RECEIVED
SEP 17 2003
CUSTOMER RELATIONS

September 14, 2003

ssional:

I have been a customer since 1991 and have always been satisfied with my Volvo's and the service I have received. Just recently a situation arose which disturbed me very much. On June 26, 2003 I brought my car to Eagle Auto Mall in Riverhead, NY for a routine maintenance. They said the car was fine and all I needed was an oil change. The very next day as I was driving I felt my car losing power and I pulled over to the side of the road. There was a red indicator light on. I called Eagle Auto who said I needed to bring the car in. Eagle said they were very busy and would not be able to service the car for a few days, which meant that I needed to rent a car which I did from them. The diagnosis resulted in a "Faulty throttle body". Upon speaking to several auto professionals I was told that the car is way too young for that to be happening. At the time the mileage on the car was 54,838. I am appealing to you "the Corporation" since Eagle said that the bill was my responsibility. This faulty throttle body cost me $822.10 plus $113.47 for the rental. Not only was the car not properly diagnosed when it was serviced, but it put me into a very dangerous situation.

I would like to know what your evaluation of this situation is. Is this expense rightfully mine or Volvo's since the throttle body was "Faulty" to begin with?

My personal information is as follows;

[redacted]
Huntington, NY [redacted]
Tel. 631-368-2053
VIN # YV11S56D1Y[redacted]

I would appreciate a response very much.

Sincerely,

[redacted]

Eagle Auto Mall Corp.

1330 OLD COUNTRY RD. • RIVERHEAD, NY 11901
TEL. SERVICE (631) 727-6161 | SALES (631) 727-0700
TELE-FAX# 727-0436

VOLVO MAZDA Jeep. KIA

CASH, CERTIFIED CHECK, MASTER CARD, VISA OR AMERICAN EXPRESS

X _____
CUSTOMER'S SIGNATURE

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

VOLVO AND MAZDA LIMITED EXPRESS WARRANTY. LABOR AND PARTS 1 MONTHS UNLIMITED MILES. EAGLE AUTO MALL HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

CHRYSLER LIMITED EXPRESS WARRANTY. LABOR AND PARTS 1 MONTHS OR 19,600 MILES WHICHEVER OCCURS FIRST. EAGLE AUTO MALL HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

N.Y.S. REPAIR SHOP NO. 707[illegible]

[redacted]

[redacted]	[illegible] 56	017	04/30/03		
	99 00	AL[illegible]	54838	GRAY/	
	00/[illegible]				
	[redacted]				
[redacted]			04/24/03		
					801 54841

LABOR & PARTS
JW 1 02VOZZ ALL ENGINE GENERAL UNITS: 2.50 TECH(S)4111 232.50
CUSTOMER STATES:ETS LIGHT COMES ON WHILE DRIVING,AND CAR
DOESN'T RESPOND TO GAS PEDAL
FAULTY THROTTLE BODY
REPLACED FAULTY THROTTLE BODY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8[illegible]	THROTTLE BODY E 11	521.00	521.00
JOB # 1	1	8636753-9	GASKET E 11 50A	2.46	2.46
			JOB # 1 TOTAL PARTS		523.46
			JOB # 1 TOTAL LABOR & PARTS		755.96

TOTALS

EAGLE AUTO MALL SERVICE - EXPERIENCE THE EXCELLENCE!
THANK YOU FROM OUR ENTIRE SERVICE STAFF.

*** PAYMENT METHOD ***
* CASH ( ) CHECK ( )*
* VISA ( ) MASTER ( )*
* AMEX ( ) DISCOVER( )*
****

TOTAL LABOR....	232.50
TOTAL PARTS....	523.46
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	66.14
TOTAL INVOICE $	822.10

**********HELP US HELP YOU!**********
IN ORDER FOR US TO PROVIDE YOU WITH THE HIGHEST QUALITY SERVICE EXPERIENCE, PLEASE CONTACT US IMMEDIATELY IF FOR ANY REASON YOU CANNOT USE THE WORD "EXCELLENT" ON EVERY FACET OF THE FOLLOW UP SURVEY. ANYTHING LESS THAN AN "EXCELLENT" IS A ZERO SCORE FOR US AND A MISSED OPPORTUNITY BY YOU. OUR CUS[illegible] EXPERIENCE POSSIBLE!

[redacted]

Closed
F.J.

Pd. PK
[illegible]

Volvo Cars of America, Attn.: Customer Relations
7 Volvo Drive
Rockleigh, New Jersey 07647

October 3, 2003

RECEIVED
OCT 9 2003
CUSTOMER RELATIONS

RE: Volvo part failure: throttle unit in 2001 V-70A, 2.4T
VIN # YV 1SW58D412[redacted]

Dear Sirs,

I'm writing in response to the failure of one of the key components for the run-ability of the 2001 V-70 engine, the throttle body. It is disappointing when a new car has a major component fail at such low mileage, especially when the problem was pointed out from the beginning. However, the part did not "fail completely" until after the 50,000 mile warranty period.

The run-ability of my car had been expressed to the service writer and Dave Motteler at Topping Volvo from the first service and every service thereafter until the part completely failed and was replaced on 8-29-03 at 64,341 miles. The comment I always received was, "that's the way all 2001 Volvos perform." Thus, the problem was never indicated on the service invoices. The pause that always occurred between stepping down on the pedal before acceleration began continued to become a greater interval. By about 30,000 miles the cruise control would sometimes not accelerate or decelerate. (I just thought I had not pushed the cruise button correctly.) At about 45,000 miles I had to hold my finger down on the button to get the cruise control to respond. By 55-60,000 miles when I first turned the cruise control on the light on the dash would come on; but when I pushed the +/– button to activate drive speed the light and cruise control disappeared. The next time when I started the car, the cruise control would work fine. This on/off performance cycled randomly. Then I noticed that if I waited 30 to 60 seconds after turning the cruise control on before pushing the +/– button, the cruise control worked most of the time. By 64,000 miles the cruise control worked half of the time and failed half of the time.

This failure leads me to believe that Volvo has a major problem which may require a complete or partial redesign. Another possibility is that a batch of these parts were bad or had a faulty component. While driving my parent's new 2004 V-70 Volvo on a 500 mile trip the cruise control wouldn't accelerate or decelerate under certain conditions when the button was pushed. The greater the incline or decline of the road the more apt the cruise feature would not recognize the +/– button.

I really like the new replacement part (throttle unit) because now there is no pause between stepping on the pedal and acceleration. The cruise control works instantaneously, consistently, and acceleration is better. This demonstrates to me that the original part was faulty and my requests for repair were valid from the beginning. Dave Motteler, who has worked on our Volvos (*) for many years, has stated that I am one of the most perceptive evaluators of car problems with whom he has worked. We feel this repair should be covered under warranty because it has been an on-going dysfunction from the beginning. We look forward to your reply.

Sincer[redacted]

(*Our first Volvo was a 1976, 245. Our family eventually purchased 16 Volvos and I have influenced other family members and friends to purchase another 9 Volvos.)

Auburn, WA [redacted]
Phone: [redacted]

Mid-Carolina Obstetrics & Gynecology, P.C.

OBSTETRICS, GYNECOLOGY AND INFERTILITY

William R. Goldson, M.D., FACOG (retired) / Leon E Woodruff Jr., M.D., FACOG / Myra L. Tenley, M.D., FACOG
Dennis L. Stephens, M.D., FACOG / Amy O. Graff, M.D. / Allison L. Jenkins, M.D., FACOG / Sarah D. Maddison, M.D.

September 10, 2003

RECEIVED
SEP 15 2003
CUSTOMER RELATIONS

Customer Service Department
Corporate Headquarters / Volvo Cars, N. America
7 Volvo Drive
Rockleigh, NJ 07647

To Whom It May Concern:

I am writing to express my complete dissatisfaction with my Volvo owning experience. I have spoken with representatives at the Volvo "customer care" number twice, but my concerns did not seem important to them at all and I have never received any response. I am anticipating I may not receive any response from this letter either, but I feel that it will be therapeutic for me to have expressed *some* of my frustrations (I don't have time to write, nor you time to read about *all* of my frustrations).

