



September 14, 2003

estional:

COSTOMER RELATIONS

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 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:

Huntingten. NY Tel. 631-368-2053 VIN # YY11856D1Y

I would appreciate a response very much

Eagle Auto Mail Corp.

1330 OLD COUNTRY RO. • REVERHEAD, NY 11901 • TEL. SERVICE (831) 727-0181 | SALES (831) 727-0700 TELE-FAX# 727-0436

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Jeep.



CASH, CENTRALD CHECK, MASTER CAPA, VISA DR. AMERICAN EXPRESSO

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CATCHER STREET

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VOLID AND MAZDA LIMITED EXPRESS WARRANTY, LABOR AND PARTS MONTHS UNLIMITED MILES EASILE AUTO MALL HERUSY LIMITS IMPLIE WARRANTIES TO THE SAME PERIOD.

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MLY.B. REPAIR SHOP NO. 7074268

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Volvo Cars of America, Attn.: Customer Relations

7 Valvo Drive

Rockleigh, New Jersey 07647

RE: Volvo part failure: throttle unit in 2001 V-70A, 2.4T VIN#YV ISW58**I**)412

October 3, 2003

Dear Sira.

C 13Taker RELATIONS

Section 18

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I'm writing in response to the failure of one of the key components for the run-shility of the 2001 V-70 engine, the throttle body. It is disappointing when a new car has a major component fail at such lowmileage, 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.

and the run-ability of my can had been expressed to the service writer and Dave Molteler at Topping (1997) and the service writer and Dave Molteler at Topping 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 involces. The price that the property of the period of and the state of t decelerate. (I just thought I had not pushed the cruise button correctly.) At about 45,000 miles I had and the bold any finger down on the button to get the cruise control to respond. By 55-60,000 miles when I The state of the state of the course control on the light on the dash would come on; but when I pushed the +/button to activate drive speed the light and cruse control disappeared. The next time when I started at a cruse control disappeared. the car, the cruise control would work fine. This on/off performance cycled randomly. Then I noticed 🕹 🕬 🚧 🖓 👌 without if I waited 30 to 60 seconds after turning the cruise control on before pushing the +/- button, the seconds after turning the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the time and with the cruise control worked half of the cruise control failed half of the time.

> and the second second This failure leads me to believe that Yolvo 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 cruiss 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. Day's 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

(*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.)

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Auburn, WA Phone:

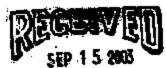
Mild-Carolina Obstetrics & Gynecology, P.C.

OBSTETRICS, GYNECOLOGY AND INFERTILITY

William R. Goldfron, M.D., EACOG. (setted) / Lean E Woodnulf Jr., M.D., EACOG / Myra L. Tembry, M.D., EACOG. Termeni L. Segulerig, M.D., EA.C.O.G. / Army O. Graff, M.D./ Allison L. Japoles, M.D., BA.C.O.G. / Secols D. Madelison, M.D.

September 10, 2003

Customer Service Department
Connecte Headquaters / Volvo Cars, N. America 7 Valva Drive Rockleigh, NI 07647



CHITCHER RELATIONS

To Whom It May Concern:

4 j. 12 : 0.11 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 any concerns did not seek important to them at all and I have never received any respense. I am anticipating I may not receive any response from this letter either, but I feel that it will be therepeutic 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 880 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 In the past 4 years of owning the car we have put approximately 55,000 miles bin 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 noutine 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 flustrating 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 gliess 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 ear sounded like a lemon. He

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 Volve 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 lases 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 punicked 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 that any testing it is say that in my profession a "mintake" or an "accident" that endangered someone's life would 10 personal research to cost me thousands of dollars trying to defend myself from a large lewsuit. No one allows any this is an extremely sensitive topic with me; as you can imagine, I don't like how litiginous everyone has become.

