

[REDACTED]  
West Orange, NJ  
[REDACTED]

RECEIVED

NOV 15 2004

CUSTOMER CARE

Volvo North America  
7 Volvo Drive  
Rockleigh, NJ 07647

November 12, 2004

Re: Dissatisfaction concerning service at DCH Valley Motors in Montclair

Dear Sir or Madam:

On November 4<sup>th</sup> at 7:30 AM I brought my car in for a 60,000 mile service and was told that I would receive a telephone call with an estimate at around noon. The call was received at noon with a laundry list of items found with costs, some I agreed to others not. One of the items deferred related to the throttle. I was told that I would receive another call when the car was ready. When I received no call at 4PM I called and spoke to Rocco who seemed somewhat confused and not aware if the car was ready but would return my call. I had a sense that my car was somehow lost or something was strange. At 4:30 not having heard from him I called again and was told he was busy with a customer. I then asked to speak to a service manager (Mike) who said I should come in. When I asked if my car was missing he said he saw it himself. It was apparent that they indeed were confused because the car that was identified was a 2000 S80T6 . Not My Car. The invoice also related to this model as was at least one price quote. - the throttle. When the cost was questioned it was explained that the labor needed with the Turbo engine was significant. At that time I corrected them and said that was the wrong model, therefore a different car. Now I wonder :

1. Was my car serviced?
2. Did my car need the other items identified? Were the brake items needing replacement on my car?
3. Was I correctly charged?
4. Were the other quotations now in the computer for the wrong car?
5. Can I again have confidence in this dealership since they said all previous service records in their computer were for a S80T6. Was I incorrectly charged in the past?

The only question I can answer at this time is for item # 5 and that response is certainly "no."  
What do I do now? I await your response.

Yours truly  
[REDACTED]

WEST ORANGE, NJ

PAGE 1  
**MONTECLAIR**  
 VOLVO  
**CON VALLEY MOTORS LLC.**  
 25 VALLEY RD. • MONTECLAIR, NJ 07052  
 SALES 973 746-4500  
 SERVICE 973 746-4500

SERVICE ADVISOR **ROCCO CAPORETTI**

DATE	TIME	VEHICLE	GROUP	PRICE	DATE	TIME
03NOV04	03NOV04	YV1Z894D9T	T498		03NOV04	20157
INVOICE NO	ORDER NO	SALES				
62673	62675	84750Y				

A	MILEAGE IN ( ) MILEAGE OUT ( )				
	CM 62575				
	28 CPM	0.00	0.00	0.00	
B	60,000 MILE SERVICE				
	30K 60,000 MILE TUNE UP, LUB OIL				
	ROTATION, SPARK PLUGS, AIR FILTERS				
	ETC...				
	28 CPM	3.20	345.00	345.00	
	1 1275810 FILTER INSERT	11.69	11.69	11.69	
	1 977751 GASKET	1.70	1.70	1.70	
	7 8889986 BUSH				
	SUPER-GLD	1.05	1.05	7.35	
	1 9427433 BRAKE PLEAT	10.31	10.31	10.31	
	1 1315379 GASKET	3.24	3.24	3.24	
	1 8648861 BRAKE PLUG				
	KIT	23.47	23.47	23.47	
	1 9186361 FILTER INSERT	25.00	25.00	25.00	
	1 9204626 PARTICULATE				
	FI	29.00	29.00	29.00	
C	RIGHT SERVICE LIGHT				
	LAS RIGHT SERVICE LIGHT				
	28 CPM	0.00	0.00	0.00	
D	CUST REPORTS ALL THE ICONS HAVE COME ON				
	39 RECOMMEND VEHICLE CLEANING				

VOLVO SERVICE 973 746-45  
 SALES 973 746-45

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.	TOTAL SALES	
	TOTAL AMOUNT	
	TAX	
	TOTAL AMOUNT	
	TAX	
	TOTAL AMOUNT	
	TAX	
	TOTAL AMOUNT	
	TAX	
	TOTAL AMOUNT	

**SEE REVERSE SIDE  
 FOR ALL  
 MANUFACTURERS  
 WARRANTIES**

IN ORDER TO SERVICE DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE (UNLESS OTHERWISE SPECIFIED) AND THAT I AM NOT PROVIDING ANY INFORMATION TO OTHERS. THERE WAS NO INDICATION FROM THE OWNER OF THE VEHICLE OR OTHERWISE THAT ANY PART REQUIRED BY THE ABOVE LISTED PARTS CLAIM HAD BEEN CONNECTED IN ANY WAY TO ACCIDENT, NEGLIGENCE OR OTHER MATTER. ACCORDS REPORTING THE CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF NOTIFICATION BY THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

MONTCLAIR

VOLVO  
DCH VALLEY MOTORS LLC.

SERV. VOLVO (873) 746-4802

SALES: (873) 746-4800

34 VALLEY RD. • MONTCLAIR, NJ 07043

WEST ORANGE, NJ

SERVICE ADVISOR ROCCO CAPOZZI

WORK ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CURT. NO.	TAG NO.	P.O. NO.	WORK ORDER	INVOICE #
03NOV04	03NOV04		YV1TS94D9T		T438		03NOV04	20157
							00 Q1JAN00	60 80
62573	62575	NJF50Y						

\$265.00	AND EVAP VALVE, EST \$185.00							
28 CPVM	0.00			0.00				
** REPLACE REAR BRAKE PADS & ROTORS								
39 REPLACED REAR BRAKE PADS AND ROTORS								
28 CPV7	2.00			210.00			210.00	
2 9434167 BRAKE DISC	67.53		67.53				135.06	
1 8634925 BRAKE PAD KIT	42.00		42.00				42.00	
1 117 Brake-Clean	3.68		3.68				3.68	
1 1161689 SILICONE GREAS	13.37		3.75				3.75	
** OWNER PROVIDED WITH ALTERNATIVE TRANSPORTATION WHILE CAR IN FOR REPAIRS								
LOANER OWNER PROVIDED WITH ALTERNATIVE TRANSPORTATION WHILE CAR IN FOR REPAIRS								
99 CPV7	0.00			30.00			30.00	
LC LOANER CREDIT								
99 CPV7	0.00			-30.00			-30.00	
CUSTOMER PAY ENVIRONMENTAL / WASTE REMOVAL FOR							10.00	

VOLVO SERVICE: (873) 746-4802

SALES: (873) 746-4800

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

	TOTALS
LABOR AMOUNT	555.00
PARTS AMOUNT	295.25
GASOL, LUBE	0.00
SUBLET AMOUNT	0.00
	10.00
	861.25
	0.00
SALES TAX	51.68
PLEASE PAY THIS AMOUNT	912.93

SEE REVERSE SIDE  
FOR ALL  
MANUFACTURERS  
WARRANTIES

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

## RECOMMENDATIONS

RE MOUNT

KE

\$395.00

ESTIMATE UPPER ENGI

\$170.00 FRONT STABILIZER LIN

\$210.00 UPPER SPRING SEATS

MC/VISA

IN ORDER OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE NOTED. I AGREE TO HOLD THE SERVICE CENTER HARMLESS FROM ANY AND ALL CLAIMS, DAMAGES, LOSSES AND EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES, THAT MAY BE ASSERTED AGAINST OR INCURRED BY THE SERVICE CENTER OR ITS EMPLOYEES, AGENTS OR CONTRACTORS IN ANY MANNER ARISING OUT OF OR RELATED TO THE INFORMATION CONTAINED HEREON. THIS WARRANTY IS VALID FOR (1) YEAR FROM THE DATE OF MY INVESTIGATION AT THE SERVICE CENTER FOR DEFECTS BY MANUFACTURER'S REPRESENTATIVE.

DATE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_ SERVICE ADVISOR: \_\_\_\_\_

Board of Directors  
Ford Motor Company  
P.O. Box 685  
Dearborn, MI 48126-0685

0  
11  
11

SNDS

*File to  
01/19/04 (A)*

October 11, 2004

**RECEIVED**

NOV 12 2004

**CUSTOMER CARE**

Dear Someone,

I do realize that you are quite busy with other Volvo customers (as I am intimately familiar with the unsatisfactory reliability of my Volvo). I am hoping that I will hear from you within the current calendar year and that the "Someone" is a Ford Executive with authority in these matters. Circumstances relating to the reliability of my Volvo has been outlined in previous correspondence (attached), and new information is provided.

Since my original letter to Volvo several components have been replaced:

- ABS module—Approx \$ 1,300.00
- Throttle module—\$411.00 (Volvo covered cost of the part-WOW)
- Front rt strut spring replaced-\$396.00
- Transmission—LOTS

Currently, the oil leak has gotten worse  
As I survey my driveway  
"93" Explorer

Transmission shifts hard (Will it ever end?)  
2000 Mustang, a "99" Expedition and a  
Mustang over the years..... You bet I have.

Now I as

*Premium Center  
Not signed*

Sincerely,



RECEIVED

NOV 15 2004

CUSTOMER CARE

[REDACTED]  
Indianapolis, IN [REDACTED]  
[REDACTED]

November 12, 2004

Volvo Customer Care  
7 Volvo Drive  
Rockleigh, NJ 07647

RE: Volvo V70 XC AWD, VIN #FV1LZ56D1Y [REDACTED]

I'm writing to express my deep disappointment and frustration with my Volvo wagon. In November, 1999, I leased a 2000 Volvo Cross Country Wagon from Tom Wood Volvo in Indianapolis. Later, in April of 2003, I purchased the vehicle. Initially, I was so pleased to have this car, because I was looking for a safe, reliable, stylish car that would accommodate 5 children. Now, after many unexpected, costly, repeated repairs, I must say that I would find it difficult to purchase another Volvo or recommend it to anyone. Our experience belies the brand's reputation for reliability and solidity.

This is particularly unfortunate, as I know from your advertising that I exemplify your target buyer. We are an upper-income family with two children. We joke that we live in Volvo-ville, since many in our neighborhood and at our children's school drive Volvos. When I look at the other choices on the market, I am still attracted to Volvo's offerings. However, the cost/value ratio simply does not hold up.

From the very beginning, we experienced unacceptable problems with the car. (Please see the attached Summary History from our dealership.) As you'll note in the service history, we repeatedly had to have our wagon serviced for a "check engine" problem. Each time, the skilled mechanics at Tom Wood Volvo did their best to address the issue. To date, after numerous repairs, the problem still exists. I honestly can't even tell you exactly what the problem is, except that nearly every time I try to start the car, I have to try 2-3 times. It seems to baffle the mechanics as well. It always starts, but it takes several efforts. Diagnostics have been performed, parts have been replaced (repeatedly), and the car has been serviced regularly.

In addition, we have faced reparations that seem unacceptable on a luxury wagon with only 67,000 miles. To cite but a few other examples, we've had to:

- replace the rear suspension
- devise a "home-made" solution to maintain the interior rear panel in place when the interior casing fell loose and the parts purchased at Volvo to repair it broke apart
- anticipate further repairs because of several oil leaks.

How can you help? I propose you rectify this situation in one of the following ways:

1. Purchase an extended warranty for our vehicle. (We made the mistake of not exercising this option before we reached 50,000 miles.)
2. Reimburse us for the expenses incurred since we purchased the vehicle in 2003.
3. Offer us a significant discount on the purchase of a new Volvo.

When I am standing in the service department, staring at posters advertising, "Volvo for Life," and seeing testimonials about Volvos crossing the 200,000 mile mark, I can only shake my head. If I don't receive a satisfactory response from Volvo, I will sell my car (if I can!), never again buy a Volvo, and "defect" to a Honda minivan or a Volkswagen Touareg.

I urge you to respond promptly to my letter. I could (and should) be a Volvo customer for life. As it stands currently, I am merely a deeply dissatisfied customer.

Thank you for your attention to this matter.

Sincerely,



29655

Q

# Downtown Car Care Center, Inc.

540 Virginia Ave  
 Indianapolis, Ind. 46203  
 637-2419



QTY.	PARTS DESCRIPTION	TOTAL PRICE
2	FRONT CHANG ROTAS	206.42
	FRONT BRAKE PADS	71.90
	FRONT BRAKE PADS	32.58
2	FRONT SHOCKS	1032.50

Name: [Redacted] City: [Redacted]  
 Address: [Redacted]  
 Phone: [Redacted]  
 Business Phone: [Redacted]  
 License: [Redacted]

OPERATION
Oil Change
Filter Change
Wash & Wax
Brake Pad/ Shoe
Wheel Alignment
Fluids
Inspection
Other

13437

SHOCK #  
 Y626326

REPAIR DESCRIPTION	TURBO	HRS.
DIAGNOSIS - NOISE		
SUSPICION		
REPLACED FRONT BRAKES		1.0
REPLACED FRONT SHOCKS		3.0

I hereby authorize the above repair work to be done along with the necessary materials. The cost of parts and labor is the responsibility of the customer. The customer is responsible for any damage to the vehicle in any way. The customer is responsible for any damage to the vehicle in any way. The customer is responsible for any damage to the vehicle in any way.

Total Hours	TOTAL LABOR	36.0
Employee	TOTAL PARTS	
KW	SUBJECT	
	TAX	56
	GRAND TOTAL	1789

PARTS TOTAL 0





# TOM WOOD

JAGUAR VOLVO PORSCHE LAND ROVER

3473 East 80th Street  
Indianapolis, Indiana 46248

*The sign of a good deal*

Service Dept. 313-1000  
Sales Dept. 313-1000

INVOICE NO. <b>14595</b>	CUSTOMER <b>MATTHEW R BENN</b>	VIN <b>23E 1704</b>	DATE <b>11/10/04</b>	
	FAHRY RATE <b>CT8143</b>	SALES TAX <b>66,844</b>	COLOR <b>NAUTIC BLUE</b>	STOCK NO. <b>PP1181</b>
INDIANAPOLIS, IN	YEAR / MAKE / MODEL <b>00/VOLVO/V70 SERIES/V70XC</b>	DELIVERY DATE <b>04/15/03</b>	DEPARTMENT <b>45,925</b>	
	VEHICLE ID NO. <b>YV1LZ5601Y2</b>	ILLUMI BEAR NO.	PRODUCTION UNIT	
	PLANT	PO	NO DATE <b>11/09/04</b>	
COMMENT:				

**LABOR & PARTS**  
**J# 1 11V0Z001L** CK ENGINE LIGHT TECH(S):117 300.75  
 THE CHECK ENGINE LIGHT IS ON & THE ENGINE IS RUNNING ROUGH AT IDLE & ON ACCEL ADVISE)  
 ALSO-RESET SERVICE LIGHT  
 CHECK FAULT CODES  
 REPLACE THROTTLE BODY  
 DOWNLOAD SOFTWARE  
 REPLACE AIR FLOW METER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	8670883-8	MASS AIR FLOW S	215.37	215.37	215.37
JOB # 1	1	8644347-0	THROTTLE BODY	606.75	606.75	606.75
JOB # 1	1	9438298-3	ETH WELDAD	35.60	35.60	35.60
<b>JOB # 1 TOTAL PARTS</b>						<b>857.72</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>						<b>1209.46</b>

**J# 2 4H0Z0EPL** ENTERPRISE LEASING TECH(S): INTERIM  
**PARTS**-----**QTY**-----**FP-NUMBER**-----**DESCRIPTION**-----**LIST PRICE**-**UNIT PRICE**-  
**JOB # 2 TOTAL PARTS** 0.00  
**JOB # 2 TOTAL LABOR & PARTS** 0.00

**J# 3 401V0Z000C** OIL CHANGE TECH(S):217 14.88  
 (CAR HAS 4 QTS. LOM ON OIL!!!)  
 (NEED MORE FREQUENT OIL CHANGES AND/OR ALSO GO TO SYNTHETIC OIL)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	1275810-8	FILTER INSERT	9.97	9.97	9.97
JOB # 3	1	977751-7	GASKET	1.86	1.86	1.86
<b>JOB # 3 TOTAL PARTS</b>						<b>11.83</b>
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>						<b>26.41</b>

**G.O.G. & SUPPLIES**  
**JOB # 1** 6.0 BULK OIL 2.580 /UNIT TOTAL - GOR 15.48  
 TOTAL - GOR 15.48

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	HN	HAZARDOUS MATERIAL		2.00
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL FEE		25.60
<b>TOTAL - MISC</b>				<b>27.60</b>

COMMENTS:

RECOMMENDATIONS:  
 NOTE: CAR HAS SEVERAL OIL LEAKS UNDER CAR

1/10/2004  
4:30:19

SUMMARY HISTORY DISPLAY

3651  
PAGE 2

CUSTOMER NAME [REDACTED] SERIAL NO. YV1LZ56DIY8 [REDACTED]  
TOTAL R/D'S 21 TOTAL SERV. DAYS 26 MAKE VO VOLVO

LN#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION....
17	85863	10/16/2000	11362	A	232			
				T	483	1	W 34VDZ	MISC BODY
				T	483	2	W 32VDZFTW	FRONT WIPER
				T	483	3	W 34VDZMB3	MISC BODY 3
18	81844	07/17/2000	7807	A	423			
				T	241	1	C 81VDZ007508	7508 SERVICE
				T	241	2	C 32VDZ	ACCESSORY MINOR
19	79455	06/09/2000	6673	A	227			
				T	117	1	W 32VDZ	ACCESSORY MINOR
20	71381	11/19/1999	135	A	423			
				T	241	1	I 32VDZ	ACCESSORY MINOR
21	69814	10/14/1999	26	A	232			
				T	115	1	I 99VDZ	VOLVO PDI
				T	465	2	I 55VDZCLP	CLEAN UP
				T	465	3	I 55VDZCLPI	WARR CLEANUP

**RECEIVED**

**NOV 12 2004**

**CUSTOMER CARE**

Edmonds, WA  
November 7, 2004

President  
Volvo Cars of North America, LLC  
Volvo Drive  
Rockleigh, NJ 07647

**Re: Serious Repair/Service Problem with 1999 and newer Volvo cars**

I would like to acknowledge receipt of a letter dated Nov. 2, 2004, from Volvo's Ms./Mr. Linnin. Unfortunately, the letter ignored the serious repair problem with 1999 and newer Volvo cars that I wrote to you about.

I had previously written to you saying that current Volvo automobiles are unsuitable (and therefore unsafe) for ownership and use outside major urban areas where there are no Volvo dealers. Ms./Mr. Linnin's response failed to address in any way my concerns that Volvo's "Dealer Only" service policy was very bad for Volvo owners in the west.

Ms./Mr. Linnin did confirm that Volvo has "no information available to indicate that an authorized Volvo retailer will be established in the areas you specified." The letter went on to say "[i]t is possible to have routine maintenance performed by an independent repair facility." Neither statement addressed the serious problem that Volvo owners experience when their 1999 and newer cars breakdown and must be repaired outside the major urban areas.

My prior letter dealt with unacceptable problems that occur when Volvo cars are either owned or operated outside of major urban areas where there are no Volvo dealers. In the west, this means that Volvo cars must be towed hundreds and hundreds of miles to obtain breakdown service. Major highways have no Volvo dealers for hundreds of miles, i.e. 336 mi. of Interstate 5 between Grants Pass, OR, and Sacramento, CA; 430 mi. of Interstate 84 between Portland, OR and Boise, ID.

I advised you that Volvo would sell fewer and fewer cars here in the west once it became known that a Volvo cannot be serviced outside the major urban areas. I suggested that Volvo's "Dealer Only" repair policy needed to be changed. Ms./Mr. Linnin completely ignored the problem by only talking about routine maintenance. Routine maintenance won't help when our Volvo Cross Country breaks down outside the Puget Sound basin or Spokane, WA.