When I purchased my Volvo S80 T6 in June 1999 I was excited, feeling that I was choosing a car known for its quality and safety. It was approximately 1 year old and had 12,000 miles on it. In the past 4 years of owning the car we have put approximately 55,000 miles on it. During these 4 years this car has been broken down and in the Weaver Brothers service department in Raleigh, N.C. no less than 22 times. I have been left stranded and needed to be towed no less than 5 times. (For comparison, we bought a Ford Expedition the same month that we bought our Volvo – it also has approximately 65,000 miles on it – that vehicle has *never once* broken down on me or left me stranded. The Expedition has never had to go to the shop other than for routine maintenance.) We have been wanting to sell the car and be rid of it, but we can't keep it working long enough, or keep all the warning lights off for long enough, to get it inspected or sold.

The first several of many breakdowns were exceptionally inconvenient because I had just given birth to our first child. It was terribly frustrating because the car had several lengthy visits to the Weaver Brother's service center for the *same* problem – a completely dead battery – one that wouldn't even take a jump. The Volvo "on call" response truck initially tried to jump it and it started smoking out of the CD player – it was completely dead. It had to be towed several times (which of course is tough to do with a 3 week old infant in a car seat with tow trucks that have no back seat), and we would be without a second vehicle for days at a time. I do think Mark Lamdin of Weaver Brother's service dept. did start to feel badly for us after they had twice tried to tell us it was a "bad coincidence" that we must have received two faulty batteries. After the fourth time it completely went dead they did replace more than just the battery. (I guess it was an intermittent problem with the alternator so it had been testing o.k.). Being stranded in parking lots and needing to be towed multiple times after owning the car less than one year was not a good start for us. We had one of our attorney friends bring up to us (we did not initiate) the point that our car sounded like a lemon. He

4420 Lake Boone Trail, Suite 303, Raleigh, North Carolina 27607 / Telephone (919) 781-5510 / FAX (919) 781-5053
www.raleighobgyn.yourmd.com

printed up the details on the lemon law and we truly *just* missed the qualifications by a technicality!

One other particularly upsetting experience was 2 weeks after the birth of our second child. I took the Volvo into the Weaver Brother's service department for a repair and when I left with my "fixed" car, I completely stalled with a dead car about 1 mile down the road. This happened to be an extremely busy road (4 lanes in each direction!), in a total down pour, just over the crest of a hill. I had my 2 week old baby in the back seat and had to pick my son up from his preschool within 20 minutes. I truly was panicked and feared that I was going to be rear ended with someone coming over the hill at 50 miles per hour. Thank goodness for a nice semi-truck driver who pulled over and then pushed my car across two other lanes of traffic and off to the side of the road. In tears and in a panic I called Mark Lambdin, who did immediately come down to fix the problem. He reported to me that some very important engine intake hose had been knocked off by the person working on my car– he wasn't quite sure how that could have happened but he was able to connect it and did apologize. I have to say that in my profession a "mistake" or an "accident" that endangered someone's life would cost me thousands of dollars trying to defend myself from a huge lawsuit. No one allows any room for error in what I do. This is an extremely sensitive topic with me; as you can imagine, I don't like how litiginous everyone has become.

You will not believe this but approximately one month later, after yet another Volvo "repair" our car completely broke down. Again it was on our drive home from the service center! (This time it at least was at the end of our 25-minute drive home – not on the dangerous busy street like the previous breakdown on the drive home from Weaver Brother's). We had to have the car towed again - and can you believe – somehow, Mark wasn't sure how but during the car repair again the important hose wasn't secured on properly and the intake hose had fallen off. (The point that the two breakdowns occurred immediately after leaving the Volvo dealer and had nothing to do with what we took the car in for is an extremely important point for later in my letter.) Breaking down on two consecutive drive homes from the Weaver Brother's "repair" shop does not instill very much confidence in their service. As a "mistake" had now happened twice in a row, Mark felt badly and he actually spared us the 1 hour roundtrip time to pick up our car and had it delivered back to us the following day.

My next point has to do with the time we took our car in because the power steering had completely gone out. When we took it into the Weaver Brother's service center they assessed the car and told us they could fix (for quite a lot of money) the power steering but also that the brakes needed to be replaced. We told them to go ahead and fix both of these. We picked the car up and on our drive home several warning lights started to go off. The very next morning I contacted the service department to tell them that I had my brakes replaced and now the "ABS" warning light as well as the "Brake system failure – stop ASAP" light and the "STC" light were all on. They of course told me to bring it back in (each and every trip entails both my husband and me as well as our two children spending an hour to go drop it off and again another hour for all four of us to go pick it up). In the past the absolute only light that I would sometimes notice was the "coolant sensor" light. I NEVER HAD THE BRAKE FAILURE OR THE ABS OR THE STC LIGHTS GOING ON PRIOR TO THAT SERVICE

ENCOUNTER. Mark informed me he felt it was just coincidence that all of those sensors went off at the same time my car happened to be in their shop. I want you to know that I am coming from the perspective that "problems" can occur during the repair that sometimes can't be explained (recall the two times my important hose got disconnected and it was "unrelated" to what they were working on). With these as my prior Weaver Brother's service dept. experiences how could I not think that something during the *brake replacement* caused the "*Brake failure*" light to go off. They were hoping all of these warning lights were related to the "speed sensor" or some other sensor, so I spent $50.00 getting one of the sensors replaced but it hasn't done any good (at least that was a small amount of money, although it entailed two additional roundtrips to the dealer, thus wasting my families valuable time).

My Volvo has not been able to pass the inspection nor been sold because of all of these warning lights. I was so upset at the principle (because I am confident it is related to its April '03 visit to the service center) that I had not wanted to pay the ?$800 or whatever it was going to be to have the many, many warning lights turned off. In the meantime, my car just started blowing out smoke from the exhaust pipes and stalling (once as I was making a left and almost got struck by oncoming traffic- a very scarey experience). We immediately brought it into the shop and now have learned it is the turbos that have failed and also some air has gotten into the oil area – a mere almost $5,000.00 to have this fixed. Of course my main regret is that we couldn't ever get the car's warning lights off and get rid of the car before this more expensive breakdown occurred. Like I said – I am completely convinced that because those warning lights all turned on while it was at the service center, the Weaver Brother's service department should have taken responsibility for turning them off. I CALLED THE VERY NEXT DAY AFTER BRINGING IT HOME TO REPORT THE PROBLEM- well within the "covered period" for repair work.

Again – for the hours and hours of time trekking back and forth to the dealer, for time missed from work, for the unbelievable amount of stress, the many dangerous situations it has put me in, the cumulative weeks we have been functioning with one less car, the time it caused me to not be able to pick my son up from preschool, the problem caused *while at the dealership* that they will not take responsibility for, etc. .....I strongly feel that the Volvo company owes me compensation. I know that it is not acceptable for a car to have to be in the service department more than 22 times in 4 years. I know it is not acceptable for a problem to occur while at the dealership and they not take responsibility. I have another vehicle for comparison, my Ford, that has *never* broken down or caused me any problems. (Although I have learned that the Ford Co. is now connected with the Volvo Co. so I will therefore never want to give them any business again because of my Volvo experience). I can honestly say that all of my friends and family, and some of my colleagues, patients and acquaintances that hear about my Volvo experience are absolutely shocked and horrified. As I said initially, I was hoping the Volvo would have been a safe, reliable and good car – it has absolutely been none of those. At this point I would truly only wish a Volvo upon my worst enemy.

Interestingly, my husband found the following quote from the President and CEO of Volvo that seemed to acknowledge a "lapse in quality" with the early S80s. He continued by saying that this "must not happen again" – implying that Volvo feels quality, as well as profitability,

is important. Nothing about our experience has indicated any remorse by Volvo for putting short-term profitability ahead of quality.

"We can do it when we try. I'm very pleased to note, for instance, that the Volvo S80 - which we did have problems with in the US - has improved substantially. Now it is among the most problem-free models in the world, ahead of Mercedes, BMW, Audi, and Saab according to research," says Hans-Olov Olsson, President and CEO, Volvo Car Corporation.