the Military and the first

TRACTOR BUTCH

100 that was well not believe this but approximately one mouth later, after yet another Volvis "repair" Against was on our drive home from the service center! 5) 460 miles (18); (This time it at least was at the end of our 25 minute drive home - not on the dangerous busy The backware was restrict like the previous breakdown on the drive home from Wesver Brother's). We had to Manager 2017 The second the car towed again - and carryou believe - somehow, Mark wasn't sure how but the car repair again the important how wasn't secured on properly and the intake hose I to met we have that fallen off. (The point that the two breaks owns occurred immediately after feaving were had to a the Volvo dealer and had nothing to do with what we took the car in for is in extremely the language important point for later in my letter.) Breaking down on two consecutive drive houses. The 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 houdroundtrip 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 sheed 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 busband 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 seasor" 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 hem't done any good (at least that was a small amount of money, although it entailed two additional roundtring 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 103 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 lightarturned 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 viry scarcy 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 A 1995 Act Apply a more expensive breakdown of curved. Like Sanid - I am completely convinced that because 100 to be of service department should have taken respectability for turning them off. I CALLED THE VERY NEXT DAY AFTER BRINGING IT HOME TO REPORT THE PROBLEM- well to the state of the partition the "covered period" for repair works

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1.145 and the state of t note and wat like his being being with the first Again - for the hours and hours of time treating back and forth to the dealer, for time missed The form is an experience work, for the unbelievable amount of sizes, the many dangerous situations it has put me March to the cumulative weeks we have been functioning with one less car, the time it caused me to was a support of the spice of the spice of the spice of the problem caused while at the declaration 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 my 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 Volve experience are absolutely shocked and horrified. As I said initially, I was hoping the Volve 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 Volyo 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 \$80s. 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, shead of Merobdes, BMW, Audi, and Saak according to research," says Hans-Olov Oisson, President and CEO, Volvo Car Corporation.

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

Seturday, 349 06, 2002

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-- NEWSLETTER FROM VOLVO CAR CORPORATION-

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I have tried communicating through the Volvo Customer Care Center number twice in the past and it has gotten one no response at all. I will be curious if anyone will feel it is worth responding to me after reading my letter. I din't imagine you would feel like this has been a representative experience of what Volvo is approved to be. Bottom line, Volvo is fortunate that one of these many incidences did not called a schools injury to me, my bushand 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 "co" several people in order to increase the likelihood that someone will want to respond.

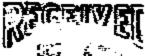
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cc: Hans-Olov Clason, President & CEO, Volvo Car Corporation
Vic Doolan, President & CEO, Volvo Cars of North America
Lena Olving Senior Vice President of Quality at Volvo Car Corporation
Eunice Stern, Customer Service Manager
Roman Krygler, Vice President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





ES MELATIN

Volvo Cars of North Am Customer Relations 2.O. Box 914 Rockleigh, New Jersey 07647-0914

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at Volvo's expense.

