except as otherwise provided by law. I agree that no Assignee is responsible for the statements, actions or repairs of the original Lessor or any other retailer/dealer relating to the Vehicle. **YOU SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

9. ENTIRE AGREEMENT This Lease sets forth all of the agreements between you and me for the lease of the Vehicle. There is no other agreement. Any changes in the Lease must be in writing and signed by you and me.

LESSEE ACKNOWLEDGEMENT: I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS AS STATED ON BOTH SIDES OF THIS LEASE AND ACKNOWLEDGE HAVING RECEIVED A COMPLETELY FILLED-IN COPY OF IT. I HAVE ACCEPTED THE VEHICLE IN GOOD CONDITION WITH ALL THE OPTIONS I REQUESTED.

PRINT NAME AND TITLE (IF CORPORATION) _____ PRINT NAME AND TITLE (IF CORPORATION) _____

ACCEPTANCE AND ASSIGNMENT By signing below, the Lessor accepts this Lease with me. The Lessor also hereby assigns its interest in the Lease to the Vehicle and the Guaranty to Volvo Finance North America, Inc. ("VFNA"). The Lessor's assignment of this Lease is subject to the Lessor's Retail Operating Agreement. Lessor and Lessee are hereby notified that VFNA has assigned to Volvo Car Exchange, in its capacity as VFNA's qualified intermediary, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination including a sale at auction.

LESSOR: OKC AUTO COLLECTION 09/09/2001
 RETAILER/DEALER _____ DATE
 AUTHORIZED SIGNATURE _____ PRINT NAME _____

GUARANTY The guarantor signing below ("Guarantor") hereby unconditionally guarantees, to the Lessor and its assigns, the timely payment and performance of the above Lessee(s)' obligations under the Lease. The Guarantor will pay any expenses incurred in enforcing this Guaranty including attorney's fees and court costs. The Guarantor agrees the liability under this Guaranty is primary and will not be affected by any settlement, extension, renewal, assignment or modification of the Lease or discharge of the Lessee's obligations. The Lessor or its assigns may proceed against the Guarantor directly without proceeding against the Lessee or including the Lessee in the action.

THE GUARANTOR ACKNOWLEDGES RECEIVING AND READING A COMPLETELY FILLED-IN COPY OF THE LEASE AND GUARANTY.

Guarantor _____ PRINT NAME _____ SIGNATURE _____

[REDACTED]
New York, NY [REDACTED]
[REDACTED]

RECEIVED
MAY 15 2009

Ms. Pat Sacus
Manager Customer Relations
1 Volvo Drive
Rockleigh, NJ 07647

CUSTOMER RELATIONS

Dear Ms. Sacus,

I requested your name from Mr. Mike DeStanzo, Service Manager for Volvo of Stamford, the dealer from whom I lease my current Volvo, a 2000 S80. While the subject of this letter is that car, I think it is important for you to know up front that I have been a very satisfied Volvo owner since 1986. My first Volvo, the top-of-line wagon, was purchased from Action Volvo of Danbury and serviced by them until their demise. It was then serviced by Volvo of Litchfield, CT. who also sold me my second Volvo, a 1996 sedan. When they closed down, Stamford Volvo began servicing the car and subsequently leased me a 1998 S70 and then the 2000 S80. I drove the 1986 Volvo over 200,000 miles, and it is still on the road. The 1996 was totaled in an accident at 53,000 miles, and the 1998 was traded at over 50,000 miles because I wanted a larger car.

My purpose in outlining my Volvo ownership history is that none of those cars (as well as the ten or more non - Volvo cars I have driven more than 50,000 miles) has ever needed the major maintenance I have run into with the S80 over the last few months. You can see from the enclosed invoices that at 52,250 miles I was told that it needed a tie rod and strut replaced. When I expressed concern about such major repairs being needed, Mr. DeStanzo contacted Volvo, who subsequently absorbed the cost of the strut replacement as a goodwill gesture. At the time (not knowing much about cars) I did not question why the \$327 related charge for a tie rod was not also picked up under warranty. I am now, and especially in view of the fact that about six weeks later the car required a rack and pinion replacement (\$1741.21). Mr. DeStanzo reported to me that Volvo would not cover this cost, particularly since I had filed no complaints about the steering during the warranty period, and he suggested that the problem could be the result of a hard hit to a curb or similar such jolt. As I told him and repeat to you, this car has never even been parked at a curb, much less driven into one. It is driven daily to Connecticut from its garage one half block from the FDR Drive, and parked all day in a private home garage in Greenwich; if it is driven on weekends, it is over major roads to our daughter's home in New York State where it is parked in her driveway. Further, I have always been meticulous about servicing the car as required; Stamford Volvo can affirm that. And, finally, I asked a few friends more knowledgeable about cars than I what they thought about these types of problems occurring in a car of this quality with 54,000 miles on it. They all had the same reaction - surprise at the strut / tie rod problem and disbelief at the rack and pinion problem.

My purpose in writing to you is that I assume by your position title that you are empowered to weigh the public relations value of resolving a customer complaint to his satisfaction or at least to direct it to someone who will look at the situation beyond the fact that the car is outside the warranty by 4,200 miles. In either case, this is what I will consider as fair treatment of a long time customer : Volvo should refund me the \$2,068.21 I have paid to Volvo of Stamford for repairs that would have been covered under the warranty and also assure me that any subsequent unusual repair required (like a failed transmission) will be as fairly settled.

If this kind of commitment to quality is not one the Volvo Corporation is prepared to make, then I would like its reasons and rationale provided to me in writing, and I will pursue the other options open to me if I feel I am not being treated fairly.

I do not intend this last comment as a threat Ms. Sacus, but in my corporate career I was the senior company officer responsible for our corporate image, and I sometimes had to fill the role of customer advocate or corporate ombudsman. So I have the experience and detachment that allow me to look at even my own complaint with an open mind, but I also have the resolve and know-how to make my case to whomever and in whatever way I have to when I am right and know I am right.

Yours truly,



5/13/02

7-19-2002
Customer Service
Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, New Jersey 07647

RECEIVED
JUL 22 2002

CUSTOMER RELATIONS

To Whom it may concern:

I have been a very loyal Volvo owner for 8 years. Currently, my family owns two Volvos. My daughter is driving my first Volvo, the 1994 model 940, with 210,000 miles. This automobile has been excellent in regards to reliability, durability, and quality. Based on our total satisfaction with the Volvo product, I purchased another new Volvo two years ago, the 2000 Turbo S80, Vehicle ID. No. YV1TS90D4Y [REDACTED]. I strongly believed that we would become a "Volvo for Life" family. My wife, who will purchase a vehicle within 24 months, was seriously contemplating becoming a third member of our Volvo family.

Unfortunately, it now appears that we will become a one Volvo family. After 50,000 miles with the S80, I sincerely express my complete dissatisfaction with your product. I have had numerous problems and repairs to this new vehicle including replacement of O2 Sensors, Throttle Sensor, Pedal Sensor, AM amplifier, broken engine mounts, Oil grate welds faulty, Ball Joint replaced, new subframe bolts & o-rings, twice replacing the sway bar links, rear rotors replaced, more O2 Sensors replaced, and incredible amount of new software down loaded for upgrades and corrections. In addition, I am still experiencing problems with a transmission as well as a noise that has been impossible to isolate its origin or problem. I drive over 30,000 miles per year with great care of my vehicles. I never have had any problems with my 1994 model 940. I do not blame the dealership or service departments. Bobby Rahal Volvo has treated and serviced my needs EXCEPTIONALLY WELL. In my small neighborhood of seventy homes, there are 4 Volvo owners. Of the three S80 owners, one had become incredibly disgusted with similar problems, as a result, he traded his Volvo in for a new Lexus, the second one is now negotiating with Lexus, and I am at a critical crossroad. If I decide to trade my Volvo in, I will never ever purchase another one. It is very apparent that this year and model has some inherent problems. I cannot risk keeping this vehicle, especially since the recent expiration of my 50,000 mile warranty.

Before I make my final decision, please consider either extending my current warranty until 100,000 miles (only one and half years of driving) at no charge, or an equitable trade in value of my 2000 S80 for a 2002 (60 or 70 series not the S80) Volvo. I appreciate your concern and interest in this matter.

Sincerely,

[REDACTED]
e-mail: [REDACTED]
telephone: [REDACTED]

address: [REDACTED], Pa. [REDACTED]

UNIVERSITY
NOV 7 2001

[REDACTED]
Darien, Connecticut [REDACTED]

CUSTOMER RELATIONS

November 2, 2001

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

Ladies and Gentlemen:

In October 1999, after researching and test driving Volvo's, Audi's and Saab's, we purchased a 2000 Volvo S80 sedan. We decided to go with the Volvo because of the favorable reports concerning the 1999 S80 and its roominess, quiet ride, and safety features. Shortly after purchasing the car, we started reading and hearing about the unreliability of the S80's. It didn't take us long to experience this unreliability. We have had this car in the service department 13 times since it was purchased (three times having to be towed in).¹

The following is a list of dates we brought the car in and why. I have also included copies of the invoices for you to look at.

- 11/3/99 -3,000 miles—transmission light on
 shifter ordered and replaced
 subframe bushing replaced
 began to complain of inability to get car out of park
- 12/2/99 -3,073 miles—oxygen sensor repaired
- 1/12/00 -7500 mile check up
 continued complaints of inability to get out of park when cold
- 2/1/00 -10,000 miles—shift solenoid replaced and broken clip
- 4/25/00 -15,000 mile check up—removed oil grate (recall)
- 6/19/00 -19,999 miles—car had to be towed in—not able to drive
 replaced left hub bolt
- 9/26/00 -22,500 check up—replaced ball joints (recall)
- 2/16/01 -30,000 mile check up
- 4/26/01 -32,000 miles—noticed "clunking" noise
 Replaced L/sway bar link
- 5/1/01 -32,900—engine surging when A/C on
 cleaned throttle assembly
- 5/4/01 --returned car because of engine surging
 replaced mass air flow SSR
- 8/6/01 -37,000 miles—car had to be towed in—not able to drive

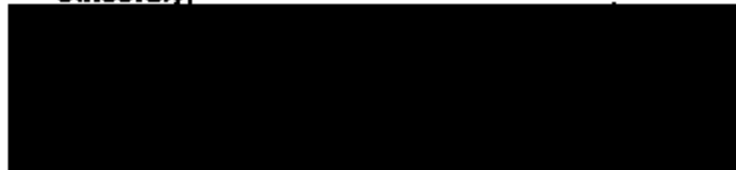
¹ These visits do not include a visit within a few days of purchase to reattach a rubber flange that had fallen from the bottom side of the front bumper, nor the advice we received a few days later after the flange became unattached for a second time—which was that the flange was not needed and best be thrown away! Well, if that's the case, why was it there in the first place? And why did we have to pay for it?!

10/23/01 replaced L/F flange and did 37,500 check up
—40,000 miles—brought in because of "rumbling" sound
replaced R/F sway bar link and added lock tight bolt

We are very disappointed with this car. We have been afraid to take it on road trips and even rented vehicles for two trips we took this summer (neither even in excess of 600 miles round trip) because we don't trust the Volvo. In addition your 24-hour road assistance leaves something to be desired. In two of the three cases, it took approximately three hours from my first phone call before the car was picked up. Fortunately, I was only a few miles from house each time. I hate to imagine what might have happened if I had been traveling on a highway or in a rural area.

What is Volvo going to do about this? We did not consider taking out an extended warranty because no other vehicle we have owned has ever given us problems. We assumed the S80 would be equally reliable. We are afraid to own this car after 50,000 miles. We acknowledge that, with the exception of the designated service check ups, almost everything needing to be fixed as been under warranty. That's cold comfort, at best. At the very least, we strongly believe that Volvo should provide us with an extended warranty without charge. After all the aggravation we have experienced with that vehicle, such a gesture on your part will not make us whole for the time and energy we have wasted because of this car. It might, however, give us some peace of mind that we will not be throwing good money after bad if we decide to keep the car past 50,000 miles. If you have any questions, please feel free to give us a call. We would be happy to talk to you.

Sincerely,





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

915 BOSTON POST ROAD • MILFORD, CT. 06460

(203) 877-0316

VOLVO

CUSTOMER NO. 15780	NAME RICHARD SLINKO B23	TAG NO. 4800	REGISTRATION DATE 12/02/99	VEHICLE NO. VDCS38457
	DATE 75.00	VEHICLE NO. 1663	COLOR SILVER	YEAR 200433S
	YEAR MAKE MODEL 00 VOLVO/80 SERIES/4DR SEDAN		YEAR MAKE MODEL TC08/99	YEAR MAKE MODEL 194
DATE 01/03/99	VEHICLE NO. YV1TSS4D0Y			
	F. E. NO.	P. C. NO.		
COMMENTS				MO: 3287

LABOR

J# 1-300LZ01 AUTO TRANS CONCERN HOURS: 1.20 TECH(S):335 WARRANTY
 CUSTOMER STATES: SERVICE TRANSMISSION LIGHT IS ON
 CAUSE: FAULTY SHIFTER BRACKET
 CODE 0094
 CORRECTION: CHECKED CONNECTION, ALL OK, ORDERED SHIFTER
 AS PER HOTLINE, REMOVED CONSOLE TO DETSACH AND REATTACH
 SHIFTER WIRING. (10)432217.7, 432197.5

J# 2-300LZ02 AUTO TRANS CONCERN HOURS: TECH(S):335 0.00
 CUSTOMER STATES: AFTER STARTING CAR, COULDN'T SHIFT OUT OF
 PARK, CAR HAD TO RUN AND THEN IT WOULD SHIFT
 CORRECTION: SEE JOB #1

J# 3-450LZ10 SUSPENSION NOISE HOURS: 0.70 TECH(S):335 WARRANTY
 CUSTOMER STATES: CLUNK FROM L/F AREA OF CAR WHEN MAKING
 A RIGHT TURN
 CAUSE-FAULTY SUBFRAME BUSHING
 CORRECTION: REPLACED LEFT SIDE SUBFRAME BUSHING
 021847.7

TOTAL - LABOR				0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	9480934-0	PANEL	
JOB # 3	1	3507924-3	BEARING BUSHING	
TOTAL - PARTS				0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

 CUSTOMER SIGNATURE

EXCELLENCE
nothing less...

DISCLAIMER OF WARRANTIES
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CONNECTICUT'S OWN
VOLVO

915 BOSTON POST ROAD • MILFORD, CT. 06460
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VOLVO

ORDER NO. 15780	ADVISOR RICHARD SLINKO 623	TAC NO 4803	INVOICE DATE 12/03/99	INVOICE NO. VOC537/42
	LABOR RATE 75.00	LICENSE NO.	RELEASE 3072	COLOR SILVER/
	YEAR / MAKE / MODEL 00VOLVO/80 SERIES/4DR SEDAN		DELIVERY DATE 10/08/99	DELIVERY MILE 104
DARIEN, CT	VIN / MAKE / MODEL YV7T5B400Y1		SELLING DEALER	REG. STATE
	# 7 E NO.	P O NO.	R O DATE 12/02/99	
	COMMENTS			MO: 3073

LABOR: J# 1 100L206 CHECK ENGINE LIGHT HOURS: 2.10 TECH(S): 335 WARRANTY
 CUSTOMER STATES CHECK ENGINE LIGHT ON
 CHECK EMISSIONS LIGHT ON
 CAUSE: CODE 2808
 LOOSE CONNECTION AT OXYGEN SENSOR.
 CORRECTION: SCANNED DTC'S. UNABLE TO COMMUNICATE WITH VOLVO.
 TIGHTENED CONNECTIONS AND CLEARED CODES. TEST DROVE CAR.
 CHECK ENGINE LIGHT CAME BACK ON. TIGHTENED LOOSE CONNECTION
 FOR OXYGEN SENSOR. (NOT CLOIPPED IN ALL THE WAY). CLEARED
 CODE AND TESTED. 28466/.7, 36001/.4, 28419/.0

TOTAL - LABOR 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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INVOICE NO. 1780	ALIASOR RICHARD SLIMKO 823	TAD NO 2870	INVOICE DATE 01/12/00	INVOICE NO. VQCS39369
	LABOR RATE 75.00	LF. BSE NO.	RELEASE 8835	COLOR SILVER/
	YEAR / MAKE / MODEL 00/VOLVO/80 SERIES/4DR SEDAN		DELIVERY DATE 10/08/99	STOCK NO 200433S
DARIEN, CT	V. TITLE NO. YV1TS8400Y		DELIVERY MILE 194	DELIVERY DATE
	P.F.E. NO.		SELL TO DEALER NO.	PRODUCTION DATE
			R.C. DATE 01/12/00	
COMMENTS			MQ: 8838	

LABOR	RECOMMENDED MAINT	HOURS:	TECH(S):	
J# 1 010LZ	7500 MILE SERVICE PERFORMED SERVICE FRONT PADS 1MM, REAR PADS 1MM, COOLANT -49 DEGREES.		312	19.95
J# 2 300LZ01	AUTO TRANS CONCERN: CUSTOMER STATES: IN COLD WEATHER WHEN CAR IS FIRST STARTED CAR IS DIFFICULT TO SHIFT OUT OF PARK HAVE TO RUN CAR FOR A FEW MINUTES, THEN HAVE TO PULL HARD, AFTER THIS IT WORKS FINE CORRECTION: NO NON-CONFORMITY CONDITION EXISTS. CHECKED SHIFT OPERATION, WORKED OK WHEN CHECKED. NIGHT WANT TO LEAVE CAR OVERNIGHT FOR A COLD START CHECK. NOTE. IF PRESSURE IS APPLIED ON SHIFTER BEFORE SHIFT LOCK RE- LEASE IS PRESSED, THE SHIFTER WILL BE HARD TO PULL OUT OF PARK		312	0.00
J# 3 300LZ02	AUTO TRANS CONCERN CUSTOMER STATES: SOMETIMES WHEN ON AN INCLINE THE CAR WILL ROLL FORWARD OR BACK ABOUT 6 INCHES, DOES DO ALL THE TIME CORRECTION: NO NON-CONFORMITY CONDITION EXISTS. NORMAL FOR CAR TO MOVE A BIT BEFORE LOCKING UP.		312	0.00
J# 4 460LZ05	ROTATE AND BALANCE CUSTOMER REQUESTS TIRES ROTATED AND BALANCED CORRECTION: ROTATED AND BALANCED TIRES		312	34.95
J# 5 300LZ	AUTO TRANSMISSION CUSTOMER STATES: SOMETIMES WHEN CAR IS STOPPED AND ITS SHIFT ED INTO PARK IT WILL ROCK BACK AND FORTH CORRECTION: NO NON-CONFORMITY CONDITION EXISTS. NORMAL FOR THIS MODEL CAR.		312	0.00
TOTAL - LABOR				54.90

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	1275811-6	FILTER INSERT	9.00
JOB # 1	1	977751-7	BASKET	0.95
JOB # 1	1	10W6	OIL	4.25
TOTAL - PARTS				14.20
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	C1	SHOP SUPPLIES		2.00
JOB # 1	D4AV	FREE OIL DISCOUNT - VOLVO		-4.25
TOTAL - MISC				-2.25

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$70.00 (+TAX)
 COMMENTS
 WAIT 1.1AM

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VOLVO

CUSTOMER NO 75760	SALESMAN RICHARD BLINKO 623	ENGINE 3132	DEL. DATE 02/03/00	INVOICE NO VOC840180
	LEASE DATE 76.00	LEASE NO 10920	COLOR SILVER/	STOCK NO 2004335
	YEAR MAKE MODEL 00/VOLVO/80 SERIES/4DR SEJAN		DELIVERY DATE 10/08/99	DELIVERY MILES 194
DARIEN, CT	VEHICLE ID NO YV1TS84D0Y		SELLER DEALER V3	PRODUCTION COUNTRY
	PT NO		RD DATE 02/01/00	
COMMENTS			MO: 10921	

LABOR

J# 1 300L201 AUTO TRANS CONCERN HOURS: 1.90 TECH(S):312 WARRANTY
 CUSTOMER STATES: ON A COLD START IN AM WHEN WEATHER IS COLD THE CAR WONT COME OUT OF PARK. HAVFE TO LET CAR RUN FOR A COUPLE OF MINUTES AND THEN IT IS HARD TO INITIALLY SHIFT OUT. AFTERWARDS IT IS OK NEEDS COLD START IN AM
 CAUSE: FAULTY SHIFT SOLENOID. BROKEN CLIP FOR KEYLOCK CABLE.
 CORRECTION: REMOVED SHIFTER ASSEMBLY, REPLACED LOCKING CLIP FOR KEYLOCK CABLE AND ADJUSTED CABLE, REPLACED SHIFT SOLENOID AND CLEANED SHIFT CABLE AS PER HGT-LINE. (10)43213/.8, 43219/1.1

J# 2 510L201 BODY ELECT CONCERN HOURS: TECH(S):312 WARRANTY
 CUSTOMER STATES: WHEN STARTING CAR A NO ELECTRICAL POWER MESSAGE CAME UP ON DASH. MENT AWAY WHEN CAR STARTED. MEMORY ON POWER SEATS WAS ERASED. SINCE MEMORY WONT STAY IN SEAT WHEN SET.
 CORRECTION: NO NON-CONFORMITY CONDITION EXISTS. CHECKED FOR FAULT CODES, NONE FOUND. CHECKED POWER SEAT MEMORY. FUNCTIONING PROPERLY AT THIS TIME.