"the fact is that we lost concentration - our concentration on quality. Instead we focused on short-term profitability, which had a serious impact on our quality results," Olsson remarks. "This must not be allowed to happen again. For Volvo, nothing but the best will do!"

Saturday, July 06, 2002

--NEWSLETTER FROM VOLVO CAR CORPORATION--

I have tried communicating through the Volvo Customer Care Center number twice in the past and it has gotten me no response at all. I will be curious if anyone will feel it is worth responding to me after reading my letter. I don't imagine you would feel like this has been a representative experience of what Volvo is supposed to be. Bottom line, Volvo is fortunate that one of these many incidences did not cause a serious injury to me, my husband or my two young children. I am confident Volvo would then have a lot more to lose than just their reputation.

Thank you for your time in reading my long letter and I would most appreciate a response indicating a proposal to correct things. I will "cc" several people in order to increase the likelihood that someone will want to respond.

Sincerely,

[redacted]

Raleigh, N[redacted]

cc: Hans-Olov Olsson, President & CEO, Volvo Car Corporation
Vic Doolan, President & CEO, Volvo Cars of North America
Lena Olving, Senior Vice President of Quality at Volvo Car Corporation
Eunice Stern, Customer Service Manager
Roman Krygier, Vice President for Manufacturing & Quality at Ford Corporation
Trent Weaver, Weaver Brother's dealership owner

[redacted]

Ri[illegible], Texas [redacted]

[illegible]ES RELAT[illegible]

Volvo Cars of North Am[illegible]
Customer Relations
P.O. Box 914
Rockleigh, New Jersey
07647-0914

Dear Sirs:

I am extremely disappoi[illegible] the repair charge on my Volvo (invoice enclosed). An electronic [illegible] computer by service techs) appears to be nothing more than a r[illegible] y would an electronic part (3 years old) crater right after my war[illegible].

I am very knowledgeabl[illegible]rs. You can buy a lot of computer for $535. Would the list pri[illegible] be over inflated or the competition so limited that Volvo can cl[illegible] price for the part. In addition, my car was in the shop for 2 ho[illegible]lly justifies a $245 labor charge.

When I brought my car [illegible] two service advisors knew immediately what the problem was b[illegible] description of the symptoms (noted on attached invoice). That i[illegible]e that this problem or part failure occurs frequently and ha[illegible] numerous replacements in the past. I suggest this may be a V[illegible] that merits a recall and/or replacement at Volvo's expense.

This is my second Volv[illegible] as a 94 model 960, and now this 00 model S80. I am insi[illegible] od quality car that doesn't require frequent repairs. The fir[illegible] 6,000 miles in 6 years) was that way. This one may not meet t[illegible].

Very truly yours,

[redacted]

Cc: Leo Pacheco, Volvo [illegible]on

[redacted]

LAKESHORE

[redacted]

[redacted]

[redacted]

RECEIVED
OCT 3 [illegible]
CUSTOMER RELATIONS

September [illegible]

Volvo of America
Attn. Ms. [illegible]
Customer Care Supervisor
[illegible]
[illegible]

RE: Case No. VOCS [illegible] VOCS[illegible]

Dear Ms. [illegible],

I am writing in regards to [illegible] that was still under the warranty at 7710 miles, but [illegible] the current [illegible] miles, [illegible] is prepared as [illegible] recommended [illegible] body [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] warranty [illegible] with Volvo [illegible] of the time.

Your prompt [illegible] appreciated in the resolution of this matter, as I can [illegible] the vehicle outright. I am available to speak at your convenience [illegible].

Regards,

[redacted]

Ashburn, VA [redacted]

[redacted]

[redacted]

Do [redacted]

AMERICA'S # [illegible]

[redacted]

16114 [illegible]

[redacted]

WASHINGTON, DC [redacted]

[redacted]

[illegible]	[illegible]	[illegible]	07/15/01
[redacted]		7,716	BLACK/SILVR
[illegible]			[illegible]/01
5 9 1 6 6 1 1	[redacted]		[illegible]
			[illegible]/01

[redacted]

TOTAL - DISC

[illegible] you!

[illegible]ECIATE

[illegible]SINESS

[redacted]

46114

[redacted]

[redacted]

44991	152	09/15/03	
	65,564	BLACK/SILVE	
SERIES/MOD		09/15/03	
[redacted]			

[redacted]

QTY

VALUE UNIT PRICE
0.00 0.00
1 TOTAL PARTS

TOTAL LABOR & PARTS

[redacted]

QTY

TOTAL LABOR & PARTS

CHANGE OIL AND FILTER
RESET SERVICE LIGHT
CHANGED OIL AND FILTER

QTY

16.95	16.95	
1.76	1.76	
3.18	3.18	
# 4 TOTAL PARTS		

OF 2

CUSTOMER COPY

CONTINUED ON NEXT PAGE OF 2

Sept. 24, 2003

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

Dear Ladies and/or Gentlemen;

This letter finds it's way to you because I have not been successful in resolving an issue with one of the local Volvo service departments. Without going into great detail and describing my problem, I have attached a copy of my letter written to Volvo of South Atlanta, in Morrow Georgia.

[redacted] my problem, the only resolution offered was to provide future service at a discount. As I advised Mr. Davis, at Volvo of South Atlanta, this offer was not acceptable. I feel that their service department cost me almost $9000.00 for a new engine. And, if they fail to stand behind their product and services, why would I ever want to ever use their service again!

I am looking forward to hearing from you so, hopefully, this issue can be resolved. If the Customer Care Center agrees with Volvo of South Atlanta, and assumes no responsibility, I would appreciate the name and department of someone that can help me resolve my problem.

Sincerely,

[redacted]

Peachtree City, Ga[redacted]

Ph: [redacted]ome

Mr. Bill Davis
Volvo of South Atlanta
1345 Southlake Parkway
Morrow, GA 30260

RECEIVED
OCT 2 2003
CUSTOMER RELATIONS

Dear Mr. Davis,

Since we moved to the Atlanta area, about 5 years ago, we have always been customers of Chris Volvo in Marietta. Their service department and personnel have, in our opinion, been excellent. Awhile back however, we moved to [illegible] and decided to give your service department a try since your location is closer to our [illegible]. To say, we were extremely pleased with the friendly and courteous service we received from your staff. The service certainly rivals that of Chris Volvo. We are especially pleased with Ms. Virginia Jones, our service advisor. She has been very helpful in keeping us informed and up-to-date regarding our Volvo.

Regrettably, I am writing this letter to inform you of our dilemma. Our most recent visit to your service department was to replace the engine on our 1999 Volvo C70. The total cost was almost $9000.00. The cause was not a mechanical malfunction of the engine or a high spring flow, but was caused by metal fragments finding their way into the combustion chambers of cylinders 1 and 2 of the engine cylinders. The fragments consisted of various metal parts (probably screws) and the remnants of a spring. The service technicians and Ms. Jones were at a loss to come up with a probable cause. There was no damage to the Turbo, which would indicate that the foreign objects would have entered through the [illegible] system.

Ms. Jones then asked me if the car had [illegible] or possibly had the throttle body assembly replaced, since the spring discovered in the [illegible] would be consistent with that found in the throttle assembly. I did, at that time, remember the throttle assembly being replaced, but I thought it had been repaired by Chris Volvo. I advised Ms. Jones that I would try to find the receipt and discuss the issue with the service department of Chris Volvo. I later discovered, however, the throttle assembly had been replaced by your service department, not Chris Volvo. I gave the receipt to Ms. Jones who said she would discuss the problem with her Service Manager, Mr. Berry Angevine.

I didn't hear from Mr. Angevine, so after a couple of days, I called him. He then advised me that he was contacting the Volvo department where my old engine was shipped. He would then get in contact with me with after getting more information and input from the specialists at that location. Again, after a few days of waiting, I called Mr. Angevine. He told me that he had gotten a response from Volvo and concluded that the damage done to my engine was not the fault of your service department.