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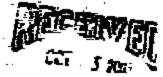
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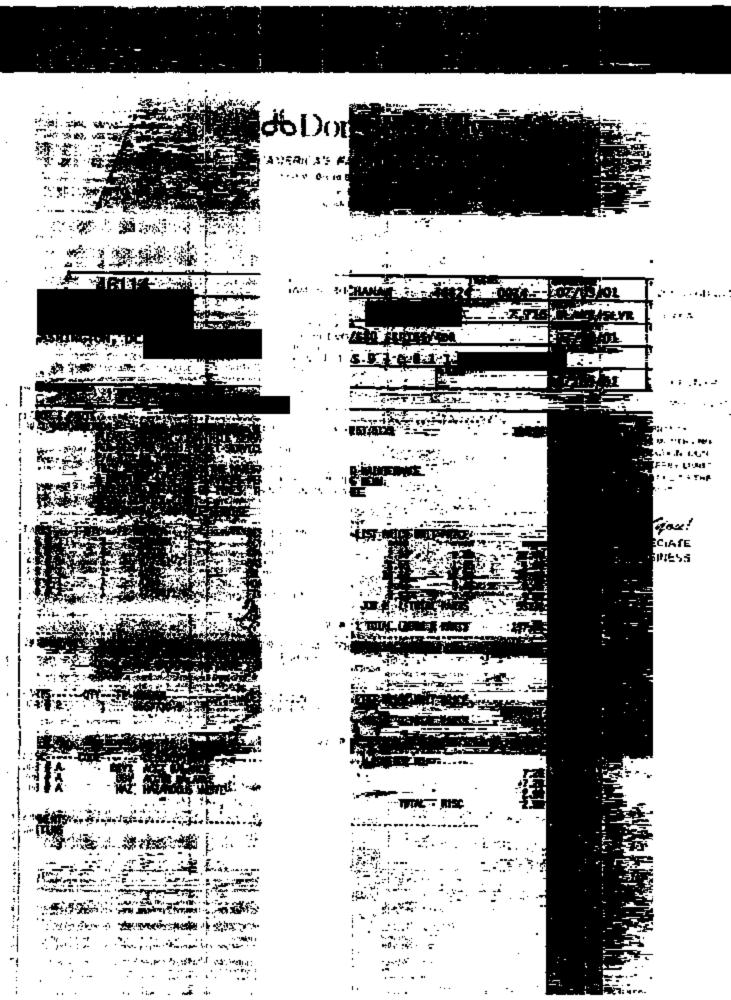
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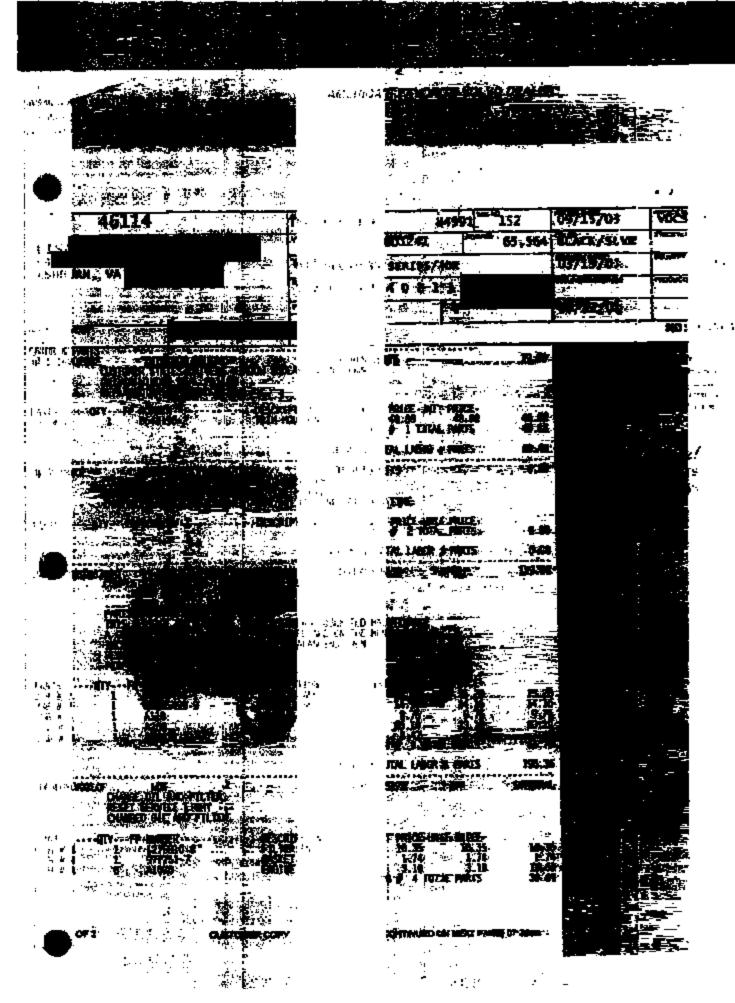


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Sept. 24, 2003

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



" A SMER RELATIONS

Dear Ladies and/or Geatlemen:

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.

White everyone at Melante of South Adapte; was every contrarge and thirdly, and generalized with 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 wast to ever use their service again.

I am looking forward to bearing 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 same and department of someone that can help me resolve my problem.