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TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9480619-7	SOLENOID		
JOB # 1	1	9480720-3	LOCKING ARM		
TOTAL - PARTS					0.00

COMMENTS
 LOANER

TOTALS

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G. O. G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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VOLVO

CUSTOMER NO. 15780	ADVISOR ROBERT MORRIS 118	TAG NO. 6849	DATE 04/25/00	INVOICE NO. VOC943866
	LABOR RATE 75.00	LICENSE NO.	MILEAGE 15102	COLOR SILVER
	YEAR - MAKE - MODEL 00/VOLVO/80 SERIES/DR SEDAN		10/08/99	200-4338
DARIEN, CT 06820	VEHICLE NO. YV1T89400Y			194
	Y.E. NO.		04/25/00	
RESIDENCE PHONE	WORK PHONE	COMMENTS	MO: 15103	

LABOR

J# 1 010L2015 15000 MILE SERVICE HOURS: 2.50 TECH(S):335 167.50
 CUSTOMER REQUESTS 15000 MILE SERVICE
 SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
 COOLANT TEMP TESTED TO 37 DEGREES BELOW ZERO
 A/C VENT TEMP TESTED TO 38 DEGREES
 FRONT BRAKE PADS AT 7MM, REAR AT 7MM ALSO

J# 2 450L206 4 WHEEL ALIGNMENT HOURS: TECH(S):335 79.95
 CUSTOMER REQUESTS 4 WHEEL ALIGNMENT
 COMPLETED. PART OF SERVICE

J# 3 110L203 RECALL HOURS: 0.30 TECH(S):335 WARRANTY
 CK. FOR OPEN RECALLS
 REMOVED OIL GRATE, RECALL COMPLETED
 9892970 .3 CODE 03

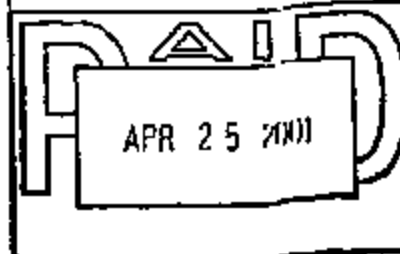
TOTAL - LABOR 267.45

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1275811-6	FILTER INSERT	9.00	9.00
JOB # 1	1	977751-7	GASKET	0.95	0.95
JOB # 1	1	1046	OIL	4.50	4.50
JOB # 1	1	9204626-7	FILTER	15.91	15.91
JOB # 1	1	9190447-4	WIPER BLADE	9.50	9.50
JOB # 1	1	272411-8	WIPER BLADE KIT	12.87	12.87
JOB # 1	1	9178694-7	WIPER BLADE	10.25	10.25
JOB # 1	1	W/W-SOLV		1.32	1.32
				TOTAL - PARTS	64.30

NISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	C1	SHOP SUPPLIES		10.00	
JOB # 1	D44V	FREE OIL DISCOUNT - VOLVO		-4.50	
JOB # 1	D4A	FREE WASHER SOLVENT		-1.32	
				TOTAL - NISC	4.18

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$380.00 (+TAX)

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CUSTOMER NO. 188744	ADVISOR KENNETH P. CASSELLA 138	SPACE NO.	INVOICE DATE 08/20/00	INVOICE NO. VOC363956
	LABOR RATE 04.00	RELEASE 19003	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 2000 VOLVO S80 SERIES/SEFAN		DELIVERY DATE	DEALER / SALES
	VEHICLE ID NO. YV1T8940Y1		SELLER / DEALER NO.	PRODUCTION DATE
DARIEN, CT	P / F / E / NO.		R / O DATE 08/19/00	
BUSINESS PHONE	COMMENTS			

MO: 19004

JOB# 1 CHARGES

LABOR
1 02V02 DIAGN. ENGINE HOURS: 2.20 TECH(S)-144 WARRANTY
CUSTOMER STATES WHILE DRIVING CAR A NOISE DEVELOPED IN FRONT OF CAR METAL ON METAL SOUND BUT NOISE AS DRIVING TOWED IN FOUND LEFT HUB BOLT BACKED OUT REMOVED LEFT HUB AND AXLE AND CHECK FOR DAMAGED NO DAMAGE REPLACED BOLT AND RE-TIGHTENED AND RE-TESTED OR NEW

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	965226-4	FLANGE SCREW		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VOCS	JOB# 1 TOTAL	0.00
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TOTALS

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TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S. D. G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

METHOD OF PAYMENT { } CHECK { } CASH { } VN { } AMEX
{ } OTHER { } A/R { } VIP CLAIM

CUSTOMER SIGNATURE

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VOLVO

CUSTOMER NO. 15780	SALESMAN RICHARD SLINKO 623	SALES 1474	DATE 09/26/00	INVOICE NO. VOC650344
	LABOR RATE 78.00	MILEAGE 23489	COLOR SILVER	STOCK NO. 200433S
	YEAR / MAKE / MODEL 00/VOLVO/90 SERIES/4DR SEDAN		DELIVERY DATE 10/08/99	DELIVERY MILES 194
DARIEN, CT	VEHICLE ID NO. YV1T69400Y1		REGISTRATION DATE 09/26/00	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 23500	

JOB #	DESCRIPTION	HOURS	TECH(S)	PRICE
J# 1 010Z	RECOMMENDED MAINT CUSTOMER STATES: 22500 MILE SERVICE REPLACE WINDSHIELD WIPER BLADES PERFORMED SERVICE. FRONT PADS REPLACED. REAR PADS 7MM. A/C 40 DEGREES. ROTATED TIRES. REPLACED WINDSHIELD WIPER BLADES. TOUCHUP PAINT ON R/F SEAT. PERFORMED SAFETY CHECK.	1.00	310	78.00
J# 2 110Z03	RECALL CUSTOMER STATES: RECALL 99 RECEIVED LETTER CORRECTION: REPLACED BALL JOINTS (02)R50022/1.5	1.50	310	WARRANTY
J# 3 510Z09	POWER LOCKS CUSTOMER STATES: SUPPLY 2 EXTRA REMOTES CORRECTION: PROGRAMMED 2 REMOTES. ON FRONT SEAT OF CAR.	1.00	310	78.00
J# 4+40DLZ12	FRONT BRAKE SERVICE TECH NOTED: FRONT BRAKE PADS ARE LOW CORRECTION: REPLACED FRONT BRAKE PADS	1.00	310	78.00

TOTAL - LABOR 234.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	1275811-6	FILTER INSERT	9.00	9.00
JOB # 1	1	977751-7	GASKET	0.95	0.95
JOB # 1	1	1066	OIL	4.50	4.50
JOB # 1	1	9190447-4	WIPER BLADE	9.50	9.50
JOB # 1	1	9178694-7	WIPER BLADE	10.25	10.25
JOB # 1	1	9434675-6	TOUCH-UP PEN	10.30	10.30
JOB # 2	1	274186-6	B/J JOINT KIT		WARRANTY
JOB # 3	2	9459369-8	KEY	100.02	200.04
JOB # 3	1	9438429-4	REMOTE KEY APPL	26.00	26.00
JOB # 4	1	8634921-4	BRAKE PAD KIT	59.50	59.50
JOB # 4	1	SILICONE	BRAKE	6.00	6.00
TOTAL - PARTS					336.04

HISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A		C1 SHOP SUPPLIES		11.70
JOB # 1		04AV FREE OIL DISCOUNT - VOLVO		4.50
TOTAL - HISC				7.20

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$700.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$700.00 (+TAX) ON 09/26/00 AT 10:18am
 BY DEBRA MACDONALD COMMENTS FRONT BRAKE PADS
 COMMENTS WAIT SAM

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SEP 26 2000

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CUSTOMER NO. 109744	ALIASION PA11 350	SPACE NO.	WORK DATE 10/11/00	INVOICE NO. VDCS70288
	LABOR RATE 84.00	LICENSE NO.	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 00/VOLVO/S80 SERIES/SEDAN	MILEAGE 24123	DELIVERY DATE	DELIVERY MISC
	VEHICLE ID NO. YV1TS9400Y1		SELLER / DEALER NO.	PRODUCTION DATE
DARIEN, CT	F. T. E. NO.		R. O. DATE 10/11/00	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 24123

JOB# 1 CHARGES

LABOR
JP 1 0940Z HOURS: 0.50 TECH(S): 161 42.00
MISC ACCESSORIES
CUSTOMER REQUEST ONE EXTRA KEY... PLEASE PROGRAM
NEW KEY
INSTALL NEW KEY... REPROGRAMM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	9203132-7	KEY BLANK	20.87	20.87
		9438428-6	IGNITION KEY AP	22.00	22.00
TOTAL - PARTS					42.87

JOB# 1 TOTALS

LABOR	42.00
PARTS	42.87
JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL	84.87

TOTALS

TOTAL LABOR	42.00
TOTAL PARTS	42.87
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	5.99
TOTAL INVOICE \$	89.96

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METHOD OF PAYMENT ()CHECK ()CASH ()VIN ()AMEX ()OTHER

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CUSTOMER NO. 109744	ADVISOR PAUL T ZULKESKI 360	SPACE NO.	INVOICE DATE 02/18/01	INVOICE NO. VOC577403
	LABOR RATE 89.00	LICENSE NO.	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 00/VOLVO/S80 SERIES/SEDAN	MILEAGE 29740	DELIVERY DATE	CR #
DARIEN, CT	VEHICLE I.D. NO. YV1T584D0Y1		SELLER'S DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		R.O. DATE 02/18/01	REPRINT# 1
BUSINESS PHONE	COMMENTS			MO: 28741

JOB# 1 CHARGES

LABOR
J# 1 01VQZ-30K-2 30K MILE SERVICE HOURS: 4.00 TECH(S):176 352.00
30K SERVICE
SCHEDULED MAINTENANCE
REPLACE L/OF AIR FILTER, SPARK PLUGS, BATTERY TEST
COOLANT REPLACE CHECK TIRES AND 33 POINT INSPECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
		9178594-7	WIPER BLADE	11.53	11.53
		9150447-4	WIPER BLADE	13.11	13.11
		1275811-6	FILTER INSERT	7.10	7.10
		OIL	OIL	2.85	17.10
		9186361-3	FILTER INSERT	2.85	24.95
		9642561-6	SPARK PLUG KIT	29.13	29.13
		9304836-7	FILTER	22.47	22.47
		1381184-9	BRAKE FLUID	10.69	10.69
		501	WASHER FL	1.75	1.75
		1189942-4	GAS LINE ANTIF#	2.72	2.72
		00-40	LIBRICANT	0.98	0.98
		940026-1	WASHER	3.36	3.36
		HARDWARE	HARDWARE	3.50	3.50
		11998-2	BASKET	2.17	2.17
				2.17	2.17
TOTAL - PARTS					145.06

JOB# 1 TOTALS

LABOR 352.00
PARTS 145.06

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 497.06

JOB# 2 CHARGES

LABOR
J# 2 02VQZ2 DIAGN ENGINE HOURS: TECH(S):176 0.00
CAR HAS STARTED IN AM...OIL LIGHT CAME ON THEN OFF
OIL LEVEL WAS SLIGHTLY LOW
COULD NOT VERIFY CUST COMPLAINT....

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 08VQZ-83-DOOR CHECK DOOR /LOCK OPEN HOURS: TECH(S):176 0.00
CUSTOMER STATES SEAT MEMORY ONLY HOLDS FOR 1 WEEK...ALSO
INTERMITT SEAT SWITCH LOCK
COULD NOT VERIFY CUST COMPLAINT
COULD NOT VERIFY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL 0.00

SERVICE

Monday-Friday 7:30 am - 6 pm
24 hour drop-off and express
pickup after hours (ask for details)
Tel. (203) 359-2255

PARTS

Monday-Friday 8 am - 5 pm
Tel. (203) 359-2266

NEW CAR SALES

Mon., Wed. 9 am - 7 pm
Tues., Thurs., Fri. 9 am - 6 pm
Saturday 9 am - 4:30 pm
Tel. (203) 359-2632

PRE-OWNED SALES

Mon., Wed. 9 am - 7 pm
Tues., Thurs., Fri. 9 am - 6 pm
Saturday 9 am - 4:30 pm
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ADVISOR PAUL T ZULKESKI 350	SPACE NO	PRICE DATE 02/18/01	INVOICE NO. VOCS77403
LABOR RATE 88.00	VEHICLE NO	UTILEAGE 29740	COLOR SILVER
YEAR / MAKE / MODEL 00VOLVO/S80 SERIES/SEDAN	DELIVERY DATE	DELIVER - VLES	
VEHICLE ID. NO. YV1TS94D0Y1	SELLING DEALER NO	PRODUCTION DATE	
P.T.E. NO.	H.C. DATE 02/18/01	REPRINT# 1	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MD: 29741

JOB# 4 CHARGES

LABOR
 JP 4+02V0Z HOURS: 0.90 TECH(S):175 WARRANTY
 DIAGN ENGINE
 ENG TORQUE BUSHING NORM...
 WEAR & TEAR
 REPLACED TORQUE ROD BUSHING

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY
 1 9485885-9 ENGINE MOUNTING TOTAL - PARTS 0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX VOCS JOB# 4 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A EP OIL/COOLANT WASTE DISPOSAL TOTAL - MISC 1.35
 1.35

TOTALS

TOTAL LABOR.... 352.00
 TOTAL PARTS.... 145.06
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG 1.35
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 29.90
TOTAL INVOICE \$ 528.31

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 LATE PICKUP
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 AND PROVIDING YOU WITH AN EXCELLENT SERVICE EXPERIENCE
 METHOD OF PAYMENT ()CHECK ()CASH ()VN ()AMEX ()OTHER

.....
 CUSTOMER SIGNATURE

SERVICE
 Monday-Friday 7:30 am - 6 pm
 24 hour drop-off and express
 pickup after hours (ask for deta
 Tel. (203) 359-2255

PARTS
 Monday-Friday 8 am - 5 pm
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 Tues., Thurs., Fri. 9 am - 6 pm
 Saturday 9 am - 4:30 pm
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 Saturday 9 am - 4:30 pm
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 merchantability or fitness for a particu
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 rizes any other person to assume for it
 liability in connection with the sale of
 part(s) and/or service. Buyer shall not
 entitled to recover from the selling de
 any consequential damages, damages
 property, damages for loss of use, loss
 time, loss or profits, or income, or any o
 incidental damages. In addition, expre
 excluded is any dealer liability for def
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 of strict liability, negligence, or otherwise

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CUSTOMER NO. 108744	ADVISOR PAUL T ZULKESKI 350	SPACE NO.	WARRANTY DATE 04/26/01	INVOICE NO. VOC581110
	LABOR RATE	LICENSE NO.	COLOR SILVER	STOCK NO.
	RR RR	22180	DELIVERY DATE 10/08/99	DELIVERY MILES
	YEAR / MAKE / MODEL VOLVO / V40 / GLE		SELLING DEALER NO.	PRODUCTION DATE
DARIEN, CT	VEHICLE IDENT. NO. YV1788400Y1		R ID DATE 04/28/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 32168

JOB# 1 CHARGES-----
LABOR-----
JP 1 06V0Z
DIAG. SUSPENSION HOURS: 0.30 TECH(S): 355
WARRANTY
RATTLE/NOISE HEARD L/SIDE OF CAR... OVER BUMPS... CLUNKING.
L/SHAY BAR LINK NOISEY
REPLACED LINK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8634736-6	LINK		0.00
TOTAL PARTS					0.00

JOB# 1 TOTALS-----
TOTALS-----
JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 0.00

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AND PROVIDING YOU WITH AN EXCELLENT SERVICE EXPERIENCE
METHOD OF PAYMENT () CHECK () CASH () VISA () MEX () OTHER

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

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CUSTOMER NO. 108744	ADVISOR EDWARD AUDINO 118	SPACE NO.	INVOICE DATE 05/01/01	INVOICE NO. VOC81318
	LAUNCH DATE	MESSAGE 32814	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 2000 VOLVO S80 SERIES S80M		DELIVERY DATE 10/08/99	DELIVERY MILES
	VEHICLE LIC. NO. YV1TS8ADDY1		BILLING DEALER NO.	PRODUCTION DATE
DARIEN, CT	F.T.E. NO.		R.O. DATE 05/01/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MQ: 32814	

JOB# 1 CHARGES

LABOR
JP 1 02VOZ HOURS: 1.60 TECH(S):146 WARRANTY

DIAGN ENGINE
ENG SURGING WHEN A/C ON
THROTTLE STICKING
DIAG ON ANALYZER, RBT THROTTLE ASSY AND CLEAN OUT THROTTLE,
PERFORM SOFTWARE DOWNLOAD
25128 .5 36004 .7