Mr. Angevine, like all associates of your service department, was very kind and considerate, and I appreciate him looking further into our problem. However, I certainly cannot agree with him. I feel that the only logical conclusion was that some bolts and/or screws along with loose springs unintentionally left behind by a service technician from your service department eventually found their way into my engine. Mr. Angevine informed me that would be very unlikely since the repair had been done several months before. Again, I disagree. The foreign objects were obviously stuck somewhere in the intake system and eventually became dislodged. I firmly believe this because Ms. Jones advised me that after the technician replaced the engine, more debris was found in the new engine when my car was being test driven. According to Ms. Jones, the car was immediately shut down and the "new" foreign material was removed from the replaced engine. I also think that judging from my inspection of the old engine, the fragments of metal had been present in the affected cylinder heads for quite some time. I also believe the engine would have continued running properly for quite some time with the foreign material in the engine, but a larger piece of the debris became lodged between the cylinder head and the spark plug forcing the plug up through the head.

I can assure you that no other service work had been done on the car since the throttle assembly was replaced by your service department. I realize that no matter how good your service department and technicians are, mistakes do happen. Unfortunately, in this case this mistake cost me and my family almost $9000.00.

I am looking forward to hearing from you and hopefully we can resolve this matter amicably. Please call me if any additional information is needed. My home number is [redacted] and cell is [redacted]

Thank you for your review and response in this matter.

Sincerely,

[redacted]

Peachtree City, GA [redacted]

cc: File

[redacted]
Painesville, Ohio [redacted]

[redacted]

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

Dear Volvo Cars of North America,

I purchased my 1999 Volvo S80 new on 8/16/1999, ID# YV1TS97D0X[redacted] from Leiken Motor Companies in Willoughby, Ohio. I have under 48,000 miles on the car. For the first three years of ownership the emissions/check engine lights were coming on frequently. My spouse and I never feel the car with it running and never fail to properly thread and tighten the fill cap, particularly in light of the recurring inconvenience of service appointments to reset the computer messages. The dealer's service department never found evidence of anything but a fault with the computer warning system itself. The fact that the warranty covered the visits did not compensate for the lost time and inconvenience of the frequent trips to the dealer to reset the computer. I kept running into owners with the same problem. Finally, in January 2002, the dealer successfully downloaded a program that resolved the recurring faulty emissions warnings. After the next download, however, history repeated itself.

I scheduled service on 9/8/03 for the 45,000 mile maintenance check up, to prepare for an upcoming trip to Hatteras Island, North Carolina, and to address my husband's question about possible engine hesitation during cold starts, which he thought he noticed once or twice earlier this year. The car had stalled once when my husband had started it. He usually drives a diesel truck, however, and I feel that his use of the gas pedal during start had something to do with what he perceived and with the one stall. The car had never stalled while we were driving, and I, as the primary driver of the car, had never noticed any hesitation. Because my car had always been dependable, outside of the computer warning system, I was confident that it would provide safe transportation for the trip. In the course of the service visit, Leiken found no codes stored that would indicate a problem, but because I mentioned my husband's concern, they decided download software for a rough cold start anyway, at the cost of $50.00. The invoice noted that the throttle linkage was lubricated, and that system code scanning was completed. We only drove the car home from the dealer and a couple 5-10 mile round trips before leaving on Saturday, the 13th for our trip.

On the 13th, my spouse activated the cruise control. From that point on, various warning lights appeared, then turned off, spontaneously. There were periods when no lights were on at all. Because of the long prior history of faulty warnings, the recent download, and the comprehensive service checks a few days before, we knew that the car was in good shape. As in the past, it seemed that the new download had triggered erroneous warnings. The service department was not open on the weekend, so we couldn't call. My husband

checked fluid levels whenever we stopped and there was no problem with performance. When he turned off the cruise control the warnings went away.

When we approached the Virginia/North Carolina boarder on Sunday, September 14th, the warnings suddenly came on and the car started to loose speed. My husband was not able to accelerate up to freeway speeds. We were able to get onto the berm, and luckily, we had companions in another vehicle. Volvo On Call was unavailable because the warranty had expired a few weeks before this occurred. We eventually were able to hobble the car to a Car Quest auto repair shop in North Carolina. We left it there overnight. The morning of Monday the 15th, I called Leiken. They found that the nearest Volvo dealer was on Virginia Beach. We had to get the car there, get it repaired, and get out of Virginia Beach before Hurricane Isabel hit. Needless to say, the situation was very stressful; both Hattaras and Virginia Beach were going to be evacuated. Our companions had to leave as well and couldn't get lodging. We would have been trapped without a means of evacuation if the car wasn't done on time or if we weren't able to rent a car. We were able to rent the last Enterprise rental car available out of Hattaras for almost $50.00, before they boarded up to prepare for the hurricane. The Volvo drove fine at freeway speed between Hattaras and Virginia Beach. Phillips Volvo in Virginia Beach was able to take care of my car just in time before they had to board up, and we were able to get out of there. Needless to say, Isabel caused enough stress, and the car situation was infuriating.

The service manager at Phillips reported that codes indicated a problem with the throttle module, so the module was replaced and a new download was done, verifying the repair. I asserted that the car had just been checked over and a new download was done days before, that there had been no indication of any problem with the throttle module, and that there was no reason to believe there was any problem that did not result from a fault in the rough cold start download. Because all of the codes were normal before Leiken downloaded the rough cold start program, the manager conceded that my assertion could have been correct. The service in Virginia Beach cost me $923.28. Phillips' service manager was confident that there would be no more computer warnings to worry about, but I didn't agree. Of course, a week after we got home from vacation the "check engine" and "emissions" lights came back on. The service manager at Leiken told me to call if the warning persisted after 3 cold starts. It did. I was back in the shop on October 2nd with my car, the warnings were turned off, and it cost me over $80.00 to identify that there was nothing wrong with anything but the warning system itself. I anticipate another round of frequent visits to the dealer because of recurring problems with the computer warning system. Because I lack a warranty now, I'm tempted to unload this car that I had planned to keep at least another 5 years. I find it particularly disappointing that, if a problem with the throttle actually existed, it didn't present itself until weeks after the warranty expired and days after a service check. I will not be replacing my car with a Volvo unless I can be assured that newer Volvo's don't come with ongoing computer- related headaches.

I have religiously maintained my vehicle, used only the recommended gasoline, changed oil every 3000-4000 miles, have never had an accident with the car and never abused my car. I'm just now about to reach 48,000 miles on the odometer. There is no reason that I should have had to do anything but the required maintenance on my car, particularly a car that was so expensive. I do not wish to be held financially responsible for problems that are not related to normal use, age, and related wear and tear. I am asking for Volvo Cars of

North America to recognize that I should not have incurred the above costs and to provide me with relief from these costs, particularly in light of the low mileage and the very recent expiration of the 48 month warranty. The expenses were charged to my credit card, and I am letting the carrier know that I am disputing the costs. I thank you in advance for your consideration, and look forward to your response.

Respectfully,

[redacted]

Leikin Motor Companies

MERCEDES-BENZ VOLVO BUICK

38760 Mentor Avenue • Willoughby, Ohio 44094
(440) 946-6900

p. 152

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, AND ALL MERCEDES-BENZ [redacted]

10533	[redacted] 186	[redacted]	[redacted]
[redacted]	[redacted] 45.53	[redacted]	
PAINESVILLE, OH [redacted]	99/VOLVO/S8029A5R/4 DR	08/16/99	
	YV1TS97D0X1[redacted]		
		09/09/03	
[redacted]			NO: 45519

IN SERVICE DATE 1 V-20-95

JOB# 1 CHARGES

LABOR

# 1 05WORT045K	45800 SERVICE-LOF	HOURS: [redacted]	105.00

[redacted] OF ALL FENDER LINERS [redacted] UNDERCARRIAGE, [redacted] AND [redacted] LUBE/OIL & FILTER CHANGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	9204626-7	PARTICULATE FIL	23.11	23.11
	1	949671-2	BULB	2.61	2.61
	1	TECHRON		6.25	6.25
			TOTAL - PARTS		31.87

JOB# 1 TOTALS

LABOR	105.00
PARTS	31.87
JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL	136.87

JOB# 2 CHARGES

LABOR

# 2 11WOZ	ENGINE REPAIR	HOURS: TECH(S):197	35.00

ENGINE RUNS ROUGH ON COLD STARTS.STALLED ONCE
CHECKED FOR CODES NONE STORED
DOWNLOAD SOFTWARE FOR ROUGH COLD START

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	8633933-0	UPGRADE ECM BP	15.00	15.00
			TOTAL - PARTS		15.00

JOB# 2 TOTALS

LABOR	35.00
PARTS	15.00
JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL	50.00

JOB# 3 CHARGES

LABOR

# 3-90VOCHK	CLEAN	HOURS: TECH(S):180	0.00

EXTERIOR CLEANING
CUSTOMER SATISFACTION
COMPLETED EXTERIOR CLEANING
TO OUR VALUED CUSTOMER AT NO CHARGE !!!!!!