Sincerely,		. : ;	20 10	7 A 1 A
Peachtree City, G	ia l			

Ph:

Rest Att

Mr. BIL Davis Volvo of South Atlanta 1345 Southinke Pirkvii Morrow, GA 3026Q

Dear Mr. Davis,

Since we moved to the Atlatta area, about 5 years ago, we have always been consumers of Claris Volvo in Mariogra. Their privice departs Awitile back leaveners, we man irysiace your location is bloated on final friendly and counterup service we received from our staff. The service certainly rivals that of Chris Volvo. We are especially pleased with Maringinia forms, our service advisor. She has

Regrettably, I am writing this tester to progress of the current. Our representations of the engine of a transfer of the engine cylinders. The fragments committed of various metal parts (probably agreem) indute remaints of a spring. The service technical and its. Jones were at a locate communication probably onuse. There was no descript to the Table, which would indicate that the findign objects would have entered through the seeinging

Ms. Jones then asked me if the car baddle replaced, since the spring discovered in the throttle assembly. I did at that tient Inc. had been repaired by Chris Votes Lad discuss the issue will the service discuss through assembly had been replaced by your left receipt to Ma. Jones who said she would discuss he problem with her Service Manager, Mr. Berry Angevine.

personnel have, in our opinion, been excellent. e and decided to give your service department a stray, we were extremely pleased with the bega yeary helpful in keeping as informed and high date regarding our Volvo.

Regrettably, I am writing this lotter to inform policy our diletime. Our most consult visit to your

ted or possibly had the throttle body assembly spould be consistent with that found in the with assembly being replaced, but I thought it lease that I would try to find the receipt and of Valle, I later discovered, however, the

I didn't hear from Mr. Angevine, so after a course of days, I called him. He then advised me that he was contacting the Volto department where the old engine was shapped. 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 Volvoged concluded that the dealings done to my engine was not the fault of your service department.

Mr. Angevine, like all associates of your serville department, was very kind and considerate, and I appreciate him looking further into our problem. However, I certainly calculate agree with him. I feel that the only logical conclusion was that same bolts and/or screws along with loose springs unintentionally left behind by a service technique from your service department eventually found their way into my engine. Mr. Angevine infortured 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 teghnician replaced the engine access debris was found in the new engine when my car was beigh test driven. According to his. Jones, the car was immediately shut down and the "new" foreign material was removed from the replaced copine. I also think that judging from my impection of the old engine, the fragments of mutal had been present in the affected cylinder heads for quitefform time. I also believe the engine would have continued running properly for quite some time with the foreign materiel in the engine, but a larger piece of the debris became lodged between the cylinder head and the name wising forcing the plug up through the head. Bertall Bertin

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

I am looking forward to hearing from you and hopefully we can resolve the inprovementally.

Please call me if any additional information is also ded. My home multiple in the call and call is

Thank you for your review and response in this matter.

Sincerely,

Peachtree City, GA

cc: File



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Contract Con



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

Deer Volvo Cars of North America,

I purchased my 1999 Volvo S80 new on 8/16/1999, ID# YV1TS97DOX members on Leiken Motor Comparises in Willoughly, 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 facility the computer warning system start. The fact that the warranty covered the visits did not compensate for the lost time and memory with the same problem. Finally, in January 2002, the dealer successfully, downloaded a program that resolved the recurring faulty emissions warnings. After the next downloaded, however, history repeated itself.

Inchestaled service on 9/8/03 for the 45,000 guile maintenance check up, to prepare for an apcoming crip to Hatteras Island. North Carolina and to address my husband's question about possible angine heritation during cold starts, which he thought he noticed once or twice entire this year. The car had stalled once when my husband had started it. He untilly divises a diesel trunk, however, and I feel that his use of the gas petial 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, Lelken found no codes stored that would indicate a problem, but hecause I mestioned my husband's concern, they decided download software for a rough cold start coyway, at the cost of \$50.00. The invoice noted that the throttle linkage was fibricated, 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 enuncous 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 craise control the warnings went away.