I would like to ask two simple questions. Please tell me how I could get a defective throttle body repaired on our 2000 Cross Country in the cities of Port Angeles, Port Townsend, Bremerton, Yakima, Wenatchee, Pasco/Tri-cities, Pullman, Longview/Kelso,

**President  
Volvo Cars of North America, LLC  
November 7, 2004  
P2**

**Aberdeen/Hoquiam, Centralia/Chehalis or Walla Walla, WA? These cities constitute a good part of the state of Washington. I would ask the same question for the cities of Hood River, Coos Bay, Florence, Lincoln City, Cannon Beach, the Dalles, Klamath Falls or LaGrande, OR? (Please assume that the part is no longer covered by a Volvo warranty.)**

**I recently attended the Seattle car show where Volvo had a large display. I did not look at Volvos this year although I am a Volvo fan. The reason is that I now know Volvos cannot be repaired except in the Puget Sound area and Spokane, WA. Accordingly, they are unsuitable for use in most of the western United States and Canada. Maybe urbanites that never leave the urban areas will buy them. Customers that travel between or live outside major urban areas need a vehicle that can be repaired where it breaks down. A Volvo cannot be repaired due to poor design or engineering.**

**Volvo needs to warn customers in the Volvo Owner's Manual and in sales literature that breakdowns can only be repaired at a Volvo dealer. Volvo doesn't do this now. You obviously realize how disastrous it will be to present and future sales. Volvo's failure to warn is the best indication that Volvo itself knows that "Dealer Only" service is a bad policy. This is why Volvo conceals and ignores the problem as was done by Ms./Mr. Lennin. Volvo would be better served to recognize the problem and change it's "Dealer Only" service policy if it desires to sell cars to people that live or travel outside major urban areas.**

**I await your response about how I can get a defective Volvo throttle body repaired/replaced in the cities in Washington and Oregon that I mentioned.**

**Very truly yours,**



**Cc: Ms./Mr. Jaye Lennin  
Executive Management Specialist  
Volvo Cars of North America, LLC  
Volvo Drive  
Rockleigh, NJ 07647**

**RECEIVED**

**NOV 29 2004**

**CUSTOMER CARE**

[REDACTED]  
Edmonds, WA [REDACTED]  
November 24, 2004

**President  
Volvo Cars of North America, Inc.  
Volvo Drive  
Rockleigh, NJ 07647**

**Re: Serious Repair/Service Problem with 1999 and newer Volvo cars**

I would like to again acknowledge receipt of a letter dated Nov. 17, 2004, from VCNA's Mr./Mrs. Jaye Linnin. A copy of this letter is enclosed herein for your review. It is apparent from the enclosed letter that Volvo "just doesn't get it."

I have previously written to you on two occasions regarding a serious repair/service problem with 1999 and newer Volvo cars. The problem is that your 1999 and newer Volvo cars cannot be repaired where they break down. This occurs because many Volvo problems, i.e. defective throttle bodies, can only be repaired at a Volvo dealer.

I have advised you that this is a serious problem out in the west where Volvo has very few dealers. Volvos must be towed long distances for service. In many cases, tows may exceed 200 miles. I have advised you that Volvo will sell fewer and fewer cars once Volvo's serious repair/service problem becomes more widely known.

The letter from Mr./Mrs. Jaye Linnin confirmed that Volvo cars must be towed substantial distances for breakdown repairs in Washington and Oregon. Any knowledgeable customer would find towing your cars two or three hours to be unacceptable. Volvo apparently disagrees.

**Mr./Mrs. Linnin goes on to say:**

**"If your vehicle is no longer covered under warranty you may choose to service with a non-authorized Volvo facility."**

This is the problem. It cannot be repaired. There are no facilities now to repair a Volvo car after a breakdown in the 19 cities that I mentioned in my letter. There will probably be no facilities in the future. Volvo owners have no choice but to tow their defective cars back to a major urban area for proprietary service/repair by a Volvo dealer. Heaven forbid that our Volvo might breakdown in eastern Montana, Nevada (outside of Las Vegas and Reno), northern Arizona, southern Utah, Idaho (outside of Boise) or Wyoming. No dealers mean no repairs.

President  
Volvo Cars of North America, LLC  
November 24, 2004  
p. 2

Volvo employees like Mr./Mrs. Linton do not understand (or chose to ignore) the problem since they live in the crowded northeast. It is a serious problem in the west and elsewhere. Would anyone own or drive a Volvo in Rockleigh, NJ, if they knew it had to be towed south of Philadelphia, PA, for break down service/repairs? Obviously not.

Volvo cars are simply not suitable for use in the west or elsewhere because there is no longer any ability to service/repair them when they breakdown. This is unfortunate.

Volvo will sell fewer and fewer cars in the west and elsewhere once this defect becomes more well known. Someday management at the Prestige Auto Group or parent Ford will start asking why Volvo sales are declining in the west and elsewhere. Volvo management will look very bad when it is realized that your sales decline is due to your inability or unwillingness to design and manufacture better cars that can be repaired where they breakdown.

Many of your competitors do not have the same problem as Volvo. Your competitors have better designed cars and/or more extensive dealer networks. They will continue to sell cars in the west and elsewhere while Volvo sales will decline.

We have enjoyed our 2000 Volvo Cross Country. Sadly, the car is not suitable for cross-country use. I feel bad that I can no longer recommend your Volvo cars to our friends nor are we likely to purchase another Volvo due to this defective design and manufacture. I feel I need to warn our friends about the defect and recommend against purchase of a new Volvo car. We'll limit our use of our 2000 Volvo Cross Country to the urban area on the east side of Puget Sound. We'll use our other cars for visiting relatives and friends in rural areas, taking trips, etc.

I recently drove down to Tucson, AZ. I drove a Ford because it could be repaired almost anywhere it broke down. I did not drive our 2000 Volvo XC because I knew it could not be repaired for hundreds and hundreds of miles along my route, i.e. No repairs for the 113 mi. from Olympia, WA to Portland, OR; the 336 mi. from Grants Pass, OR, to Sacramento, CA; and the 483 mi. from Bakersfield, CA to Phoenix, AZ. (I have to assume you have a dealer in Bakersfield because I couldn't get your website to even tell me if you had a dealer there.). That's 55% of my route on the interstate highways!

RECEIVED

NOV 15 2004

CUSTOMER CARE

[REDACTED]  
Kendall Park, NJ  
[REDACTED]

November 11, 2004

Volvo of North America  
Attention: Customer Care  
7 Volvo Drive  
Rockleigh, NJ 07647

Dear Volvo:

This is a letter of great disappointment and complaint about my 2001 Volvo S80 Turbo. Upon retirement my wife and I decided to buy a car which would give us trouble free service for many, many years. Unfortunately, almost from the moment we left the showroom we had one problem after another.

At first we experienced what we thought were minor issues - warning messages which turned out to be false. Later we had other annoyances - weatherstripping coming off the car, tire bolts rusting, oil leaks. Perhaps minor, but very troubling in a car we paid over \$40,000 for in cash. Modules were replaced, new computer updates were applied, etc. It seemed that we where in the dealership almost every other week, monthly at best.

We complained so bitterly that the dealer agreed to let us speak to a Volvo representative. Upon reviewing our service records, we were awarded a VIP Warranty with no deductable. Although this seemed fine at the time, problems continued and we found ourselves visiting the dealership far more often than we would like.

Now, we have gone through a four month period in which problems seem to be getting more severe: continuous oil leaks, front end replacement, and complete stalling at low speed. I was just advised to have my "ETM cleaned" at a cost of \$650 dollars. I declined.

I am hoping you can look into this matter, review my service records, and suggest some remedy, as I am on the verge of "biting the bullet" and trading in the car for another brand. The VIN number of the car is YVETS90D41 [REDACTED] I am also attaching copies of recent service records for your review.

Do not hesitate to contact me if you need any other details. I look forward to a reply as quickly as possible. Thank you.

[REDACTED]







**VOLVO of EDISON**  
**401 Route 1**  
**EDISON, NJ 08817**  
**(732) 248-0500**

32183	26	820	11/18/04	VOES21224
100.00	WC591J	66,796	W31L NY/	STOCK NO.
DI/VOLVO	80/4 DOOR SEDAN		08/22/00	FINANCING PLAN
VV17	900411			FINANCING PLAN
			11/10/04	
				MO: 66799

CASH     VISA/CARD     CHECK \$  
 AMEX     OTHER

YOU MAY BE RECEIVING A CUSTOMER SATISFACTION SURVEY FROM VOLVO. IF FOR ANY REASON YOU DON'T RATE US AS "10" OR "COMPLETELY SATISFIED," PLEASE CONTACT US IMMEDIATELY! THANK YOU FOR BEING A PART OF THE TEAM YOU ASKED! BILL FARRIS, VOLVO FINANCIAL SERVICES (732) 248-0500

TOTAL LABOR..... 216.00  
 TOTAL PARTS..... 687.46  
 TOTAL SUPPLY..... 0.00  
 TOTAL G.D.S..... 0.00  
 TOTAL WISC CHG..... 0.00  
 TOTAL WISC WISC..... 280.46  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 106.00**

**VOEVO**  
**EXCELLENCE**  
*nothing less...*

exp w/ Mr.  
 257pm 11/10/04  
 ok for PIU -  
 Be in shortly.

VV of NA  
 att cent case  
 7 VV Dr.  
 Rockledge, NJ 07647



**VOLVO of EDISON**  
 401 Route 1  
 EDISON, NJ 08817  
 (732) 248-0500

Customer #	32183	Technician	LARRY	17	Trade In	480	Invoice Date	10/25/04	Invoice #	VOC520794	
Address	[REDACTED]	MSRP	100.00	Trade In	65,726	MSRP	10/25/04	Model	SL NT/	Stock #	[REDACTED]
City	KENDALL PARK, NJ	Year/Make/Model	01/VOLVO	80/4	DOOR SEDAN	Color	08/22/00	Dealer	[REDACTED]	Previous Mileage	[REDACTED]
VIN	YV1T90411	Year/Make/Model	01/VOLVO	80/4	DOOR SEDAN	Color	08/22/00	Dealer	[REDACTED]	Previous Mileage	[REDACTED]
Comments	[REDACTED]	Year/Make/Model	01/VOLVO	80/4	DOOR SEDAN	Color	08/22/00	Dealer	[REDACTED]	Previous Mileage	[REDACTED]
MO:	63729										

LABOR	QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT	PRICE	WARRANTY
JOB 1 SERVICE			CHECK ENGINE LIGHT CUST STAYS INCAR MAKING A TURN. CAR STALLED AND RESTARTED AND CHECKS ENGINE LIGHT IS ON. WHEN SLOWING TO ENTER DRIVEWAY OIL LIGHT CAME ON--VIP-- FAULT TRIGGERED--NEEDED SOFTWARE UPDATES FOR THE ECM AND ECM DEVELOPED NEWER SOFTWARE TEST DRIVE VEHICLE NO MORE STALLING FELT.	180.00			
PARTS	1	26200-0	UPGRADE ECM	25.00		25.00	
	1	26200-0	UPGRADE ECM PRT	20.00		20.00	
	2	26200-0	TRANSMISSION OIL			40.00	INTERNAL
JOB 1 TOTAL						180.00	
JOB 2 CHANGES						40.00	
JOB 2 TOTAL						140.00	
LABOR							WARRANTY
JOB 2 SERVICE			PERFORM SERVICE--COILS FAN REPLACEMENT AS PER 2000 SERVICE PERFORMED WORK--OIL COILS FAN REPLACEMENT NO COVER SERVICED--TIMING/VALVE SPRING--NO COVER NO COVER SERVICED--PRT--NO COVER--NO COVER NO COVER--VALVE/TIMING/ACTO--NO COVER--NO COVER				
PARTS	1	26200-0	UPGRADE ECM				WARRANTY
	1	26200-0	UPGRADE ECM PRT				WARRANTY
JOB 2 TOTAL						0.00	
COMMENTS	MULT						

**VOLVO**  
 EXCELLENCE  
*nothing less...*

SEE REVERSE SIDE  
 FOR WARRANTY



volvocountry.com

**VOLVO of EDISON**  
401 Route 1  
EDISON, NJ 08817  
(732) 248-0500

2183	CURY	17	480	10/25/04	VCS20794
	100.00		65,726		
GENERAL PAINT, INC	01/VOLVO/380/4 DOOR SEDAN				
	VV1T5900411				
				10/25/04	
					NO: 65728

\*\*\*\*\*  
 [ ] CASH [ ] VISA/CARD [ ] CHECK #  
 [ ] AMEX [ ] OTHER  
 \*\*\*\*\*  
 YOU MAY BE RECEIVING A CUSTOMER SATISFACTION SURVEY FROM VOLVO. IF FOR ANY REASON YOU CANNOT GRADE US AS "10" OR "COMPLETELY SATISFIED", PLEASE CONTACT ME IMMEDIATELY! THANK YOU! WE LOOK FORWARD TO SEEING YOU AGAIN! BILL PLANK, SERVICE MANAGER 732.248.0500 plankb@volicountry.com

TOTAL LABOR.... 100.00  
 TOTAL PARTS.... 40.00  
 TOTAL SWEET.... 0.00  
 TOTAL G.O.B.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 8.40  
 TOTAL INVOICE \$ 148.40

**VOLVO**  
  
**EXCELLENCE**  
*nothing less...*

CUSTOMER SIGNATURE



volvocountry.com

**VOLVO of EDISON**  
**401 Route 1**  
**EDISON, NJ 08817**  
**(732) 248-0500**

WORK ORDER NO	32183	CARRY	17	DATE	09/16/04	VOCS	19704
ESTIMATE NO		ESTIMATE		ESTIMATE	63,770	W/SL MT/	
ADDRESS	KENDALL PARK, NJ	VEHICLE	80/4 DOOR SEDAN	DATE	08/22/00	SALES	
		VEHICLE	YV1T490D41	DATE	09/16/04	SALES	
		VEHICLE	2033955	DATE			
							NO: 63771

**JOB 1 CHARGES**

LABOR  
 11102248000 60000 SERVICE 99-01 TECH:52 560.00  
 CUSTOMER STATES PERFORM GRK SERVICE  
 ROUTINE MAINTENANCE  
 ROAD TESTED VEHICLE FOR FINAL QUALITY ASSURANCE  
 COMPLETED AS PER VOLVO, REPLACED ALL PARTS LISTED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	127810-8	FILTER INSERT	7.91	7.91	7.91
	1	977761-7	BASKET	1.20	1.20	1.20
	1	8141	FUEL ADDITIVE	6.99	6.99	6.99
	1	8142	OIL TREATMENT	7.49	7.49	7.49
	1	8143	NO. TREATMENT	6.99	6.99	6.99
	1	8144	WHEEL NUTS	7.99	7.99	7.99
	1	8145	BASKET	4.13	4.13	4.13
	1	8146	WHEEL FLUID	7.87	7.87	7.87
	1	8147	CONDENSATE FL.	22.66	22.66	22.66
	1	8148	FILTER INSERT	25.78	25.78	25.78
	1	8149	SOCK PLUG KEY	20.89	20.89	20.89
	1	8150	HOSE CLAMP	7.22	7.22	7.22
	1	8151	HOSE CLAMP	7.22	7.22	7.22
	1	8152	HOSE CLAMP	2.98	2.98	2.98
	1	8153	BELT	41.34	41.34	41.34
	1	8154	BULB	9.16	9.16	9.16
			TOTAL - PARTS			196.66

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

**G.O.S. & SUPPLIES**

7.0 MOTOR OIL	1.000	AMT	TOTAL - GOS	13.65
<b>JOB 1 TOTALS</b>				
			LABOR	560.00
			PARTS	196.66
			G.O.S.	13.65
<b>JOB 2 CHARGES</b>				
JOB 1 JOURNAL PREFIX VOCS			JOB 1 TOTAL	770.31

**JOB 2 CHARGES**

LABOR  
 21102248000 CHECK FOR OIL LEAK - TECH:52 0.00  
 CUSTOMER STATES CHECK FOR OIL LEAK  
 RECENTLY CAME IN TO FIX OIL LEAK, WHEN GOT HOME NO OIL  
 PRESSURE/STOP ENGINE, CUST. RECENTLY FILLED UP - AGAIN  
 FAULT TRACED TO LACK OF OIL CHANGES DURING THE LENGTH OF  
 TIME BETWEEN MAINTENANCE SERVICE-CAUSED THE OIL TO  
 BURN OFF  
 OIL AND FILTER CHANGE DONE WITH SERVICE

**JOB 2 TOTALS**

JOB 2 JOURNAL PREFIX VOCS JOB 2 TOTAL 0.00



volvocountry.com

**VOLVO of EDISON**  
**401 Route 1**  
**EDISON, NJ 08817**  
**(732) 248-0500**

32183	CXRY	17	898	09/16/04	VCS19704
	100.00		63,770	W SL NT/	
KENDALL PARK, NJ	01/VOLVO/S80/4 DOOR SEDAN			08/22/00	
	VPI 390041				
			2033955	08/18/04	
					NO: 63771

**JOB# 3 CHARGES**

LABOR  
 # 3 76VZ SHOCKS TECH(S):52 140.00  
 C/S CHECK SHOCKS-VERY HARD RIDE AFTER RECENT FRONT END WORK  
 SEE ATTACHED HISTORY  
 FAULT TRACED TO UPPER SPRING SEATS SPLIT  
 REPLACED UPPER SPRING SEATS  
 VIP AUTH #2033955

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	2	8646713-1	SPRING SEAT	32.50	32.50	65.00
TOTAL - PARTS						65.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	301	VIP EXTENDED WARRANTY	32183	-265.00
TOTAL - MISC				-265.00

**JOB# 3 TOTALS**  
 LABOR 140.00  
 PARTS 65.00  
 MISC -265.00

**JOB# 4 CHARGES**      **JOB# 3 JOURNAL PREFIX VOCS**      **JOB# 3 TOTAL**      0.00

LABOR  
 # 4-51V0251204 REAR BRAKE PADS TECH(S):52 100.00  
 REAR PADS BELOW MINIMUM SPECIFICATIONS.  
 NORMAL WEAR  
 REPLACED REAR BRAKE PADS, INSPECTED ROTORS  
 ROAD TESTED -OK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	8634825-5	BRAKE PAD KIT	45.57	36.55	36.55
	1	1161325-4	SILICON GREASE	4.25	3.40	3.40
TOTAL - PARTS						39.95

**JOB# 4 TOTALS**  
 LABOR 100.00  
 PARTS 39.95

**JOB# 4 JOURNAL PREFIX VOCS**      **JOB# 4 TOTAL**      139.95

COMMENTS  
 DROP OFF



VOLVO OF EDISON, 401 ROUTE 1, EDISON, NJ 08817



volvocountry.com

**VOLVO of EDISON**  
 401 Route 1  
 EDISON, NJ 08817  
 (732) 248-0500

SALES NO. 22183	MODEL CARRY	17	FIN. NO. 898	DATE 09/16/04	PLANT NO. VOLCS19704
PRICE 100.00	FINANCE 63,770	N SL MT/		08/22/00	
KENDALL PARK, NJ			VOLVO/980/4 DOOR SEDAN		08/22/00
VIN YV1T59041			P. R. NO. 2033955		09/16/04
BUSINESS PHONE			COMMENTS		MO: 63771

\*\*\*\*\*  
 [ ] CASH [ ] VISA/MC [ ] CHECK #  
 [ ] AMEX [ ] OTHER   
 \*\*\*\*\*  
 YOU MAY BE RECEIVING A CUSTOMER SATISFACTION SURVEY FROM VOLVO. IF FOR ANY REASON YOU CANNOT GRADE US AS "10" OR "COMPLETELY SATISFIED", PLEASE CONTACT ME IMMEDIATELY! THANK YOU! WE LOOK FORWARD TO SEEING YOU AGAIN!  
 BILL PLANK, SERVICE MANAGER 732.248.0500  
 plank@volvocountry.com

TOTAL LABOR... 880.00  
 TOTAL PARTS... 381.61  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.B... 13.65  
 TOTAL MISC CHG... 0.00  
 TOTAL MISC DISC... -295.00  
 TOTAL TAX... 54.62  
 TOTAL INVOICE \$ 964.88

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

CUSTOMER SIGNATURE



volvocountry.com

**VOLVO of EDISON**  
**401 Route 1**  
**EDISON, NJ 08817**  
**(732) 248-0500**

CONTRACT NO	<b>32183</b>	PLANT	18	PLANT NO	184	DATE	07/12/04
		AMOUNT	100.00	REVENUE	60,771	W SL MT/	
						08/22/00	
KENDALL PARK, NJ							
						07/01/04	
							NO 60779

**JOB# 1 CHARGES**

LABOR  
 J# 2 64NDZ01 CK POWER STEERING TECH(S):62 470.00  
 CUST STATES HVS POWER STEERING LEAK  
 FAULT TRACED TO LEAKING POWER STEERING RACK  
 REPLACED POWER STEERING RACK AND PERFORMED AN ALIGNMENT  
 VIP AUTH#1971600

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	8602826-3	STEERING BOX, E	906.00	906.00	906.00
	-1	8602826-3	CORE RETURN	180.00	180.00	180.00
	1	8684940-8	PRESSURE HOSE	56.71	56.71	56.71
	1	8684307-5	RETURN HOSE	32.99	32.99	32.99
	1	1161529-1	POWER STEERING	16.38	16.38	16.38
	1	978170-9	HOSE CLAMP	1.88	1.88	1.88
	1	8691485-8	CHANGE STEERING	30.00	30.00	30.00
TOTAL - PARTS						942.63

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	301	VIP EXTENDED WARRANTY	32183	1412.63
	301	VIP EXTENDED WARRANTY	32183	-319.09
TOTAL - MISC				1731.72

LABOR		.00	
PARTS		.63	
MISC		.72	
JOB# 1 JOURNAL PREFIX VOCS		JOB# 1 TOTAL	.89

**JOB# 2 CHARGES**

LABOR  
 J# 2 2890225837 TURBO OIL RET SEALS TECH(S):52 310.00  
 CUST STATES HAS OIL LEAK  
 FAULT TRACED TO LEAKING TURBO RETURN LINE SEALS.  
 REPLACED TURBO RETURN LINE SEALS  
 VIP AUTH #1971500

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	2	30637966-2	SEALING RING	1.55	1.55	3.10
	2	3514846-5	GASKET	1.00	1.00	2.00
	2	947281-2	GASKET	1.12	1.12	2.24
	1	30667502-6	RING	0.15	0.15	0.15
TOTAL - PARTS						9.09

LABOR		310.00	
PARTS		9.09	
JOB# 2 JOURNAL PREFIX VOCS		JOB# 2 TOTAL	319.09

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

[REDACTED]  
Patchogue, New York [REDACTED]  
September 24, 2004

**RECEIVED**

**SEP 30 2004**

**CUSTOMER CARE**

Volvo Cars of North America, Inc.  
Customer Relations Department  
7 Volvo Drive,  
Rockleigh, New Jersey 07647

Dear Sir/ Madam;

Recently my 1999 Volvo S80 needed repair because warning lights on my dashboard were signaling "Check Engine". Eagle Auto in Riverhead, New York, the dealer from whom I purchased the car did the repair. My car had 28,000 miles on the odometer.