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	4	SHOP MATERIALS		12.00

 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 12:08pm

"Your Full Service

Leikin Motor Companies

MERCEDES-BENZ VOLVO BUICK

38750 Mentor Avenue • Willoughby, Ohio 44094

(440) 946-6900

p.2 of 2

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, AND ALL MERCEDES-BENZ AND BUICK PARTS FOR 12 MONTHS, 12,000 MILES AND IS LIMITED TO NORMAL USE OF THE AUTOMOBILE.

CUSTOMER NO. 10533	RAYMOND J OSOLIN 186	09/09/03	V02512491J
[redacted]	[redacted] 45,518	COLOR WSTTR-BLVR	9142
PAINESVILLE, OH [redacted]	95/04/02/1802/M3A/4 DR	08/16/99	4,278
	YV1TS97D0X1 [redacted]		
[redacted]		09/09/03	
			MO: 45519

TOTAL - MISC 12.00

COMMENTS
WAIT

TOTALS

OUR COMPANY GREATLY APPRECIATES YOUR BUSINESS AND OUR GOAL IS THAT YOUR SERVICE EXPERIENCE IS EXCELLENT!!! IF NOT PLEASE LET US KNOW. THANK YOU. AND HAVE A GREAT DAY. DON'T FORGET TO BUCKLE UP !!!!!!!!!!

TOTAL LABOR....	140.00
TOTAL PARTS....	46.87
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	13.43
TOTAL INVOICE $	**212.30**

CUSTOMER SIGNATURE

PAID SEP 08 2003 MSC

 CUSTOMER COPY END OF INVOICE

Enterprise

1-800 rent-a-car

SCAN 757-671-7700

ENTERPRISE LEASING COMPANY - SOUTHEAST
24 HOUR/DAY 2818 N CROATAN HWY MP 6.5 252-480-1838
KILL DEVIL HILLS NC 27948

MO 7:30A- 6:00P TU 7:30A-
WE 7:30A- 6:00P TH 7:30A-
FR 7:30A- 6:00P SA 9:00A-
SU CLOSED

1130 AM 9/16/03
1229 PM 9/15/03

RENTAL TYPE R SOURCE # MAP050 ID # 128

[redacted] NO. D

NO CHARGE

[redacted]

GAINESVILLE OH [redacted]

COLOR BLACK LICENSE NO. RRR596
MODEL BLNE EQUIP T71308

OH 6/28/04

SOCIAL SECURITY # DRIVER'S LICENSE CELL

DAY = 24 HOUR PERIO
15.00/HOU
1X 49.99/DAY
HRS 279.00/NET

LESS 10 %

ADDITIONAL AUTHORIZED DRIVER - NONE PERMITTED WITHOUT OWNER'S APPROVAL
JIM MATSONS
35 , WITH VALID LICENSE

$50 DEP PER

TAX 8.0 %
1.75 /GALLON

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL
NC, VA

TOTAL CHARGES 9

DEPOSITS

REFUNDS

9/15/03
A387R

AMOUNT DUE

9/16/03 12:24 PM
5382

PAID BY

100.00 DISC AUTH 9/15 015568

RECEIPT FOR CASH (MRO)

✓ 1A ac.

PLEASE

CUSTOMER COPY

500716 20379

INVOICE

PAGE 1

PHILLIPS VOLVO INC.

4880 Virginia Beach Blvd.
Virginia Beach, VA 23462
Sales/Service: (757) 497-4864 Fax: (757) 497-4308
Business Office: (757) 499-3771
www.phillipsvolvo.com

[redacted]
PAINESVILLE OH
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 108 DONALD A DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	99	VOLVO S80	YV1TS97D0X[redacted]		46213/46213	T562

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	PAY DATE
			17:30 15SEP03		0.00	CASH	16SEP2003

JOB OPENED	READY	OPTIONS: ENG:B6304S
16:12 15SEP03	10:16 16SEP03	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PLEASE CHECK FOR CHECK ENGINE TECHNICIAN ON CAR SLOWS DOWN AFTER CAR IS HOT						
	BAD,REPLACED THE THROTTLE MODULE ,COMPLETED						
	0474 30CP00				304.00	304.00	
	1 8636753 9(GASKET				4.41	4.41	4.41

PARTS: 574.61 LABOR: 304.00 OTHER: 0.00 TOTAL LINE A: 878.61

****

The complete satisfaction of every customer is the ultimate goal of Phillips Volvo. Each member of our staff will endeavor to make your experience an exceptional one. If for any reason you are not "COMPLETLY SATISFIED" please contact our Service Manager [illegible] ASSISTANCE AT 497-4865

Pick up 10th

[redacted]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 17 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE CLIENT SIGNATURE

IMPORTANT NOTICE

DESCRIPTION	TOTALS
LABOR AMOUNT	304.00
PARTS AMOUNT	574.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.00
TOTAL CHARGES	896.61
LESS INSURANCE	0.00
SALES TAX	26.67
PLEASE PAY THIS AMOUNT	923.28

October 6, 2003

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

Dear Sir/Madam,

Recently I had my Volvo repaired (see attached) for an Electronic Throttle System malfunction. The total bill came to almost $700. I do not think this is a normal problem. My 2000 Volvo is only about 3 years old and has 82,000 miles.

While I am sure the Volvo is out of warranty I can guarantee you that I take very good care of my car. As a long time owner of Volvo's I was very surprised to see such a key system malfunction and cost so much to replace. This is a very expensive unit to replace I would like for Volvo to reimburse me to the price of the unit. I understand you cannot do the same for the labor.

Thank you for your consideration.

Sincerely,

[redacted]

Hudson, NH [redacted]

LVR, Inc.
DBA: Lovering Volvo@Nashua

180 D.W. HIGHWAY
NASHUA, NH 03060
603-888-7070
1-888-LOVE-VOLVO
1-888-568-3 865

HOURS
Mon - Fri 7:30 - 5:30
Sat 8:00 - 4.00

WEBSITE
www.loveringvolvo.com

WOC398768
82463

[redacted] CUSTOMER NOTIFIED

HUDSON NH 03051

[redacted]

CHRISTOPHER P HOLT 829 2874
80.00 1320785 82638
DEUVOLVO/S-70
YV1LS61J3Y2[redacted]

BLACK/
MO: 82644

09/16/03 09/23/03

Any warranties on the product and hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

LABOR & PARTS
JOB 1 10V02 DRIVEABILITY HOURS: 1.50 TECH(S):873 120.00
CUSTOMER STATES THE ETS LIGHT IS ON AND CAR HAS A ROUGH IDLE
FAULT TRACED ETS LIGHT AND RUNNING CONDITION TO A FAILED
ELECTRONIC THROTTLE BODY. REPLACED THROTTLE AND DOWNLOADED
NEW SOFTWARE.