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	B667730-9	UPGRADE ECM BP		0.00
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VOC8 JOB# 1 TOTAL 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

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CUSTOMER NO. 109744	ADVISOR MICHAEL P. DESANZO 175	GRADE NO.	#WORKS DATE 05/04/01	WORKS NO. VOC591584
	LEASE NO. 6600	LEASE TO 82503	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 00/VOLVO/S80 SERIES/SEDAN		DELIVERY DATE 10/09/00	DELIVERY MILES
	VEHICLE NO. VY1T60400V1		SALES/SEALER NO.	PRODUCTION DATE
DAREN, C	BUSINESS PHONE	COMMENTS	R.O. DATE 05/04/01	

340-32593

JOB# 1 CHARGES

LABOR	DIAGN. ENGINE	HOURS: 0.80	TECH(S): 146	WARRANTY	
J# 1 02VOZ	CHECK FOR INTERMITTENT IDLE SURGE, SEE PREVIOUS				
	FAULTY MASS AIR FLOW SSR				
	DIAG ON VADIS 260A 261A, REPLACE MASS AIR FLOW SSR				
	23061 .2 28462 .2 36001 .4				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8670263-5	MASS AIR FLOW S		
	1	1161417-9	GREASE		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VOC5 JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

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PARTS

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11:57:44

CUSTOMER COPY

[END OF INVOICE]

800 458-1552

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CUSTOMER NO. 108744	ADVISOR EDWARD AUDINO 118	GRADE NO.	INVOICE DATE 08/07/01	INVOICE NO. VOC586869
	LABOR RATE 88.00	MILEAGE 37081	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 2000 VOLVO S40		DELIVERY DATE 10/01/00	DELIVERY MILES
	DEVELOP/NO/SD/SF/RES/ST/AN VV1TS94D0Y1		SELLING DEALER NO.	PRODUCTION DATE
DARIEN, CT	F.T.E. NO.		R.O. DATE 08/06/01	
RESIDENCE PHONE 203-855-0641	PHONE	COMMENTS		MO: 37081

JOB# 1 CHARGES

LABOR
J# 1 01K02-37 SK 37500 MILE SERVICE HOURS: 1.40 TECH(S):345 123.20

CUSTOMER REQUEST 37500 MILE SERVICE
REQUIRED FACTORY SCHEDULED MAINTENANCE
REPLACE OIL AND FILTER CHECK: BRAKES, BATTERY, COOLANT, POWER
STEERING, TIRE PRESSURE AND ROTATE, WIPERS, LIGHTS 1ST LIST

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PRK-3	SK SERVICE	22.88	22.88
	1		OIL	OIL	****	****
	1		MD-40	LUBRICANT	****	****
	1		SON	WASHER FL	****	****
	1		118942-4	GAS LINE ANTIF	****	****
	1		11958-2	BASKET	****	****
	1		L275810-6	FILTER INSERT	****	****
TOTAL - PARTS					22.88	22.88

JOB# 1 TOTALS

LABOR 123.20
PARTS 22.88

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 146.08

JOB# 2 CHARGES

LABOR
J# 2 06V02 DTAG SUSPENSION HOURS: TECH(S):345 INTERNAL

REAR L/R AND FLANGE ASBY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		118942-4	FLANGE SURCH	INTERNAL	INTERNAL
	1		11958-2	BYPASS SURCHRG	INTERNAL	INTERNAL
TOTAL - PARTS					8.00	8.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	EP	OIL/COOLANT WASTE DISPOSAL		1.35
TOTAL - MISC				1.35

SERVICE

Monday-Friday 7:30 am - 6 pm
24 hour drop-off and express
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PARTS

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CUSTOMER NO 108744	ADVISOR MICHAEL P DEBANZO 126	SPACE NO.	INVOICE DATE 10/23/01	INVOICE NO VDC581317
	LAST NAME [REDACTED]	RELEASE 91317	COLOR SILVER	STOCK NO
	YEAR / MAKE / MODEL 2000 VOLVO S80 SERIES/SEJAN		DELIVERY DATE 10/08/99	DELIVERY MILES
	VEHICLE ID NO VY1TSD4D0Y1		SELLING DEALER NO	PRODUCTION DATE
DARIEN, CT			R.O. DATE 10/23/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		NO: 91317

JOB# 1 CHARGES

LABOR
 JP 1 06V0Z DIAG. SUSPENSION HOURS: 0.80 TECH(S):146 WARRANTY
 CUST. STATES CK FOR NOISE - SEE PREV
 CHECK FOR HUMBLING NOISE OVER BUMPS OR BACKING UP
 FOUND R/F SHAYEAR LINK WEAR REPLACED 76208
 ALSO FOUND NOISE FROM L/F AXLE ADDED LOCK TIGHT TO BOLT AS
 PART OF REPAIR 06412.60

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8634730-0	1.7L		
	1	1161684-2	GREASE		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 8.00

JOB# 2 CHARGES

LABOR
 JP 2 00V0Z-LDF LUBE OIL & FILTER HOURS: 0.30 TECH(S):146 26.40
 PERFORM A LDF
 REQUIRED MAINTENANCE
 LUBE OIL AND FILTER SPECIAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8634730-0	70/90 SERIES SPECIA	15.95	****
	1	1275810-8	OIL	****	****
	1	11998-2	FILTER INSERT	****	****
			GASKET		
				TOTAL - PARTS	15.95

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 42.35

JOB# 3 CHARGES

LABOR
 JP 3 08V0Z DIAG BODY/INTERIOR HOURS: TECH(S):146 0.00
 CHECK R/F WINDOW
 CUPHOLDER WILL NOT POP UP
 ORDERED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 JP 4 08V0Z2 DIAG BODY/INTERIOR HOURS: 0.10 TECH(S):146 WARRANTY
 CHECK R/F WINDOW
 FACTORY HOLDING
 RUBBER CURLING

SERVICE

Monday-Friday 7:30 am - 6 pm
 24 hour drop-off and express
 pickup after hours (ask for detail)
 Tel. (203) 359-2255

PARTS

Monday-Friday 8 am - 5 pm
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CUSTOMER NO. 109744	ADDRESS MICHAEL P DESANZO 135	SPRICE NO.	INVOICE DATE 10/23/01	FINANCE NO. VOCS91317
	LABOR RATE 88.00	LICENSE NO.	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 00 / VOLVO / S80 SERIES / SEDAN	MILEAGE 91317	DELIVERY DATE 10/08/99	DELIVERY MILES
	VEHICLE TO NO. VV1TS84D0Y1		SELLING DEALER NO.	PRODUCTION DATE
DARIEN, CT	P. I. E. NO.		R. O. DATE 10/23/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 91317	

REPLACED MOULDING 84122

JOB#	4 TOTALS		JOB#	4 JOURNAL PREFIX VOCS	JOB#	4 TOTAL		
							0.00	
HISC	CODE	DESCRIPTION	CONTROL NO					
JOB # A	EP	DIL/COOLANT WASTE DISPOSAL					1.35	
							TOTAL - HISC	1.35

COMMENTS
800 WAIT

TOTALS	
	TOTAL LABOR ... 26.40
	TOTAL PARTS ... 15.95
	TOTAL SUBLET ... 0.80
	TOTAL G.O.G. ... 0.80
	TOTAL MISC CHG ... 1.35
	TOTAL HISC DISC ... 0.80
	TOTAL TAX ... 2.62
	TOTAL INVOICE \$... 46.32

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METHOD OF PAYMENT () CHECK () CASH () VM () AMEX () OTHER

CUSTOMER SIGNATURE

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[REDACTED]
Haddam, Ct [REDACTED]
[REDACTED] or [REDACTED] b

March 22, 2003

Mr. Victor Doolan
President Volvo of North America
PO Box 914
Rockleigh, NJ 07647

Re: 2000 V70 Cross Country, VIN # YV1LZ56DXY2692546

Dear Mr. Doolan:

We are writing you this letter in regards to our 2000 V70 Cross Country purchased new from Gengras Volvo in Meriden, Connecticut. Three years ago we were so excited to be driving our new Cross Country out those showroom doors. My husband and I had done a great deal of research trying to find the most reliable, safe, and durable vehicle on the market that would last us at least 10 years while we started our family on one income. All of our research brought us to Gengras Volvo in search of a new Cross Country in which we paid \$37,678.

My husband and I have enjoyed the performance of the Cross Country but have had many issues with the car. Within the first month of owning the car I had to bring it into the service department at Gengras because each time I turned on the defrost an annoying whistling noise came from the duct. The mechanic said it was the o-rings and that they would seat themselves. He claimed even if they installed new o-rings they would need to seat themselves also. To this day when the defrost is on I must open and close the duct, while driving, in order for the whistling to disappear. Most times I fail at getting the noise to stop. This was only the beginning of all our trouble. The next problem occurred when the flashers became inoperable leaving me unable to travel safely on the road. And then, within ten months of having the car, the angle drive began to leak oil and the airflow under the car brought the leaking oil into the catalytic converter and the rest of the exhaust system producing a burnt gear oil smell. After each leak was repaired we put up with the gear oil smell for a little over a months time because they told us they could not remove the oil that was trapped in the catalytic converter shield. This smell is so persistent that at stop signs and while sitting in traffic the car becomes in fumigated with the odor. Once home, the burnt gear oil smell also permeates into our garage and eventually seeps into our home. With each occurrence we experienced the same cycle: leak, odor, repair, odor. Yet, we were always

understanding with Volvo that the problem would be fixed. To this day, I still smell burnt gear oil coming from the car and believe it to be unsafe to inhale for my infant child and the child that I am carrying. The last straw was this past week when the cars throttle system did not respond while I was driving on the highway with my infant child in the back. I was nearly rear-ended trying to get to the shoulder of the highway. The car needed to be towed to the dealership for evaluation and repair. Now I am scared to drive this vehicle and it sits at Gengras waiting for fair decisions to be made in replacing this car. We have made a matrix which overviews each problem we have had with the car since the date of purchase. The matrix outlines all the problems with the car, but along with that we have had much aggravation getting the car over to the dealership for repair. For us, this is a 35 minute ride each way, plus time without our car.

We purchased a \$37,678 safe, reliable vehicle to avoid these troubles and aggravations. We have spoken to owners of other new Volvos, new Audi, and Subaru in which they claim they have only seen the dealership for regular service. We do love the features that the Cross Country Volvo offers and wish to continue to be a Volvo customer.

In the past few days we have contacted Volvo customer service, spoke to a representative, and spoke to the manager of Customer Service where they refer us to the retailer. We have been to Gengras to try and work out a fair deal to put us in a car that we will feel safe and reliable in. Steve Annunziato, the Sales Manager at Gengras Volvo, has given us what he refers to as his "best number" for a 2003 XC70, at \$13,000, with our car. While this may be a reasonable offer for the normal trade-in situation, we feel that this offer is unreasonable because, again, Gengras Volvo is looking to make a profit off of this unfortunate situation we have been put in. We strongly feel that the car that we purchased, for \$38,000 three years ago, has not provided us with the reliability neither the safety that we know Volvo can provide. This car has been a problem since we first brought it home. We feel that along with the loss that we must suffer, Volvo should also absorb a loss in putting us in a new, safe, reliable car. At \$13,000, Gengras Volvo is proposing we pay a profit, again. We truly love the Cross Country and know that we just got a car with manufacturing defects. We have been more than patient in dealing with all of the problems that have arisen to this point. When the car nearly caused our family to get into an accident because of the unresponsive throttle body defect, we believe that this car will no longer be safe and reliable due to its past history. The car is being left at Gengras until we come to terms on putting us into a new Volvo.

We feel that Customer Service and the retailer are pointing fingers at each other and not taking responsibility for making the decisions needed to get us into a new, safe, reliable car. We would like you to contact us so that we can get to the person that can make a decision in regards to this matter. Our car is at Gengras Volvo in Meriden because we are scared to drive this car. It is unsafe, unreliable, and unfit for my infant son, my unborn child, and myself. We are now trying to run our household without the vehicle. Please call as soon as possible with your guidance on this matter.

[redacted] s work number)
[redacted] (home phone).

We do look forward to resolving this unfortunate issue with you.

Cordially yours,

[redacted]

[redacted]

Enc.

DATE	MILEAGE	PROBLEM	TASK	COMMENTS
3-16-00	867 MILES	Whistling in heater duct	Told that o-ring seals needed to seat. New o-rings would also need to seat	STILL HAS PROBLE!
03-00		Flasher inoperable	Replaced turn indicator relay	
12-00	15,452	Angle drive leak and gear oil burning odor	Confirmed leak from angle drive—schedule for repair on angle drive	Gear oil smell continues while oil residue burns off of exhaust system
01-05-01	16,672	Install seals	Replace seals in angle drive	Gear oil smell continues while oil residue burns off of exhaust system
04-01	22,849	Turn signals do not work	Replaced flasher	
03-20-02	33,225	Angle drive leak and gear oil burning odor	Found seepage, cleaned, report if continues	Gear oil smell continues while oil residue burns off of exhaust system
06-13-02		Angle drive leak and gear oil burning odor	Mechanic looked at car, said overfull - adjusted oil level	Gear oil smell continues while oil residue burns off of exhaust system
12/02		Angle drive leak and gear oil burning odor	Verified leak ordered parts (Vent tube)	Gear oil smell continues while oil residue burns off of exhaust system
01-09-03	42,141	Installed part - air vent valve extension	Installed air vent valve extension on angle drive	Gear oil smell continues while oil residue burns off of exhaust system
1/03		Angle drive leak and gear oil burning odor	Verified leak and ordered new angle drive	Gear oil smell continues while oil residue burns off of exhaust system
02-03		Replaced angle drive	Installed new angle drive	Gear oil smell continues while oil residue burns off of exhaust system
03-17-03		Phoned in a hesitation, AND gear oil odor still exists	Made appointment for evaluation	
03-18-03		Car throttle not responding, while driving on highway	Replace throttle body	Car repaired 3/20/03 This car is not safe and we will not be driving it

RECEIVED
OCT 22 2002

7911 Grove Court East
Germantown, TN 38138

October 17, 2002

CUSTOMER RELATIONS
Customer Service
Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, NJ 07647

Re: 1999 V70 VIN: YV1LW55A6X2[REDACTED], purchased November 1999

To Whom It May Concern:

The purpose of this letter is to express our dissatisfaction and discontent with our 1999 Volvo V70. We have recently experienced some serious and expensive problems with this car, problems that we should not have had.

Below is a detailed explanation of our problems. I would like to preface this by stating that we have had all scheduled maintenance performed regularly and religiously by certified Volvo service centers as dictated by our Owner's Manual.

In the Spring of 2000, the ETS light came on. I called Service at Secor Volvo in New London, CT, and the Service Manager suggested that perhaps the gas cap wasn't closed tightly which could cause the ETS light to come on. The light went out on its own, before I tightened the gas cap. In the Fall of 2000, we noticed that the engine was not always running smoothly. Occasionally, the tachometer would bounce all over the place, primarily when we put the car in park just prior to shutting the engine off. Also, sporadically, when we turned the engine off, it would sputter for several seconds. The ETS light did not come on during this period.

In March 2001, the ETS light came on again, and again the tachometer needle bounced around, and the engine sputtered. On 3/28/01, I took the car in to be checked out at Pat Patterson Volvo Service in Memphis, TN. They performed a software download to upgrade the ETM (all invoice copies are attached). The car was still under warranty at the time (42,043 miles), so there was no charge.

On 7/7/02, the ETS light came on again, but by turning the car off, then on again, the light went out. On 7/20/02, the ETS light came on and stayed on, the tachometer began bouncing around, the engine surged, the car bucked. This time the problem continued and it was evident the car needed service, because it was barely drivable. On 7/23, we took it in to Pat Patterson for service. The mileage on the car was 60,656, and (how ironic) it was no longer under warranty. We were told that we needed a new ETS, and it would cost about \$800. The total charge for the ETM reload and throttle body was \$863.25.

Approximately four weeks later, we noticed the A/C was no longer cooling the car. A visit to Pat Patterson on 9/3/02 revealed a cracked evaporator with an estimate of \$1200.00 to fix. We were shocked and stunned when faced with this unexpected repair. We didn't have the money at that time, so we declined the repair and accepted instead

an A/C recharge for \$111.42, which we were advised should get us through to the end of the summer.

By early October, it became apparent that the September A/C recharge barely lasted a month. Because it is so hot in Memphis until the end of October, we needed to have the A/C repaired. On October 9 and 10, the evaporator was replaced and the A/C recharged. Total cost: \$1133.98.

We bought this car, because everyone we know that has ever had a Volvo has loved it, has had it forever, and has never had a major problem with it. We have a nine-year-old daughter. We planned on sending our daughter to college in this car. Now, we question our wisdom in ever buying this car, and don't think we'll have it when our daughter enters college. We were also planning to buy my husband an S80 this year, but we have decided not to because of the V70's problems. If we have one more major problem with this car, we will get rid of it and buy something else... a Honda perhaps.

We believe the ETS malfunction should never have happened and is perhaps a factory defect. We also believe it's possible that all the shaking and surging from the ETS malfunction caused the evaporator to crack. This car has cost us more money, aggravation and inconvenience than it ever should have. Our confidence and faith in Volvo is damaged. Frankly, we're dismayed and disappointed.

We would like to hear your response to this letter as soon as possible.

If you have any questions or require further information, please do not hesitate to call me at [REDACTED] (work) or [REDACTED] (home). You may also contact me via email. My address is [REDACTED]

Thank you for your prompt attention to this letter.

Sincerely,

[REDACTED]

PAT PATTERSON VOLVO SALES, INC.
 2035 CANNINGTON PIKE
 MEMPHIS, TN 38120
 DL# 4150

10382 RO8 6909 5850 03/28/01 VOCS157390



75.00

42043

BLACK7

99VOLV0170

YV1LW65A6X2

GERMANTOWN, TN

03/28/01



LABOR & PARTS

J# 1 02VOZ45K 45K MILES SERVICE UNITS: 1.00 TECH(S): 6230 75.00
 RESET SRV. SET TIRE PSI AND ROTATE TIRES IF NEEDED
 NOTE - NEEDS FRONT TIRES
 R/R WHEEL BENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKG.1	OIL CHANGE	75.00	****
JOB # 1	1	OIL-2	1QT 10W30	0.18	0.18
JOB # 1	6	OIL-1	1QT 10W30	1.71	10.26
JOB # 1	1	3517657-3	OIL FILTER	10.89	10.89
JOB # 1	1	11998-2	GASKET	1.43	1.43
JOB # 1	1	44K		16.50	16.50
JOB # 1	1	9171296-8	FILTER	23.49	23.49
				JOB # 1 TOTAL PARTS	62.75

JOB # 1 TOTAL LABOR & PARTS 137.75

J# 2 21VOZ ENGINE UNITS: TECH(S): 6205 WARRANTY
 ENGINE IS NOT RUNNING SMOOTHLY. SOMETIMES SPITTERS WHEN 1ST
 STARTED AT IDLE. TACH BOUNCES UP AND DOWN SOMETIMES
 SOFTWARE DOWNLOADED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	8633202-0	UPGRADE ETH		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		5.00	
JOB # 1	EPA	EPA CHARGE		2.00	
				TOTAL - MISC	7.00

TOTALS

"EXCELLENCE" Expect Nothing Less
 Anything less than an EXCELLENT score is a failure to us!!
 THANK YOU!
 You are a valued customer at Pat Patterson Volvo, and your
 business is greatly appreciated!
 We strive to provide you more "value for your money" with
 service you can always depend on.