The total bill came to \$2439.91 ! The Service Department said a throttle "modulator" needed to be replaced, as well as the front brakes. (See enclosed copy of service receipt.) He said that it was "highly unusual" that a car with so few miles would need a repair of this sort. I was told also that no amount of maintenance could predict or be alerted to this problem.

I am shocked and very disappointed in the car. I bought a Volvo because of its fine reputation, not only for safety, but because of its durability and low maintenance. This must be a "highly unusual" situation!

The dealer informed me that since the warranty had expired there was no recourse. I was responsible to pay for the entire repair! I implore you to consider assisting me with this concern. It doesn't seem possible that a car with such low mileage should be so problematic. I am anxious about the Volvo's dependability. I am contemplating selling the car. I cannot afford to maintain a vehicle that requires repairs that are so expensive! Please assist me with this problem.

Sincerely,

[REDACTED]

Enc.



16209	JEFFREY J TURNER	14	CARD NO 474	WORK DATE 08/12/04	WORK NO VDCS177841
	LABORER			PLATE	STOCK NO 9087
				DATE 12/07/03	DELIVERY MILE 147
PATRONAGE, NY				PRODUCTION DATE	
				08/20/04	
					28165

LABOR & PARTS						
JOB # 1 05V0Z2593		ABS UNITS: 3.50 TECH(S)182				949.00
CUSTOMER STATES: ABS & TRACS LIGHT STAYS ON FAULT TRACE SYSTEM; ACCESS FAULT CODES ABS-0031, 0041 & 0011 FAULT TRACE TO INTERNAL FAULT IN ABS CONTROL MODULE REPLACED CONTROL MODULE, CLEAR FAULT CODES AND ROAD TEST. RE-CHECK FOR ANY OTHER CODES, DME HAS RETURNED INDICATING FAULTY LEFT FRT WHEEL SENSOR REPLACED CONTROL MODULE AND LEFT FRT WHEEL SENSOR CLEAR CODE, RD TEST AND RE-CHECK, OK						
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	1	8417545-0	RFI MODULE S 11 39B	680.44		680.44
JOB # 1	1	9447580-8	SENSOR E 11 39B	117.71		117.71
					JOB # 1 TOTAL PARTS	798.17
					JOB # 1 TOTAL LABOR & PARTS	1341.17
JOB # 2 02V0Z2C/ELIGHT		"CHECK ENGINE" LIGHT UNITS: TECH(S)182				294.00
CUSTOMER STATES CHECK ENGINE LIGHT ON FAULT TRACE ENGINE MANAGEMENT SYSTEM; ACCESS FAULT CODES EOM-4809 PSM-E008; AAM-0042; CEM-1A54; 4A02; 4A03 & 4A04 TRACE TO INTERNAL FAULT IN THROTTLE CONTROL MODULE REPLACED THROTTLE CONTROL MODULE AND CLEAR FAULT CODES DOWNLOAD NEW SOFTWARE FOR THROTTLE MODULE RD TEST, OK						
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 2	1	8444347-0	THROTTLE BODY H 11	551.59		551.59
JOB # 2	1	8436753-9	BASKET E 11 50A	2.59		2.59
JOB # 2	1	9438290-0	ETH RELOAD S 11 85	99.20		99.20
					JOB # 2 TOTAL PARTS	598.38
					JOB # 2 TOTAL LABOR & PARTS	687.88
JOB # 3 03V0Z		ALL VOLVO UNITS: 0.50 TECH(S)182				49.00
CUSTOMER STATES: CRUISE CONTROL INOP. FAULT TRACE SYSTEM; ACCESS FAULT CODE BCM-0109 INDICATING INTERNAL FAULT IN BRAKE PEDAL POSITION SENSOR REPLACED BRAKE PEDAL POSITION SENSOR CLEAR FAULT CODE, RD TEST, OK						
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 3	1	9441116-2	SENSOR E 11 44A	90.19		90.19
					JOB # 3 TOTAL PARTS	90.19
					JOB # 3 TOTAL LABOR & PARTS	189.19
JOB # 4 01V0Z2CC		COURTESY CAR UNITS: TECH(S)182				
LOANER						
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		
					JOB # 4 TOTAL PARTS	0.00
					JOB # 4 TOTAL LABOR & PARTS	0.00
JOB # 5 05V0Z2511		BRAKES/FRONT UNITS: 1.00 TECH(S)182				98.00
REPLACED FRONT BRAKE PADS AS NEC. COMPLETED						
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 5	1	8634921-4	BRAKE PAD KIT 8011	76.90		76.90

JEFFREY J TURNER	14	09/07/04	09/10/04
LABOR NO. 28700		PROJ NO. 9087	
99708EUC		DELIVERY/02	DELIVERY/147
		PRODUCTION DATE	
PATCHOUE, JR.		09/10/04	
			104 28165

JOB # 5 TOTAL PARTS 76.90  
 JOB # 5 TOTAL LABOR & PARTS 174.90

JW 4+08V022 ALL ELECTRICAL UNITS: 1.00 TECH(S)102  
 PERFORM SOFTWARE UPGRADES  
 DOWNLOAD COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	90677017-3	90677017- UPGRADE C	26.18	26.18
JOB # 6	1	90677021-3	90677021- UPGRADE E	26.18	26.18
				JOB # 6 TOTAL PARTS	52.26
				JOB # 6 TOTAL LABOR & PARTS	150.26

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	10BISC	10.02		-114.12	
JOB # 3	10BISC	10.02		-88.74	
JOB # 3	10BISC	10.02		-13.92	
JOB # 5	10BISC	10.02		-17.48	
JOB # 6	10BISC	10.02		-15.93	
				TOTAL - MISC	-249.30

COMMENTS  
 10% DISCOUNT SPECIAL APPLIED

RECOMMENDATIONS  
 REAR BRAKE ROTORS ARE WARPED  
 WILL NEED 30,000 SERVICE BEFORE THE SNOW FLYS ..

TOTALS

EAGLE AUTO MALL SERVICE - EXPERIENCE THE EXCELLENCE! THANK YOU FROM OUR ENTIRE SERVICE STAFF.	TOTAL LABOR.....	892.00
	TOTAL PARTS.....	1610.90
	TOTAL SUBLET....	0.00
	TOTAL B.O.B.....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-249.30
	TOTAL TAX.....	194.31
	TOTAL INVOICE \$	2499.91

\*\*\* PAYMENT METHOD \*\*\*  
 \* CASH ( ) CHECK ( ) \*  
 \* VISA ( ) MASTR ( ) \*  
 \* AMEX ( ) DISCOVER ( ) \*  
 \*\*\*\*\*  
 \*\*\*\*\*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" IN 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 CUSTOMER TO BE A PART OF THE BEST SERVICE EXPERIENCE POSSIBLE!

*[Signature]*  
 CUSTOMER SIGNATURE

*[Signature]*

Soquel, CA

Volvo Cars of North America  
Customer Relations  
PO Box 914  
Rockleigh, New Jersey 07647-0914  
(800)458-1552

Putnam Volvo  
3 California Drive  
Burlingame, CA 94010  
(650)347-4800

RECEIVED

AUG 18 2004

CUSTOMER CARE

August 16, 2004

Dear Volvo Cars of North America and Putnam Volvo,

I have never written a complaint letter for anything until now. I feel compelled to write because my experience with my 1999 V70 Cross-Country Wagon has been beyond frustrating and completely unacceptable with regards to the "safety" and supposed reliability that is expected when purchasing a Volvo. My sister-in-law was the first buyer of this Volvo in December 1998. She had a couple problems with it from the beginning (see 1st set of receipts-Invoice VOCS18080) but was still confident enough in the car to sell it to me in DEC 2001. We bought it thinking that the kinks in the car had been smoothed out but unfortunately, we were very very wrong. Our problems with the Volvo started in September 2002 with a major transmission problem and since then, the problems have never stopped:

9/18/2002 FULL TRANSMISSION REPLACEMENT	Invoice VOCS148007	\$3160.71
1/30/2003 ANGLE GEAR REPLACEMENT	Invoice VOCS153321	\$2571.82
8/27/2003 MFI MODULE REPLACEMENT	Invoice VOCS972869	\$ 570.00
10/14/2003 CHECK ENGINE LIGHT PROBLEM ENGINE	VOCS163862	\$ 95.00
11/13/2003 CYLINDER HEAD BLEW	Invoice#189448	\$9054.09
2/5/2004 CHECK ENGINE LIGHT STILL ON	#VOCS981270	\$ 120.00
2/17/2004 THROTTLE BODY REPLACEMENT	#VOCS981710	\$1014.25
3/10/2004 CATALYTIC CONVERTER/OXY SENS REPLACED	#42886	\$1909.16
4/7/2004 CHECK ENGINE LIGHT STILL ON		
CONTROL MODULE REPLACED	#VOCS170152	\$1184.23
6/23/2004 2ND FULL TRANSMISSION REPLACEMENT	#VOCS173218	\$4812.47

All of these receipts total \$18,149.73 and don't even include the money that went into the regular maintenance and regular replacement of the brake pads and other small repairs. In almost three years of ownership, had we not had the extended warranty, we would have paid more for repairs and maintenance than what we paid for the Volvo itself! It's not just the money. On two of these major repairs(9/18/2002 and 11/13/2003), the Volvo broke down on highways. The first breakdown was on my way to work on a very busy two lane highway in which policemen had to come to move me and the car to a safer place away from the highway. The second breakdown was on a trip to Lake Tahoe with my husband and two dogs. It was a four lane highway this time and we were lucky to have been able to get to a safe part of the highway before the car completely broke down. The "safety" of Volvos was especially laughable and questionable after these two incidences. I have always done the recommended regular maintenance and have never driven this Volvo hard. It has been a complete nightmare and I have discouraged many people from buying a Volvo because of my experience. Before I bought this Volvo, when I would see one on the street, I would always think how awesome it must be to drive such a great and reliable car, but now, I just shake my head and wish I'd never had bought one. I felt that I needed to take the time to let you know of my experience just because it was so unlike the experiences one should have when purchasing a Volvo. Thank you for your time in reading this.

Respectfully,



**VOLVO CHRYSLER PLYMOUTH JEEP DAEWOO**

1266 Soquel Avenue Santa Cruz, CA 95062  
(831) 423-5820 or 1-800-451-JEEP



PACIFIC COAST INTERPRISES  
BAR # AM-05106  
BILLING INSTRUCTIONS  
A CHARGE FOR HAZARDOUS WASTE MANAGEMENT MAY BE ADDED.

We are, you may choose another licensed facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

PACIFIC COAST INTERPRISES  
PACIFIC COAST VOLVO  
PACIFIC COAST CHRYSLER \* PLYMOUTH \* JEEP  
PACIFIC COAST DAEWOO  
1266 SOQUEL AVE \* SANTA CRUZ, CA 95062  
7:30 TO 6:00 MONDAY THROUGH FRIDAY  
831-423-5820

PACIFIC COAST INTERPRISES \* S.A.R. #AN-051086  
PA ID #CAD983415824 \* A CHARGE FOR HAZARDOUS WASTE MAY BE ADDED  
LH YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED  
PAI OR ADJUSTMENTS WHICH SMOG CHECK TEST INDICATES ARE NECESSARY.

DEALER NO 29985	ADDRESS [REDACTED]	PHONE NO [REDACTED]	DATE 07/09/02	SMOG CHECK NO: 61982
CITY SANTA CRUZ, CA	STATE CA	COUNTRY USA		

JOB# 1 CHARGES-----

LABOR				1182.79
WH 1 20V02	AUTO TRANSMISSION	TECH(S):181		
	CUSTOMER REPORTS JERKED 1 TIME WHEN LEAVING DRIVEWAY, THEN WHILE CLIMBING HIGHWAY 17, TRANSMISSION BEGAN SLIPPING, AND ENGINE REVING...TOWED INTO DEALERSHIP...CHECK AND REPORT M100 VERIFIED CONDITION...CHECKED FLUID CONDITON-RURHT, DROVE INTO SHOP FOR INSPECTION, PLACED TRANS INTO REVERSE, FAILS TO GO INTO REVERSE, AND THEN FAILED TO GO BACK INTO DRIVE			
	INTERNAL TRANSMISSION FAILURE REPLACED TRANSMISSION ASSEMBLY COMPLETE AS DINGNOSED TO REPAIR...			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	8111192-4	AUTOMATIC TRANS	1900.00
	4	979671-5	SIX POINT SOCKE	1.00
	TOTAL - PARTS			1906.00
G.O.G. & SUPPLIES				18.00
	8.0	PENHZDIL TYPE-F ATF (QT)	2.250 /UNIT	
	TOTAL - GOG			18.00
JOB# 1 TOTALS-----				LABOR 1182.79 PARTS 1906.00 G.O.G. 18.00
	JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL			3106.79

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$92.88 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$3240.71 (+TAX) ON 09/11/02 AT 01:30pm  
BY KAREN Q CNA COMMENTS ADD FOR REPLACEMENT TRANSMISSION

DEAR VALUED CUSTOMER: IF YOUR VEHICLE WAS IN FOR WARRANTY REPAIRS, YOU MAY RECEIVE A FOLLOW-UP QUESTIONNAIRE. PLEASE TAKE THE TIME TO COMPLETE AND MAIL YOUR INPUT IS IMPORTANT TO OUR DEALERSHIP AND THE MANUFACTURER. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. RANDY CRAVEN, DIRECTOR PARTS AND SERVICE.

TOTAL LABOR....	1182.79
TOTAL PARTS....	1906.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	18.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	153.92



**VOLVO CHRYSLER PLYMOUTH JEEP DAEWOO**

1266 Sequel Avenue Santa Cruz, CA 95062  
(831) 421-5820 or 1-800-481-JEEP



PACIFIC COAST INTERPRISES  
BAR # A44-05106  
BILLING INSTRUCTIONS  
A CHARGE FOR HAZARDOUS WASTE MANAGEMENT MAY BE ADDED.

By law, you may choose another licensed facility to perform a needed repair or adjustments when the Shop Check test indicates this is necessary.

PACIFIC COAST INTERPRISES  
PACIFIC COAST VOLVO  
PACIFIC COAST CHRYSLER \* PLYMOUTH \* JEEP  
PACIFIC COAST DAEWOO  
1266 SEQUEL AVE \* SANTA CRUZ, CA 95062  
7130 TO 6100 MONDAY THROUGH FRIDAY  
831-423-5820

PACIFIC COAST INTERPRISES \* B.A.R. HAM-051086  
U.S. EPA ID #CAD983615824 \* A CHARGE FOR HAZARDOUS WASTE MAY BE ADDED  
BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED  
REPAIRS OR ADJUSTMENTS WHICH SHOP CHECK TEST INDICATES ARE NECESSARY.

ORDER NO. 22985	DATE 01/30/03	INVOICE NO. UNCS153321
NAME MIVEL J. JIMINSON	115	2553
ADDRESS [REDACTED]	PHONE NO. [REDACTED]	EMAIL [REDACTED]
YEAR/MODEL/MAKE 99 VOLVO V40 WAGON	RELEASE IN AR989	COLOR WHITE
VEHICLE ID NO. YB9123789A	DELIVERY DATE 12/28/98	PRODUCTION DATE
REG. NO. [REDACTED]	SALESMAN NO. [REDACTED]	U.S. CITY 01/20/03
ADDRESS FROM [REDACTED]	ADDRESS FROM [REDACTED]	NUMBER OUT HQ# 68927

COMMENTS  
FAX # 1-800-239-4492

TOTAL \$

DEAR VALUED CUSTOMER: IF YOUR VEHICLE WAS IN FOR WARRANTY REPAIRS, YOU MAY RECEIVE A FOLLOW-UP QUESTIONNAIRE. PLEASE TAKE THE TIME TO COMPLETE AND MAIL YOUR INPUT IS IMPORTANT TO OUR DEALERSHIP AND THE MANUFACTURER. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. RANDY CRAVEN, DIRECTOR PARTS AND SERVICE.

TOTAL LABOR....	639.65
TOTAL PARTS....	1789.04
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	143.13
<b>TOTAL INVOICE \$</b>	<b>2571.82</b>

*[Handwritten Signature]*  
CUSTOMER SIGNATURE

@H



VISA  
[Stamp: JAN 2003]  
BY: [Signature]



**VOLVO CHRYSLER PLYMOUTH JEEP DAEWOO**

1266 Sequel Avenue Santa Cruz, CA 95062

(831) 423-5820 or 1-800-461-JEEP



PACIFIC COAST INTERPRISES  
 BAR # AN-88086  
 BILLING INSTRUCTIONS  
 A CHARGE FOR HAZARDOUS WASTE MANAGEMENT MAY BE ADDED.

"By law, you may choose another licensed facility to perform any needed repairs or adjustments other than Santa Cruz, CA, if you so desire."

PACIFIC COAST INTERPRISES  
 PACIFIC COAST VOLVO  
 PACIFIC COAST CHRYSLER \* PLYMOUTH \* JEEP  
 PACIFIC COAST DAEWOO

1266 SEQUEL AVE \* SANTA CRUZ, CA 95062

7:30 TO 4:00 MONDAY THROUGH FRIDAY

831-423-5820

PACIFIC COAST INTERPRISES \* B.M.R. #AM-051084  
 U.S. EPA ID #CA0983615024 \* A CHARGE FOR HAZARDOUS WASTE MAY BE ADDED  
 BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED  
 REPAIRS OR ADJUSTMENTS WHICH SMOG CHECK TEST INDICATES ARE NECESSARY.

CUSTOMER NO.	ADDRESS	CITY	STATE	ZIP	DATE	TIME	INVOICE NO.
	MICHELL J JOHNSON	115	2553	01/30/02			VOCS153321
	PHONE NO.	RELEASE #	COLOR	DELIVERY DATE			BOOK NO.
		68989	WHITE				
	VEHICLE MAKE/MODEL						DELIVERY MILE
	2001 DAEWOO TICO						
	VEHICLE VIN						PRODUCTION DATE
ORDER #	CA						RELEASED BY
							NO: 68997

**JOB# 1 CHARGES**

**LABOR** 639.65

JW 1 23VUZ **BODY** TECH(S)4101 181

CUSTOMER REPORTS HEARING A SCRAPING NOISE FROM RIGHT FRONT AT AROUND 25 MPH AND MAKES THUNK NOISE WHEN STOPPING.. BOUNDS LIKE METAL TO METAL.. UNABLE TO VERIFY CONDITION...ROAD TESTED VEHICLE 2 MILES & FOUND VEHICLE OPERATING AS DESIGNED

NOTE:ROAD TESTED VEHICLE ANOTHER 4 MILES AND WE ARE UNABLE TO DUPLICATE ANY ABNORMAL NOISES...