When we approached the Virginia/North Carolina boarder on Sunday, September 14th, the warnings suddenly come 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 overright. The morning of Monday the 15th, I delied Leiken. They found that the pearest Volvo dealer was on Virginia Beach. We had to get the car there, get it repaired, and get out of Virginia Beach before . 4. Hurricenc leabel hit. Needless to say, the situation was very streasful; 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 think or if we weren't able to rent a car. We were able to rent the last Enterprise rental car available out of Hatiana for almost \$50.00, before they boarded up to propere for the highicans. The Volvo drive this at freeway speed between Hattaras and Virginia Beach. Philips Volvo in Virginia Bunch was able to take care of my car just in 1801 to 1995 per 1995 a time before they had to board up, and we were able to get out of there. Needless to say, we will be a say, which is a say, we will be a say, we will be a say, which is a say, we will be a say, we will be a say, which is a say, we will be a say, which is a say, we will be a say, which is a say, which is a say, which is a say, we will be a say, we will be a say, which is a say, which Isabel caused enough stress, and the car situation was infinisting.

The service manager at Phillips reported that codes indicated a problem with the fluctile amaging a module, so the module was replaced and a new download was done, varifying the tensite Larver as were 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 residu to believe there was any problem that did not result from a fight in the rough cold start download. Because all of the codes were normal before Leiken and the state of the downloaded the rough cold stan program, the manager conceded that my assertion could the have been correct. The service in Virginia Beach cost me \$923.28. Phillips' service manager was confident that there would be no more computer warmings to worry about, but I didn't agree. Of course, a week after we got hisme 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 oar with a Volvo unless I can be assured that newer Volvo's don't come with engoing computer-related headaches.

- Fried Bridge

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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 can I'm just now about to reach 48,000 miles on the odometer. There is no reason that I should have had to lio 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 admial 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.



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South Voice

April 6

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38750 Mentor Avenue • Willoughby, Ohio 44094 (440) 946-8900 4.1382

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WE QUARANTEE 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 ALTOMOBILE.

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October 6, 2003

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



CESTOMER RELATIONS

Deer Sir/Madam,

Recently I had my Volvo repaired (see attashed) 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 \$2,000 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.

Hudson, NH

Banky analysis

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LVR, Inc. DBA: Lovering Volvo@Nashua 180 D.W. HIGHWAY 120.00 NASHUA, NH 03060 603-888-7070 1-888-LOVE-VOLVO 1-888-568-3 865 HCUR5 WEBSITE Mon - Fri 7:30 - 5:30 JOB # 1 TOTAL LABOR-1 PARTS www.koveningvolvo.com -Sat 8:00 - 4.00 THE PERSON N **VOCS88768** Wenter Hi 82463 CUSTOMER NOTIFIED 19U08861, NH 03051 +47=+ -4 -4- -1 2974 YOUR MEAT SERVICE Dark eine 10.00 1373765 City fram Taraba DUVULYUS 70 7V1L961J372 CHSTONER STORATURE MD: 82844 ikinda Fil 可以不同可称[24]。 090603 2.77 117-45 The enter render increases decided a transports, after entered or region. exhaling any mistage manifely of standard to be blood for a parameter out-(And, and referent to surround the authorized any effect for the foreign for it and

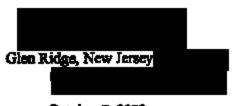
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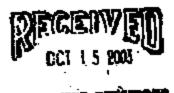
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October 7, 2003

Michael Thomas, Esq. Senior Vice President, Government and Industrial Relations and General Counsel Volvo Cara 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 complein about the elsolutely 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 releast, 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 nince this repair was completed, the air conditioning and beating 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 fost 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,



GLENRIDGE, NJ

-MONTCLAIR:

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THE RESERVE OF THE PROPERTY OF

GLENRIDGE, NJ

YOLVO • LINCOLIN-MERCURY • JAGUAR

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SERVICE ADVISOR GENE GILIBRETI

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Professional Control

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SEE REVERSE SIDE FOR ALL MANUFACTURERS WARRANTIES

HUMBER ENGINEER

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.