TOTAL LABOR	75.00
TOTAL PARTS	62.75
TOTAL SUBLET	0.00
TOTAL S.O.G.	0.00
TOTAL RISC CHG	7.00
TOTAL MISC DISC	0.00
TOTAL TAX	12.24
TOTAL INVOICE \$	156.99

CUSTOMER SIGNATURE

By *CK #3524*

VOLVO

PAT PATTERSON MOTOR SALES, INC.

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

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 10382	ADVISOR SCOTT	YAG NO. 12952	INVOICE DATE 07/23/02	INVOICE NO. VOC5175680
	LABOR RATE 82.00	LEASE NO.	COLOR BLACK/	STOCK NO.
GERMANTOWN, TN	YEAR / MAKE / MODEL 99 / VOLVO / V70	MILEAGE 60,656	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. YV1LW55A6XZ		BILLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 07/22/02	
COMMENTS				

LABOR & PARTS

ETS LIGHT/CEL/ENGINE SURGES
CONNECT WADIS/RETRIEVED CODES/DIAGNOSED/
REPLACED T-MODULE
GASKET AND DOWNLOAD SOFTWARE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8644347-0	THROTTLE BODY	584.20	584.20
JOB # 1	1	8636753-9	BASKET	2.75	2.75
JOB # 1	1	9438298-3	ETH RELOAD	28.75	28.75
JOB # 1 TOTAL PARTS					615.71
JOB # 1 TOTAL LABOR & PARTS					779.71
MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	SS	SHOP SUPPLIES			9.00
TOTAL - MISC					9.00
TOTALS					
				TOTAL LABOR	164.00
				TOTAL PARTS	615.71
				TOTAL SUBLET	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	9.00
				TOTAL MISC DISC.	0.00
				TOTAL TAX	74.54
TOTAL INVOICE \$					863.25

DISCLAIMER OF WARRANTIES

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S), AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES FOR LOSS OF PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR DAMAGE TO VEHICLES OR ARTICLES LEFT IN OUR CARE. WE ARE NOT RESPONSIBLE FOR FIRE, THEFT OR ANY OTHER DAMAGE TO OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your vehicle involves the use of chemicals and gases that are hazardous to the environment. These materials must be stored, managed and disposed of in accordance with federal, state and local environmental regulations. We support these regulations and believe that our customers do not bear the burden of these regulations. Therefore, we have implemented these regulations through a charge on appropriate work. This charge is not a labor charge. This charge is a separate charge on appropriate work. We believe our customers should be responsible for these charges as they are helping to pay for a cleaner environment.

CUSTOMER SIGNATURE

PAID
JUL 23 2002
BY *me*

PAT PATTERSON VOLVO



PAT PATTERSON MOTOR SALES, INC.

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

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 10382	SALES REPRESENTATIVE ERIC GIBBS	6182	ADVISOR NO. 1204	DATE 09/03/02	INVOICE NO. VOCSI77290
[REDACTED]	REGISTRATION NO. 82100	LENDER NO.	RELEASE 63,535	STOCK/	SKY NO.
GERMANTOWN, TN	VOLVO VIN 997VOLV07V70			DELIVERY DATE	DELIVERY MILES
	TYPE LINE W 5 5 A 6 X 2			SELLING DEALER NO.	PRODUCTION DATE
	FEDERAL TAX EXEMPT NO.	PURCHASE ORDER NO.		09783702	
	COMMENTS				

LABOR & PARTS

AC NOT COOLING WELL
EVAC, DYED, AND RE-CHARGE AC. FOUND EVAP LEAKING
CUSTOMER DECLINED AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8988741-9		8.20	8.20
JOB # 1	2	FREON-2	RL34A	14.00	28.00
				JOB # 1 TOTAL PARTS	36.20
				JOB # 1 TOTAL LABOR & PARTS	101.80

TOTALS

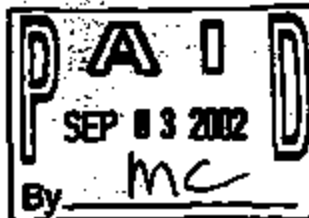
TOTAL LABOR	65.60
TOTAL PARTS	36.20
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	9.62
TOTAL INVOICE \$	111.42

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTY
AS IS - THE ONLY WARRANTY OFFERED BY THE MANUFACTURER OF THIS PART(S) AND THE ONLY WARRANTY OFFERED BY THE MANUFACTURING DEALER HEREON. ALL WARRANTIES ARE APPLIED TO THE MERCHANDISE OF MERCHANTS PARTICULAR PURCHASES NOR AUTHORIZED TO ASSUME FOR IT ALL WITH THE SALE OF THE VEHICLE. BUYER SHALL RECOVER FROM CONSEQUENTIAL PROPERTY DAMAGE OF TIME, LOSS OF OTHER INCIDENTAL

NOT RESPONSIBLE FOR CAR OR AIRBAG FIRE THEFT OR OUR CONTROL

ENVIRONMENTAL COMPLIANCE
Maintaining and modifying the use of chemicals, oils, greases, vents, oils, caustics, and other hazardous materials must be done in accordance with federal, state, and local regulations. We request that our customers do not dispose of these materials in any manner that is not in accordance with the applicable regulations. We request that our customers do not dispose of these materials in any manner that is not in accordance with the applicable regulations. We request that our customers do not dispose of these materials in any manner that is not in accordance with the applicable regulations.



PAT PATTERSON VOLVO

PAT PATTERSON MOTOR SALES, INC.

VOLVO

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

VOLVO

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 10382	VEHICLE LICENSE 13904	TAG NO. 2774	REGISTRATION DATE 10/10/02	VEHICLE NO. V0C5178657
VEHICLE MAKE / MODEL 99/VOLVO/V70	VEHICLE COLOR BLACK/	VEHICLE LICENSE 64,429	DELIVERY DATE	DELIVERY MILE
VEHICLE I.D. NO. YV1LW55A6X2	SELLING DEALER NO.	VEHICLE YEAR / MONTH / DAY 10/09/02	PRODUCTION DATE	
COMMENTS				

PLEASE REPLACE EVAP DUE TO CRACK
REPLACED EVAPORATOR, RECHARGED, COOLING FINE NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	9171781-9	EVAPORATOR	322.00	322.00
JOB # 1	1	9171589-6	KNOB	13.80	13.80
JOB # 1	2	FREON-2	R134A	15.40	30.80
JOB # 1	1	3537603-9	O-RING	2.24	2.24
JOB # 1	1	3537507-0	O-RING	2.24	2.24
JOB # 1 TOTAL PARTS					371.08
JOB # 1 TOTAL LABOR & PARTS					1027.08

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

TOTALS		
TOTAL LABOR	656.00	
TOTAL PARTS	371.08	
TOTAL SUBLET	0.00	
TOTAL G.O.G.	0.00	
TOTAL MISC CHG.	9.00	
TOTAL MISC DISC	0.00	
TOTAL TAX	97.91	
TOTAL INVOICE \$	1133.99	

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THE WARRANTIES OFFERED BY THE MANUFACTURER. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. THE SELLER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, PAIN AND SUFFERING, OR INCOME LOSS, OR OTHER DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your vehicle in accordance with the use of chemicals and petroleum products, as well as the use of hazardous materials, is a responsibility that is shared by all of us. The use of these materials and the disposal of them is regulated by state and federal laws. The support these regulations require is a cost that is passed on to our customers. As the regulations become more stringent, the cost of these regulations increases. The cost of these regulations, including the increased labor charge, is a necessary and appropriate service charge because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

CUSTOMER SIGNATURE

PAID
OCT 10 2002
By *CK # 1059*

PAT PATTERSON VOLVO

Copyright © 1999 Pat Patterson Motor Sales, Inc. All Rights Reserved. GM-000702-0001

Volvo of Pleasanton
4341 Rosewood Drive
Pleasanton, CA 94588

RECEIVED
NOV 21 2000

November 18, 2000

REGISTRATION

To whom it may concern:

I am the not so happy owner of a 2000 Volvo S80 T6. Why am I unhappy?

- 7/24/00 – Broken Throttle – in shop for 9 days
- 9/29/00 – Brake failure; Master Cylinder – in shop for 7 days
- 11/8/00 – Front end knocks & rattles. Diagnosis – “O-rings” I had to wait weeks for the parts.
- 11/17/00 – Loose cross frame support member.

From my standpoint, this car is of incredibly poor quality.

I have also not been happy with the service.

- Weeks spent waiting on parts
- Confusion over rental/loaner cars
- Assurances that car was test driven, only to find problems the moment I drive it out of the shop
- The simplest of issues, like requesting my address of record to be corrected four times cannot be done.
- Etc.

While I am relieved my car seems to be running fine for the moment, I have no confidence in my S80 remaining mechanically sound or in the ability of Pleasanton Volvo to properly diagnose and repair my vehicle without weeks of aggravation.

I was called today and asked to rate the service “excellent”. I could not do so.

BTW – “Renny” was the person who finally fixed my problems. I do not want this letter to reflect negatively on him.

[REDACTED]
Pleasanton, CA [REDACTED]
Customer [REDACTED]
VIN YV1TS90D0Y [REDACTED]

Jack Moran

From: Customer Service <customerservice@volvocars.com>
To: [REDACTED]
Sent: Tuesday, November 21, 2000 9:08 AM
Subject: Re: Unhappy with my S80 (KMM31973C0KM)

Dear Volvo Owner,

We have received your email but have not been able to read your message because it was received as an attachment. Volvo will not open any attachments in our effort to prevent the harmful effects of viruses.

Please either resend your message with the text of your attachment included in the body of the email or call us at 800-458-1552. You may also write to us at the following address:

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

Drive Safely,
Volvo Cars of North America
Original Message Follows:

From: [REDACTED]
To: yna.custserv@memo.volvo.com
Date: Sat, 18 Nov 2000 19:24:06 -0800
Subject: Unhappy with my S80
[Attachment 1.2 Type: text/plain]
[Attachment 1.3 Type: text/plain]
[Attachment 1.4 Type: application/msword]

11/26/00

17 November 2002

[REDACTED]
Herndon, Virginia [REDACTED]

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

RECEIVED
NOV 19 2002

CUSTOMER RELATIONS

Re: 1999 Volvo S80T6
VIN# YV1TS90D6X1 [REDACTED]

Madam:

I am writing again to notify you of the many problems I am having with my 1999 Volvo S80T6. This is the second time I have written to you in regards to this problematic car and the Car Service Department at Fairfax Volvo, 11050 Main Street, Fairfax, VA 22030. On the 14th of October, I had to return my car to the Service Department into the care of Terrence Welcome # 3483, to fix a reported broken ball joint, another throttle cleaning, and to download computer equipment to get my blinkers, windshield wiper and steering column controls back to a functional state. Previously to that, on the 11th of October, I took the car into a local Volvo repair shop for its 60,000-mile service (mileage at 58,320) and the above aforementioned repairs. Unfortunately, this trusted repair shop was not able to repair my Volvo because they did not have the computer software. Hence, I took it to the dealer, again for the same problems that it had been in the shop for.

- Reset -module for the steering column, download software (done: 14 OCT 2002, 11 NOV 01, 7 MAR 01)
- Air flow sensor, throttle body cleaned (done: 14 OCT 02 and 15 MAR 02)
- Towed to Volvo Fairfax for computer software, brake difficulties, turn signal defunct, steering column controls defunct and sluggish engine (02 NOV 01, 3 May 01, 28 FEB 01).
- Unexplained replacement of body parts (broken engine mount - 15 MAR 02, defective door trim, replaced - 02 NOV 01, 30 May 01, 7 NOV 00)

I did show the Service Manager the letter dated 8 FEB 2002 from the Volvo Relations Consultant, Ruth McDonagh. The Service Manager never made eye contact nor spoke with me. He was angered that I took the Volvo to a local repair shop for its 60, 000 mile service.

To date the car has spent 20 days for brake repairs, electrical, computer repairs, vacuum hose disconnects, steering wheel kickback, transmission surges, brake replacement (2), wheel replacements, recall repairs and routine Volvo recommended maintenance. At present, of course after warranty has run out, the Volvo Service Department states that

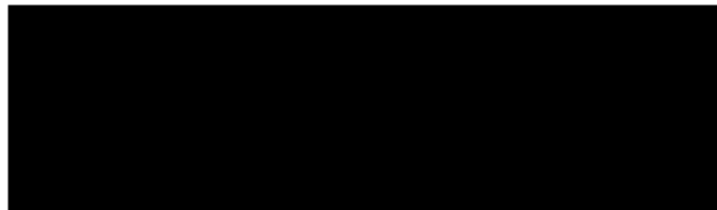
the car still needs both strut mounts and sway bar links repaired along with an alignment, front bumper clips, front engine seals and turbo return line leaking. The ironic part to this, is that the car was brought in 15 MAR 02 for problems with the front engine mount and associated areas, to the Volvo Service in Fairfax. I do not have good faith in the Service Department at Volvo of Fairfax. I request your assistance in making complete repairs or in refunding to me the vehicle's purchase price and other amounts. I also request release from the lease as soon as it expires, 28 MAY 2003 with no penalties.

Unfortunately, I have discouraged my friends from buying or leasing Volvos because of the poor service and quality of the car.

Additionally, I request that you submit this complaint to your dispute settlement program for purposes of arbitration. Please let me know what additional information is needed to complete this procedure.

I would appreciate a written response to this letter the next few days. If you need additional documentation of these problems, I would be glad to provide all the information I have, including copies of all the repairs orders from your dealership.

I shall look forward to hearing from you.



To: Royal Motors Sales - Volvo Service Manager
From: David & Monica Pauli
Date: 03/19/2001

CC: Volvo Northern California Regional Service Director
Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, New Jersey 07647



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



RE: 2001 Volvo V70XC, VIN YV1SZ58D311 [REDACTED]

The following warranty problems need to be addressed and corrected:

Transmissions:

- Item 1: At stop with vehicle in "D" - release brake pedal without applying throttle - vehicle surges into gear. This happens in "D" only - auto stick function does not have surging problem.
 - This is the SECOND request. The first time I was told I was not properly introduced to the vehicle.
 - This does not occur in other XC's. I test drove one last week to verify.
 - DO NOT RETURN UNTIL SURGING IS CORRECTED. THIS IS NOT PRESENT IN OTHER XC'S OF THE SAME MODEL YEAR.
- Item 2: When coasting, usually down hill, at less than 20 MPH in "D" vehicle attempts to downshift into 2nd gear and then releases the gear. The severity varies based upon vehicle engine temperature. It can be very sharp and absolutely not by design. This is an obvious malfunction.
 - This is the SECOND request. The first time I was told I was not properly introduced to the vehicle.
 - This does not occur in other XC's. I test drove one last week to verify.
 - DO NOT RETURN UNTIL SURGING IS CORRECTED. THIS IS NOT PRESENT IN OTHER XC'S OF THE SAME MODEL YEAR.
- Item 3: When coming to a gradual stop (usually up hill) vehicle will disengage gear before reaching ZERO (0) mph which causes a "jolt" stop.
 - This is the SECOND request. The first time I was told I was not properly introduced to the vehicle.
 - This does not occur in other XC's. I test drove one last week to verify.

DO NOT RETURN UNTIL JOLTING IS CORRECTED. THIS IS NOT PRESENT IN OTHER XC'S OF THE SAME MODEL YEAR.

Item #: In auto stick mode vehicle stutter shifts from 2nd to 3rd under heavy acceleration. Vehicle shifts in 2 phases in +/- 750 RPM increments separated by at least 1 second. This does not occur under light acceleration.

This does not occur in other XC's. I test drove one last week to verify.

DO NOT RETURN UNTIL STUTTER IS CORRECTED. THIS IS NOT PRESENT IN OTHER XC'S OF THE SAME MODEL YEAR.

See Nissan TSB 4312 - This report addressed transmission fluid replacement for rough shifting.

Service Bulletin Number: 4312

Bulletin Sequence Number: 150

Date of Bulletin: 0010

NHTSA Recall Number: SB615036

Make/Model: VO

Model: VO

Year: 2011

Component: POWER TRAIN:TRANSMISSION:AUTOMATIC

Summary: INFORMATION REGARDING THE 5-SPEED AUTOMATIC TRANSMISSION

FLUID FLUID TYPE SUBJECT REGARDING 5-SPEED AUTOMATIC TRANSMISSION

FLUID FLUID TYPE JWS-3309. INFORMATION REGARDING THE 5-SPEED

AUTOMATIC TRANSMISSION FLUID; FLUID TYPE SUBJECT REGARDING 5-SPEED

AUTOMATIC TRANSMISSION FLUID; FLUID TYPE JWS-3309.

Sunroof:

- Problem: When opening sunroof into "rear-up" vent position a plastic cracking sound can be heard. Upon closer inspection it is evident that the plastic insulation piece was installed incorrectly at the factory and has broken due to POOR QUALITY MANUFACTURING.

REPAIR: ALL NECESSARY COMPONENTS, LUBRICATE AND VERIFY FUNCTIONALITY.

Right Rear Floor Mat:

- Problem: Right rear floor mat anchor missing at delivery.

REPAIR: MAT.

Rear Center Seat "Anchor" Cover:

- Problem: Plastic anchor cover broke off during normal seat fold down procedure per manual.

REPAIR: COVER.

Headlights:

- Problem: Headlights will develop condensation inside the lenses intermittently.

REPAIR: REPLACE WITH UNITS WITH NEW COVER PER TSB 3510.

Service Bulletin Number: 3510

Bulletin Sequence Number: 158

Date of Bulletin: 0011

NHTSA Item Number: SB61 5907

Make: VOLVO

Model: V70

Year: 2001

Component: LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS

Summary: ON SOME VEHICLES, UNDER CERTAIN AMBIENT CONDITIONS, CONDENSATION MAY FORM ON THE INSIDE OF THE HEADLIGHT LENS. A NEW COVER FOR ACCESSING THE HEADLIGHT BULB HAS BEEN DEVELOPED. *TT

Steering Column:

- Item 1: At low speeds (accel & decel and steering intensive maneuvers - parking lot) a "dull clank" is audible in the steering column and can also be felt in the wheel.
 - I WAS TOLD THAT THIS WOULD BE CORRECTED WHEN RMS VOLVO TECH DISCOVERED THAT THE SWAY BAR HAD COME OFF LAST WEEK!!!!!!!
 - This is the SECOND request. The first time I was told I was not properly introduced to the vehicle.
 - This does not occur in other XC's. I test drove one last week to verify.
 - DO NOT RETURN UNTIL STUTTER IS CORRECTED. THIS IS NOT PRESENT IN OTHER XC'S OF THE SAME MODEL YEAR.