ROAD TESTED VEHICLE WITH CUSTOMER,WE HEARD WHINING NOISE COMING FROM TURBO AROUND 30-33 MPH,AND CLUNKING NOISE IS COMING FROM ANGLE DRIVE...

INSPECTED ON LIFT,FOUND ANGLE DRIVE BOLTS COMING LOOSE,& FOUND NO MOVEMENT / DRIVE TO REAR...

WE FOUND WHINE NOISE COMING ENGINE AREA,TESTED FOR INTAKE / & EXHAUST LEAKS,NO LEAKS FOUND,AND TRACED NOISE TO TURBO

REMOVED ANGLE DRIVE,DISASSEMBLED FOR INSPECTION,AND FOUND BROKEN / DAMAGED SPLINE GEAR... HOLDING FOR ADJUSTER...

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		8602479-6	ANGLE GEAR	1700.00	1700.00
	12		981509-3	HEX. SOCKET SCR	0.62	7.44
	1		3514546-5	BASKET	1.60	1.60
	1		8489428-4	SLEEVE	80.00	80.00
<b>TOTAL - PARTS</b>						<b>1789.04</b>

**JOB# 1 TOTALS**

<b>LABOR</b>	639.65
<b>PARTS</b>	1789.04
<b>JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL</b>	<b>2428.69</b>

**VOLVO**

**Smythep Volvo**

Silicon Valley's Exclusive Volvo Retailer

740 CAPITOL EXPRESSWAY AUTO MALL  
SAN JOSE, CA 95128

(408) 978-1100  
SERVICE (408) 978-1128

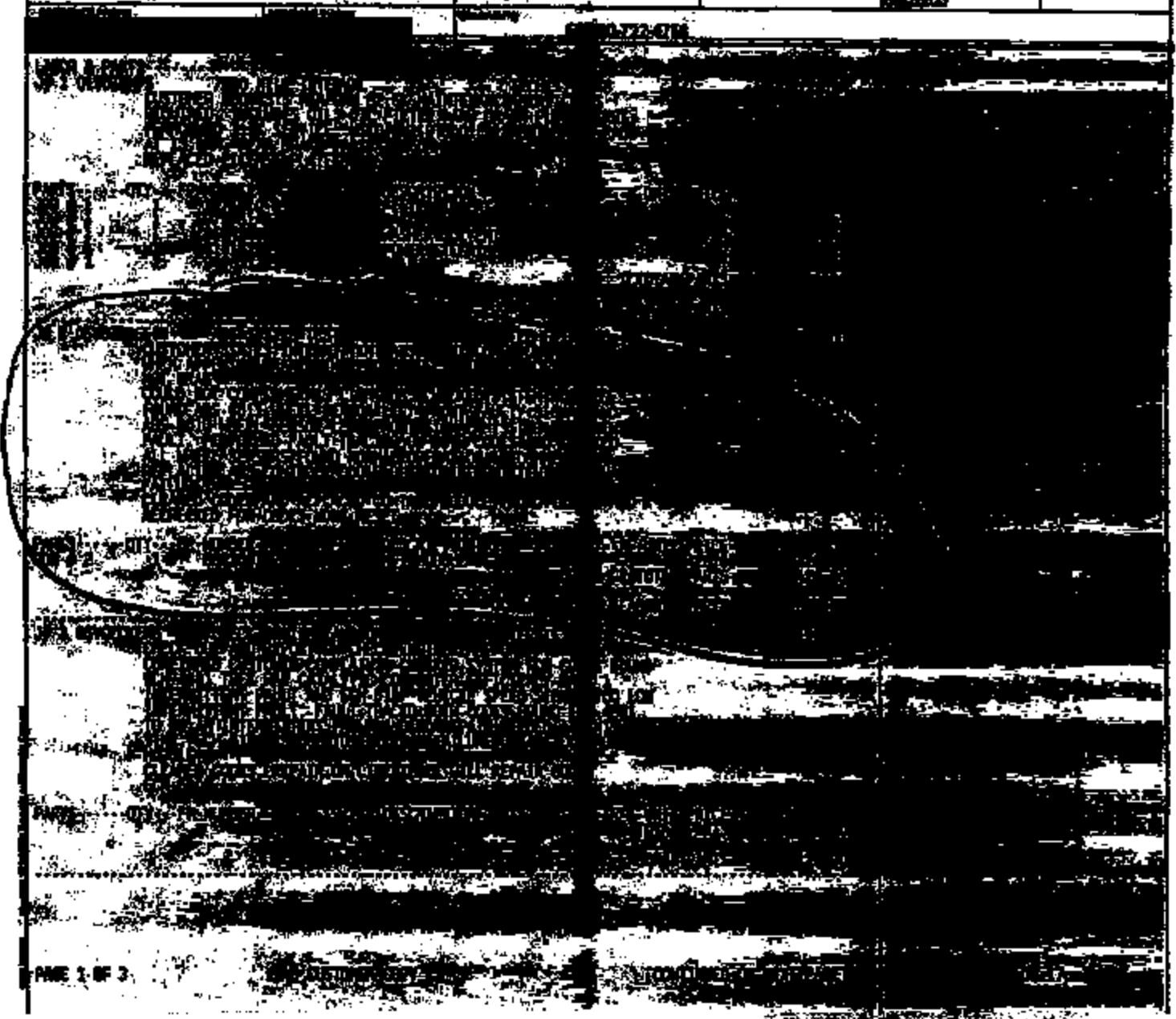
Sales (408) 978-1127  
PARTS (408) 978-1123

E.P.A. #CAL000222044  
BAR #AF216770

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

1. LIMITED WARRANTY RIGHTS VEHICLE SALES AND SERVICE POLICY SERVICE AND PARTS LIMITED WARRANTY INFORMATION SHEET

SALES PERSONNEL: [REDACTED]	SALES PERSONNEL: [REDACTED]	DATE: 08/15	SALES DATE: 08/27/05	WARRANTY ID: Y6FC072000
SALES PERSONNEL: [REDACTED]	SALES PERSONNEL: [REDACTED]	DATE: 08/15	SALES DATE: 08/27/05	WARRANTY ID: [REDACTED]
SALES PERSONNEL: [REDACTED]	SALES PERSONNEL: [REDACTED]	DATE: [REDACTED]	SALES DATE: [REDACTED]	WARRANTY ID: [REDACTED]
SALES PERSONNEL: [REDACTED]	SALES PERSONNEL: [REDACTED]	DATE: [REDACTED]	SALES DATE: [REDACTED]	WARRANTY ID: [REDACTED]
SALES PERSONNEL: [REDACTED]	SALES PERSONNEL: [REDACTED]	DATE: [REDACTED]	SALES DATE: [REDACTED]	WARRANTY ID: [REDACTED]



**VOLVO**

# Smythe Volvo

Silicon Valley's Exclusive Volvo Retailer

740 CAPITOL EXPRESSWAY AUTO MALL  
SAN JOSE, CA. 95130(408) 978-1100  
SERVICE (408) 978-1128Sales (408) 978-1127  
PARTS (408) 978-1123E.P.A. #CAL00022044  
BAR #AF216770

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

0811ZY00977889

I UNDERSTAND THAT THESE REPAIRS WILL BE PERFORMED BY VOLVO TECHNICIANS AND THAT MY VEHICLE WILL BE HANDLED BY VOLVO PERSONNEL.

Customer No. 488334	ADDRESS REINALD PARCELOFE 8070 [REDACTED] ST [REDACTED] SOQUEL, CA [REDACTED]	FAO NO. 8878	WORKER NO. 1822703	WORKER NO. 1063872008
			PLATE	BOOK NO.
	TYPE / MAKE / YEAR 88 VOLVO 705		WORK DATE 12/28/88	DELIVERY DATE
	VEHICLE NO. YV1LZ08D78Z		PLATE NUMBER 2483	WORKER DATE
	P. V. L. NO.	P. O. NO.	A. S. DATE 08/25/88	
	COMMENTS # 000,722,4781			
<b>LABOR &amp; PARTS</b> J# 4 8908201A N/C RENTAL VOLVO N/C RENTAL CAR EQUIPMENT'S OF YOUR INTEREST AND ST. VOLVO				
<b>PARTS</b> - QTY - PP-NUMBER - DESCRIPTION - UNIT PRICE - TOTAL PRICE J# 5 8908196 N/C RENTAL VOLVO PLEASE VERIFY THE INCLUDING ALL TIRE AND TIRE IN THE CAPTURING RELEASES IN THE SERVICE LINE. \$1.40				
<b>PARTS</b> - QTY - PP-NUMBER - DESCRIPTION - UNIT PRICE - TOTAL PRICE J# 6 89082810 REPL. FRONT BRUSH PAD REPLACED FRONT BRUSH PADS AS RECOMMENDED...				
<b>PARTS</b> - QTY - PP-NUMBER - DESCRIPTION - UNIT PRICE - TOTAL PRICE J# 8 89082810 1 116125-4 REAR LOWER BALL JOINT J# 9 89082810 1 116125-4 REAR LOWER BALL JOINT J# 9 8 TOTAL PARTS 76.23				
<b>J# 7 89082810</b> REPL. UPPER WHITE BUSH REPLACED UPPER WHITE BUSH				
<b>PARTS</b> - QTY - PP-NUMBER - DESCRIPTION - UNIT PRICE - TOTAL PRICE J# 8 89082810 1 116125-4 REAR LOWER BALL JOINT J# 9 89082810 1 116125-4 REAR LOWER BALL JOINT J# 9 8 TOTAL PARTS 76.23				
<b>J# 8 89082810</b> REPL. FRONT BRUSH PAD REPLACED FRONT BRUSH PADS AS RECOMMENDED...				
<b>PARTS</b> - QTY - PP-NUMBER - DESCRIPTION - UNIT PRICE - TOTAL PRICE J# 9 89082810 2 116125-4 REAR LOWER BALL JOINT J# 9 8 TOTAL PARTS 152.46				
<b>J# 9 89082810</b> REPL. FRONT BRUSH PAD REPLACED FRONT BRUSH PADS AS RECOMMENDED...				
<b>J# 9 89082810</b> REPL. FRONT BRUSH PAD REPLACED FRONT BRUSH PADS AS RECOMMENDED...				



**VOLVO**

# Smythe Volvo

Silicon Valley's Exclusive Volvo Retailer

740 CAPITOL EXPRESSWAY AUTO MALL  
SAN JOSE, CA 95136(408) 978-1100  
SERVICE (408) 978-1125Sales (408) 978-1127  
PARTS (408) 978-1123E.P.A. #CAL001222044  
BAR #AF216770

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

63815700872068

I PURCHASE MY VOLVO FROM SMYTHE VOLVO AND HEREBY ACCEPT THE WARRANTY FROM SMYTHE VOLVO. I HAVE RECEIVED MY VOLVO APPROX. 1000 MILES ONLY.

Customer No. 388534	Allyette RENAUD PARCETPE 6070	TAX NO. 8515	ISSUE DATE 08/22/03	ISSUE NO. W000872068
		ISSUE NO. 1401	GROUP	ISSUE NO.
	VEHICLE TYPE / MAKE VOLVO / VOLVO	MODEL V400R WAGON	ISSUE DATE 12/28/02	ISSUE NO.
SOUJEL, C.	VEHICLE ID NO. YV1L25807X		ISSUE OFFICER NO. 0484	ISSUE DATE
	P. E. NO.	P. E. NO.	A. C. DATE 08/28/03	

COMMENTS	800-722-4758
----------	--------------

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
G.O.S. & SUPPLIES			8.1 CHEVROLET SUB 15-30		
TOTAL - ECG					15.25

ESTIMATE NUMBER: 388534  
 CUSTOMER: NANCY ADRIANES ROZITTE  
 APPROVED BY: [Signature]  
 BY: [Signature]  
 APPROVED BY: [Signature]  
 BY: [Signature]  
 COVERED BY: [Signature]  
 EXTENDED WARRANTY COMPANY: [Signature]  
 CLAIM NO.: 8728 83  
 AUTHORIZATION NUMBER: 8728 83  
 CUSTOMER TO BE RE-INSURED BY: GM

TOTALS  
 CASH  CHQ  DISC  VISA/MC  AMEX  DISCOVER  
 SMYTHE VOLVO THANKS YOU FOR YOUR BUSINESS  
 TO SCHEDULE YOUR NEXT VISIT WITH SMYTHE VOLVO, TRY OUR  
 ONLINE APPOINTMENT SYSTEM @ WWW.SMYTHEVOLVO.COM  
 OR CALL OUR SERVICE DEPARTMENT DIRECTLY @ (408) 978-1125

CUSTOMER SIGNATURE \_\_\_\_\_  
 DUPLICATE INVOICE

VOLVO

PACIFIC COAST

VOLVO CHEVROLET JEEP BUICK

1266 Regal Avenue Santa Cruz, CA 95062

(831) 423-5820 or 1-800-481-JEEP

Direct Service Line (831) 423-5789



EPA # GAD 0001584  
EPA # AAM-001094

ADMINISTRATIVE INFORMATION SHOULD BE PRINTED

CUSTOMER NO. <b>28985</b>	SALES <b>MIKELL J JOHNSON</b>	SALES <b>119</b>	SALES <b>663L</b>	DATE <b>10/14/03</b>	WARRANTY NO. <b>VOC5163862</b>
ADDRESS <b>SOQUEL, CA</b>	MAKE <b>84,135</b>	MODEL <b>WHITE/</b>	YEAR <b>84,135</b>	SALES <b>10/14/03</b>	SALES <b>10/14/03</b>
VEHICLE MAKE / MODEL <b>99/VOLVO/V70 WAGON</b>	VEHICLE NO. <b>YV1LZ35D7X2</b>	SALES <b>10/14/03</b>	SALES <b>10/14/03</b>	SALES <b>10/14/03</b>	SALES <b>10/14/03</b>
					NO: 84138

JOB# 1 CHARGES

LABOR  
39 1 08V0Z

ELECTRICAL SYSTEM: SWAY BAR ASSEMBLY TECH(S) 48671  
CUSTOMER REPORTS CHECK ENGINE LIGHT CAME ON AND REMAINS ON... CHECK AND REPORT HLD0

ALSO NOTICES SHORE FROM REAR TAILPIPE WHEN ACCELERATING FROM CRUISING SPEEDS. VERIFIED COMPLAINT, FOUND TROUBLE CODE P0441 (OIL EFFICIENCY, BANK 1), INTERMITTENT FAULT. CORRECTION MADE BY CHECKING INTAKE AND EXHAUST SYSTEMS FOR LEAKS, NONE FOUND. CLEARED CODES AND CHECK ENGINE LIGHT DID NOT REAPPEAR. OPERATIONS NORMAL.

JOB# 1 TOTALS

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE

TOTALS

DEAR VALUED CUSTOMER: IF YOUR VEHICLE REQUIRES MAJOR REPAIRS, YOU MAY RECEIVE A FOLLOW-UP PHONE CALL TO MAKE SURE WE TAKE THE TIME TO COMPLETE AND BUILD YOUR TRUST. IT IS IMPORTANT TO OUR DEALERSHIP AND THE MANUFACTURER'S OPPORTUNITY TO SERVE YOU.

TOTAL INVOICE \$1,200.00

WARNING

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to manufacture vehicles, including, but not limited to, fuel, batteries, tires, and wheels. Balancing tires and wheels, your service, clean or maintain your car, you will be exposed to these chemicals. These chemicals include, but are not limited to, lead, fumes, gases, and dusts. Some of these chemicals are known to cause cancer, birth defects or other reproductive harm. When we repair your car, we will return any components to you upon request. Used parts and materials containing chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when working, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, eat, or drink; 3) wash your hands when finished or when you have been splashed; and 4) follow all instructions or restrictions on the labels of motor vehicles and vehicle components.

Proposed in accordance with Proposition 65 in Cal. Health & Safety Code Section 25249.5 (California Proposition 65) and the following website: <http://www.cdph.ca.gov/prop65.html>

# Bill Pearce Motors

2020 RIVINGTON LINE TOWN, NEW JERSEY  
 (774) 325-2100

SOQUEL, CA  
 HOME

SERVICE ADVISOR: [Name]

PLANT	99	VOLVO	VF0AWXC	YEAR	5577X
PROG DATE	25 OCT 03	WARRANTY	30000	EXPIRES	25 OCT 03
PLANT	9999	PLANT	9999	PLANT	9999
PLANT	9999	PLANT	9999	PLANT	9999

LINE	OPCODE	TECH	TYPE	HOURS	AMOUNT	AMOUNT	AMOUNT	TOTAL
PARTS					20.00	100.00	120.00	120.00
LABOR					100.00	100.00	100.00	100.00
TOTAL								220.00

**PAID**  
 NOV 4 2003  
 BY: [Signature]

**Bill Pearce  
 Motors**

ORIGINAL ESTIMATE #			FINAL REVISED ESTIMATE #			DESCRIPTION	TOTAL
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	1256.10
						PARTS AMOUNT	1767.63
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						ASAC CHARGES	0.00
						TOTAL CHARGES	3023.73
						ADJUSTMENTS	3054.09
						SALES TAX	130.36
						PLEASE PAY THIS AMOUNT	100.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER. OMI PARTS 12 MONTH/100,000 MILE FACTORY WARRANTY.

CUSTOMER COPY

DLR CODE: BAR # EPA #

INVOICE **Bill Pearce Motors**

2870 KIEZKE LANE BENTON, AR 72022  
 (501) 826-7400

MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED] COLOR: [REDACTED]  
 VIN: [REDACTED] LICENSE: [REDACTED] REG. STATE: [REDACTED]  
 DATE: [REDACTED] TIME: [REDACTED] SERVICE ADVISOR: [REDACTED]  
 OIL: [REDACTED] FILTER: [REDACTED] FLUIDS: [REDACTED] WASH: [REDACTED]  
 WAX: [REDACTED] POLISH: [REDACTED] TIRE: [REDACTED] BRAKE: [REDACTED]  
 OPTIONS: [REDACTED]

LINE	QTY	DESCRIPTION	UNIT	LIST	NET	TOTAL
CUSTOMER STATES THAT WHILE DRIVING CAR STARTED BLOWING WHITE SMOKE AND RINNING VERY ROUGH-ALSO SHAKING SIDE TO SIDE AND CHECK ENGINE LIGHT CAME ON OIL REMOVED HEAD AND INSPECTED, CRACK IN #2 VALVE SEAT, REPLACES CYLINDER HEAD 900 VOLVO TEAM LICK #900						
1	1	8692071 7 SPARK PLUG KIT		16.07	16.07	16.07
1	1	8261062 2 VALV CYLINDER HEAD		1256.10	1256.10	1256.10
1	1	1275569 0 GASKET		2.31	2.31	2.31
1	1	3531017 6 GASKET		69.41	69.41	69.41
5	1	1397525 5 SEALING RING		2.73	2.73	13.65
1	1	9440651 9 SEALING RING		9.77	9.77	9.77
1	1	9443310 9 SEALING RING		17.77	17.77	17.77
1	1	1275379 4 GASKET		3.12	3.12	3.12
1	1	271802 1 GASKET KIT		39.29	39.29	39.29
1	1	1236119 2 GASKET		3.84	3.84	3.84
1	1	9463274 2 GASKET		6.87	6.87	6.87
4	1	947282 0 GASKET		2.88	2.88	11.52
10	1	948645 7 FLANGE NUT		2.61	2.61	20.10
1	1	9458309 3 SEALING RING		10.56	10.56	10.56
1	1	9434699 6 ANTI-FREEZE		22.80	22.80	22.80
1	1	HAZ HAZARDOUS WASTE		3.00	3.00	3.00
1	1	1275810 8 FILTER INSERT		7.67	7.00	7.00
1	1	977751 7 GASKET		1.16	0.75	0.75
7	1	10W30 CASTROL		2.15	2.00	14.00

PARTS 1767.63 LABOR: 1256.10 OTHER: 0.00 TOTAL LINE A: 3023.73

NOTHING WRONG WITH HIS CAR

ORIGINAL ESTIMATE #		FINAL REVISED ESTIMATE #		TOTALS	
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

**Bill Pearce Motors**

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER. ON PARTS 12 MONTH/12,000 MILES FACTORY. **CUSTOMER COPY**

**VOLVO****Smythe Volvo**

Capital Expy, San Jose

Los Gatos

Stevens Creek, San Jose

Silicon Valley's Exclusive Volvo Retailer

740 Capital Expressway Automated, 95136 Main 408-878-1100 Service 408-878-1128 Parts 408-878-1128  
 BAR AF-216770 EPA CAL000228044  
 15533 Los Gatos Blvd., 95032 Main 408-358-6577  
 BAR AC-010737 EPA CAR00010482  
 4800 Stevens Creek Blvd., 95128 Main 408-983-2400 Service 408-983-2430 Parts 408-983-2420  
 BAR AF-216770 EPA CAL000278089