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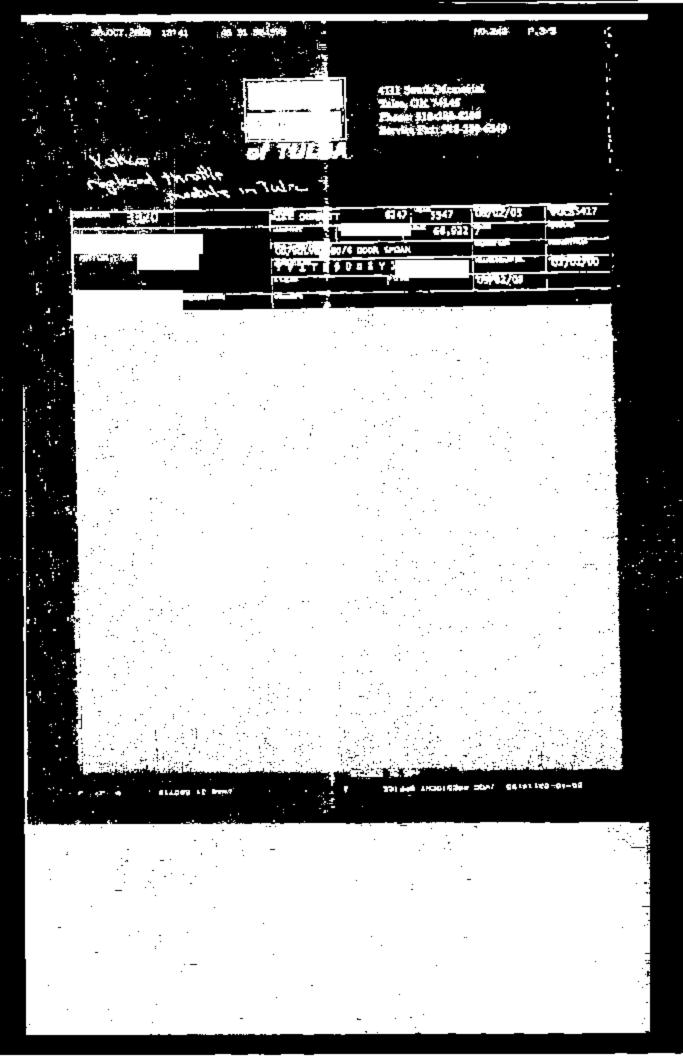
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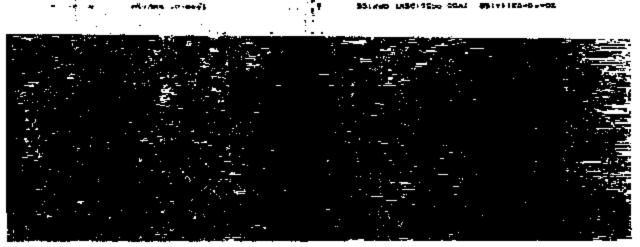
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Signal Branch

ACE DELATIONS

Original 27, 2003

White North America Visite Cupronger Relations

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On October 8,2063 I had sent for electronic component failure with my Volvo S80 (Please see attached and invoice). This was the first component failure that was not closed under warranty the other two were. I am requesting that you place you with the world order and relate the the costs associated with this levelor.

I have owned five Volvo's state 1972 and have never but the quality problems that I have had with this state. I am a two car Volvo family and the 1992 940 Volvo that is see second car, the 250 thousand miles on it. I have not had groupers with this cases the other three.

will be buying another car within the next 2 months and may not purchase eacther Volva insett on the quality issues I have had and now you respond to this reduced.

Thank You?

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FRANKBOCLAIR@MSN.COM

MEMO

TO:

Volvo of North Area

Customer Securit

FROM:

SUBJECT: Still Another Problem with

My Volvo S80 Sedan

DATE: October ID

C33Tawer Relations

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 Tumpike. My wife called the Jith 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 harricant 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 hid not have enough cash nor a checkbook so she was in a catch 22. My wife promptly called Jim Wynn Yelvo 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 unmailed to you dated 9/15/03. This explains my first issue with the car, Eight days after drufting

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VICENO

Phone Fax

MEMO

TO:

Volvo of North America

Costomer Service

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DATE: Spetember 15, 2003

FROM:

SUBJECT:

My 2000 Volvo 880 Sedan

Broken Motor Mount

I seel 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 our executives that are friends of mine and one of them was actually a former Pord (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 severe 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

Creating Successes in Officercial Landing a Leasing

Phone Fax

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 saking 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 mamber above or via e-mail

Co. Keystone Volvo, Service Manager

Creating Successes in Alliamoreial Landing & Longing

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