PARTS	QTY	PP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		[illegible]	THROTTLE BODY	535.00	535.00
JOB # 1	1		[illegible]	STM BLEND	20.75	20.75
JOB # 1	1		[illegible]	GASKET	3.15	3.15
				JOB # 1 TOTAL PARTS		558.90
				JOB # 1 TOTAL LABOR & PARTS		678.90

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE REMOVAL		3.00
JOB # A	SS	SHOP SUPPLIES		3.75
			TOTAL - MISC	6.75

COMMENTS:
DISP/ENC:

TOTALS:

TOTAL LABOR....	120.00
TOTAL PARTS....	558.90
TOTAL SUBLET...	1.00
TOTAL S.T.E....	[illegible]
TOTAL MISC CHG.	[illegible]
TOTAL MISC DISC	[illegible]
TOTAL TAX.....	0.00
TOTAL INVOICE $	680.65

METHOD OF PAYMENT:
CASH ( ) CHECK( ) VISA/MC ( )
AMEX ( ) DISC ( ) A/R ( )

CASHIER:

NEW!!! FOR YOUR CONVENIENCE, E-MAIL YOUR NEXT SERVICE REQUEST TO SERVICE@LOVERINGVOLVO.COM AND ONE OF OUR SERVICE PROFESSIONALS WILL FOLLOW UP WITH A QUICK RESPONSE TO YOUR REQUEST !!!!!! AVOID WEATHER ELEMENTS... SIMPLY PULL INTO OUR DRIVE THRU FOR SERVICE !!! WE APPRECIATE YOUR CONTINUED PATRONAGE !!

CUSTOMER SIGNATURE

AM

 CUSTOMER COPY [END OF INVOICE]

[redacted]
Glen Ridge, New Jersey
[redacted]

October 7, 2003

Michael Thomas, Esq.
Senior Vice President, Government and Industrial
Relations and General Counsel
Volvo Cars of North America Inc.
1 Premier Place
Irvine, CA 92618

Dear Mr. Thomas:

I am writing, with the endorsement and urging of the dealer, Montclair Volvo, to complain about the absolutely horrible experience my wife and I have had with our 1999 Cross Country wagon. The car has had an awful service history, which you are free to review from the dealer, Montclair Volvo in Montclair, New Jersey. We've had to replace the brakes multiple times, and while under warranty, the car was repeatedly in need of repair.

This month, we were required to make the enclosed repair, and were advised by the dealer that Volvo would contribute only $250 toward that repair, leaving a net payment in the staggering amount of $1861.60. Given the experience we have had with this car, we believe that Volvo should pay the entirety of the repair. Moreover, to add insult to injury, it now appears that since this repair was completed, the air conditioning and heating system has broken.

As it is apparent that this automobile with only 58,842 miles will spend a substantial part of its remaining life in need of repair and service, my wife and I have lost all confidence in this car, and simply will not hold on to it any longer. Unless Volvo pays the $1861.60 amount and replaces our existing car with a new or comparably used (although not comparably defective) Cross Country, we will certainly not replace the car with a Volvo of any kind. This is the second Volvo we have owned (the first was fine) in a neighborhood of Volvos, but our experience with this car, and Volvo's failure thus far to recognize that our experience is simply not acceptable, has soured us on the entire brand. We hope that this notification produces a different response.

Sincerely,

[redacted]

[redacted]

GLENRIDGE, NJ [redacted]

MONTCLAIR

VOLVO • LINCOLN/MERCURY • JAGUAR

[redacted] AVE • MONTCLAIR, NJ 07042

TI

15SEP03	25SEP03		YV1LZ56D3X2[redacted]				25SEP03	189179
		99 VOLVO V70XCAWD	[redacted]		90.00	23DEC98	53	54
58842	58842	[redacted]						

A CORRECTED MILEAGE READS ? ( ) MILES
CM 58839/58842
37 CPV7 0.00 0.00 0.00
B CUST STATES THE CHECK ENGINE LIGHT CAME ON
[redacted] ELECTRONIC [redacted] MODULE
CPV7 2.50 250.00 250.00
1 8646347 THROTTLE BODY 535.00 535.00 535.00
1 8636753 GASKET 3.97 3.97 3.97
1 9438290 ETM RELOAD 34.94 34.94 34.94
SUHL FRANK & RICKS
PO#72253
CPV7 10.00 10.00
C CUSTOMER STATES ABS LAMP ON// CHECK AND
REPORT
ABS REPLACE ABS CONTROL UNIT
37 CPV7 2.50 250.00 250.00
1 8622097 CONTROL
MODULE 670.00 670.00 670.00
D CUST STATES CK RED BRAKE LIGHT CAME ON
OK ITEM INSPECTED OK AT THIS TIME
37 CPV7 0.00 0.00 0.00
E CUST STATES ARROW LIGHT CAME
39 REPLACE VEH SPEED SENSOR
37 CPV7 1.50 150.00 150.00

VOLVO SERVICE: (973) 746-4502
L/M • JAG SERVICE: (973) 746-4501
SALES: (973) 746-4500

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

SEE REVERSE SIDE FOR ALL MANUFACTURERS WARRANTIES

CUSTOMER SIGNATURE

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

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

SIGNED CUSTOMER COPY SERVICE MANAGER OR AUTHORIZED PERSON DATE

[redacted]

GLENRIDGE, NJ [redacted]

SERVICE ADVISOR GENE GILIBERTI

MONTCLAIR

VOLVO • LINCOLN-MERCURY • JAGUAR

864 BLOOMFIELD AVE • MONTCLAIR, NJ 07042

SERVICE DOCUMENT NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.					INVOICE NO.
15SEP03	25SEP03		YV1LZ56D3X2[redacted]	[redacted]				25SEP03	189179

TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE ENGINE NO.	LABOR RATE	WARRANTY DATE	PROMISED BY	BY
		99	VOLVO V70XCAWD	[redacted]	90.00	23DEC98	S3	54

MILEAGE IN	MILEAGE OUT	LICENSE NO.
58842	58842	[redacted]

1 9496115 ENGINE SPEED S	88.17	88.17	88.17

JAGUAR

VOLVO

LINCOLN

VOLVO SERVICE: (973) 746-4602
L/M • JAG SERVICE: (973) 746-4601
SALES: (973) 746-4600

** PRE-INVOICE **

DESCRIPTION	TOTAL
LABOR AMOUNT	650.00
PARTS AMOUNT	1332.08
SUBLET TIME	0.00
SUBLET AMOUNT	10.00
MISC. CHARGES	0.00
TOTAL CHARGES	1992.08
LESS INSURANCE	250.00
SALES TAX	119.52
PLEASE PAY THIS AMOUNT	1861.60

SEE REVERSE SIDE FOR ALL MANUFACTURERS WARRANTIES

CUSTOMER SIGNATURE ▶

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

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES RECORDED 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, VIOLENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE REPAIRING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED CUSTOMER COPY SERVICE MANAGER OR AUTHORIZED PERSON DATE

rude 03402 Yes

Oct. 1, 2003

Leif Johansson
President AB Volvo
SE-40508
Goteborg, Sweden

HH-0.0 → Customer Relations 30%

Dear Mr. Johansson

My name is [redacted] I am writing to you because of a deep sense of frustration on my part concerning my Volvo. I am an executive with a large commercial printing company, Consolidated Graphics Inc., and hope you will appreciate my feedback as I would from one of my customers.

I bought my 2000 Volvo S80 T6 from Downtown Volvo, Houston, Texas on April 1, 2000. My wife and I drive the car primarily from our home and to work each day. We have maintained it according to the recommended maintenance schedule and have kept the car in original condition. We have owned three different Volvos over the years and have been loyal to Volvo because of its reliability and safety.

The warranty on our car expired in the last 9 months and in the last three months we have had repeated problems that are extremely frustrating and are an apparent flaw with Volvo this year or the model in 2. I have spoken to someone close to Volvo and have been told that these problems have been a continual problem with the car.

Our first incident was the replacement of a fan gasket and the housing which was approximately $700. About a [illegible] later, while refueling, the warning indicator said "malfunctioning the fuel". According to the Volvo dealership in Tulsa, Oklahoma, the fuel sensor had to be replaced for a cost of $469.00. This week the warning light flashing said an "ABS Service Required". Our Volvo dealership here in Houston told us that the ABS braking system and stability traction control system module had to be replaced.

Finally, I have also replaced the [illegible] battery in the rear of my car at least 5 or 6 times in the 3 ½ years we've owned it.

Obviously, I believe that it is apparent that there is some type of fundamental flaw in the electrical/computer system of this car. I believe this is not just a problem with my personal car only.