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

CUSTOMER NO. <b>486534</b>	ADDRESS <b>RENAUD FANGESPE 5070</b>	TAQ NO. <b>8007</b>	INVOICE DATE <b>02/05/04</b>	INVOICE NO. <b>VOC5981270</b>
	LABOR RATE	AMOUNT <b>89,137</b>	COLOR	TOUCH NO.
<b>SOQUEL, CA</b>	VEHICLE MODEL <b>99/VOLVO/V40/5 DOOR WAGON</b>		DELIVERY DATE <b>12/28/98</b>	DELIVERY MILES
	VEHICLE NO. <b>YV1LZ36D7X2</b>		SELLING DEALER NO. <b>4464</b>	PRODUCTION DATE
	S.M.E.N.C.		REG. DATE <b>02/05/04</b>	REPRINT# <b>1</b>
	OWNER'S PHONE <b>PP 850-722-4718</b>			

<p><b>TOTALS</b></p> <p>TRANS FROM [unclear] CIVIS/INC. DARK DISCOVER</p> <p>SMYTHE VOLVO THANKS YOU FOR YOUR BUSINESS</p> <p>TO SCHEDULE YOUR NEXT VISIT WITH SMYTHE VOLVO TRY OUR</p> <p>ON-LINE SCHEDULING SYSTEM</p> <p>OR CALL OUR SERVICE DEPARTMENT DIRECTLY @ 408-878-1128</p>		<p>TOTAL LABOR 450.76</p> <p>TOTAL PARTS 1,100.00</p> <p>TOTAL SUBLET 0.00</p> <p>TOTAL S.O.G. 15.00</p> <p>TOTAL MISC CHG. 7.00</p> <p>TOTAL MISC DISC 0.00</p> <p>TOTAL TAX 250.34</p> <p><b>TOTAL INVOICE \$ 732.14</b></p>
<p>CUSTOMER SIGNATURE</p>		

**VOLVO****Smythe Volvo**

Silicon Valley's Exclusive Volvo Retailer

Capitol Expy, San Jose  
 Los Gatos  
 Stevens Creek, San Jose

740 Capitol Expressway Autostar, 95138 Main 408-878-1100 Service 408-878-1126 Parts 408-878-1125  
 BAR AF-218770 EPA CAL00082844  
 15883 Los Gatos Blvd., 95032 Main 408-358-8877  
 BAR AC-010737 EPA CAR000010482  
 4600 Stevens Creek Blvd., 95128 Main 408-883-2400 Service 408-883-2430 Parts 408-883-2430  
 BAR AF-218770 EPA CAL00082844

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

486534

SQUET, CA

ADDRESS <b>RENALD PARCESEPE</b>	5070	TAX No. 8066	INVOICE DATE 02/17/04
LABOR RATE		MESSAGE	COLOR
YEAR/MODEL/DOOR		89,501	
99/VOLVO/V70/5 DOOR WAGON			DELIVERY DATE 12/28/98
VIN: YV1LZ56D7			SELLING DEALER 5464
P.Y.C. No.			A.O. DATE 02/22/04

VOC5981710  
TRUCK No.

TR

CORRECTION  
OF 800-

## LABOR &amp; PARTS

JOB # 1: ENGINE WORK... TECH(S): 5220/5033  
 CUSTOMER STATES ETS LIGHT ON CHECK AND ADVISE OF NEEDED REPAIRS  
 VERIFIED COMPLAINT AS STATED, HOOKED UP IN DIAGNOSTIC MODE  
 ECU CODES: P0304 (FAULTY SIGNAL ETH) AND P0A7 (INTERNAL FAULT ETH) FAULT TRACING REVEALED THE ETH UNIT TO BE FAULTY.  
 REPLACED THE ETH UNIT AND GASKET, THEN PERFORMED AN ETH RELOAD USING SOFTWARE VIA WADIS. IS OK AT THIS TIME.  
 NOTE: OBD 2 COVER WAS MISSING AT TIME OF SERVICE.

385.00

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	8644347-0	THROTTLE BODY	839.00
1	8036703-9	GASKET	3.38
1	9438298-3	ETH RELOAD	28.75

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR &amp; PARTS

JOB # 2: WOHILAGE MILEAGE VERIFICATION... TECH(S): 5220/5033  
 PLEASE VERIFY THE INCOMING MILEAGE AND TYPE IN THE CORRECT  
 OUTGOING MILEAGE INTO THE REPAIR LINE.  
 80602

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL LABOR &amp; PARTS

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$125.00 (+TAX)  
 APPROVED REVISED ESTIMATE OF \$388.00 (+TAX) ON 02/17/04 AT 01:53p  
 BY ELIZABETH FINORICK. COMMENTS: ETH / RELOAD / DIAG  
 COMMENTS:

EXTENDED WARRANTY CLAIM INFORMATION  
 EXTENDED WARRANTY COMPANY: CNA  
 CLAIM NUMBER: 81014-92  
 AUTHORIZATION NUMBER: P129063225A

FAX TO 1-800-239-4492 FOR CC PAYMENT

CUSTOMER HAS \$100.00 DEDUCTIBLE

# VOLVO

# Smythe VOLVO

Silicon Valley Exclusive Volvo Retailer

Capitol Express, San Jose

740 Capitol Expressway Alameda, 95128 Main 408-978-1100 Service 408-978-1128 Parts 408-978-1

Los Gatos

BAR AF-216779 EPA CAL00822044  
15560 Los Gatos Blvd., 95032 Main 408-356-8577

Stevens Creek, San Jose

548 AC-019737 EPA CALF08010462  
4800 Stevens Creek Blvd., 95129 Main 408-983-3400 Service 408-983-2480 Parts 408-983-2820

BAR AF-216770 EPA CAL00879009

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

486534	ADDRESS RENAUD PARCESPE 5070	TAX ID 8066	INVOICE DATE 02/17/04	INVOICE NO. VOCS981710
	CAR MAKE VOLVO	PRICE 89,501	DELIVERY DATE 12/28/98	
SOQUEL, CA	YEAR/MAKE/MODEL 99/VOLVO/V7075 DOOR WAGON	VIN YV1LZ56D7	DEALER 5464	
	P.T.E. No.		Q.D. DATE 02/12/04	
	STATION 42 800- 4798			

CASH  CHECK  VISA/MC  AMEX  DISCOVER  
 SMYTHE VOLVO THANKS YOU FOR YOUR BUSINESS  
 TO SCHEDULE YOUR NEXT VISIT WITH SMYTHE VOLVO TRY OUR  
 ONLINE APPOINTMENT SYSTEM @ WWW.SMYTHE-VOLVO.COM  
 OR CALL OUR SERVICE DEPARTMENT DIRECTLY @ 408-978-1128

TOTAL LABOR	396.00
TOTAL PARTS	571.13
TOTAL SUELY	0.00
TOTAL S.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	47.12
<b>TOTAL INVOICE \$</b>	<b>1014.25</b>

WARRANTY 914/2  
 100.00

CUSTOMER SIGNATURE



# SPECIALIZED AUTO

2415 Chanticleer Avenue  
Santa Cruz, CA 95062  
(831) 462-3458

EPAS CALIFORNIA 62856  
BAR# AG280609

with the repair work to be done along with the necessary materials, and  
always purchase it under the weight being described otherwise,  
a or a void are for the purpose of being under inspection. I am a...  
and repair that you deem necessary. SUBJECT TO SIGNATURE ON  
BY SIDE OF THIS CONTRACT  
CUSTOMER ACKNOWLEDGES RECEIPT HEREOF.

1993 VOLVO  
LICENSE: [REDACTED]  
VIN [REDACTED]  
COLOR [REDACTED]  
ENGINE # [REDACTED]

QTY	COND	PART NUMBER	DESCRIPTION	PRICE	TOTAL
1.00	N	30650206	ADAPTER KIT	215.00	215.00
1.00	N	9470983	OXYGEN SENSOR	201.95	201.95
1.00	N	8683881	CATALYTIC CONVERTER	918.95	918.95

HRS	END	LABOR DESCRIPTION	TOTAL
	EM	ACCESS ONBOARD DIAGNOSTIC PORT AND CONNECT VOLVO SCAN TOOL. RUN VOLVO DIAGNOSTIC APPLICATION AND ACCESS ENGINE MANAGEMENT COMPUTERS AND READ FAULT CODES AND QUALIFIERS. PERFORM INITIAL INSPECTIONS AND ADVISE ON NEEDED REPAIRS OR DIAGNOSTIC PROCEDURES.	98.00
		CUST REP WHITE SMOKE AT FINEAL WILL HAPPEN AFTER DOWNWILL CRUISE WHEN SHE COMES BACK ON THROTTLE. RECOMMEND BREATHER SERVICE TO ENSURE CRANKCASE B PRESSURE IS NOT EXCESSIVE.	8.00
		CODES INDICATED FAILING CATALYST AND OXYGEN SENSORS.	8.00
	RR	VERIFIED O2 SENSOR PATTERNS ARE OUT OF RANGE AND THAT CATALYST HAS LOST ITS EFFICIENCY.	144.00
	RR	REPLACE BOTH OXYGEN SENSORS.	118.56
	RR	REPLACE CATALYTIC CONVERTER AND GASKETS.	37.50
	EM	SERVICE CRANKCASE VENTILATION SYSTEM CLEARED CODES AND RE-TESTED. NO CODES RETURNED, MONITORED O2 SENSOR PATTERN = GOOD.	66.50
		VERIFIED CLEAN TAILPIPE EXHAUSTING. CAR WILL NEED TO RESET READINESS BEFORE HE CAN BE CERTAIN THERE ARE NO OTHER PENDING CODES. THIS WILL REQUIRE A COMPLETE DRIVECYCLE INCLUDING MULTIPLE COLD STARTS. CUSTOMER TO MONITOR.	8.00
		CUST HAS EXTENDED WARRANTY THROUGH CNA. PER AUTH # 2928350 WARRANTY TO COVER 527.43 AFTER CUST DEDUCTIBLE. (FAX CLAIM TO 1.800.239.4492)	

ESTIMATE OF REPAIRS: Includes all parts, labor, handling, and  
diagnosis. If on closer analysis it is found that additional repairs are  
necessary, you will be contacted for authorization.

ORIGINAL ESTIMATE 198.00  
RE 3/18/84 04:00PM DAN 229-4481 \$1,808.00

REVISED ESTIMATE TOTAL 11,898.00

X  
CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_  
I acknowledge action and oral approval of an increase in the original  
estimated price.

- "BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO  
PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS  
WHICH THE SMOG CHECK TEST INDICATES ARE  
NECESSARY". MOST PARTS AND LABOR WARRANTED 1  
YR, 12000 MILES USED PARTS 90 DAYS LABOR NOT  
INCLUDED

LEGEND: (J) = ACCEPTABLE (NI) = NEEDS SERVICE  
[ ] FRT BRAKES [ ] REAR BRAKES  
[ ] [ ]  
[ ] [ ]  
[ ] REMAINING [ ] REMAINING  
[ ] [ ]  
[ ] [ ]  
[ ] [ ]  
[ ] [ ]

Thanks!

METHOD OF PAYMENT	PARTS	1,331.90
PAYMENT DATE / /	LABOR	465.36
	SUPPLY	4.95
	SUB TOT	1,802.21
	TAX-DEF	106.95

TOTAL \$1,909.16

PLEASE IMPORTANT INFORMATION ON REVERSE SIDE.





# PACIFIC COAST

VOLVO/CHRYSLER/DAEWOO/SAAB  
1356 Reginal Avenue Santa Cruz, CA 95062

(831) 423-3820 or 800-481-JEEP

Direct Service Line (831) 423-5789



MFA # CAG 95218524  
BAR # AM-061088

PLEASE INSTRUCT ONE  
A CHANGE FOR HAZARDOUS WASTE MANAGEMENT MAY BE NEEDED.

Customer # <b>29985</b>	Technician <b>WIKELL, J JOHNSON 215</b>	Model <b>663</b>	Date <b>04/07/94</b>	Work Order # <b>WV 11-0152</b>
[Redacted]	License # <b>91,892</b>	Year <b>88</b>	Make <b>VOLVO</b>	Model <b>740</b>
Location <b>SOQUEL, CA</b>	Year/Make/Model <b>88/VOLVO/740</b>	VIN <b>YV1L23607x2</b>	Engine <b>2.0</b>	Transmission <b>5</b>
			Mileage <b>03,734</b>	

No. **52005**

### JEEP 7 CHANGES

### WARNING:

LABOR  
SP-1 9040Z  
ELECTRICIAN TO REPAIR ELECTRICAL SYSTEM. CUSTOMER REPORTS CHECK ENGINE LIGHT ON, AND THE BATTERY WILL NOT HOLD CHARGE. AFTER REPAIRS, LIGHTS, FUEL GAUGE, AND INSTRUMENTS OPERATE NORMALLY. NO OTHER PROBLEMS REPORTED. MECHANICAL INSPECTION REVEALS NO OTHER PROBLEMS. WASH, WAX, AND POLISH. WASH, WAX, AND POLISH. WASH, WAX, AND POLISH.

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and repair/replacement parts, vehicle fluids, and paints and materials used in repairing vehicles, including, but not limited to, fuel, oil, batteries, brake pads, and wheel balancing weights. When you service, clean, or wash your car, you will be exposed to these chemicals. To reduce your exposure, use proper ventilation, wear eye protection, and avoid skin contact. Some repair/replacement parts, and particularly brake components, wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

HOLDING FOR PARTS  
PARTS  
QTY PE MAKE  
1 1 VOLVO  
1 1 VOLVO  
1 1 VOLVO  
1 1 VOLVO

To minimize your exposure when washing, waxing, or cleaning your vehicle: 1) Wash in a well-ventilated area; 2) Use eye protection; 3) Wash your hands when finished or when a break is needed; 4) Follow all product label and instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

JOB 1 TOTALS

ESTIMATE  
CUSTOMER MUST ACKNOWLEDGE RECEIVING ORIGINAL ESTIMATE  
APPROVED REVISED ESTIMATE  
BY ELIZABETH FERRERA  
REPORT TO REPAIR NOTICE 800-235-7829 FROM THE VOLVO OF 2/17/94 & 800-481-JEEP  
CWA EXTENDED SERVICE CONTRACT  
800-727-4789  
ADJUSTER: DAN / JIE  
AMOUNT: \$1049.12  
AUTH # 23943625  
CONT # 9782228

CWA TO PAY \$1049.12 AND CUSTOMER TO PAY REMAINDER OF THIS BILL  
CALL TO 800-239-4492

Use with caution... with...  
SALES OFFICER: [Redacted]  
SALES ASSISTANT: [Redacted]  
SALES CLERK: [Redacted]



# PACIFIC COAST

DAEWOO CHRYSLER JEEP SUZUKI

1266 Sausal Avenue Santa Cruz, CA 95062

(831) 423-5820 or 1-800-481-JEEP

Direct Service Line (831) 423-5789



EPA # CAR 880918024  
BAR # AM-051000

PLEASE RECYCLE  
A CHARGE FOR INCORRECTLY DISPOSED WASTE MAY BE ADDED.

VEHICLE NO <b>29985</b>	SALES <b>NEKELL J JOHNSON</b>	MODEL <b>115</b>	YEAR <b>663</b>	PRICE <b>04/0</b>	DATE <b>170152</b>
			<b>92,892</b>		
SUBJECT, CA					
89/DLVO/VS WAGON					
Y V I L Z E 6 D 7 X 2					
CA 800-722-4758					
S2005					

DEAR VALUED CUSTOMER: IF YOUR VEHICLE HAS ANY MAINTENANCE REPAIRS, YOU MAY RECEIVE A FORDIAIR QUESTIONNAIRE. PLEASE TAKE THE TIME TO COMPLETE AND MAIL TO YOUR SALES REPRESENTATIVE TO OUR DEALERSHIP AND THE MANUFACTURER. THANKS FOR GIVING US THE OPPORTUNITY TO SERVE YOU. RANDY CRAMER, DIRECTOR PARTS AND SERVICE.

TOTAL LABOR	125.00
TOTAL PARTS	79.76
TOTAL TAX	2.00
TOTAL DISC	8.00
TOTAL NET DISC	8.00
TOTAL TAX	7.27
<b>TOTAL INVOICE \$1,184.22</b>	

**WARNING:**

Major vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many of the vehicle components and materials used to manufacture them. Some of these include: oil, grease and lubricants used to maintain vehicles, and wiring, but not limited to, oil, grease, lubricants, and wheel balancing fluids. Many of these chemicals are known to the State of California to cause cancer and birth defects or other reproductive harm. Some of these chemicals include: oil, grease, lubricants, and wheel balancing fluids. Many of these chemicals are known to the State of California to cause cancer and birth defects or other reproductive harm.

CUSTOMER SIGNATURE

*[Signature]*

APR 02 2005

When you are working with these chemicals, please take the following precautions:

- 1) Wash your hands when finished or when taking a break.
- 2) Use all manufacturer's directions.
- 3) Avoid breathing the fumes.
- 4) Avoid contact with eyes, nose, mouth, and skin.

For more information on the use and maintenance of motor vehicles and vehicle components...

For more information on the use and maintenance of motor vehicles and vehicle components, please visit the following website:

<http://www.fordair.com>



**2000 CHRYSLER JEEP PARTS**  
 1266 Seward Avenue Santa Cruz, CA 95062  
 (831) 423-5820 or 800-481-JEEP  
 Direct Service Line (831) 423-5789



EPA # GAZ 802615B24  
BAR # 484-061058

PLEASE INSTRUCT A CHARGE FOR HAZARDOUS WASTE MANAGEMENT MAY BE ADDED.

WORKORDER <b>29985</b>	Customer <b>MIKELL J JOHNSON</b>	SALES <b>119</b>	DATE <b>07/18/04</b>
	Phone [Redacted]	PRICE <b>95,856</b>	MAKE <b>WHITE/</b>
SOSURE, CA	Year / Make / Model <b>99/MBLVO/V75 WAGON</b>		DATE <b>12/28/98</b>
	VIN <b>YV1LZ86D7X2</b>		
	Phone <b>CM 400-722-8758</b>		DATE <b>06/23/04</b>
			REPRINT# <b>1</b>

**JOB 4**

CUSTOMER REPORTS ENGINE RUNNING ONLY...  
 VERIFIED CONDITION...  
 (FAILED TURBO)...  
 REPLACED PARTLY TURBO AS DIAGNOSED TO REPAIR...

QTY	ITEM	DESCRIPTION	PRICE
1	669146-9	WASHER FLUID	1.00
6	947282-8	GASKET	121.00
6	977208-6	LOCK WIT	63.44
1	363446-8	GASKET	1.00
1	3063706-2	WASHER FLUID	1.00

**JOB 4 TOTALS**

JOB 4 GLOBAL PROFIT: 1278.12

**WARNING**

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, and fluids used for balancing tires. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, soot, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when oil gets on your skin; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE...  
 APPROVED REVISED ESTIMATE...  
 BY ELIZABETH FINORICK COMMENTS: ADJUSTED TURBO AS DIAGNOSED TO REPAIR...

TOTAL LABOR	1551.47
TOTAL PARTS	3012.47
TOTAL SERVICE	0.00
TOTAL TAX	0.00
TOTAL	4563.94

**TOTAL INVOICE \$ 4512.47**

DEAR VALUED CUSTOMER: IF YOUR VEHICLE HAS DESIGN WARRANTY...  
 TAKE THE TIME TO COMPLETE AND MAIL YOUR WARRANTY...  
 TO OUR DEALERSHIP AND THE MANUFACTURER...