Hand brake:

- Item 1: Hand brake requires excessive force to keep vehicle from rolling down hill.

ADJUST HANDBRAKE

I have spent time in other XC's of the same model year and they do not exhibit the same transmission or steering problems.

Please do not return the vehicle until ALL of the above problems are corrected. This is my second/third visit for the transmission and steering issues. Under the Lemon Law of the State of California three unsuccessful attempts to repair a problem constitute a "Lemon" vehicle that by law must be repurchased/replaced by the manufacturer.

I am keeping a log of lost time, wages, opportunity cost and emotional stress associated with these multiple unsuccessful attempts to repair this vehicle.

All communication can be directed to:

[REDACTED]
San Francisco, CA
[REDACTED]

September, 12, 2000

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

RECEIVED
SEP 13 2000

[REDACTED]
Miami, FL [REDACTED]

CUSTOMER RELATIONS

To whom may concern:

I am writing this letter as a formal complaint for things that had been occurred with my car that I lease in Miami. Since I leased my car (Volvo S70 T5) I had problems with it and I've been going to the dealer and I am not satisfied with the services nor the car and I am thinking of returning the car to the dealer as my rights and get either another car or my full refund for all the inconvenience that I am been having with it.

Since day one the car has problems with the brakes, has a clicking noise on the pedal when you press the brake, I called the dealer they told me to take the car and it still has the problem.

The steering wheel is all full of something black I don't know what it is, I been trying to take it off but I couldn't.

The Check Engine light goes on since day one like twice a week for no reason at all, I've been calling the dealer and they said it is ok not to worry and I am because when something happen I'll be responsible for not taking the car or not informing them the problem, beside this problem I am getting upset with the car because is always a problem and I am not happy.

Lately I found rusty spots all over the car and that can't be possible because the car is a year old and this thing it not suppose to happen with the painting.

I am very sorry to tell you that but I am really upset because of these problems that's been happening with my car first of all because my wife is the one driving the car most of the time and she is carrying my children and I don't want her to be stranded on traffic with them, and I lease the car because of your reputation of safety and performance, previous experience with Volvo cars and because I like it since the beginning.

I will appreciate your cooperation in this matter and I will be pleased if I could see the problems with my car been resolved as soon as possible, either getting a new one or finally fixed mine.

I rather have a new one because I am not satisfied with this one, I had to many problems with it and I cant be calling almost once a week for problems.

If you have any question or need any information please do not hesitate to contact me.

My car information:

Volvo S70 T5, 1999

VIN: YV1LS53DXX [REDACTED]

Sincerely [REDACTED]

[REDACTED]
Miami, FL [REDACTED]
[REDACTED]

[REDACTED]
December 14th, 2001

RECEIVED
DEC 19 2001

Volvo Cars of North America
Customer Service
Seven Volvo Drive
Rockleigh, New Jersey 07647

CUSTOMER RELATIONS

Dear Sir or Madam:

I am the owner of a 1999 Volvo S-80. In November I took it to the 60,000 miles check up -(Cost \$646.77- first visit).

Shortly after that, I noticed in my control panel a message reading "Emission System Service Required" and the "check engine" light was on.

I took it again to the dealership to get this problem addressed. I was told it was the sensors and paid \$576.64 to have it fixed- second visit. Two days later the warning message was on again.

The third time I decided to take it to a different authorized service in Lancaster, PA- Stadel Volvo. I paid \$159.04 to get the issue corrected.

7520 Well, after riding a few miles the *emission message* and the *check engine* lights were on again. It was unbelievable!!

That is my story. After 3 trips to your dealerships, much inconvenience and time spend, I am very unhappy. Additionally, I am out of pocket in the amount of \$1382.45 and my problem is still there!

7569 This Volvo is the third Volvo vehicle I have bought in the last 8 years. (You can check sales records at Toyota Volvo - Reading, PA). I value quality cars and be assured that this one will be my last Volvo if I can't get this problem fixed at no extra cost to me.

Have a merry Christmas and please help me have one too. Thankfully,

[REDACTED]
Lancaster, PA [REDACTED]

Tel [REDACTED] (Work)
[REDACTED]



PERFORMANCE TOYOTA VOLVO

422 West Of Sinking Spring
 P.O. Box 2198
 Sinking Spring, Pa. 19608
 610-678-3425
 www.performancetoyotavolvo.com



CUSTOMER NO. 11476	ADDRESS STEVEN SHOEMAKER	TAX NO. 8907	INVOICE DATE 11/21/01	INVOICE NO. VOCS75669
[REDACTED] DENVER, PA	LABOR RATE 58.00	LICENSE NO.	MILEAGE 64,951	COLOR SILVER/
	YEAR / MAKE / MODEL 99/VOLVO/S80/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. YV1TS90DXX			SELLING DEALER NO.
	P.T.E. NO.			R.C. DATE 11/20/01

RESIDENCE PHONE BUSINESS PHONE COMMENTS MO: 64951

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	9186361-3	FILTER INSERT	25.82	25.82
	1	30817997-7	FUEL FILTER	35.04	35.04
	1	1381183-1	1 BRAKE FLUID	7.44	7.44
	1	9204626-7	7 FILTER	22.88	22.88
	1	9434699-6	5 ANTI-FREEZE	15.95	15.95
TOTAL - PARTS					150.36

G.O.G. & SUPPLIES	QTY	UNIT PRICE	PRICE
I.O. CASTROL MOTOR OIL	6.350	/UNIT	6.35
TOTAL - GOG			6.35

JOB# 3 TOTALS	LABOR	PARTS	G.O.G.	TOTAL
	249.40	150.36	6.35	406.11
JOB# 3 JOURNAL PREFIX VOCS				JOB# 3 TOTAL

COMMENTS
 DELETED OPERATION(S)
 03VOZ01 STATE INSPECT 1 YEAR

TOTALS

***** * Payment Method * * [] Cash [] Check # * * [] Visa [X] MasterCard [] Discover * * [] A/R * * Payment received by: MRL initials * * Payment received date: 11-21-01 * *****	TOTAL LABOR.... 328.30 TOTAL PARTS.... 275.51 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 6.35 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 36.61 TOTAL INVOICE \$ 646.77
---	--

Performance Motors Appreciates Your Business!

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS EITHER EXPRESSED OR IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY.

PERFORMANCE TOYOTA VOLVO



422 West Of Sinking Spring
P.O. Box 2198
Sinking Spring, Pa. 19608
610-678-3425
www.performancetoyotavolvo.com



CUSTOMER NO. 11476	ADVISOR STEVEN SHOEMAKER	TAX NO. 8907	SERVICE DATE 11/29/01	INVOICE NO. VOC575779
	LABOR RATE 58.00	LICENSE NO.	MILEAGE 65,228	COLOR SILVER/
LANCASTER, PA	YEAR / MAKE / MODEL 99/VOLVO/S80/4 DOOR SEDAN		DELIVERY DATE	STOCK NO.
	VEHICLE LO. NO. YVITS900XX		BILLING DEALER NO.	DELIVERY MILES
	P.T.R. NO.		R.O. DATE 11/23/01	PRODUCTION DATE
COMMENTS				MO: 65228

JOB# 1 CHARGES

LABOR
JOB# 1 10V0Z06 CHECK ENGINE LIGHT UNITS 2.50 (ECP#5) 0920 **145.00**
 CUSTOMER STATES CHECK ENGINE LIGHT ON
 INSTALL BOTH OXYGEN SENSORS
 ON BANK 2

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8631643-7	OXYGEN SENSOR	199.50	199.50
	1	8658090-9	OXYGEN SENSOR	199.50	199.50
TOTAL - PARTS					399.00

JOB# 1 TOTALS

LABOR 145.00
PARTS 399.00

JOB# 1 JOURNAL PREFIX VOC5 JOB# 1 TOTAL 544.00

TOTALS

TOTAL LABOR	145.00
TOTAL PARTS	399.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	32.64

TOTAL INVOICE \$ 578.64

 * Payment Method *
 * [] Cash [] Check *
 * [] Visa [X] MasterCard [] Discover *
 * [] A/R *
 * Payment received by **mel** initials *
 * Payment received date **11-29-01** *

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102482

54468



5455 MANHEM PIKE
EAST PETERSBURG, PA 17520
(717) 669-1060

INVOICE

PAGE 1

LANCASTER PA
HOME:

BUS: 336-4410

SERVICE ADVISOR: 103 RODGERS ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	99	VOLVO 880T-6	YV1TS90DXX		65774/65774		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC2001			17:00 12DEC01		64.00	CASH	13DEC2001
REG. OPENED	READY	OPTIONS: AXL:9					
12DEC01	13DEC01						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PA STATE INSPECTION							
	009						
						34.00	34.00
PARTS:	0.00	LABOR:	34.00	OTHER:	0.00	TOTAL LINE A:	34.00

B CUST STATES CHECK ENG LIGHT IS ON							
25121-2 THROTTLE BODY (TB) INLET MANIFOLD CLEAN							
						108.80	108.80
	1	9189111	GASKET		2.95	2.95	2.95
PARTS:	2.95	LABOR:	108.80	OTHER:	0.00	TOTAL LINE B:	111.75

CLEANED THROTTLE BODY, INFORMED THAT IT MAY ALSO NEED AN AIR MASS METER. IF SO IT IS APPROX \$2.75 P/L TO REPLACE

MISCELLANEOUS SUPPLY & EQUIPMENT EXPENSES	4.28
---	------

WE AT STADEL MOTORS ARE STRIVING FOR EXCELLENCE AND COMPLETE CUSTOMER SATISFACTION. IF YOU CAN NOT RATE US AS "EXCELLENT" ON YOUR SERVICE, PLEASE CALL CAROL, BOB OR TOM, OUR SERVICE MANAGER AT 569-1050.

SHUTTLE DELIVERY SERVICE AVAILABLE

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 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	142.80
PARTS AMOUNT	2.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.28
TOTAL CHARGES	150.03
LESS INSURANCE	0.00
SALES TAX	9.01
PLEASE PAY THIS AMOUNT	159.04

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

CUSTOMER SIGNATURE

CUSTOMER COPY

312 - B2



Erie, PA [redacted]

RECEIVED

FEB 13 2003

cup

Office of Attorney General

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

RECEIVED

FEB 26 2003

Office of Attorney General

02/07/2003

Dear Sirs and/or Madams,

I am respectfully writing this letter to inform you of our difficulties with our new 1999 Volvo S80 (vin# YV1T590DXX1 [redacted] delivery date of 09/17/1999).

We first encountered these difficulties on 12/31/1999. Repeated stalling and a loss of power led to an urgent need for service. No cause for this problem was found, and the car was returned to us. The same problem last occurred on 01/31/2003; making it the 5th time we've had this problem. The car was towed away by our dealership on Monday, 2/3/2003. When I spoke with Frank in your customer service office on 01/31/2003, he said that a regional manger would contact me to discuss getting us out of our lease. He was also to contact New Motors, our dealer. As of today (Friday, 2/7/2003), we still have not heard from anyone.

We are sending copies of this letter to the dealership, National City Lease, the Pennsylvania Attorney General, and our attorney. We have no intentions of keeping this \$45,000 vehicle which we have had more problems with than any other vehicle in our lives. We refuse to make any more payments on it. The next payment due date is 2/21/2003.

We are surprised at the *total* lack of communication and service we have received from everyone. If we need to take action further, we will not hesitate to do so. We suggest that you all get together to discuss getting us out of this lease now, as we are in the process of getting a new vehicle. One car just does not suit two working restaurant owners.

Sincerely,



c.c.: National City Lease
PA Office of the Attorney General
New Motors (Attention Larry New)
Gary Shapira, Esq.

[REDACTED]
Martzn Grove, IL

Steven B. Schwartz
Investment Representative

RECEIVED
MAY 13 2002

CUSTOMER RELATIONS

May 5, 2002

Dear Volvo Cars of North America Customer Service,

I am writing you after discussing my issues with your 800# customer service. Here are some facts:

- PURCHASE DATE: 6/11/1999
- WARRANTY PURCHASED: 4 YEARS / 50,000 MILES
- VIN # YV1TS90D7K [REDACTED]
- CURRENT MILEAGE: 40,331
- PURCHASING DEALERSHIP: STAN MIZE TOWNE & COUNTRY AUTO SALES
67TH PLACE & RT 41
SCHERERVILLE, IN 46375-0437
PHONE: (219) 865-3800 SALESPERSON: JOHN MOSES
- PERSONAL INFORMATION: [REDACTED]
CHICAGO, IL [REDACTED]
PHONE [REDACTED]

Those are the individual stats on myself and the car I purchased. I briefly, and later in exact detail, will describe my issues since I have purchased this vehicle. After a personal friend referred me to Stan Mize Towne & Country Volvo, I purchased a 1999 Volvo S80 T6 Model, from Towne & Country. It was initially serviced and prepared for driving by Towne and Country. Since that time I have not missed a scheduled maintainancing on the vehicle, which have been performed by 2 registered Volvo Dealerships. However, also since that time I have encountered multiple oil leaks, a transmission leak, and the vehicle has been out for service over 20 days. Many of these repairs are covered under warranty, however I am at my wits end with repairs for this vehicle. I thought by buying a car of this price and caliber, I would be buying a higher quality product. I have been in contact with your customer service, and they have informed me that Tony Williams, the area representative, would be in touch with me, however I have heard nothing. I have also notified the purchasing dealership of the reoccurring problems. I am sure you are well aware that consumers simply want to get what they pay for, as do I. The following is a chronology of the problems I have encountered, followed by the registered dealership documentation.

Thank you for your consideration,

Marion Grove, IL

Steven B. Schwartz
Investment Representative

Edward Jones

DATE	WORK ORDER	DEALERSHIP
06/05/1999 06/11	NEW CAR OVERHAUL PREPARE FOR ROAD	STAN MIZE TOWN & COUNTRY VOLVO
12/28/1999 12/29	7,500 MILE MAINTENANCE SERVICE (A) R&R OIL PASSAGE TO RESEAL & INSTALL	HOWARD ORLOFF VOLVO
09/26/2000 09/29	15,000 MILE MAINTENANCE SERVICE (B) RECALL ON BALL JOINTS	HOWARD ORLOFF VOLVO
10/10/2000 10/11	(C) CAR BROKE DOWN, BLACK FUMES FROM EXHAUST -OIL LEAK -FUEL INJECTION FAULTER -LOOSE HOSE CLAMP AT THROTTLE BODY	HOWARD ORLOFF VOLVO
03/23/2001 03/24	22,500 MILE MAINTENANCE SERVICE (D) BRAKES LIGHT ON, AND CAR RUNS ROUGH CHECK ENGINE LIGHT ON	HOWARD ORLOFF VOLVO
07/17/2001 07/18	30,000 MILE MAINTENANCE SERVICE	HOWARD ORLOFF VOLVO
12/14/2001	(E) BRAKE WARNING LIGHT ON, BRAKES WENT TO FLOOR OF THE CAR	HOWARD ORLOFF VOLVO
03/05/2002 03/07	(F) 37,500 MILE MAINTENANCE SERVICE HEAVY OIL LOSS DUE TO OIL LEAKS 5 SEALING RINGS, 1 O RING -NO OIL PRESSURE LIGHT ON	GROSSINGER VOLVO
04/30/2002 05/02	(G) -NO OIL PRESSURE LIGHT ON, OIL DIP STICK DRY, MORE OIL LEAKS -TRANSMISSION LEAK, FOUND FLUID IN LOWER ENGINE COVER	GROSSINGER VOLVO

Grossinger Autoplex

VOLVO
Service Center
7080 North McCormick Blvd.
Lincolnwood, IL 60712
VOLVO Service Direct (847) 745-4360

CUSTOMER NO. 106386	ADVISOR GREGORY CZUB	TAG NO. 39	W/DCP DATE 05/02/02	ADVICE NO. VOCS487603
LABOR RATE	LICENSE NO.	MILEAGE 40,330	COLOR BLACK/	STOCK NO.
VEHICLE MAKE / MODEL 99/VOLVO	VEHICLE ID NO. VV1TS90D7X1	DELIVERY DATE	DELIVERY MILES	
F.T.B. NO.	P.O. NO.	SELLING DEALER NO.		
COMMENTS		MO: 40331		

LABOR & PARTS
3.10 OIL LEAK HOURS: 3.10 TECH(S): 1816
 OIL LEAK/CUSTOMER IS DOWN 2 QUARTS OF OIL IN PAST 2000 MILES
 JUST ADDED 3 QRTS ADDED YESTERDAY AND IS STILL NOT AT FULL LEVEL
 LEAKING BANK 1 AND 2 TURBO RETURN LINES
 RESEAL BANK 1 AND 2 TURBO RETURN LINES
 25537-3.1



DISCLAIMER OF WARRANTIES
 The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Herby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	2	30637866-2	SEALING RING		
JOB # 1	2	3514546-5	BASKET		
JOB # 1	1	8636206-8	SEAL		
JOB # 1 TOTAL PARTS				0.00	WARRANTY
JOB # 1 TOTAL LABOR & PARTS				0.00	WARRANTY

2.47 BUMPER SUBLET HOURS: 2.47 TECH(S): 99
 PLEASE GET ESTIMATE ON L/R AND BUMPER AREA.
 BUMPER TOUCH UP/REFINISH AND REPAINT/EST \$185.00

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

3.14 BODY ELECTRICAL HOURS: 0.14 TECH(S): 1816
 LICENSE PLT BULB INOP
 35114-.1
 BULB FAILURE
 REPLACED LICENSE PLATE BULBS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	2	949671-2	BULB		
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

4.20 TRANS. FLUID LEAK HOURS: 1.20 TECH(S): 1816
 TRACE OF TRANS FLUID FOUND IN LOWER ENGINE COVER
 46637-2-1.2
 LEAKING INTERNAL SEAL OF VISCOUS COUPLING
 REPLACED VISCOUS COUPLING SEAL AS SUGESTED IN TECH
 NOTE 4-46-0003



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

5.20 ENGINE COOLING HOURS: 0.20 TECH(S): 1816
 TRACE OF COOLANT FOUND IN BOTTOM ENGINE COVER
 26122-.1/26123-.1



Grossinger Autoplex

VOLVO
Service Center
7080 North McCormick Blvd.
Lincolnwood, IL 60712
VOLVO Service Direct (847) 745-4360

CUSTOMER NO 106386	ADDRESS GREGORY CZUB	39	TAC NO 739	INVOICE DATE 05/02/02	INVOICE NO VOCS487603
	LABOR RATE	LICENSE NO.	MILEAGE 40,330	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 99 / VOLVO /			DELIVERY DATE	DELIVERY MILES
CHICAGO, IL	VEHICLE ID NO. VV1TS90D7X1			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		INVOICE DATE 04/30/02	
	COMMENTS				MO: 40331

SATURATED WITH OIL AND STRESSOUT OIL COOLER HOSES
AFTER PRESSURE TESTING OF COOLING SYSTEM
REPLACED OIL COOLER COOLANT HOSES REFIL SYSTEM
AND RETEST OK

DISCLAIMER OF WARRANTIES
The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of The Items. The Seller Hereby Expressly Declines All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of The Items.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	31104689-0	HOSE		
JOB # 5	1	31104688-2	HOSE		
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

COMMENTS
SHUTTLE TO NORTON GROVE

RECOMMENDATIONS
FOR VERIFICATION OF CONDITION VEHICLE NEEDS TO BE BACK FOR VISUAL INSPECTION AND VERIFICATION OF OIL CONSUMPTION WITHIN 1000-1200 MILES SINCE MULTIPLE SOURCES OF LEAKS WERE REVEALED IF OIL CONSUMPTION IS STILL PRESENT WITHIN ABOVE MENTIONED MILEAGE TECH 1816 WILL CONTACT VOLVO OF NORTH AMERICA FOR ASSISTANCE

6

WHILE PERFORMING RESEAL OF SICOUS COUPLING TECH 1816 ALSO NOTICED THAT FRONT BRAKE PADS HAVE NEAR 3MM OF LINING LEFT THEY SHOULD BE SERVICED WITH IN 3000 TO 4000 MLS

TOTALS	CHECK [] CASH [] VISA/MC [] DISCOVER []	TOTAL LABOR....	0.00
	CHECK# AMEX [] DINERS CLUB []	TOTAL PARTS....	0.00
	HOUSE INTERNAL CHARGE #	TOTAL SUBLET....	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00

TOTAL INVOICE **0.00**



* (ASTERIK) ON PARTS DENOTE - GM SERVICE PLUS LIFETIME PARTS WARRANTY
THANK YOU FOR VISITING OUR SERVICE DEPARTMENT!! PLEASE CALL AHEAD TO SCHEDULE AN APPOINTMENT AT (847) 675-8880.