I have attached copies of these repair invoices as support. Obviously, I am frustrated and am seriously considering not owning another Volvo because I believe they are not the quality vehicle of the past.

I would appreciate very much your support regarding my concerns and will not own another Volvo until I am satisfied, whether an explanation or some type of consideration for my expense and frustration.

Thank you for your time.

[redacted]

[redacted]

[redacted]

4121 South Memorial
Tulsa, OK 74145
Phone: 918-628-6180
Service Dept: 918-339-0349

OF TULSA

Yellow
replaced throttle
module in Tulsa

3320	[redacted]	6147	5547	08/02/03	WC25417
[redacted]			66,922		
		08/02/03	90/6 DOOR SPOAN		
		TESTODAY			03/00/00
				09/02/00	

30.OCT.2003 10:42 46.31 59279 NO.246 P.4/5

DeMontrond Automotive Group, Inc.

14101 North Freeway Houston, Texas 77090 281 872-7200

[redacted]

67299 JEFFREY [redacted] 743 1/50 10/02/03 VIC012858

[redacted] 69.105 HOOKBURT/

[redacted] 04/20/00 0

[redacted] 10/01/05 REPRINT# 1

[redacted]

[redacted]

JOB 1 TOTALS

LABOR 176.00
PARTS 683.00

JOB 2 TOTALS 859.00

[redacted]

JOB 3 TOTALS

JOB 3 TOTAL 5.00

[redacted]

PARTS 16.00

JOB 4 TOTALS 16.00

[redacted]

PAGE 1 OF 3 CUSTOMER COPY CONTINUED ON NEXT PAGE (IF ANY)

Paid Amex 10/20

October 27, 2003

Volvo North America
Volvo Customer Relations

On October 8, 2003 I had another electronic component failure with my Volvo S80 (Please see attached work invoice). This was the first component failure that was not covered under warranty the other two were. I am requesting that you please review the work order and rebate me the costs associated with this invoice. Never mind the inconvience of being 200 miles from home when this happened.

I have owned five Volvo's since 1972 and have never had the quality problems that I have had with this car. I am a two car Volvo family and the 1992 940 Volvo that is our second car has 250 thousand miles on it. I have not had problems with this car or the other three.

I will be buying another car within the next 9 months and may not purchase another Volvo based on the quality issues I have had and how you respond to this request.

Thank You,

[redacted] phone

Brewster, Mass. [redacted]

VOLVO

VOLVO CUSTOMER

7 VOLVO DR

ROCKLEIGH, N.J. 5764

[redacted]

NO: 82623

PORTLAND VOLVO
8 U.S. ROUTE 1
SCARBOROUGH, ME 04074
(207) 883-5588

COPY
10/08/2002 11:41

Transaction # 2
Card Type: VISA
Acct 0772
Entry: Swiped
Invoice # 14540
Total: 1069.48

Reference No.: 0002
Auth Code: 008581
Response: AP

PAYMENT

PAGE 1 OF 1 CUSTOMER COPY

215 Shady Nook Hill
Harleysville, PA 19438

FRANKBOCLAIR@MSN.COM

MEMO

TO: Volvo of North America
Customer Service

DATE: October 1

FROM: [redacted]

SUBJECT: Still Another Problem with My Volvo S80 Sedan

I am unsure how to begin this correspondence with you but I have taken the last ten days to calm down and draft an objective document. First, you need to call Jim Wynn Volvo and compliment them, specifically "Adam" in the service department, on the way he handled my wife's breakdown on September 19, 2003. What you need to know about the day specifically (other then the car broke down) is that hurricane Isabel hit the east coast that day and my wife was stranded in the middle of the storm. The State Police arranged for a tow off the PA Turnpike. My wife called the Jim Wynn Volvo dealer to ensure the car could be towed to that dealer. Adam in service promptly answered the phone at 7:15am, in the middle of the hurricane and supplied my wife with the exact address to the Jim Wynn dealer so her car could be towed to that location. In the meantime, my wife called our normal dealer-Keystone Volvo- just in case the tow truck would not take the car to Jim Wynn. The call was useless. Their service tech told her they could not help since they have no towing services nor did he offer any solutions. When the tow truck arrived to our surprise the tow truck operator would not accept anything but cash/check. My wife did not have enough cash nor a checkbook so she was in a *catch 22*. My wife promptly called Jim Wynn Volvo again and spoke with Adam. Adam agreed to pay the tow truck operator and add it to the bill. This quick and simple solution solved our problem on getting a broken down car to a dealer and off the streets during a major hurricane. As you most likely can guess, we are changing dealerships because of Adam's efforts.

Now, on to my PROBLEMS with my Volvo. First, you will see a letter that was drafted and un-mailed to you dated 9/15/03. This explains my first issue with the car. Eight days after drafting

[illegible] the [illegible] the [illegible] the [illegible] the [illegible]
[illegible] the Keystone [illegible] Dealer
[illegible] day [illegible] the [illegible] the throttle [illegible] the
[illegible] back to [illegible] the
[illegible] then [illegible] the [illegible] they
[illegible] That [illegible] the
[illegible]

[illegible] these
[illegible]
[illegible] throttle [illegible] paused [illegible]
[illegible]

[illegible] When [illegible] check the [illegible] the
[illegible] Are [illegible] you
[illegible]
[illegible] WARRANTY PERIOD think [illegible] been [illegible] only
[illegible] the [illegible]
[illegible] and [illegible]
[illegible] after [illegible] only [illegible] the [illegible]
[illegible]

[illegible] the date [illegible]
[illegible] that [illegible] and [illegible] these you
[illegible] through [illegible]

Y1113414 96156

[redacted]

INVOICE

PAGE 1

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

LOWER SALFORD, PA [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 136 ADAM MYRICK SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	00	VOLVO S80	YV1TS94D8Y[redacted]		59102/59106	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
29FEB2000			19SEP03		79.00	CASH	23SEP2003

R.O. OPENED	READY	OPTIONS: ENG:B6294S-2.9 Liter
08:37 19SEP03	17:11 23SEP03	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE VEHICLE LOSS POWER WHILE DRIVING.THE EMISSION SYSTEM SERVICE REQUIRED LIGHT IS ON.THERE IS A ENGINE SURGE.TOW [redacted]							
M PERFORMED DIAGNOSTIC CHECK ON THE VEHICLE & [redacted] AND BRAKE PEDAL SENSOR [redacted]							
M REPLACE THROTTLE UNIT [redacted]							
1	8644347	0	THROTTLE BODY		[redacted]70	545.70	545.70
M REPLACE THE BRAKE PEDAL SENSOR [redacted]							
[redacted]	131	CPVO	0.50	[redacted]		39.80	[redacted]
1	9438290	0	EM RELAY		27.50	27.50	27.50
[redacted]						61.90	[redacted]
SUBL INDUSTRIAL TOWING,INC. [redacted]							
PARTS: 657.87 LABOR: 278.50 OTHER: 85.00 TOTAL LINE A:							1021.37
**********							
B** CUSTOMER WANTS WINDSHIELD REPLACED [redacted]							
M REPLACE WINDSHIELD [redacted]							
M ISSUE STATE & EMISSION STICKER [redacted]							
SUBL MONTCO AUTO GLASS [redacted]							
PARTS: 0.00 LABOR: 2.00 OTHER: 379.00 TOTAL LINE B:							381.00
**********							

[redacted]

STATEMENT OF DISCLAIMER

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

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
SUBLET AMOUNT	
MISC. CHARGE	
TOTAL CHARGE	
LESS INSURANCE	
BALANCE DUE	
PLEASE PAY THIS AMOUNT	[redacted]

[redacted] 21113414

[redacted]

LOWER HALFORD, PA

HOME: [redacted] BUS: [redacted]

96156

INVOICE

PAGE 2

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

[redacted]

SERVICE ADVISOR: [redacted]

BLACK 00 VOLVO S80 [redacted] 591.09/591.05

[redacted] 72.00 [redacted] [redacted]

[redacted]

[redacted]

[redacted]

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ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

[redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	0.00
[redacted]	[redacted]
[redacted]	0.00
[redacted]	[redacted]
[redacted]	0.00
[redacted]	[redacted]
[redacted]	[redacted]

[redacted]

CUSTOMER COPY

Y1113414 [redacted]

[redacted]

LOWER SALFORD, PA [redacted]
HOME: [redacted] BUS: [redacted]

96591

INVOICE

PAGE 1

VOLKSWAGEN JIM WYNN VOLVO

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

2045 WEST MAIN STREET, MONTGOMERY, PA 18963 (610) 539-1100

SERVICE ADVISOR: 136 ADAM MYRICK SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLACK	00	VOLVO S80	YV1TS94DSY[redacted]		59333/59334		

[redacted]

[redacted] 79.00 CASH 29SEP2003

[redacted] OPTIONS: ENG:B62948-2.9 Liter

13:03 26SEP03 17:32 29SEP03

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	CUSTOMER STATES THE DASH SHAKES WHILE DRIVING						
	M REPLACE THE HEATER FAN MOTOR						
[redacted]							
1	965826	1	BULB		2.93	2.93	2.93
[redacted]							
1	9193585	8	CLIP		0.89	0.89	0.89
[redacted]							

****

****

AS "EXCELLENT" PLEASE CALL

[redacted]

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

CUSTOMER SIGNATURE

LABOR AMOUNT	118.50
PARTS AMOUNT	202.72
GAS, OIL, LUBE	0.00
	0.00
	0.00
TOTAL CHARGES	321.22
LESS INSURANCE	0.00
SALES TAX	19.27
PLEASE PAY THIS AMOUNT	[illegible]

CUSTOMER COPY

2152564368

24377

INVOICE

PAGE 1

VOLVO

[redacted]

1200 N. Bethlehem Pike
LANSDALE, PA 19446
SERVICE 215-855-8870
SALES 215-855-8877
PARTS 215-855-4888
BODY SHOP 888-251-8807
www.[redacted].com

[redacted]

HARLEYSVILLE, PA [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 321 [redacted]

BLACK 00 VOLVO S80 SEDAN [redacted] 33825/33828 7309

29FEB2000 17:00 26NOV01 0.00 CASH 26NOV2001

OPTIONS: VIN:562948

07:32 26NOV01 13:26 26NOV01

LINE OPCODE TECH TYPE HOURS PART LABOR TOTAL

30MC PERFORMED TUNE-UP CHECKED C[illegible] & BRAKE

BALANCE REPORTED SUSPENSION [illegible] FUEL

ELECTRICAL SYSTEM BASIC SET[illegible] ENGINE, SMART

364 CPT

1 940096 GASKET 364.88 358.88

1 [illegible] 1.92 1.92 1.92

1 977751 GASKET 6.25 6.25 6.25

1 9434439 ADV-[illegible] 0.50 0.50 0.50

1 8642661 BRAKE PAD KIT 15.95 15.95 15.95

PARTS: 96.56 LABOR: 358.88 OTH[illegible] 15.75 15.75 15.75

[illegible]: 0.00 TOTAL LINE E: 456.44

CHECKED BRAKE PADS-FRONT 7/32; REAR 10/[illegible]; CHECKED TIRE TREAD-FRONT

CHECKED & BATTERY-OK; IN [illegible] FOR COMING TIME [illegible]

REPLACE WIPER BLADES-

LABOR CHARGE**

1 8190447 WIPER BLADE 9.71 9.71 9.71

PARTS: 20.19 LABOR: 0.00 OTH[illegible] 0.00 TOTAL LINE E: 20.19

****

[illegible]	
LABOR AMOUNT	
PARTS AMOUNT	
GAS & LUBE	
MISC. AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	[redacted]

2152568368

24577.

INVOICE

PAGE 2

VOLVO

[redacted]

SERVICE ADVISOR: 321

[redacted]

00 VOLVO 850 SEDAN

[redacted]

33825/33828

29/08/2000 17:00

1 0.00 CASH 29/08/2001

07:33 29/08/01 13:26 29/08/01

1 31261 REPAIR KIT

DR/CR

364 V13

DR/CR

PARTS: 0.00 LABOR: 0.00

1 0.00 TOTAL 0.00

0.00 LABOR: 0.00

1 0.00 TOTAL 0.00

364 CTV

PARTS: 20.43 LABOR: 23.93

23.93 23.93

1 0.00 TOTAL 44.36

[redacted]

[redacted] Harleysville, PA [redacted]

Phone [redacted]
Fax

MEMO

TO: Volvo of North America
Customer Service

DATE: September 15, 2003

FROM: [redacted]

SUBJECT: My 2000 Volvo S80 Sedan
Broken Motor Mount

I feel it necessary to write to you with respect my car's most recent visit into my local dealer for service.

I have attached for your review a copy of the invoice for that visit. If you turn to page two, you will see my upper motor mount was broken and needed to be replaced. I can only assume you and appreciate my shock when I was told that a three-year old car would need to have a motor mount replaced.

I did some research with former car executives that are friends of mine and one of them was actually a former Ford (your parent) production engineer. That research leads me to only one conclusion: the car's motor mount was either not installed correctly or was defective since the installation. I do not think you could sit on the other side of any "table" and tell me in good conscious that the install was correctly or was not defective. Why on earth would a motor mount break in a three-year old car? The car is driven daily only my wife to and from work via a major highway and has been service my authorized dealers since we purchased it three years ago. The service department told me the car had over 50,000 miles and it could be expected to happen. If that is true, why does my manual not reflect any preventative or schedule maintenance on that issue? I have car a with well over one hundred thousand miles on it and if I apply that reason, I should have had several repairs for motor mounts when in fact I have NEVER had to replace a motor mount on that car or ANY car I have owned over the past twenty five years

[redacted] MBA

[redacted]

Harleysville, PA [redacted]

Phone [redacted]
Fax [redacted]

We are happy to be Volvo customers and in all likelihood will continue to be but, you should not be building a car that needs to have a motor mount replace within three years of purchase. I am not an unreasonable person and I am not asking for you to foot the entire bill for this repair but I am asking Volvo to pay for the labor for that repair

I can be reached at the number above or via e-mail

Cc: Keystone Volvo, Service Manager

[redacted] 2152564368 36556 [redacted]

[redacted]

INVOICE

1200 N. Broad St.
LANSDALE, PA 19446
SERVICE 215-855-8810
SALES 215-855-8077
PARTS 215-855-4888
BODY SHOP 866-231-6907
www.bayerlemotors.com

PAGE 1

ARLEYSVILLE, PA [redacted]
NE: [redacted] BUS: [redacted]

SERVICE ADVISOR: 424 ARMAND DESLAGIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	00	VOLVO S80	[redacted]		[redacted]	TEST

DEL DATE				
27FEB2000	27FEB2000 21:00 08JUL03	0.00	CASH	08JUL2003

R.O. OPENED OPTIONS: DLR:7319

9:35 08JUL03 16:55 08JUL03

THE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
7KC SERVICE INCLUDES OIL AND FILTER CHANGE, CHECK BRAKE, ADJUST TIRE PRESSURES, ROTATE TIRES AND SERVICE LIGHT, QUALITY ASSURANCE ROAD TEST			
411 IKA			(N/C)
.8 CPU	6.30	6.30	6.30
1 977731 GASKET			
IKA			(N/C)
CPU	12.15	12.15	12.15
1 SENDOMER F/I CLEANER			
IKA			(N/C)
ICE/C			(N/C)

SPLIT FOR LINE A: PARTS, LABOR AND OTHER

PARTS: 24.75 LABOR: 133.20 OTHER: 0.00 TOTAL LINE A: 157.95

APPLY 10% DISCOUNT AS PER COUPON.

B THE CUSTOMER REQUESTS US TO CHECK ALL BRAKES
CKB PERFORM BRAKE INSPECTION. REVIEW RESULTS:
10/32 REMAINING IN FRONT AND 9/32 IN
REAR. RECOMMENDED REPLACEMENT NOT
AT THIS TIME...

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

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CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
[redacted]	[redacted]

CUSTOMER COPY