CUSTOMER SIGNATURE: *[Signature]*

BY: *[Signature]*



**PACIFIC COAST**  
 VOLVO CHRYSLER JEEP BUICK  
 1266 Regal Avenue Santa Cruz, CA 95062  
 (831) 423-5880 or 1-800-481-JEEP  
 Direct Service Line (831) 423-5789



EPK # CAD 00018800  
 BAF # A46-001908

APP NO. <b>29985</b>	AS-REP <b>NIKELL J JOHNSON</b>	TECH NO. <b>119</b>	APP NO. <b>4663</b>	DATE <b>07/16/04</b>	WORKER <b>VOCS173218</b>
LOCATION [REDACTED]	VEHICLE <b>99/VOLVO 70 WAGON</b>	YEAR/MONTH/REG <b>11/28/98</b>	PRICE <b>95,836</b>	PLATE <b>YV 1 L 5 6 D 7 X 2</b>	REGISTRATION <b>06/23/04</b>
CITY <b>SOQUEL, CA</b>	PHONE <b>CF 800-722-4758</b>	MO: <b>95888</b>			REPRINT# <b>1</b>

**JOB# 1 CHARGES:**

**LABOR**.....  
**JOB# 1 DEVICZ** ELECTRICAL SYSTEM..... TECH(S):181  
 CUSTOMER REPORTS FAST FORWARD BUTTON ON STEREO IS JAMMED  
 CHECK AND ADVISE #010  
 VERIFIED CONDITION..... BUTTON JAMMED / FAILED  
 INSTALLED EXCHANGE STEREO AS DIAGNOSED TO REPAIR.....

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	81C3944-8	EXCH. SC-816	275.00	275.00
				TOTAL - PARTS	275.00

**JOB# 1 TOTALS**.....  
 LABOR.....  
 PARTS.....

**JOB# 2 CHARGES:**

**LABOR**.....  
**JOB# 2 DEVICZ** REPAIR ELECTRICAL SYSTEM.....  
 CUSTOMER REPORTS BULB-BURNING LIGHTS ON THE LEFT SIDE  
 REPLACE BULBS AS NEEDED IN THE FRONT AND REAR LIGHTS  
 UNABLE TO VERIFY CONDITION OF BURNING LIGHTS  
 LAMPS WORKING AS DESIGNED/REPAIRING LIGHTS  
 NO REPAIR OR RECOMMENDATIONS AT THIS TIME.....

**JOB# 2 TOTALS**.....  
 LABOR.....  
 PARTS.....

**JOB# 3 CHARGES:**

**LABOR**.....  
**JOB# 3 DEVICZ** AUTO-TRANSMISSION..... TECH(S):181  
 CUSTOMER REPORTS A TRANSMISSION PROBLEM..... NO POWER UP HILLS  
 CHECK AND REPORT #100.....  
 VERIFIED CONDITION..... INTERNAL TRANSMISSION FAILURE  
 REPLACED TRANSMISSION ASSEMBLY AS DIAGNOSED TO COMPLETE  
 REPAIRS.....

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8111192-4	AUTOMATIC TRAX	1875.00	1875.00
	8	1161540-8	TRANSMISSION OI	15.67	125.36
				TOTAL - PARTS	1900.36

**JOB# 3 TOTALS**.....  
 LABOR.....  
 PARTS.....

**JOB# 4 CHARGES:**

**LABOR**.....

**JOB# 3 JOURNAL PREFIX VOCS JOB# - 3 TOTAL** 2944.32

**WARNING**

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, primers, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and replacement fluids, fumes, grease, primers, touch-up paint, certain replacement parts, and particulates known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code Section 25120.2.)

PLATE AND VIN: 99/VOLVO 70 WAGON 11/28/98 YV 1 L 5 6 D 7 X 2

http://www.cdhs.org/prop65.html

The law also may require proper disposal in garbage or other means of treatment when no longer used for its intended purpose.

# VOLVO

# PUTNAM VOLVO

www.putnamvolvo.com  
43 CALIFORNIA DR.  
P.O. BOX 982

BURLINGAME, CA 94011-0982  
(650) 347-4800

CAL EPA #  
CAD B01983356

BAR REG #  
AG126363

HOME OF RED CARPET SERVICE  
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

ORDER #	24534	ROBERTO VAN ORDY	309	9154	08/26/01	VOLV18080
		187767		40,632	MT/3VRY/	
		SS/VOLVO/VEKASH			12/23/98	0
		VV1L25607X2				
					08/15/01	
						MO: 40640

JOB 4 TOTALS.....

JOB 5 CHARGES.....

LABOR.....

OR 5-110234.....

CUSTOMER STATEMENT.....

LEAKING.....

REPLACED OIL TIGHTEN.....

PARTS.....

JOB 5 TOTALS.....

TOTALS.....

TOTAL DUES.....

TOTAL TAXES.....

TOTAL TOTAL.....

• CASH

• VISA

• AMERICAN EXPRESS

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

CUST COPY

END OF INVOICE | 140827

# VOLVO

# PUTNAM VOLVO

www.putnamvolvo.com  
 23 CALIFORNIA DR.  
 P.O. BOX 468

BURLINGAME, CA 94011-0902  
 (650) 347-4800

BAR REG #  
 AG130000

CAL EPA #  
 CAD 01190306

HOME OF RED CARPET SERVICE  
 NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

VEHICLE NO	24534	TECHNICIAN	ROBERTO VANGOROT	309	VEHICLE	9154	DATE	08/16/01	WARRANTY NO	VOCS18080
						40,631		WHY/IVRY/		
								12/23/98		0
								08/15/01		
										MO: 40640

**JOB 1 CHARGES**

LABOR  
 CHECK ENGINE LIGHT  
 CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON  
 BLACK SMOKE COMING OUT OF TAIL PIPE  
 RETRIEVED 6 CODES: RALT-TRAC- AND FOUND DEFECTIVE  
 REAR O2 SENSOR  
 REPLACED REAR O2 SENSOR. RESET ADAPTATION AND MISC. WIRING

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	1	047734	REAR O2 SENSOR		
	1	0202743	REAR O2 SENSOR		

**JOB 1 TOTALS**

**JOB 2 CHARGES**

LABOR  
 CHECK ENGINE LIGHT  
 CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON  
 OR ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	1		PART ON SPECIAL ORDER		
	1		QUANTITY 1 IS SPECIAL ORDERED		
			TOTAL PARTS		40.00

**JOB 2 TOTALS**

**JOB 3 CHARGES**

LABOR  
 CHECK ENGINE LIGHT  
 CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON  
 REINSTALLED WASH FLAS

**JOB 3 TOTALS**

**JOB 4 CHARGES**

LABOR  
 CHECK ENGINE LIGHT  
 CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON  
 UPON ACCELERATION  
 REPLACED W/PER ENGINE MOUNT COVER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	1	044507-5	ENGINE MOUNT COVER		

**RECEIVED**

**Aug 16 2004**

**CUSTOMER CARE**

August 11, 2004

Mr. William Clay Ford, Jr.  
Chairman, Ford Motor Company  
Box 685  
Dearborn, Michigan 48126-0685

Dear Mr. Ford:

I am writing to you to let you know my complete frustration and disappointment with a 2000 S80 Volvo I purchased with 18K miles in 2001. I bought this car based on the fact that Volvo vehicles have an excellent reputation for mechanical reliability, longevity and thus one I could depend on for many years. I chose this car because I needed a reliable car to carry me through as I put my two children through college.

My car now has 78K miles on it and in the past 3 years it has been in the Volvo Service department nine times with serious problems. On one occasion, at 44,213 miles on 10/4/02 while still under warranty, the local Volvo dealer, Volvo of Charlotte, Charlotte, NC had to replaced the throttle module. Four months ago I had the car back to the dealer to check on the engine surging but they found no problem. Two weeks ago I had it back to them because it would not start. They kept it four days but were not able to find any problem and suggested I had left a light on that had drained the battery.

Last week it started surging again and the ABS system light came on. I took it back to the dealer and they found that the ABS module needs replacing at a cost of \$948.77; the throttle module needs replacing again at a cost of \$857.05 and a spring seat at a cost of \$175.92. Keep in mind that the throttle module is less than two years old.

I spoke with Volvo of Charlotte's Service Manager, Monty Hileman as well as Volvo North America customer service agent, Chris Lowe regarding the problems. Both said the car is not under warranty therefore out of Volvo's "guidelines". They both suggested that the car is "getting some age on it", that other things may start going wrong, and that maybe it was time to trade it. They also stated that this was a late 1999 car and the new design bugs had not been worked out with this model. I don't consider a 2000 model car with 78K miles to be old.

I spent many months researching when I decided to purchase a car back in 2001. It's sad to say that I am not a happy, satisfied Volvo customer and would not recommend purchasing a Volvo to any of my friends, family, or co-workers. The car has been a huge disappointment! The Volvo of Charlotte Service Department gets a grade of "F", since they want to be graded on their level of service, for failure to work with me to resolve these ongoing problems. I agree with Mr. Hileman's comment that this is a "Monday Car".

I have my doubts that this car will ever make it to the "Volvo High Mileage Club" that is touted so proudly on the Volvo website.

[REDACTED]  
Rock Hill, SC [REDACTED]  
Ref. #Customer Care Complaint 1019874  
VIN # YV1T294D3Y [REDACTED]

Co:  
Volvo of Charlotte  
Attn: Mr. Bill Collins

✓Volvo of North America  
Attn: Customer Care

Nicholson, PA  
August 7, 2004

RECEIVED

AUG 11 2004

CUSTOMER CARE

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

Dear Sir:

On February 12, 2003 I purchased a 2000 Volvo V70 from a used car dealer. There were 27,846 miles on the car at time of purchase. On February 24, 2003 front stabilizer links were replaced under warranty at Santo's in Moosic, PA. We had regular service work done at Santo's after that.

On May 7, 2004 I went to Santo's because the Bulb Failure Warning light came on intermittently. They replaced all brake light bulbs at a cost of \$27.03.

I returned on May 13 because the Bulb Failure Warning light came on intermittently after traveling less than 75 miles. They recommended replacement of the rear sensor. The part was ordered.

On July 6, 2004 I returned to have this rear sensor installed. The car was due for service and at 54,706 miles they recommended the 60,000 mile service. That was done. During this they wanted to replace the wiper blades which I refused because the blades were relatively new. They also said that we needed new brake rotors. This I refused until I checked with my husband. Later we had the brakes checked by a mechanic who has done auto work for us for a number of years and he said that we certainly did not need new rotors. At this visit I also told them that the check engine light was on all the time. That day I paid:

\$399.42	for 60,000 mile service
\$169.51	for rear sensor replacement
\$157.90	for upgrade to ECM/ETM

for a total of \$726.83 plus state tax and a hazardous waste disposal fee.

On July 16, 2004 I returned because the Check Engine light came on before I got home from the visit of July 6. They had told me the ECM/ETM upgrade would cure this problem. By now the Bulb Failure light was flashing intermittently again. They recommended replacement of the evaporator canister and ordered the parts.

On July 30 they replaced the evaporator canister, valve, shut-off valve and hose clamps at a cost of \$407.80 after a Senior Citizen discount which I had to ask for, it was not offered. I told them about the intermittently flashing of the Bulb Failure light and was told that nothing came up on the computer.



The car now has 55,500 plus miles on it but if this problem cannot be corrected at no further cost to me, I will have to look for something else. We have a 1995 Buick with 123,000 plus miles that has no problems. When I pay \$65.50 an hour for an authorized Volvo mechanic I expect problems to be corrected.

Over the years we had heard so much about the safety, dependability and efficient functioning of a Volvo that we always hoped to own one. Now we have one which is very comfortable and a joy to drive but we certainly cannot afford the upkeep on our retirement income.

I would very much appreciate your thoughts and suggestions as to what to do about this problem and the high cost of keeping the car maintained as recommended. My phone number is [REDACTED] or I can be reached at the above address.

Sincerely,

[REDACTED]

[REDACTED]  
Edgewood, KY  
[REDACTED]

**RECEIVED**  
AUG 5 1996

**CUSTOMER RELATIONS**

Volvo Cars of North America, Inc.  
Customer Service Department  
P.O. Box 914  
Rock Laigh, New Jersey 07647-0914

Gentlemen:

I bought my first Volvo vehicle in 1987 from Dalzell Volvo in Dedham, Massachusetts, a 240DL station wagon. The car traveled with us when we moved to Northern Kentucky in 1996. We owned the 240DL for 11 years and put 225,000 miles on it before finally unloading it after the air conditioning died. Consequently, I bought an S80 in October 2000 from Beechmont Motors in Cincinnati, Ohio, expecting similar quality from the vehicle. I have been severely disappointed.

Our most recent experience has inspired me to write to you. The car now has 73,000 miles on it, supposedly "nothing" for a car of Volvo's quality. I had to have the "throttle body assembly" on the car replaced after the engine died in the middle of a rainstorm last month. According to all your warranty information, none of the cost is covered by Volvo.

What I am most happy about is that this past fall, I came very close to buying a new Volvo XC 90, but opted for a "Certified Used Lexus RX 300" instead. The car came with a 100,000 mile warranty and the service is phenomenal. If I were a Volvo salesman, I would be looking for a job with Toyota instead of Ford. Since I bought the vehicle, three of my neighbors have also bought cars from Lexus Riverfront in Covington, Kentucky. I see absolutely no incentive to buying a Volvo in this day and age when people are constantly driving, moving and expecting reliability from their cars.

I hope you relay this letter to your operations and marketing staffs. Thanks very much for your time.

Sincerely,  
[REDACTED]

Cc: Tom Meagher- General Sales Manager, Beechmont Volvo  
Larry Daniels-Larry Daniels Auto Center

RECEIVED

SEP 9 2004

CUSTOMER CARE

Linwood, NJ

September 7, 2004

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

Dear Sir,

I drive a 2001 Volvo S-80 T-6. My wife and I purchased it in July 2000 in Gothenburg, Sweden using the Overseas Delivery Program. It now has about 72,600 miles on the odometer. This letter will explain my opinion of the car after four years.

In many areas my Volvo has exceeded my expectations. It is sporty and fun to drive, yet comfortable. We have taken numerous 500+ mile trips with no discomfort or stiffness. It is fast. Never has it failed to get me going when needed. With the back seat folded down, my S-80 almost seems like a minivan. The gas mileage is better than advertised. I normally get 20 MPG around town and 28-29 on the highway. It is attractive. Many people have commented on its looks. Driving it makes me feel good, as a luxury car should.

Also, all is not wine and roses. Since the warranty ran out I have had lots of repair bills. Never has a car I owned cost so much in such a short period of time to keep on the road. Here is a list of my expenses in the past 22,600 miles.

1. \$888.00 - replaced ABS/STC control unit and MPI module - most of the dashboard warning lights came on.
2. \$800.00 - replaced throttle body and downloaded software - car would not go over 20 MPH as if it were running on 2 cylinders.
3. \$188.00 - replaced CV end links - rattle in front end.
4. \$378.00 - replaced front strut cap, spring seat, and rear anti roll bar link - excessive noise when car goes over a bump.
5. \$ 20.00 - several packages of taillight bulbs - bulbs blow out every few months. I now carry one of each. Luckily they are easy to replace. The dealership says, "It's a Volvo."

Apparently this is a common problem.

\$2,774.00 is a lot in less than a year and a half. You should refund me a significant portion of this amount. Half would be fair. Either these problems are systemic or I got a lemon. It seems that improvements are needed in the electronics area.

I would appreciate a response. I plan to purchase a 2006 model car. Will it be "Volvo for Life," or "One and Done?" What should I tell people when they ask about my Volvo?

Sincerely,



RECEIVED

AUG 13 2004

CUSTOMER CARE

[REDACTED]  
Henniker, New Hampshire  
[REDACTED]

Volvo Cars Customer Service  
1 Volvo Drive  
Rockleigh, NJ 07647

August 10, 2004

To Whom This May Concern:

I am writing this letter to bring to your attention two issues: 1) poor customer service experience at Lovering Volvo in Concord, New Hampshire; and 2) Volvo product quality. I will address both in order.

My 2000 Volvo XC AWD wagon developed an unsteady, un-smooth, hesitation easily noticed at highway speeds, and consistently present. For background information I have for years taken all my automobiles to a Mercedes/Saab/Volvo specialist in Concord, NH, Garry's Automotive. Garry checked my Volvo over and noted there were no fault codes in the computer. As a preventative measure I asked Garry to change the fuel filter just to see if the hesitation changed, a relatively inexpensive good thing to do. Changing the fuel filter did not improve how the car ran. Garry suspected the throttle module/body and indicated this was an electronic module he could not work on, and said I would have to take my car to a Volvo dealer.

Directly I contacted Lovering Volvo and made arrangements to have the car serviced. When I dropped my car off at Lovering I discussed what Garry suspected, and this was noted on the work order. Lovering did not agree with Garry and instead replaced an ignition coil, mass air flow, and spark plugs...a total of \$481.60. I went along with all of Lovering's recommendations. When I picked up the car I asked if the problem was fixed. The Service Advisor indicated my car was road tested and it was now running smooth. Within minutes after I left Lovering Volvo it was apparent the car was not road tested and the problem continued. I called immediately and made arrangements to return the car the following day, which I did.

The next day I received a call from Lovering Volvo, I believe Richard (not certain). He agreed that the problem was not fixed. He also indicated that the computer had no fault codes (same as what Garry had reported nearly a week earlier). I asked him for a recommendation as to the next step, and also asked for some sort of refund for a mis-diagnosed condition that cost me nearly \$500. His only recommendation was to trade the car in for a new one, and any money I had spent thus far on repairs could be applied to a new car. I was speechless (which leads to my next point....product quality). He indicated that many things could cause this hesitation (tires, axle, transmission, u-joints, observed minor oil leak....never did he suggest the throttle module). I told him I needed to think of what to do and would get back to him shortly, which I did.

I called him back and asked him to replace the throttle module....exactly what Garry suspected. This next repair cost me an additional \$882.31...and the problem is now fixed. If Lovering Volvo

repaired what I first asked for the problem would have been fixed. I was willing to take the risk that replacing the throttle module may not fix the car, but it was my decision.

This whole process with Lovering started July 21 and finally concluded July 29, nearly \$500 I did not have to spend, three trips to Lovering Volvo, and a very tarnished relationship. Now my second point....product quality.

When the Service Advisor recommended that I trade in a four year old Volvo with about 114,000 miles I was stunned. My first Volvo (purchased from Capital Motors, which is now Lovering Volvo), a 1992 240 Wagon, I sold in 2003 with 245,000 miles. The current owner is pleased with the car. I drive a 1994 850 Wagon with about 151,000 miles. My only other car, besides the 2000 XC AWD Wagon, is a 1988 SAAB with over 186,000 miles. The questions to you:

- 1) Has Volvo product quality dropped?
- 2) Should my expectation of Volvo products be less than before?
- 3) Why would a Service Advisor recommend I trade in a four year old Volvo?

I would like to have confidence in Volvo products, and especially the ability of their dealers to successfully service the product in a timely manner. This confidence has been lost. Why is a Volvo dealer recommending I cut my loss?

Please advise,



Cc: Mr. Rick Lovering

January 31, 2004

**RECEIVED**  
FEB 5 2004

Volvo Cars of North America  
Attn: Customer Care  
7 Volvo Drive  
Raleigh, NJ 07647

**CUSTOMER RELATIONS**

Dear Sirs:

I am writing this letter to register my disappointment with your product. In July 2002 I purchased a 2002 S60 AWD (VIN YVRH58D722 [REDACTED]) from Turner Volvo in Sacramento, CA. I decided on a Volvo because of your reputation for quality and safety. I selected this particular model because I live in the mountains of far northern California where it snows and freezes frequently in the winter and I felt the AWD would give me added protection, driving to work and on trips. I also wanted a 4-door vehicle because I have grandchildren who still require car seats and this car would give them added safety when they were with me. When I bought the car, I was happy and my intention was to own it for at least 10 years. Now I am not so sure how long I'll keep it.

Late this past September, out of the blue, I lost the entire ECM. One minute it was there and the next it was gone. Thank goodness I was in my hometown and not 200 miles down the road. I was running errands and had parked it not 10 minutes before. At the time, the car had just over 20,000 miles. The nearest dealer is in Medford, OR, 50 miles to the north. I called Volvo roadside assistance and had it towed to Southern Oregon Volvo. They had it for nearly 2 weeks before they were able to make a diagnosis after talking to Volvo mechanics around the country. Each time I called for a status report I talked with a different person who had little idea what was going on. Because of such poor communication within the service department, it was frustrating to have to explain the situation again and again. I initiated most of the calls for updates. It wasn't until late in the game that the service department started calling me. I might add that this dealership does not have a policy of loaner cars and I was very much inconvenienced getting to work and elsewhere during that period.