UNDER NORMAL USE, ALL REPAIR WORK AND PARTS USED ARE WARRANTED FOR 12 MO'S/ 12,000 MILES WHICHEVER OCCURS FIRST.

CUSTOMER SIGNATURE



Grossinger Autoplex

(847) 745 4323

VOLVO
 Service Center
 7080 North McCormick Blvd.
 Lincolnwood, IL 60712
 VOLVO Service Direct (847) 745-4360

CUSTOMER NO 106386	ADVISOR GREGORY CZUB	39	TAB NO 487	MADE IN 03/07/02	PRICE CAP VOCS480897
	LABOR RATE	LICENSE NO.	RELEASE 38,176	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 99/VOLVO/			DELIVERY DATE	DELIVERY MILE
CHICAGO, IL	VEHICLE I.D. NO. VV1TS90D7X1			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.C. NO.		03/05/02	
COMMENTS					MO: 38180

LABOR & PARTS
 37,500 MILE SERVICE - 37,500 MILE SERVICE - CHANGE OIL AND FILTER - TEST BATTERY-CK ALL FLUIDS-ROTATE TIRES-RESET SERVICE REMINDER LT EST \$119.95 PERFORMED 37500 MILE SERVICE.
 HOURS: 3.60 TECH(S): 1816 TOTAL: 104.71

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	1275810-8	FILTER INSERT	5.79
JOB # 1	1	977751-7	GASKET	1.65
JOB # 1 TOTAL PARTS				7.44
JOB # 1 TOTAL LABOR & PARTS				112.15

DISCLAIMER OF WARRANTIES
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WARRANTY
 LOW OIL PRESSURE MESSAGE 22122-3.6 PRESENCE OF HEAVY OIL LOSS AND LEAK ENGINE WITH 2 QTS OF OIL AT THE TIME OF SERVICE LOCK OF OIL PRESSURE AND OIL INSIDE ENGINE RELATED TO ECM 644A FAULT CODE R/R OIL PAN REPLACED INTERNAL SUCTION TUBE O-RINGS RESEAL SEALING SURFACE OF OIL PAN, INPUT DYE TRACER WITH NEW OIL. CUSTOMER ADVISED TO RETURN VEHICLE FOR 40K SERVICE TO VERIFY OPERATION OF VVTC VALVE AND POSSIBILITY OF MORE OIL LEAKS.
 HOURS: 3.60 TECH(S): 1816 TOTAL: 104.71

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	12345795	DYE-FLUOR 8,800		WARRANTY
JOB # 2	4	BRAKE	CLEANER		WARRANTY
JOB # 2	1	8642559-2	SEALING RING		WARRANTY
JOB # 2	1	8642560-0	SEALING RING		WARRANTY
JOB # 2	1	30637866-2	SEALING RING		WARRANTY
JOB # 2	2	9463173-6	SEALING RING		WARRANTY
JOB # 2	1	30637867-0	O-RING		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	



WARRANTY
 CUST ST4 - WHILE DRIVING OVER EMISSION L EMISSION SYS FAILURE AFTER TEST FOR DTC'S FOUND ECM 644A FOR CORRECTION AND REPAIR DESCRIPTION SEE LINE 2 OF THIS R.O.
 HOURS: 0.00 TECH(S): 1816 TOTAL: 104.71

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



WARRANTY
 CHECK FOR AN OPEN RECALL/CAMPAIGN ON THIS VEHICLE.
 RECALL #10 VEHICLE HISTORY CHECK
 HOURS: 0.00 TECH(S): 1816 TOTAL: 104.71

Grossinger Autoplex

VOLVO
Service Center
7080 North McCormick Blvd.
Lincolnwood, IL 60712
VOLVO Service Direct (847) 745-4360

CUSTOMER NO 106386	ADDRESS GREGORY CZUB	39	TRG NO. 487	REGISTRATION 03/07/02	VEHICLE NO. VOL5480897
	LABOR RATE	LICENSE NO.	WEIGHT 38,176	COLOR BLACK/	STOCK NO.
	YEAR MAKE / MODEL 99/VOLVO			DELIVERY DATE	DELIVERY MILES
CHICAGO, IL	VEHICLE ID NO. VV1TS90D7X1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		03/05/02	
COMMENTS					MO: 38180

PERFORMED RECALL 110
REPLACEMENT OF RADIATOR EL FAN ASY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	PKRECL10	RECALL 110	
JOB # 4	2	981689-3	CABLE TIE	
JOB # 4	3	980882-5	CABLE TIE	
JOB # 4	1	9148344-6	CLIP	
JOB # 4	1	8649634-6	ELECTRICAL FAN	

JOB # 4 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY

0.00

JOB # 4 TOTAL LABOR & PARTS

0.00

G.O.G. & SUPPLIES

JOB # 1	7.0	10W30 OIL 5-7 QTS	@	2.300	/UNIT			
							TOTAL - GOG	9.10
								9.10

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A		EMD ENVIRONMENTAL SERVICE FEE	
			TOTAL - MISC
			0.74
			0.74

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$130.00 (+TAX)

COMMENTS

NOTE TO CUSTOMER/MONITOR OIL LEVEL UNTIL RETURN FOR 45,000 MILE SER

RECOMMENDATIONS

FOR ADDITIONAL RECOMMENDATION TO LINE 1 AND 2 OF THIS R.O
AFTER INPUTTING OIL DYE VEHICLE SHOULD RETURN FOR 45K SERVICE
FOR ADDITIONAL OIL LEAKS DIAGNOSTICS AND CHECKING OPERATION
OF VVTC VALVE FOR PROPER MOVEMENT

DISCLAIMER OF WARRANTIES
The Factory Warranty constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item.



Grossinger Autoplex

VOLVO
Service Center
7080 North McCormick Blvd.
Lincolnwood, IL 60712
VOLVO Service Direct (847) 745-4360

CUSTOMER NO 106386	NAME GREGORY CZUB	AGE 39	TAG NO 487	REGISTRATION DATE 03/07/02	VEHICLE NO V025480897
LABOR RATE	LICENSE NO	RELEASE 38,176	COLOR BLACK/	STOCK NO	
YEAR / MAKE / MODEL 99/VOLVO	DELIVERY DATE	DELIVERY MILES			
CHICAGO, IL	VEHICLE NO YV1TS90D7X1	SELLING DEALER NO	PRODUCTION DATE		
F. T. E. NO.	P. D. NO.	REGISTRATION DATE 03/05/02			
COMMENTS					NO: 38180

TOTALS

CHECK CASH **VISA** DISCOVER
 CHECK# **AMEX** DINERS CLUB

HOUSE INTERNAL CHARGE #

TOTAL LABOR....	104.71
TOTAL PARTS....	7.44
TOTAL SUBLET....	0.00
TOTAL G.O.G....	9.10
TOTAL MISC CHG.	0.74
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.37
TOTAL INVOICE \$	123.36

DISCLAIMER OF WARRANTIES
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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

* (ASTERIK) ON PARTS DENOTE - GH SERVICE PLUS LIFETIME PARTS WARRANTY
 THANK YOU FOR VISITING OUR SERVICE DEPARTMENT!! PLEASE CALL AHEAD TO SCHEDULE AN APPOINTMENT AT (847) 675-8880.
 UNDER NORMAL USE, ALL REPAIR WORK AND PARTS USED ARE WARRANTED FOR 12 MO'S/ 12,000 MILES WHICHEVER OCCURS FIRST.



CUSTOMER SIGNATURE _____



68004

23748

HOWARD ORLOFF VOLVO

INVOICE

Armitage & the Kennedy

1824 N. Paulina St. • Chicago, IL 60622
(773) 227-3200 • Service Direct (773) 227-3201
Service Fax: (773) 435-0121
www.orloff.com

PAGE 1

"Thank you for allowing us to serve you!"

SERVICE ADVISOR: 175 JOHN KROLL (B)

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	99	VOLVO S80T6ASR	YV1TS90D7X[REDACTED]		35009/35010	T8298	
SERVICE DATE	CODE	WARR EXP.	PROMISED	P.C. NO.	RATE	PAYMENT	INV. DATE
01JAN1999			17:00 14DEC01		89.00	CASH	14DEC2001
E.O. OPENED		READY	OPTIONS: DLR:TWNCOUNT ENG:B6284T6				
14DEC01		14DEC01					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

B BRAKE PEDAL GOES TO FLOOR							
BPV BRAKE FLUID FLUSH							
			424	CPV 1.10		97.90	97.90
2	1381183			BRAKE FLUID	6.53	6.53	13.06

B CK BRAKE WARNING LIGHT --ON							
BVA PER LINE "A"							
			424	CPV 0.00		0.00	0.00

B FREE DIAGNOSTIC INSPECTION							
W: FDI FREE DIAGNOSTIC INSPECTION							
			424	CPV 0.00		0.00	0.00

CUSTOMER PAY WASTE DISPOSAL/SHOP SUPPLIES FOR REPAIR ORDER							4.00

CHI. BUSINESS LIC. #31793

DATE: 12/14/01
BY: [REDACTED]

HOWARD ORLOFF VOLVO

NO CHARGE will be assessed on a per-vehicle basis for an "out-of-state" or "out-of-country" rental. A "RENTAL RATE" of 18% on all rentals is in effect.

STATEMENT OF DISCLAIMER:
The factory warranty constitutes all claims warranted with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties, either express or implied, including any warranty of fitness for a particular purpose. Notwithstanding to whom this disclaimer is given, no other person is assuming liability for the sale of this hardware.

DESCRIPTION	AMOUNT
LABOR AMOUNT	97.90
PARTS AMOUNT	13.06
GAS, OIL, LUBES	0.00
SHUTTLE AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGE	114.96
LESS DISCOUNT	0.00
SALER TAX	0.00
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

February 11, 2003

RECEIVED
FEB 14 2003

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

CUSTOMER RELATIONS

Dear Volvo:

In October 2001 I bought a 2000 Volvo S80 from Wilde Volvo Jaguar in Waukesha, WI.

When I bought the car I was under the impression that I had the remaining portion of the original warranty, as well as an extension up to 74,000 or three years. There was 26,000 miles on the car when I got it. I remember looking at the warranty information and thinking that it looked fairly comprehensive, as it listed coverage for the engine, transmission, drive axle, steering, suspension, air conditioning, brakes and electrical.

After a few months I noticed some surging in the engine at slow speeds. I was told that I needed a mass airflow sensor. I eventually set up an appointment at Kasten Motors, which is where I do most of my repairs and maintenance since it is closest to where I live. The part was over \$300 and to my surprise and chagrin, it was not covered under the warranty although I had reported the problem when it began in May of 2002 when there was 45,000 miles on the car. Because of that, the service dept. charged only for the cost of the part and no labor. A fair deal, but not what I was anticipating. I paid the bill and made no complaint.

Shortly after the repair I noticed that the engine seemed to be pausing or missing a bit when I drove at highway speeds. I stopped at Kasten Motors and was told that the throttle body assembly was malfunctioning. I ordered the part and set up a date for the repair, thinking that surely this would be covered since the function of a throttle is integral to the car in terms of basic operation, i.e., I step on the gas and the throttle opens the little butterfly and regulates the gas going in. Amazingly, this part was also not covered. This time the bill was \$660. I asked the service manager how this could be and he explained that some of the contracts that come with pre-owned cars just simply don't cover a whole bunch of things.

As I drove home I got more and more upset. I had bought what I considered to be a relatively expensive car. I searched for a used one because a new S80 was a bit too much for me. What sold me on the idea of a used one was the concept that I could get a pre-owned car with basic warranty "continuance" that is portrayed as being similar to the coverage on a new car. Yet here I was having spent nearly a thousand dollars in a month on parts that are really quite basic to the operation of the vehicle, both having to do with speed control. But the "speed control" that is listed in the warranty is apparently limited to the "cruise control." It would be one thing if these were non-essential things like air conditioning or power seats, which are covered, but these are parts having to do with

keeping the car on the road. I had never heard of either a "mass airflow sensor" or a "throttle control unit."

I have been a Volvo owner now since 1993. I bought an 850 brand new several months after a high-speed head-on collision that caused me many injuries. I drove the 850 for eight years and now my nephew has it and it has been nearly worry free for him with almost 250,000 miles on it. This is what led me to upgrade to a pre-owned S80. I have had nothing but good things to say about Volvo.

But right now I am very distressed both about the car and the warranty. Having these parts fail at 45,000 and 65,000 makes me wonder about the overall quality of this model. Given the "Volvo for Life," concept, this car is just barley broken-in.

It shocks me especially that the first problem happened before the car hit the original warranty limit of three years or 50,000. If you look at the Vehicle Registration and Optional Extension document, which I am including with this letter, it clearly says that it provides 24 months/24,000 of warranty coverage. I agree that it says "limited warranty" but doesn't that mean that the regular factory warranty coverage is still in place until the 50,000 mile mark? That brings the coverage to the 74,000 mile limit as written on the document. That is what I understood when I bought the car. Otherwise, what coverage is there between the 26,000 when I bought it and the 50,000, which the 24,000 is then added to get the 74,000 total? No one made it clear to me that the original warranty was now null and void and that it is the limited warranty and only the limited warranty that you have when you buy a pre-owned car. I left thinking I had a warranty equivalent to the one on a new car. No one pointed out that there are many parts that are very integral to the operation of the car that are indeed not covered by the warranty even though the car may be under the limits of the original warranty.

I am also very disturbed by the option on the warranty extension form. It says if you check the box on the left that for \$599 you can get coverage that "totals" 36 months or 36,000 miles. That is less than the coverage that comes with the vehicle. If you check the box on the right you can pay \$1399 for coverage that "totals" 24 months/50,000. Again nothing that is over and above the original plan. This is all just very confusing and when you are making an instantaneous decision with the finance person waiting for your reply, it clearly looks ambiguous as to exactly you are getting.

I am very unhappy about this car and this unclear coverage. At this time I wonder if I will ever purchase another Volvo vehicle. This is not how it should be. No one should be expected to decipher everything that this situation entails in the few minutes while the purchase is being processed, and make an informed decision. Something as basic to car ownership as warranty issues should be very clear before the purchase is completed.

Yours truly,



VOLVO CERTIFIED LIMITED WARRANTY

24 Months / 24,000 Miles (whichever occurs first)
\$0 Deductible

Maximum mileage at time of sale cannot exceed 60,000 miles on the odometer.
Plan must be accepted by the Volvo Certified Administrative Offices.

VEHICLE IDENTIFICATION NUMBER (VIN)
(PRINT CLEARLY AND ACCURATELY)
(MUST HAVE 17 DIGITS IN THE VIN)

Y V 1 7 S A R D X Y 1 1 0 0 4 0 6

RETAILER NAME
Volvo Motors

STREET ADDRESS
16501 Ventura Blvd, Suite 200
Encino, CA 91436

CITY STATE ZIP
Encino CA 91436

Retailer's Phone Number
(818) 709-1000

RETAILER CODE

Lienholder
Volvo Financial Services

Address

CHOOSE ONE BOX ONLY

TO EXTEND COVERAGE MARK BOX BELOW*

12 Months / 12,000 Miles - \$599.00 MSRP

Total term of coverage including Warranty and Extension is 36 Months / 36,000 Miles (whichever occurs first)

Maximum mileage at time of sale cannot exceed 60,000 miles on the odometer.

*VOLVO CERTIFIED PRE OWNED VEHICLES ONLY.

TO EXTEND COVERAGE MARK BOX BELOW*

0 Months / 26,000 Miles - \$1399.00 MSRP

Total term of coverage including Warranty and Extension is 24 Months / 50,000 Miles (whichever occurs first)

Maximum mileage at time of sale cannot exceed 50,000 miles on the odometer.

*VOLVO CERTIFIED PRE OWNED VEHICLES ONLY.

CUSTOMER INFORMATION AND SIGNATURE

The Retailer MUST complete the information requested in this section. Send Blue Copy to Volvo Certified Administrative Offices at the mailing address below.