After they replaced the ECM (with no idea as to why it had gone down in the first place) and returned the car to me, I no longer felt secure about it—I had lost my trust. That feeling was justified earlier this month. I was about 200 miles from home, driving home from Sacramento on a Sunday afternoon when all of a sudden all of my dashboard gauges fell to zero and the dash lights went off. My sunroof was open and I couldn't close it; there were no turn signals or high beams. I was afraid to stop for fear I couldn't start the car again so I kept driving until I reached home (another 3 ½ hours). It might add that having the sunroof open was no bonus when I reached the mountains with quite a drop in temperature. Once home, my husband and I checked the fuses, but could find nothing

wrong. The next morning, the car started but there was an airbag warning message. I called the Medford dealer for the earliest appointment. My husband took it up the next day. This time it was the battery (after only 23,000 miles!), which they replaced.

I no longer have any confidence in this car and I certainly would never take my grandchildren any great distance in it for fear of another major breakdown. My co-workers can't believe I am having this much trouble with this car (they just shake their heads) and ask me each week if anything else has gone wrong. If one more thing does go wrong, I'm afraid I'll have to find something else.

I want you to know that for eleven years I owned Acuras and I never had any trouble like this. The only time they ever saw the dealer was for their regularly scheduled maintenance appointments. That dealer also has a policy of loaner cars so that I didn't have to take time off work and my husband didn't have to change his schedule to take the car in to find out what was wrong.

I never thought I would be writing a letter such as this, but responsible manufacturers should hear both the good and the bad news about their products.

Sincerely,

[REDACTED]  
[REDACTED]  
Montague, CA [REDACTED]

RECEIVED

JAN 3 2005

CUSTOMER CARE



Göran Hultgren  
Volvo Car Sales  
Sweden

Hannover  
NH 03055, USA  
Nov 18<sup>th</sup>, 2004

Dear Mr Hultgren,

Thank you for your latest copy

of Volvo Car magazine. Unfortunately, my experience

with Volvo has not been ideal. As things stand currently, I would not wish to buy a second Volvo car.

Our Volvo 570 XC 2001, has had several technical and mechanical problems, ranging from a recall in the remote control alarm system to a recurrent problem with the brakes which has diagnosed more than a year of problems as an axle and its brake together.



More recently we had a problem with "performance" and a part had to be ordered. In fact, so many things have gone wrong with the car that I can't remember the names of the faulty parts any more.

This might all be attributed to bad luck, but the point that will decide things for me (in terms of continuing a relationship with Volvo) is customer service. I emailed customer service (North America) 3 times. The first email merited a reply, a generic reply of little use to me, but my second and third went unanswered. I regard this as a symptom of a company unconcerned with customer satisfaction. I am curious as to your views. How does this affect sales? It will certainly affect my choices in the future.

Yours sincerely,

[REDACTED]  
(BA)

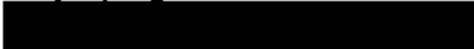
Volvo Car Corporation



Hanover  
NH  
USA

Date  
2005-01-03

Telephone in calling



Telex

Our reference

64421

PLEASE QUOTE ON  
ALL  
CORRESPONDENCE

Dear Dr Rees,


Thank you for your letter of 18 November 2004, addressed to [redacted] and redirected to us from Volvo Car International Customer Sales. We received your letter today. We do regret to hear that you have had no response to your emails to our Customer Relations representatives at Volvo Cars of North America. I will forward a copy of this correspondence to them and ask them to contact you as soon as possible.

Thank you again for taking the time to bring this matter to our attention and we do apologize for the delay in responding.

Yours sincerely

Volvo Car Corporation  
Customer Service

Anne Nyth  
Global Customer Relations Advisor

 Volvo Car Corporation	
<b>Global Customer Relations</b>	
TELEPHONE: [REDACTED] FAX: [REDACTED]	www.volvocars.com/gcr
<b>Telex</b>	# of pages including this page
<b>TO</b> Customer Relations Department	<b>FROM</b> Anna 3976
<b>Company</b> Volvo Cars of North America, Inc	<b>Date</b> 2005-01-03
<b>Fax No.</b> +1 800 992 39 70	

Customer Name: [REDACTED] VCC File No: 64421

The above customer has contacted Volvo Car Corporation, Global Customer Relations.

Dear Colleagues,

Could you please contact this customer? She has not received any response to the last two emails she sent to your office and the email before that was only a standard response.

Please see whether anything can be done to assist her.

Could you please advise when you have been in touch with the customer and when we can close the case?

Thanks in advance and kind regards

Anna

Please handle and resolve this matter as appropriate.

Please advise us when you feel that all possible measures have been taken to satisfy the customer and that you consider the case to be closed/ resolved.

We will require a short summary of the actions taken to reach closure/ resolution.

Please contact Global Customer Relations should you require any assistance.

This fax was sent on: 03 January 2005 10:16, (Central European Time).

30 December 2004

From: [REDACTED]

Ft Benning GA [REDACTED]

RECEIVED  
JAN 3 2005  
CUSTOMER CARE

TO: President, VOLVO Cars of North America  
C/O Customer Relations DEPT  
PO Box 914  
Rockleigh, NJ 07647-0914

SUBJECT: Reimbursement for Faulty Struts--VIN # YV1TS94DX1 [REDACTED]

1. Respectfully request VOLVO refund \$876.56 for replacement of front struts on my 2001 VOLVO S80. I was denied warranty coverage (36 months/50K mile); the vehicle has only 45,000 miles, yet the 36 month warranty period expired AUGUST 2004. I'm disappointed VOLVO isn't standing behind their top-line product and has decided I should absorb this expense. This is my third VOLVO and I've never had an experience like this.

2. I appeal to VOLVO's goodwill. I recognize the car was technically 3 months beyond its warranty period; yet I ask you to consider these factors:

- I spent \$ 38,000 on the top-line VOLVO in belief that I had invested in one of the highest quality cars on the market. I certainly did not expect to incur extensive repair bills at the three year mark.
- This vehicle has received all of its scheduled maintenance services--in fact, it was serviced in July 2004, still at 35 months and *under full warranty*, and the bad struts weren't detected. Struts don't fail overnight. They should have been detected and replaced during this service but they weren't.
  - This point is particularly aggravating. Your regional VOLVO Service Representative was informed of this point yet decided NOT to support the customer--where he has every reason to afford me the benefit.
- Your Columbus, GA VOLVO dealer's maintenance supervisor estimates he's only seen one VOLVO in 100 that requires strut replacement.
- The manager of the Goodyear facility in Columbus states that struts should last well over 100,000 miles under normal driving.
- I've owned eight cars in my lifetime--drove four of them over 150,000 miles; two for 15 years; and I never had to replace struts on any of them.

3. Thankfully, your local VOLVO dealer (Columbus Motor Co) defrayed \$299 of the \$1,175.56 strut expense after being refused any coverage by VOLVO's regional Service Representative. I appeal to you in hopes you will recognize the root issue: the struts were faulty, and VOLVO should remedy this, not me. I would like the seven drivers in my family to consider purchasing VOLVO products but I will decline if this experience is indicative of VOLVO's intent for customer satisfaction.

4. I greatly appreciate your consideration.

ENCL: Maintenance Invoice 12/16/04 [REDACTED]

[REDACTED]  
Brigadier General, US Army



# Columbus

**WARRANTY CONTRACT**

Volvo & Mercedes-Benz

P.O. Box 2527 \* 981 Fabian Parkway \* Columbus, Georgia 31901

(706) 227-3836

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.

Monday - Friday

12/10/04 3048476/1

12/16/04 Reprint

45051

45056

Stephen Miller/242

YV1TS94DXL

FT BENNING, GA

2001 VOLVO 990 DR SILVER

### #1 - Customer Reports: CAR CUT OFF WHILE TURNING

Caused by INTERNAL FAULT IN THROTTLEBODY

Work performed by AL STAFFORD (17)

Installed 8644347-0 :THROTTLE BODY Qty: 1

Installed 8636753-9 :GASKET Qty: 1

Installed 9438290-0 :ETM RELOAD Qty: 1

REPLACED

W02S128-2 SC5G CC10

AUTH DPOAMR

Warranty  
Warranty  
Warranty  
Warranty

### #2 \* RE141; REPLACE ELECTRIC FAN W/COVER CT 141 RC 02 S80NT .6 S80T .8 S60 .6 V70NT .6 V70 XC70T .7 W/O COVER CT 141 RC 03

Caused by RE141

Work performed by AL STAFFORD (17)

Installed 30636445-6 :ELECTRICAL FAN Qty: 1

Installed 9148344-6 :CLIP Qty: 1

Installed 983662-8 :CABLE TIE Qty: 2

RE141

Warranty  
Warranty  
Warranty  
Warranty

### #3 - Customer Reports: STRUTS

Work performed by AL STAFFORD (17)

Installed 8667253-2 :SHOCK ABSORBER 2@132.79 314.00

Installed 8646713-1 :SPRING SEAT 2@26.00 265.58

Installed 3546189-6 :SUPPORT PLATE 2@96.75 52.00

REPLACED SHOCKS

W/PLATES AND SEATS

Sub Total: Labor: 314.00 Parts: 511.08 Total: 825.08

314.00  
265.58  
52.00  
193.50

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

**DISCLAIMER OF WARRANTIES.** 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 the seller neither warrants nor defends any other person to insure for any liability in connection with the sale of said products. Any limitation on remedies herein does not apply where prohibited by law.

**LIMITED EXPRESS WARRANTY.** Labor and parts are warranty for 90 days or 4,000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the above period.

LABOR	
PARTS	
DISCOUNTS	
SALES TAX	
SALES TAX OR TAX ID.	
SPECIAL ORDER CHARGE	
DISCOUNTS	
SALES TAX OR TAX ID.	.00
SALES TAX OR TAX ID.	35.78
SPECIAL ORDER CHARGE	.00
DISCOUNTS	.00
	876.56
Check 7917	876.56

X



Mountainside, New Jersey

RECEIVED

JAN 5 2005

CUSTOMER CARE

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

January 3, 2004

Tel: 1-800-458-1552  
Email: [customercare@volvocars.com](mailto:customercare@volvocars.com)  
Hours: 8:30 AM to 7:00 PM EST, M - F

To Whom It May Concern:

I am taking the liberty of writing this letter concerning my 2000 S80 T6. Of late, there have been numerous mechanical issues with this car, so I took the opportunity to review all repair work for the life of the car. In doing so, I noticed that there were several instances where work had been repeated and should have been covered by warranty.

As background, please note that the car was purchased from Bridgewater Volvo. We routinely had this car serviced at their service location in South Plainfield, but this facility was closed in 2003. I then began to take this car to Englewood Volvo, a dealership close to my office.

As mentioned above, there were several instances that the work should have been covered by the repair warranties. These are detailed below.

- 1) AM Radio Reception Problems
  - a. 2/14/01 - Repaired at Bridgewater Volvo - No Charge
  - b. 10/29/02 - Repaired at Bridgewater Volvo - No Charge
  - c. 4/28/04 - Repaired at Englewood Volvo - Noted that "Old style Amp was present" and replaced. Charged \$137.46

Why was an old style amp in place when the car had been serviced twice with a problem? Should this have been covered by Volvo in that it appears to be a warranty/faulty design issue?

- 2) Oil Leak from Breather Box and Gaskets
  - a. 12/31/02 - Repaired under warranty at Bridgewater Volvo - No Charge
  - b. 12/4/03 - Repaired in conjunction with Rear Engine Main Seal and clogged Breather Box at Englewood Volvo - Charged \$1,829.69

The breather box and gasket replacement should have been covered under repair warranty. Is it usual for a 3 year old Volvo to have a rear engine seal fail?

- 3) Oil Leak from Turbo Return Line Seals
  - a. 1/28/03 - Repaired at Bridgewater Volvo under warranty - No Charge
  - b. 9/28/03 - Repaired at Englewood Volvo - 8 months later. Charged \$592.88

The repair should have been covered under repair warranty.

- 4) Power Steering Rack leaking
  - a. 7/2/2003 - Replaced at Bridgewater Volvo under warranty - No Charge
  - b. 12/15/04 - Tight Steering was reported and fluids replaced at Englewood Volvo. Noted that rack may need replacement. No Charge

It was mentioned on the repair invoice that wrong fluids may have been in use. I never added power steering fluid, so can only assume that if true, it occurred in July 2003 at Bridgewater.

[REDACTED]  
Mountainside, New Jersey 07092

- 5) Front Ball Joints  
a. 7/24/03 - Ball Joints replaced at Bridgewater Volvo - No Charge  
b. 4/28/04 - Front Ball Joints replaced at Englewood Volvo - Charged \$630.18

Ball Joints replaced at 9 months should have been covered under repair warranty.

- 6) Electronic Throttle Module / E.T.M. Software  
a. 10/22/04 - Module replaced as car would not exceed 2000 RPM. Upon discussion with service writer, he mentioned that he had seen this a few times and was resultant from the module not being able to withstand the temperature variations experienced in the North East U.S. Repaired at Englewood Volvo - Charged \$1,082.13

This would appear to be a design flaw and should be covered by Volvo.

The above highlights the issues associated with this car. In short I am asking you to refund me \$4,272.34.

Note that the \$ 20 represents but one of the four Volvo's that I have owned, and the most costly to own.

I enclose a color coded highlight spreadsheet for your convenience as well as all the repair bills that pertain to this vehicle.

I look forward to your response and consideration.

Sincerely,  
[REDACTED]



**VOLVO**

**BRIDGEWATER VOLVO**

505 SOMERSET STREET  
NORTH PLAINFIELD, NEW JERSEY 07060  
TEL (908) 766-2299 FAX (908) 766-0344

**VOLVO**

WORK ORDER NO.  
11621

TECHNICIAN  
RICHARD

02

DATE  
3/28/01

LABOR RATE  
85.00

TIME  
6:38

VEHICLE MAKE  
VOLVO

VEHICLE MODEL  
V70T

ADDRESS  
MOUNTAINSIDE, N.J.

TERMINAL  
10274001

VEHICLE NO.  
VOC680878

SALES  
GREEN ME

TELEPHONE  
TOPPAC

SALES DEPARTMENT  
3448

DATE  
02/13/01

MO: 6138

**LABOR & PARTS:**

JOB # 1 DRIVE MAINTENANCE HOURS: 2.70 TECH(S): 67 149.40

7500 MILE SERVICE  
COMPLETED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	PSV-75	FUEL ADDITIVE	12.10	12.10
JOB # 1	1	5192	OIL ADDITIVE	7.50	7.50
JOB # 1	1	1276811-6	FILTER INSERT	7.10	7.10
JOB # 1	1	97775L-7	GASKET	1.10	1.10

JOB # 1 TOTAL PARTS 27.60

JOB # 1 TOTAL LABOR & PARTS 177.40

JOB # 2 28602008 DIAG SOUND SYSTEM HOURS: 0.40 TECH(S): 67 WARRANTY

IF YOU HIT A BUMP, THE AM RECEPTION GOES BAD, THEN  
IF USE LEFT TURN SIGNAL, RECEPTION CLEARS UP - SOMETIMES  
CHECKED RADIO ANTENNA - REPLACED ANTENNA AMP.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	945991-7	ANTENNA AMPLIFIER	0.00	0.00

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 BODY HOURS: 0.30 TECH(S): 67 WARRANTY

SQUEAK FROM GLOVE BOX, ESPECIALLY ON A ROUGH ROAD  
LUBED GLOVE BOX LIGHT SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	1141417-9	GREASE	0.00	0.00

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

Q.O.B. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	6.0		MOTOR OIL	1.950 /UNIT	11.70

TOTAL 600 11.70

# BRIDGEWATER VOLVO

505 SOMERSET STREET  
 NORTH PLAINFIELD, NEW JERSEY 07060  
 TEL (908) 758-2280 FAX (908) 758-0344



DATE 10/21	SALES RICHARD OS	TRUCK 2281	MODEL VOLVO
	LABOR COST 81.00	PRICE 8138	FINANCE NO. VOLVO
	SALES TAX VOLVO		
	REGISTRATION VOLVO		
	SALES TAX VOLVO		
	P.T.S. NO.		

MOUNTAINSIDE, N.J. [REDACTED]

PHONE [REDACTED]  
 908-233-8780

MO: 8138

TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.....	149.60
TOTAL PARTS.....	27.80
TOTAL SUBLET.....	6.00
TOTAL G.O.G.....	11.70
TOTAL MISC CHG.....	0.00
TOTAL MISC DESC.....	0.00
TOTAL TAX.....	11.36
TOTAL INVOICE \$	206.46

THANK YOU FOR YOUR BUSINESS!!

-----  
 CUSTOMER SIGNATURE

**VOLVO**

**BRIDGEWATER VOLVO**

505 SOMERSET STREET  
NORTH PLAINFIELD, NEW JERSEY 07060  
TEL (908) 766-2236 FAX (908) 766-0344

**VOLVO**

SALES NO. 11621

NAME RICHARD OS

DEPT 00000

VEHICLE NO. 11621

AMOUNT \$8.00

TT235

00000000000000000000

VEHICLE NO.

ADDRESS 00000000000000000000

00000000000000000000

MOUNTAIN SIDE, NJ

00000000000000000000

00000000000000000000

00000000000000000000

MO: 11235

**LABOR & PARTS:**

W 1 2002SL

SIGNAL LAMPS HOURS: 0.80 TECHS: 167  
FENDER SIGNAL LAMP WILL NOT STAY IN PLACE  
REPLACED FENDER MOUNT 1/SIGNAL

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	9178887-1	DIRECTION INDICATO		0:00
				JOB # 1 TOTAL PARTS	0:00
				JOB # 1 TOTAL LABOR & PARTS	0:00

**TOTALS**

TOTAL LABOR	0.00
TOTAL PARTS	8.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	8.00
TOTAL DISC. CHG.	0.00
TOTAL DISC. DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>8.00</b>

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE





# BRIDGEWATER VOLVO

505 SOMERSET STREET  
 NORTH PLAINFIELD, NEW JERSEY 07060  
 TEL (908) 766-2289 FAX (908) 766-0344



DATE/TIME 11:21	NAME RICHARD	DOB 03	PHONE 2763	ADDRESS 0871601	VEHICLE NO V0358148
	LABOR RATE 88.00		YR780	EMERGENCY ME	BOOKING
	CONVOLUTION			TU7400	
	YTTT8086Y1			3448	
				0871601	
				440: 18780	

LABOR & PARTS: SIGNAL LAMP HOURS: 6.20 TECH(S): 67  
 PASSENGER SIDE FENDER MOUNTED TURN SIGNAL LAMP NTEL  
 NOT STAY IN WARRANTY: W

PARTS JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8658946-4	DIRECTION INDICATO		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

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

THANK YOU FOR YOUR BUSINESS!  
 CUSTOMER SIGNATURE:



volvocountry.com

11521	RICHARD STAFFER	03	773	03/15/02	VOLV65860
	95.00		24,635	EM GREEN MR	
ROCKY HILLSIDE, NJ 07062	00/VOLVO/SB			10/24/00	
	VOLVO			03/14/02	
908-233-6799					MO: 24635

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
<b>JOB 1 CHARGES</b>				
LABOR		22500 MILE SERVICE	161.00	
PERFORMED 22500 MILE SERVICE FRONT BRAKE PADS 3-4MM, REAR PADS 5MM NOTE: FRONT WINDSHIELD IS CRACKED				
<b>PARTS</b>				
1	5121-10000	FUEL ADDITIVE	5.00	5.00
1	11500-10000	OIL ADDITIVE	7.30	7.30
1	11500-10000	FILTER INSERT	7.30	7.30
1	11500-10000	GASKET	1.13	1.13
G.O.C. & SUP			11.70	11.70
<b>JOB 1 TOTAL</b>			181.00	181.00
<b>JOB 2 CHARGES</b>				
LABOR		1 JOURNAL PREP	104.00	
LABOR		BRAKES	96.00	
OK BRAKES/TRIMS LIGHT CENTER CHECKED BRAKES - FRONT REAR REAR PADS 5MM REPLACED FRONT BRAKE DISC				
<b>PARTS</b>				
1	263921-4	FRONT BRAKE DISC	82.51	82.51
<b>JOB 2 TOTALS</b>			197.51	197.51
<b>JOB 3 CHARGES</b>				
LABOR		INTERNAL LAMP	WARRANTY	
DIPPED SWAY IN MESSAGE CENTER CHECKED HEADLIGHTS-RT HEADLIGHT OUT INSTALLED HEADLIGHT UPDATE KIT				
<b>PARTS</b>				
1	27285-K	REPAIR KIT	WARRANTY	