Purchaser's Last Name _____ **First Name** _____

Street Address _____

City _____ **State** _____ **Zip** _____

Purchaser's Phone Number _____

Purchaser's Signature _____ **Date** _____

ORIGINAL FACTORY WARRANTY REMAINING

Yes No

CURRENT DATE

_____|_____|_____|_____|_____|

CURRENT MILEAGE
(No tenths, start from right)

_____|_____|_____|_____|_____|

VEHICLE'S ORIGINAL IN-SERVICE DATE

_____|_____|_____|_____|_____|

EXPIRATION MILEAGE

_____|_____|_____|_____|_____|

VEHICLE INFORMATION (MUST BE COMPLETED)

1. Model of Volvo: _____

2. Model Year: _____

3. Vehicle Prior: _____

4. Lease Yes No

5. No. of Cylinders: 4 5 6

6. Transmission: Auto Manual

7. Turbocharged: Yes No

8. Drive Axles: Front WD Rear WD

MAILING ADDRESS:

Volvo Certified Administrative Offices
16501 Ventura Boulevard, Suite 200
Encino, CA 91436-2023

NOTE TO PURCHASER:
This is an Application for Volvo Certified Limited Warranty only. Coverage is not valid until accepted by the Volvo Administrative Offices.
Use this form to obtain service (see reverse side) until you receive your Identification Card. Please verify Vehicle Identification Number (VIN) shown above to accurately register your vehicle.
If your Identification Card is not received within 60 days of the address shown above, forward a photocopy of this application form to the address shown at left for assistance.
In the event of mechanical failure of your vehicle, immediately contact your retailer for assistance.
CANCELLATION: The optional Extension may be cancelled within 30 days of signature date for a full refund less a \$30 processing fee (\$25 in California and Nebraska). See your retailer as State laws may vary. In the event repair or replacement of a defective part covered under the Certified program has not been completed within 90 days of the filing of a proof of loss with the selling retailer, purchaser may make a direct claim against Firststar's Fund Insurance Company at the address shown at left. The above named lienholder will be named as co-insurer for any refund or credit to the customer's account in the event this contract is cancelled and the lienholder may cancel this contract in the case of repossession. (The 24 Month/36,000 Mile Volvo Certified Limited Warranty is not cancellable.) If your vehicle is repossessed or suffers a total loss, your rights under this agreement transfer to the lienholder, if any. For cancellation of this agreement, if there is a lien against your vehicle or this agreement, any refund will be made payable to and paid to the lienholder, unless you provide us with proof that the lien has been released.

RECEIVED
DEC 23 2002

CUSTOMER RELATIONS

[REDACTED]
Louisville, KY
[REDACTED]
December 17, 2002

Volvo Cars of North America
Customer Service Department PO Box 914
Rockleigh, New Jersey 07647

Attn: Susan Campbell

2001 Volvo V70 2.4T
VIN: V1SW58D11 [REDACTED]

Dear Ms. Campbell;

I purchased the above Volvo on June 26, 2000 at:
Tafel Motor Company
4156 Shelbyville Rd
Louisville, Ky 40207
502 896 4411

Volvo claims to have the most reliable "average age of a Volvo on the road is 17 years", safest and highest quality product on the road today. My V70 has had on time routine servicing. The car has been well taken care of and has in no way been driven in a manner to justify the below listed performance problems and failures. As an owner of a V70, my Volvo has not lived up to your claim.

The following is a list of car system and component failures I have experienced from most recent to latest. No one has serviced this car except Tafel Motors, Louisville, KY.

Dec 10-until further notice 2002; 37,061 miles, solenoid control system replaced on transmission. Tafel service department required the hot line to come up with a solution to the chugging transmission. I have returned the car 3 separate times and the problem has not been fixed to date at Tafel.

Oct 24, 2002; 35,291 miles, low oil pressure light illuminates and car is leaking oil. A front driver seat is loose and requires 2 front gas springs replaced.

Jul 1-Aug 1 2002; 32,585 miles, air-conditioning malfunction that included the car in the Tafel service department for 25 consecutive days. A Volvo factory service representative came to Louisville to fix this problem. The car was returned on three different occasions for this particular malfunction. During this malfunction we spent our vacation in June to South Carolina with periods of no air-conditioning.

Feb 27, 2002; 25,487 miles, rear seat belts replaced, they would not release properly.

Jan 17-19 2002; 22,751 miles, popping noise front end, O ring sub frame bushing.

Jul 18-19 2001; 16,000 miles, brakes squealing-suspension found loose.

June 27, 2001; 15,797 miles, exterior bulbs burned out.

June 11, 2001; 15,336 miles, brake vibration, rear brake rotors worn out. Brake rotors should not wear out at this mileage.

Nov 27, 2000; 7099 miles, Hood latch, lock and switch. Security lights would not flash when doors locked.

Oct 9, 2000; 5058 miles, exterior lights won't flash when doors locked with remote key.

I am not displeased with Tafel Motors or their Volvo service manager, Paul Cambron. Tafel has accommodated me as best they can to make our Volvo ownership enjoyable. I am sure that Tafel Motor Company will concur with all of these facts. My complaint is with this particular car!!

In August 2002, after my Volvo had been in the service department for 25 consecutive days, I called Volvo of North America's 1 800 number. I spoke with a customer service representative at length about the reliability and safety issues with this particular V70. I was assured someone from Volvo of North America would get back to me immediately. To date, no one has returned my call.

A consistent failure rate of systems and components is unsatisfactory. We paid \$40,509 cash so that we would not have the aggravation, frustration, and time lost in the shop with our car. This car is not even broken in yet!! While Tafel has always been considerate with loaner's, they are not my cars. I should not have to spend every other month for the next ten years at Tafel's service department. This car will require just that.

I am between a rock and a hard place. I can not sell this car. No one would purchase it based on the service record. I certainly don't feel that I should have to take a loss and trade it for a 2002 or 2003 model. I expect Volvo to live up to their reputation.

For 2 ½ years I have been inconvenienced by the performance of my V70 2.4T. I would like to believe that Volvo of North America will live up to their reputation and back their product. I believe my car should be replace with the exact model 2002 or 2003 at no expense to me.

As each day goes by I tell every potential Volvo customer I meet about the performance of my V70. I am willing to have a sign made for the euro rails so everyone can be

warned. I have been very patient with Volvo but feel the time has come for some immediate action.

I look forward to hearing from you as soon as possible.

Sincerely,



Cc to David Peterson, owner, Tafel Motor Company

RECEIVED
JUN 2 2002

CUSTOMER RELATIONS

June 28, 2002

Volvo Customer Relations
Seven Volvo Drive
Rockleigh, NJ 07647

I purchased my 2000 Volvo S80 on January 1, 2000 from Tafei Motors, Inc. in Louisville, Kentucky. After some research, my husband decided on the Volvo S80 because of the high safety rating, including the number of air bags and the outstanding service that is promised with the purchase of a Volvo. My husband and I had just recently retired, and used our savings to pay cash for this car so we could retire without a monthly payment on a fixed income. We felt sure that a car of this caliber would sustain us through most of our retirement without the worry of any serious future expense.

I do love this car. Most of the time, this car drives like a dream with such a smooth and comfortable ride, plus I feel very safe. Unfortunately, the purpose of this letter is to express how concerned, inconvenient and upsetting it has been dealing with the continual mechanical problems and poor service I've experienced during two years of ownership.

The following is a list of problems that occurred:

1/00 - Front headlamp was replaced and serviceman put a large scratch on the black molding around headlight. Brought to dealers attention said they did not do this??
(Beach Volvo)

9/00 - Recall for ball joint was repaired.

2/01 - Stalling out when stopped at traffic lights (out of town at the time and went to another Volvo dealer and they could not determine the problem). Returned home and took it to our local Volvo dealer. Dealer had car for five days and finally determined it was the accelerator module. After service was completed driver side mat had a very large grease area, plus grease smudges on driver door. (Beach Volvo)

3/01 - Engine light stays on. Replaced gas cap seal. (Beach Volvo)

3/15/01 - Engine surges and won't idle. Replaced throttle module. Did not fix the problem. Returned again and they replaced the airflow sensor. Driver seat had a tear/puncture up the left side after service completed. Brought to the attention of the Service manager and he said that his people did not do this damage!!! I know they did.
(Beach Volvo)

4/22/02 - Had tires rotated and noticed that the wheel cap with the Volvo emblem was missing. I called dealer and they said they didn't have an extra cap, so what happened to it??? Had to buy a new cap for \$50. (Beach Volvo)

4/22/02 – Remote control will not lock the doors. Replaced passenger door lock. (Beach Volvo)

4/29/02 – Remote control still will not lock the doors but is intermittent. Told them to check the ignition because it seems like my key is difficult to remove and that is when it will not lock. Replaced ignition lock cylinder. (Beach Volvo)

9/26/01 – Fan would not stop running when engine turned off (out of town). Returned home with fan disconnected at the suggestion of Volvo dealer (Clarke Motors, Winchester, VA). Cover for fuse box inside car was removed during this service and broken off and tossed under front seat. (Clarke Motors was responsible for this) I had to purchase a new cover.

Beach Volvo determined it was the fan relay and was replaced.

I am shocked at having so many problems with a brand new 2000 model with a price tag of \$40,000. I thank "God" everyday that this car is still under warranty. Otherwise, we could not afford to pay for all the problems that have occurred.

I am very concerned about the future of this car with its history of so many problems after only two years. My husband and I are very uncomfortable keeping this car after the warranty expiration for fear of more problems and high expense. We are now feeling as though the car is unreliable and the hassle of dealing with even more problems caused while being serviced is very distressing.

I am very nervous and upset about my car having these problems. Please, I am asking for help and assistance in this very frustrating matter. I am hoping that I get some satisfaction from your company's well-respected reputation.

Enclosed are copies of the work orders and also a summary history sheet. Explanation in detail of the history sheet must be obtained from Beach /Lincoln-Mercury-Volvo at 843-626-3666, www.BeachLinmerc.com, or Fax: 843-626-1934.

I appreciate your consideration in this matter and look forward to hearing from you soon.

Sincerely, *A* *D*

[REDACTED]
Pawleys Island, SC

Home phone: [REDACTED]

E-mail: [REDACTED]

CUSTOMER NO. 50397	ADVISOR JIM	54957	CARD NO. 975	INVOICE DATE 06/06/02	INVOICE NO. VOCP143070
	LABOR RATE	LOADING NO.	MILEAGE IN 26918	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 00/VOLVO/S80			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. YUITS94D5Y1			SELLING DEALER NO.	PRODUCTION DATE
PAWLEYS ISLAND, SC	P.T.E. NO.			R.O. DATE 05/28/02	
					MILEAGE OUT NO: 27008

LABOR & PARTS
 JOB # 1 78VDZ2 DOORS HOURS: TECH(S):49629
 CUSTOMER STATES W/KEY IS REMOVED FROM SWITCH, WARNING CHIME
 KEEPS DINGING, CAR DOORS WONT LOCK, PROBLEM IS INTERMITTENT
 SEE HISTORY ON RO 140964 FOR RELATED REPAIR
 KEY LOCK CYLINDER, INTERNAL FAILURE
 REMOVED & REPLACED IGNITION LOCK CYLINDER

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8626375-3	LOCK CYLINDER S		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

WARRANTY

JOB # 2 31VDZ LOANER HOURS: TECH(S):49629
 THE LOANER CAR IS SUPPLIED FOR CUSTOMER CONVENIENCE
 PLEASE RETURN LOANER AT SPEC. TIME
 LOANER CARS KEPT PAST DUE DATE MAY BE CHARGED 70.00 A DAY
 PLEASE FILL GAS TANK TO THE LEVEL IT WAS PICKED UP AT
 THERE WILL BE A \$3.00 A GALLON CHARGE TO FILL TANK
 CUST ARE RESPONSIBLE FOR ANY DAMAGE TO THE LOANER CAR
 WHILE IN THERE CARE.
 BY SIGNING THE TICKET YOU ARE ASSUMING RESPONSABILTY

0.00

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

0.00

JOB # 3 78VUZ0 BODY FRAMEWORK HOURS: TECH(S):49629
 CUSTOMER REQUESTS CHECK DOOR WEATHERSTRIPS & SEALS, SEEMS TO
 BE A DRAFT AROUND THE DRIVERS DOOR
 LEFT FRONT DOOR SEAL LOOSE
 RESECURED LEFT FRONT DOOR SEAL

WARRANTY

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

0.00

0.00

TOTALS					
CHECK.... CASH.... CHARGE.... CREDIT CARD.....				TOTAL LABOR....	0.00
CHECK #.....				TOTAL PARTS....	0.00
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG....	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

THANK YOU FOR CHOOSING BEACH LINCOLN MERCURY VOLVO
 WE APPRECIATE YOUR BUSINESS!!!!!!
 ALL NEW LINCOLN MERCURY VOLVO PARTS & LABOR: WARRANTY IS 12
 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.
 ALL USED PARTS: WARRANTY IS 30 DAYS OR 3000 MILES.
 NO WARRANTY ON LABOR TO INSTALL USED PARTS
 IF YOU HAVE ANY QUESTIONS PLEASE CALL JIM CONNELL
 OR BRIAN HERRICK AT (843) 626-3666
 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!

Donna Spangler
 CUSTOMER SIGNATURE



BEACH



CUSTOMER NO. 50397	ADDRESS GEORGE	49629	CARD NO. 494	#WORK DATE 04/27/02	INVOICE NO. VOCF140964
	LABOR RATE	LICENSE NO.	RELEASE IN 25438	COLOR 7	STOCK NO.
	YEAR / MAKE / MODEL 00 / VOLVO / S80			DELIVERY DATE	DELIVERY MILES
	VEHICLE NO. Y011S94D5Y1			SELLING DEALER NO.	PRODUCTION DATE
PANLEYS ISLAND, SC	F.T.E. NO.	P.O. NO.		P.O. DATE 04/27/02	
	BUSINESS PHONE				MILEAGE OUT NO: 25439

LABOR & PARTS
 JH 1 73VDZ4 OTHER ELECT EQUIP HOURS: 0.80 TECH(S):54386
 DRIVER DOOR LOCK INOP
 DOOR LOCK ACC. NOT WORKING
 REPLACED DOOR LOCK ACC.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	8650548-4	LOCK, LEFT	

WARRANTY 0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR

TOTALS

CHECK.... CASH.... CHARGE.... CREDIT CARD.....

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.R.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CHECK #.....

THANK YOU FOR CHOOSING BEACH LINCOLN MERCURY VOLVO.
 WE APPRECIATE YOUR BUSINESS!!!!!!
 ALL NEW LINCOLN MERCURY PARTS & LABOR: WARRANTY IS 12 MONTHS
 OR 12,000 MILES, WHICHEVER COMES FIRST.
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 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!

CUSTOMER SIGNATURE

FORM ETA-0-01V 04/05/01 001



BEACH



CUSTOMER NO. 50397	ADNBR GEORGE	CARD NO. 189	INVOICE DATE 04/22/02	INVOICE NO. VOCP140487
	LABOR RATE	LICENSE NO. 49629	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 00 / VOLVO / S80	RELEASE IN 25378	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. YV1T59405Y1		SELLING DEALER NO.	PRODUCTION DATE
PAWLAYS ISLAND, SC	RTZ. NO.		DATE 04/22/02	
				MILEAGE OUT NO: 25378

LABOR & PARTS JOB # 1 73VDZ4	OTHER ELECT EQUIP LOCKS DO NOT WORK PASS. DOOR	HOURS:	TECH(S):54586	WARRANTY
JOB # 1 TOTAL LABOR & PARTS				0.00
JOB # 2 71VOZMISC	MISC. MAINT JUST ROTATE TIRES CUST ASKED FOR IT ROTATED	HOURS:	0.50 TECH(R):54586	29.98
JOB # 2 TOTAL LABOR & PARTS				29.98

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		1.80
JOB # A	HW	HAZARDOUS WASTE		1.25
TOTAL - MISC				3.05

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$60.00 (+TAX)

TOTALS				
CHECK..... CASH..... CHARGE..... CREDIT CARD.....				
CHECK #.....				
TOTAL LABOR....				29.98
TOTAL PARTS....				0.00
TOTAL SUBLET....				0.00
TOTAL G.O.G....				0.00
TOTAL MISC CHG.				3.05
TOTAL MISC DISC				0.00
TOTAL TAX....				0.09
TOTAL INVOICE				33.12

THANK YOU FOR CHOOSING BEACH LINCOLN MERCURY VOLVO
WE APPRECIATE YOUR BUSINESS!!!!
ALL NEW LINCOLN MERCURY PARTS & LABOR: WARRANTY IS 12 MONTHS
OR 12,000 MILES, WHICHEVER COMES FIRST.
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OR BRIAN HERRICK AT (843) 626-3666
WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!

[Handwritten Signature]
CUSTOMER SIGNATURE

PAID
APR 22 2002



BEACH



CUSTOMER NO. 30397	ADDRESS BRIAN E HERRICK 462	CARD NO. 941	INVOICE DATE 10/29/01	INVOICE NO. VIN# 126881
	LABOR RATE	LICENSE NO.	WEIGHT IN 20917	COLOR 7
	YEAR/MAKE/MODEL 00/VOLVO/S80		DELIVERY DATE	DELIVERY MILE
	VEHICLE I.D. NO. Y017594D5Y1		SELLING DEALER NO.	PRODUCTION DATE
PAWLEYS ISLAND, SC	F.T.E. NO.	FAX NO.	R.O. DATE 10/29/01	
	BUSINESS PHONE			MESSAGE OUT

LABOR & PARTS
 IN 1 72V0Z ENG GENERAL HOURS: TECH(S):49629 WARRANTY

CHECK ENGINE LIGHT IS ON
 GAS CAP FOUND LOOSE

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

CHECK.... CASH.... CHARGE.... CREDIT CARD.....	TOTAL LABOR.....	0.00
CHECK #.....	TOTAL PARTS.....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G.....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR CHOOSING BEACH FORD LINCOLN MERCURY
 WE APPRECIATE YOUR BUSINESS!!!!!!
 ALL NEW LINCOLN MERCURY PARTS & LABOR; WARRANTY IS 12 MONTHS
 OR 12,000 MILES, WHICHEVER COMES FIRST.
 ALL USED PARTS; WARRANTY IS 30 DAYS OR 3000 MILES.
 NO WARRANTY ON LABOR TO INSTALL USED PARTS
 IF YOU HAVE ANY QUESTIONS PLEASE CALL REY BRANTON OR
 BRUCE JORDAN.
 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!

 CUSTOMER SIGNATURE

173131



BEACH





BEACH

Hwy. 17 By-Pass P.O. Box 3609
 MYRTLE BEACH, S.C. 29578
 Telephone (843) 826-3666 (800) 948-0632
 E-MAIL: beachford@ac.ford.com
 FORD WEBSITE: www.beachfordm.com
 LIN-MERC WEBSITE: www.beachlinomerc.com
 VOLVO WEBSITE: www.beachvolvo.com



**Motorcraft
 FAST LUBE**

VOLVO

CUSTOMER NO. 50397	ADVISOR STEVE 49633	TAB NO. 321	INVOICE DATE 08/28/01	INVOICE NO. VDCP124016
	LABOR RATE	DIGRESS NO.	COLOR	STOCK NO.
			20A83	
	YEAR / MAKE / MODEL 2001 VOLVO / S80		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. NY17846K1081892		SELLING DEALER NO.	PRODUCTION DATE
PAWLEYS ISLAND, S	F. T. E. NO.	P. D. NO.	R. O. DATE 08/25/01	RELEASE OUT
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
 J# 1 71K0Z LCF HOURS: TECH(S): 49632 10.00
 CHANGE OIL AND FILTER REPLACE DRAIN PLUG GASKET
 NOTE SERVICE LIGHT CANNOT BE RESET W/ OIL CHANGE
 MUST HAVE SERVICE PER VOLVO STANDARDS
 PERFORMED OIL AND FILTER CHANGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		PK127	OIL & FILTER	13.00	13.00
JOB # 1	1		1273811-6	FILTER ASSET	0.00	0.00
JOB # 1	1		11630	CASTROL LUBE	0.00	0.00
JOB # 1 TOTAL PARTS						13.00
JOB # 1 TOTAL LABOR & PARTS						23.00

J# 2 72K0Z ENG GENERAL HOURS: 1.00 TECH(S): 49632 WARRANTY
 649633-043750127832
 649633-043750127832
 CALL TRADE CODES 8116 TO BAD FAN RELAY
 REPLACE FAN RELAY AND FAN

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1		649633-043750127832	ELECTRICAL PART	0.00	0.00
TOTAL PARTS						0.00

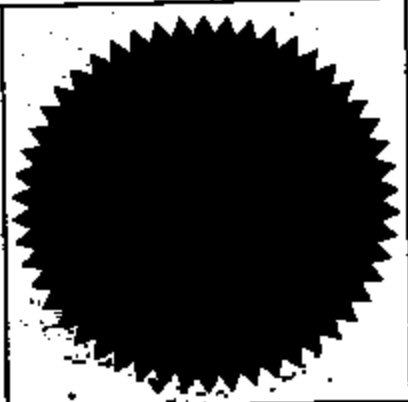
J# 3 78K0Z BODY FRAMEWORK HOURS: 0.00
 REPLACE AIR COVER
 PART ORDERS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1		649633-043750127832	ELECTRICAL PART	0.00	0.00
TOTAL PARTS						0.00

JOB # 3
 TOTAL LABOR & PARTS 13.00

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	SS	500 SPARK PLUGS		0.60
JOB # A	IN	HAZARDOUS WASTE		1.88
TOTAL MISC				2.48

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$600.00 (+TAX)



WARRANTY DISCLAIMER
 Any warranties on the services and parts are those made by the manufacturer. The dealer, BEACH FORD LINCOLN MERCURY VOLVO, neither expressly nor by implication, makes any warranty of performance, merchantability, or fitness for a particular purpose, and BEACH FORD LINCOLN MERCURY VOLVO neither assumes nor authorizes any other person to make any such warranty in connection with the sale of any vehicle.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR BUSINESS HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SHOP MATERIALS
 5% to a maximum of \$6.00
 This figure incorporates supplies used in servicing your vehicle which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

HAZARDOUS WASTE CHARGE
 \$1.25
 This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle. A full list of these materials is available for your inspection at the cashier's desk.

PLEASE SEE REVERSE SIDE

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BEACH

Hwy. 17 By-Pass P.O. Box 3600
 MYRTLE BEACH, S.C. 29578
 Telephone (843) 628-3888 (800) 948-0832
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 FORD WEBSITE: www.beachford.com
 LIN-MERC WEBSITE: www.beachlinmerc.com
 VOLVO WEBSITE: www.beachvolvo.com



**Motorcraft
 FAST LUBE**

VOLVO

CUSTOMER NO. 50397	ADVISOR STEVE	TAG NO. 321	INVOICE DATE 08/28/01	INVOICE NO. VDCP124615
	LABOR DATE 48633	LICENSE NO. 20403	VEHICLE	STOCK NO.
	YEAR / MAKE / MODEL 2001 VOLVO S80		DELIVERY DATE	DELIVERY MILES
	FINESSED NO. VVT8040EV1		SELLING DEALER NO.	PRODUCTION DATE
PAWLEYS ISLAND, S.C.			R.O. DATE 08/26/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE OUT

TOTALS
 CHECK.... CASH.... CHARGE.... CREDIT CARD....

TOTAL LABOR..... 10.00
 TOTAL PARTS..... 26.00
 TOTAL SUBLET..... 0.00
 TOTAL S.O.B..... 0.00
 TOTAL DISC. CHG..... 0.00
 TOTAL DISC. DISC..... 0.00
 TOTAL TAX..... 1.33
 TOTAL INVOICE \$ 39.26

THANK YOU FOR CHOOSING BEACH FORD LINCOLN MERCURY
 WE APPRECIATE YOUR BUSINESS!!!!
 ALL NEW LINCOLN MERCURY PARTS & LABOR WARRANTY IS 12 MONTHS
 OR 12,000 MILES, WHICHEVER COMES FIRST.
 ALL USED PARTS: WARRANTY IS 90 DAYS OR 3000 MILES.
 NO WARRANTY ON LABOR TO INSTALL USED PARTS
 IF YOU HAVE ANY QUESTIONS PLEASE CALL REY BRANTON OR
 BRUCE JORDAN
 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!



CUSTOMER SIGNATURE

QualityCare QualityCare QualityCare
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THE REPAIRED VEHICLE - WILL BE THE RESPONSIBILITY DURING REGULAR BUSINESS HOURS AND THEN ONLY FOR THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

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

SHOP MATERIALS
 8% to a maximum of \$5.00
 This figure incorporates supplies used in servicing your vehicle which includes detergent, grease, oils, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

HAZARDOUS WASTE CHARGE
 \$1.25
 This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle. A full list of these materials is available for your inspection at the cashier's desk.

PLEASE SEE REVERSE SIDE

CUSTOMER NO. 50397	ADVISOR STEVE	CARD NO. 49633	INVOICE DATE 03/21/01	INVOICE NO. UDCP108204
	LABOR RATE	LICENSE NO.	COLOR /	STOCK NO.
		MILEAGE IN 16034	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL 00 / VOLVO / S80		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID. NO. Y 031 976 914 05 301		B.O. DATE 03/19/01	
CANLEYS ISLAND, SC	F.T.S. NO.			RELEASE OUT

LABOR & PARTS
 JW 1 72V0Z ENG GENERAL HOURS: 1.30 TECH(S):49629 WARRANTY

#49633=8439790427#49629
 ENGINE SURGES WONT IDLE
 CALLED TECH LINE NO CODES ,, TOWED IN
 BAD THROTTLE MODULE
 REPLACE THROTTLE MODULE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		8644347-0	THROTTLE BODY		WARRANTY
JOB # 1	1		9189111-9	GASKET		WARRANTY
JOB # 1	1		9438290-0	ETM RELOAD		WARRANTY
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

JW 2+72V0C5 ENG CONTROLS HOURS: 0.20 TECH(S):49629 WARRANTY

#49633=8439790427#49629
 ENGINE SURGES
 CALLED TECH LINE
 REPLACE MASS AIR FLOW SENSOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		8602391-8	MASS AIR FLOW S		WARRANTY
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS

CHECK.... CASH.... CHARGE.... CREDIT CARD.....	TOTAL LABOR....	0.00
CHECK #.....	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.B....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR CHOOSING BEACH FORD LINCOLN MERCURY
 WE APPRECIATE YOUR BUSINESS!!!!!!
 ALL NEW LINCOLN MERCURY PARTS & LABOR: WARRANTY IS 12 MONTHS
 OR 12,000 MILES, WHICHEVER COMES FIRST.
 ALL USED PARTS: WARRANTY IS 30 DAYS OR 3000 MILES.
 NO WARRANTY ON LABOR TO INSTALL USED PARTS
 IF YOU HAVE ANY QUESTIONS PLEASE CALL REY BRANTON OR
 BRUCE JORDAN.
 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!7

Donna Krang
 CUSTOMER SIGNATURE

CUSTOMER NO. 50397	ADVISOR STEVE	CARD NO. 222	INVOICE DATE 03/15/01	INVOICE NO. VDCP107959
	LABOR RATE	LICENSE NO. 49633	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 00 / VOLVO / S80	MILEAGE IN 16084	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. Y 001 8 24 D S Y 1		SELLING DEALER NO.	PRODUCTION DATE
118 Pawleys Island MYRTLE BEACH, SC	TE NO.		REC. DATE 03/15/01	
				MILEAGE OUT

LABOR & PARTS
 JH 1 72V0Z ENG GENERAL HOURS: 1.20 TECH(S):49629
 #49633=8439790427#49629
 ENGINE SURGES, CK ENGINE LIGHT
 CONNECT VADIS PULLED 130A,262A,272A
 FAULT TRACE ALL CODES
 BAD MASS AIR SENSOR
 REPLACE SENSOR AND RESET COMP.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	8602391-8	MASS AIR FLOW S	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

WARRANTY
0.00

JH 2 81V0Z LOANER HOURS: TECH(S):49629
 THE LOANER CAR IS SUPPLIED FOR CUSTOMER CONVENIENCE
 PLEASE RETURN LOANER AT SPEC. TIME
 LOANER CARS KEPT PAST DUE DATE MAY BE CHARGED 70.00 A DAY
 PLEASE FILL GAS TANK TO THE LEVEL IT WAS PICKED UP AT
 THERE WILL BE A \$3.00 A GALLON CHARGE TO FILL TANK
 CUST ARE RESPONSIBLE FOR ANY DAMAGE TO THE LOANER CAR
 WHILE IN THERE CARE.
 BY SIGNING THE TICKET YOU ARE ASSUMING RESPONSABILTY

INTERNAL

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

0.00
0.00

TOTALS	CHECK.... CASH.... CHARGE.... CREDIT CARD.....	TOTAL LABOR....	0.00
	CHECK #.....	TOTAL PARTS....	0.00
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR CHOOSING BEACH FORD LINCOLN MERCURY
 WE APPRECIATE YOUR BUSINESS!!!!!!
 ALL NEW LINCOLN MERCURY PARTS & LABOR: WARRANTY IS 12 MONTHS
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 IF YOU HAVE ANY QUESTIONS PLEASE CALL REY BRANTON OR
 BRUCE JORDAN.
 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!

Bruce Jordan
 CUSTOMER SIGNATURE

CUSTOMER NO. 30397	ADDRESS STEVE	49633	CARD NO. 092	INVOICE DATE 03/07/01	INVOICE NO. VOLPS00744
	LABOR RATE	LICENSE NO.	MILEAGE 15749	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 00/VOLVO/S80	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
MYRTLE BEACH, SC	F.T.E. NO.	PHONE	REG. DATE 03/01/01		
					MILEAGE OUT

LABOR & PARTS
 J# 1 72VOC5 ENG CONTRLS HOURS: 2.70 TECH(S):49629
 #49633-8439031892-49629
 CK ENGINE LIGHT ON
 CONECT VADIS PULLED CODE 130A FAULT TRACE TO BAD
 INTAKE GASKET
 REPLACE GASKET RESET LIGHT

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	0	9178366-2	LID, LEFT	
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
JOB # 1	1	9440982-8	GASKET	
JOB # 1	1	9458535-3	GASKET	

WARRANTY

WARRANTY
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2+81VOZ LOANER HOURS: TECH(S):49629
 THE LOANER CAR IS SUPPLIED FOR CUSTOMER CONVENIENCE
 PLEASE RETURN LOANER AT SPEC. TIME
 LOANER CARS KEPT PAST DUE DATE MAY BE CHARGED 70.00 A DAY
 PLEASE FILL GAS TANK TO THE LEVEL IT WAS PICKED UP AT
 THERE WILL BE A \$3.00 A GALLON CHARGE TO FILL TANK
 CUST ARE RESPONSIBLE FOR ANY DAMAGE TO THE LOANER CAR
 WHILE IN THERE CARE.
 BY SIGNING THE TICKET YOU ARE ASSUMING RESPONSABILITY

INTERNAL

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

0.00

0.00

TOTALS	CHECK.... CASH.... CHARGE.... CREDIT CARD.....	TOTAL LABOR....	0.00
	CHECK #.....	TOTAL PARTS....	0.00
		TOTAL SUBLET....	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR CHOOSING BEACH FORD LINCOLN MERCURY
 WE APPRECIATE YOUR BUSINESS!!!!!!
 ALL NEW LINCOLN MERCURY PARTS & LABOR WARRANTY IS 12 MONTHS
 OR 12,000 MILES, WHICHEVER COMES FIRST.
 ALL USED PARTS WARRANTY IS 30 DAYS OR 3000 MTLES.
 NO WARRANTY ON LABOR TO INSTALL USED PARTS
 IF YOU HAVE ANY QUESTIONS PLEASE CALL REY BRANTON OR
 BRUCE JORDAN.
 WE WANT YOU TO BE OUR CUSTOMER FOR LIFE!

CUSTOMER SIGNATURE



97904271

90884

Clarke

motors, inc.

ROUTE 7 & U.S. 81
1859 BERRYVILLE PIKE
WINCHESTER, VA. 22603 **VOLVO**
(840) 862-2500
(800) 862-8107

INVOICE



PAGE 1

SERVICE ADVISOR: 3 TOM LYNN

PAWLYS ISLAND, SC
HOME: [REDACTED] US:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MOONDUST	00	VOLVO S80 T6	YV1TS94D5Y1 [REDACTED]		15393/15393		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 26FEB01			MC	26FEB2001

H.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:B6294S

07:44 26FEB01 10:17 26FEB01

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

A THE CUSTOMER REPORTS THE CHECK ENGINE LAMP IS ON
CAUSE: CHECK ENGINE LAMP ON CODES 262A 272A CLEAR ADAPTIVES DID NOT

REOCORE AT THIS TIME

36001-2 DIAGNOSTIC TROUBLE CODES (DTC) READING

AND RESETTING VST/VCT (B)

23 EBY, KIM LIC#: 2358

WV94 0.40

(N/C)

28462-3 IGNITION AND FUEL INJECTION FAULT TRACING

DTC (B)

23 EBY, KIM LIC#: 2358

WV94 0.20

(N/C)

FC: 5H10 PART#: COUNT:

CLAIM TYPE: 01

AUTH CODE:

CODES 262A LONG TREM FUEL TRIM LOWER LIMIT BANK 1 CODE 272A LONG TREM
FUEL TRIM LOWER LIMIT BANK 2 NO SIGN OF VACUUM OR EXHAUST LEAKS 02 AND
MASS METER WITHIN SPECS AT THIS TIME

B CHANGE OIL AND FILTER

VLOF CHANGE OIL & FILTER AIR TIRES TOP UP ALL

FLUIDS LUBE BODY CHECK SAFETY SYSTEMS

23 EBY, KIM LIC#: 2358

CV 1.00

22.50 22.50

71 OIL OIL (TWIN)

0.22 0.22 15.62

1 1275811 FILTER INSERT

8.17 8.17 8.17

1 977751 GASKET

1.27 1.27 1.27

1 WWS W/W FLUID

1.79 1.79 1.79

1 4318007 *CLEANER-FUEL INJECTOR

5.25 5.25 5.25

CHEVRON TECHRON FUEL INJECTOR CLEANER

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

1.69

TERMS: CASH CHECK OR CREDIT CARD

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SHOP SUPPLY CHARGES ARE FOR BULK MATERIALS NEEDED FOR THE REPAIR OF YOUR VEHICLE. THESE ITEMS CAN'T BE CHARGED INDIVIDUALLY BECAUSE THE COST OF THE UNIT PACKAGE IS GREATER THAN COST OF THE AMOUNT USED.

LIMITED EXPRESS WARRANTY, LABOR & PARTS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. VOLVO PARTS 12 MONTHS, NO MILEAGE RESTRICTION. CHRYSLER PARTS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. CLARKE MOTORS, INC. HERSEY LIMITED EXPRESS WARRANTIES TO THE SAME PERIOD.

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
OTHER LABOR & MATERIALS	
TOTAL CHARGES	
LESS INSURANCE/DCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

97904271

90884

Clarke
motors, inc.

ROUTE 7 & U.S. 81
1688 BERRYVILLE PIKE
WINCHESTER, VA. 22603 **VOLVO**
(840) 862-2600
(800) 862-8107

INVOICE



PAGE 2

PAWLYS ISLAND, SC
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 3 TOM LYNN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MOONDUST	00	VOLVO S80 T6	YV1TS94D5Y1 [REDACTED]		15393/15393		
BE DATE	PROD DATE	WARR EXP	PHONE#	PO NO	RATE	PAYMENT	
			17:00 26FEB01			MC	
R/O OPENED	READY	OPTIONS: ENG:B6294S					
07:44 26FEB01	10:17 26FEB01						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Our mission at Clarke Motors is to provide our customers with a shopping, buying, service and ownership experience that consistently satisfies each individuals needs and exceeds their expectations in a comfortable, supportive environment. OUR NEW TOLL FREE NUMBER IS 1-800-662-8107

PAID

2-20-01
WLD

<p>TERMS: CASH CHECK OR CREDIT CARD</p> <p>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p> <p>SHOP SUPPLY CHARGES ARE FOR BULK MATERIALS NEEDED FOR THE REPAIR OF YOUR VEHICLE. THESE ITEMS CAN'T BE CHARGED INDIVIDUALLY BECAUSE THE COST OF THE UNIT PACKAGE IS GREATER THAN COST OF THE AMOUNT USED.</p>	<p>LIMITED EXPRESS WARRANTY. LABOR & PARTS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. VOLVO PARTS 12 MONTHS, NO MILEAGE RESTRICTION. CHRYSLER PARTS, 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. CLARKE MOTORS, INC. HEREBY LISTS IMPLIED WARRANTIES TO THE SAME PERIOD.</p> <p>THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE.</p> <p>CUSTOMER SIGNATURE</p> <p>X</p>	<p>DESCRIPTION</p> <p>LABOR AMOUNT 22.50</p> <p>PARTS AMOUNT 32.10</p> <p>GAS, OIL, LUBE 0.00</p> <p>BURLET AMOUNT 0.00</p> <p>OTHER LABOR & MATERIALS 1.69</p> <p>TOTAL CHARGES 56.29</p> <p>LESS DISCOUNTS 0.00</p> <p>SALES TAX 1.44</p> <p>PLEASE PAY THIS AMOUNT 57.73</p>
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CUSTOMER COPY

File #

RECEIVED
AUG 22 2002

August 21, 2002

CUSTOMER RELATIONS

Customer Relations
Volvo
7 Volvo Drive
Rockleigh, NJ 07647

RE: Volvo S80 VIN# YV1TS94D4Y1 [REDACTED]

Dear Sir or Madam:

I am writing to express my concerns and dissatisfaction regarding my experiences with my leased 2000 Volvo S80. Volvo has a great reputation for safety and quality. This reputation served as the main reason why I chose to lease from Volvo. However, I have come to doubt this reputation.

In the course of the last two years, I have continued to experience problems with this vehicle. These problems have not only placed a significant burden on my time, but I strongly believe that my safety is at risk.

The problems include:

- Faulty Sway Bar – experienced during all driving speeds and conditions
- Faulty Front Hub Bolts – experienced loss of vehicle control on highway
- Faulty Throttle – experienced sudden speed reduction to 15 mph in passing lane

Under these circumstances, I did not and still do not feel safe driving this particular vehicle. While I have been without a car for extended periods of time, the emotional stress has been far greater.

This matter is of high urgency to me. I can be contacted at 201.986.2012 to discuss how to proceed with this vehicle and my concerns.

Sincerely,

[REDACTED]

cc: (via fax) Kevin Flanagan – Smythe Volvo