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

*SM*  
*2 from Rep*



ACCOUNT NO. <b>11521</b>	NAME <b>RICHARD STAUFER</b>	DOB <b>03/773</b>	DATE <b>05/15/02</b>	VIN <b>VMS65866</b>
ADDRESS <b>MOUNTAINSIDE, NJ</b>	PHONE <b>95:00</b>	PRICE <b>24,635</b>	DEALER <b>BA GREEN ME</b>	FINANCE
	MODEL <b>00/VOLVO/S80T5SK</b>		DATE <b>10/14/00</b>	DELIVERY DATE
	VIN <b>YVITS9008Y1</b>		DATE <b>03/14/02</b>	PRODUCTION DATE
	P.Y.E. NO.	P.D. NO.		
				NO: 24835

TOTAL - PARTS		0.00
JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX VMS	JOB# 3 TOTAL 0.00
JOB# 4 CHARGES		
LABOR		
JOB# 4 INVOZLOANER LOWER CAR VOLVO LOANER	TECH(S) 100003	0.00
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX VMS	JOB# 4 TOTAL 0.00
TOTALS		
[ ] CASH		
[ ] VISA		
[ ] AMER		
TOTAL LABEL	256.50	
TOTAL PARTS	84.24	
TOTAL SOLET	0.00	
TOTAL RISE	11.70	
TOTAL RISE CHG	0.00	
TOTAL HTSC-DISC	0.00	
TOTAL TAX	21.15	
<b>TOTAL INVOICE \$</b>	<b>373.00</b>	

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

CUSTOMER SIGNATURE





Customer No. <b>11521</b>	NAME <b>RICHARD STAUFER</b>	03 THE NO. <b>3228</b>	DATE <b>05/01/02</b>	VIN <b>VRLS68087</b>
	PRICE <b>95.00</b>	LEASE <b>26,964</b>	EN <b>GREEN ME</b>	STOCK NO.
<b>MOUNTAINSIDE, NJ</b>	MODEL <b>VOLVO 740 G4 DOOR SEDAN</b>		DATE <b>07/31/00</b>	DELIVERY DATE
	VIN <b>YVITS90D8Y1</b>		DATE <b>05/01/02</b>	PRODUCTION DATE
	R.T.E. NO.	P.R. NO.		
				NO: 26964

JOB#	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
LABOR					
JOB# 1 35W02			LIGHTING C/STATES: "DIPPED BEAM IN MESSAGE CENTER" REPLACED 2X HEADLIGHT BULBS	TECH(S):67	WARRANTY:
PARTS	2	981465-8	BULB		
JOB# 1 TOTALS				TOTAL PARTS	0.00
JOB# 2 CHARGE			1 JOURNAL PAGE		0.00
LABOR					0.00
JOB# 2 00W02					
JOB# 2 TOTALS			2 JOURNAL PAGE		0.00
TOTALS					
*****				TOTAL LABOR	0.00
*****				TOTAL PARTS	0.00
*****				TOTAL SUBLET	0.00
*****				TOTAL B.O.G.	0.00
*****				TOTAL MISC CHG.	0.00
*****				TOTAL MISC DISC	0.00
*****				TOTAL TAX	0.00
*****				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

W

CASH     CHECK    CK NO. [    ]  
 VISA     MASTERCARD    [    ]  
 AMER XPRESS     OTHER



THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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CONFIRMATION NO. <b>11521</b>	<b>MURRAY BENDER</b>	80146 No <b>2397</b>	<b>10/29/02</b>	<b>WVW0976470</b>
[REDACTED]	<b>99100</b>	<b>35.435</b>	<b>GREEN ME</b>	[REDACTED]
<b>MOUNTAINSIDE, NJ</b>	<b>00/VOLVO/580/4 DOOR SEDAN</b>	<b>10/24/00</b>	[REDACTED]	[REDACTED]
[REDACTED]	<b>VVITTS900BY1</b>	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	<b>10/28/02</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>MI: 35440</b>

JOB# 1 CHARGES

LABOR  
 JP 1 11V0Z0A30000 30000 580 T-6 99-01 TECH(S) [REDACTED] 437.00  
 PERFORM 30,000 MILE MAINTENANCE SERVICES  
 OIL AND FILTER CHANGE, ROTATE AND BALANCE OF TIRES, RETORQUE  
 FRONT & REAR SUSPENSION BOLTS, PERFORMED MINOR SECONDARY  
 IGNITION SYSTEM TUNE-UP, REPLACED SPARK PLUGS, SET ENGINE  
 SETTINGS TO SPECIFICATION, REPLACED PASSENGER CABIN AIR  
 (POLLEN) FILTER, TOPPED OFF ALL OTHER FLUID LEVELS, ROAD  
 TESTED VEHICLE FOR FINAL QUALITY ASSURANCE.  
 COMPLETED SERVICES AS REQUESTED, TECHNICIAN COMPLETED  
 QUALITY ASSURANCE CHECKLIST.

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	PK7590	OIL ADDITIVE	7.80	7.80
	1	5132	FUEL ADDITIVE	6.80	6.80
	1	5131	GASKET	1.13	1.13
	1	977701-7	FILTER INSERT	7.30	7.30
	1	1275810-8	PLUG	2.73	2.73
	1	9622878-0	GASKET	1.97	1.97
	1	940096-1	FUEL ADDITIVE	5.80	5.80
	1	5131	SPARK PLUG KIT	37.02	37.02
	1	272367-4	FILTER INSERT	23.70	23.70
	1	9186361-3	PARTICULATE FILTER	20.95	20.95
	1	9204628-7			
TOTAL - PARTS					113.90

G.O.B. & SUPPLIES			
6.0 MOTOR OIL	0	1.950 /UNIT	
TOTAL - GOG			11.70

JOB# 1 TOTALS	LABOR	437.00
	PARTS	113.90
	G.O.B.	11.70

JOB# 2 CHARGES

LABOR  
 JP 2 36V0Z01 WIPERS & WASHERS, REPLACE W/WIPER BLADES TECH(S) [REDACTED] 0:05

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	9190447-4	WIPER BLADE	9.99	9.99
	1	9178694-7	WIPER BLADE	10.77	10.77
TOTAL - PARTS					20.76

JOB# 2 TOTALS	PARTS	20.76
---------------	-------	-------

JOB# 2 JOURNAL PREFIX VNCS JOB# 2 TOTAL 20.76

SM

Ref

11521	MEMBER NUMBER	80	2397	DATE	08/29/02	WORKSHEET	WVCS76470
[REDACTED]	1997	[REDACTED]	35,435	REP GREEN ME	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	00/06/07	[REDACTED]	[REDACTED]	07/24/00	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	08/28/02	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

TAINSIDE, NJ

NO: 35440

LABOR

REPLACE BROKEN CLIP HOLDER  
POP UP HOLDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8643710-2	CLIP HOLDER	19.96	19.96
				TOTAL - PARTS	19.96
JOB# 3 TOTALS				PARTS	19.96
JOB# 4 CHARGES				JOB# 3 JOURNAL PREFIX WACS	JOB# 3 TOTAL 19.96
LABOR					
SR-4 06VZLOANER				LOANER-CARD	0.00
JOB# 4 TOTALS				JOB# 4 JOURNAL PREFIX WACS	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES					

**VOLVO**

*168*  
**EXCELLENCE**  
*nothing less...*

CUSTOMER STATEMENT: ADDITIONAL SERVICE REQUIRED REGARDING  
FAULT TRACK OVER 200A  
REPLACE MASS AIR FLOW SENSOR  
19/15/22851/03 35081/04 2902/02

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8670113-3	MASS AIR FLOW SENS	0.00	0.00
				TOTAL - PARTS	0.00
JOB# 5 TOTALS					
JOB# 6 CHARGES				JOB# 5 JOURNAL PREFIX WACS	JOB# 5 TOTAL 0.00

W

REPLACE TAIL LIGHT BULBS  
19/55/335112/02

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	4	965828-7	BULB	0.00	0.00
				TOTAL - PARTS	0.00
6 TOTALS				JOB# 6 JOURNAL PREFIX WACS	JOB# 6 TOTAL 0.00

W

SEE REVERSE SIDE  
FOR WARRANTY



volvocountry.com

908-756-2239

11521	RODAN BENDER	80	2397	10/29/02	VWCS76470
	95:00		35,435	WEST GREEN ME	
MOUNTAINSIDE, NJ	00/VOLVO S80/4 DOOR SEDAN			10/14/00	
	VVIT 90 D 8 Y 1				
	P.T.E. NO.		P.O. NO.	10/28/02	
					NO: 35440

JOB 7 CHARGES

LABOR  
 JP 7439VZ005: ~~WIP - CK AM RECEPTION~~ TECHNICAL  
 CHECK A/H RADIO RECEPTION/QUALITY  
 HEAVY STATIC INTERMITTENTLY, WILL COME & GO ON BUZZS  
 -- SECURE ANTENNA GROUND CONNECTION

JOB 7 TOTALS

JOB 7 JOURNAL PREFIX VWCS JOB 7 TOTAL 0.00

JOB 8 CHARGES

LABOR  
 JP 821VZ001: ~~WIP - CHECK FOR OIL LEAKS~~ TECHNICAL  
 CHECK FOR OIL LEAKS  
 SECURE POWER STEERING RETURN LINE. CLEAN AREA

JOB 8 TOTALS

JOB 8 JOURNAL PREFIX VWCS JOB 8 TOTAL 0.00

TOTALS

* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL LABOR....	437.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL PARTS....	154.60
* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	591.70
	TOTAL MISC CHG....	0.00
	TOTAL MISC DTSC....	0.00
	TOTAL TAX.....	36.20
	<b>TOTAL INVOICE \$</b>	<b>638.00</b>

**VOLVO**  
 W  
**EXCELLENCE**  
*nothing less...*

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

# 534710  
 AMR

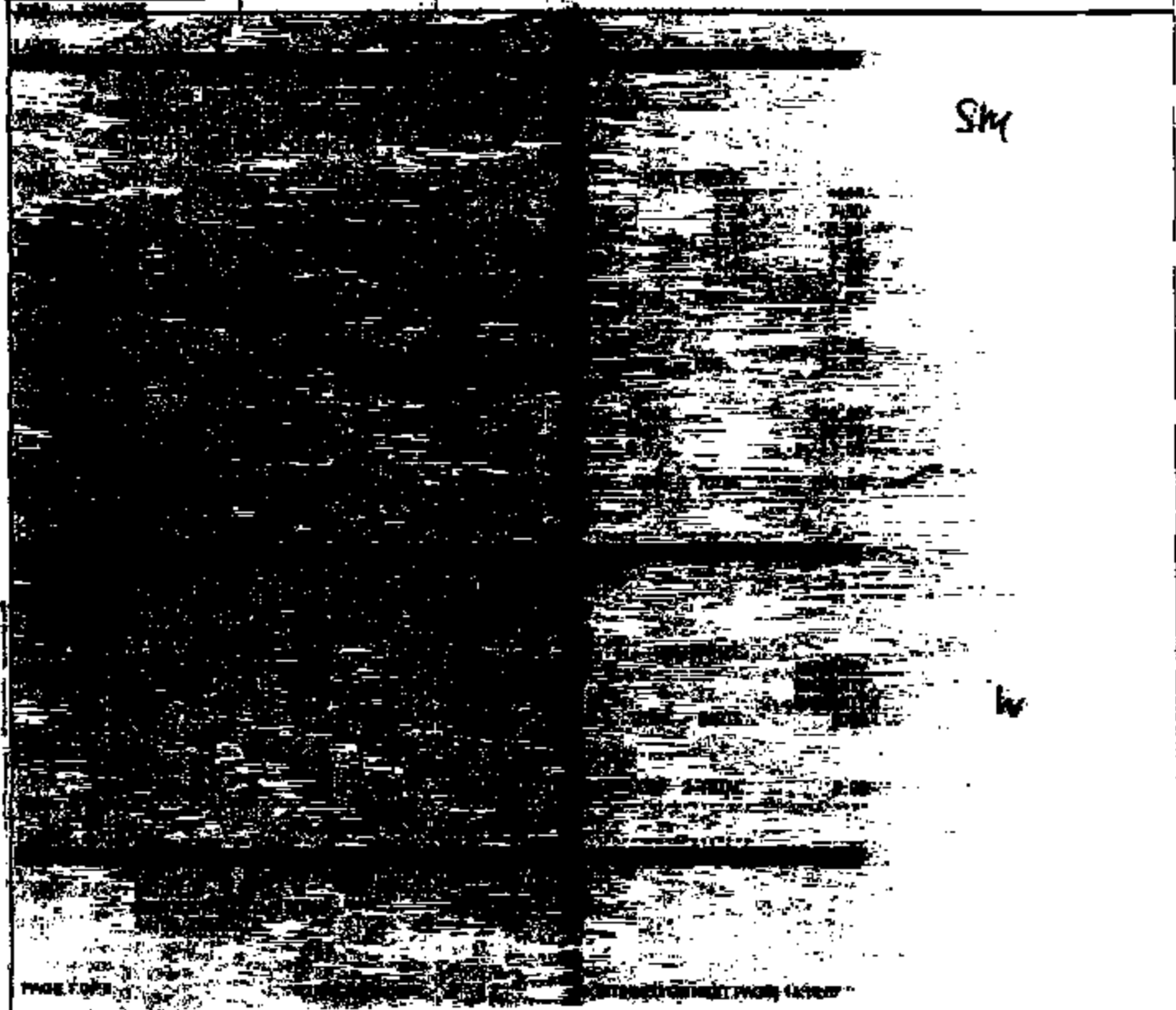
# BRIDGEWATER VOLVO

**JO**

505 SOMERSET STREET  
NORTH PLAINFIELD, NEW JERSEY 07060  
TEL (908) 758-2239 FAX (908) 756-0344

# VOLVO

ALD 11521	ROMAN BENDER	807-1598	02/28/02	442579354
[REDACTED]	[REDACTED]	35,306	GREEN RE	[REDACTED]
MOUNTAINSIDE, NJ	[REDACTED]	00/VOLVO/60/4 DOOR SEDAN	10/19/00	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	02/28/02	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NO: 38311



SM

# BRIDGEWATER VOLVO

505 SOMERSET STREET  
NORTH PLAINFIELD, NEW JERSEY 07060  
TEL (908) 758-2236 FAX (908) 758-0344

# VOLVO

# VOLVO

11521

[REDACTED]  
MOUNTAINSIDE, NJ [REDACTED]

[REDACTED]  
[REDACTED]

BU 1596 42713/02 4W0679354  
38,306 NEW GREEN RE  
VOLVO S80/4 DOOR SEDAN  
[REDACTED]  
[REDACTED]

808-539-6799  
JOB# 3 TOTALS .....  
JOB# 4 CHARGES .....  
JOB# 3 JOURNAL PREFIX VACS JOB# 3 TOTAL ..... 0.00  
JOB# 4 TOTALS .....  
JOB# 4 JOURNAL PREFIX VACS JOB# 4 TOTAL ..... 0.00

NO 36511

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF: \$235.00 (+TAX)  
TOTALS  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

TOTAL LABOR.... 152.00  
TOTAL PARTS.... 88.99  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 13.66  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 15.28  
TOTAL INVOICE \$ 268.92

THANK YOU FOR YOUR BUSINESS!!  
SERVICE PROVIDED AT BRIDGEWATER VOLVO II, NORTH PLAINFIELD

\_\_\_\_\_  
CUSTOMER SIGNATURE

# BRIDGEWATER VOLVO

505 SOMERSET STREET  
 NORTH PLAINFIELD, NEW JERSEY 07060  
 TEL (908) 756-2239 FAX (908) 756-0344



ACCOUNT NO: 115721	CUSTOMER: NORTY GROZA	DOB: 50 MAR 1929	DATE: 03/28/03	INSTRUMENT NO: WV0580581
	PRICE: 99700	TAX: 39,655	COLOR: EST GREEN ME	STOCK NO:
MOUNTAINSIDE, NJ	MODEL: 80/VOLVO/580/4 DOOR SEDAN		DELIVERY DATE: 03/27/03	DELIVERY MILE:
	FINANCING: \$9008Y		FINANCING RATE:	FINANCING TYPE:
			DATE: 03/27/03	
				NO: 39656

<p>W</p>	
<p>ITEMS JOB 2 TOTAL</p>	<p>0.00</p>
<p>ITEMS JOB 3 TOTAL</p>	<p>0.00</p>
<p>TOTAL - SUBLEY</p>	<p>INTERNAL 0.00</p>
<p>INTERNAL PREFT</p>	<p>ITEMS JOB 4 TOTAL 0.00</p>

# BRIDGEWATER VOLVO

505 SOMERSET STREET  
 NORTH PLAINFIELD, NEW JERSEY 07060  
 TEL (908) 756-2236 FAX (908) 756-0344

## VOLVO

## VOLVO

ORDER NO: 11521	PRICE GROSS: 50	TAX NO: 1829	DATE: 08/29/03	PNR: 80581
	195700	39,655	DEM GREEN ME	
	VOLVO 240/4 DOOR SEDAN		10/24/00	DELIVERY BILL
	VIN: YV1T 590D8Y1		SALE	DELIVERY DATE
			08/27/03	
	BUSINESS PHONE	COMMENTS		NO: 39656



TOTAL TAXES	0.00
TOTAL FEES	0.00
TOTAL SALES	0.00
TOTAL D.C.S.	0.00
TOTAL PREP. CHG.	0.00
TOTAL PREP. DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICES</b>	<b>0.00</b>



ounby.com

**BRIDGEWATER VOLVO II**  
**505 SOMERSET STREET**  
**NORTH PLAINFIELD, NEW JERSEY 07060**  
**908-756-2238 FAX: 908-756-0344**

11521	MARY GROZA	50 <sup>TH</sup> 2471	04/23/03	VOLV84570
	95:00	44,125	EM GREEN ME	PROG:00
MOUNTAINSIDE, NJ	00/VOLVO/S80/4 DOOR SEDAN		10/24/00	DELIVERY MILE
	VVITS90DBY1			PRODUCTION DATE
	P.T.E.R.O.	P.C.M.S.	04/23/03	
				NO: 44125

**JOB# 1 CHARGES**

LABOR  
 11V02ZF45600 45000 SERVICE 199-01 (30M) TECH(S) 157 289.80  
 CUSTOMER STATES PERFORM 4SK SERVICE  
 ROUTINE MAINTENANCE  
 SERVICE COMPLETED AS PER VOLVO OF PRINCETON GUIDELINES  
 TECHNICIAN COMPLETED QUALITY ASSURANCE CHECKLIST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	1		OIL ADDITIVE	7.50	7.50
	1		FUEL ADDITIVE	5.80	5.80
	1		BASKET	1.13	1.13
	1		FILTER INSERT	7.48	7.48
	1		PARTICULATE FILTER	21.47	21.47
	1			43.38	43.38
	1			.70	.70
	1			.70	.70
<b>JOB# 1 TOTAL</b>					289.80
					43.38
					13.79
<b>JOB# 1 JOURNAL PREFIX</b>					264.08

**VOLVO**  
**EXCELLENCE**  
*nothing less...*

**JOB# 2 CHARGES**

LABOR  
 I DAY RENTAL--ENTERPRISE

SUBLET	PO#	VEND TRM	TITLE	TOTAL	RENTAL	INTERNAL
	18882	0013441				6.00
<b>JOB# 2 TOTAL</b>						6.00
<b>JOB# 3 CHARGES</b>						

LABOR

CUSTOMER REQUEST - CHECK  
 URGENT SCRAPER COMES ON WHEEL  
 FOUND FRONT BRAKE PADS WORN AT 50%  
 REPLACE FRONT BRAKE PADS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	1	8634921-4	BRAKE PAD KIT	64.07	64.07
	1	BL1	BRAKE GREASE	3.24	3.24
<b>TOTAL - PARTS</b>					67.31

*SM*

*MY*

SEE REVERSE SIDE  
 FOR WARRANTY





volvoaunty.com

**BRIDGEWATER VOLVO II**  
**506 SOMERSET STREET**  
**NORTH PLAINFIELD, NEW JERSEY 07060**  
**908-756-2239 FAX: 908-756-0344**

VEHICLE # 11521	NORMAN BENDER	BO # 2724	07/02/03	VNC587784
	47,929	47,929	07/02/03	07/02/03
MOUNTAINSIDE, NJ	VOLVO/280/4 DOOR SEDAN		10/28/00	
	YVIT8908Y1			
			08/26/03	
				NO: 4793Z

**JOB# 1 CHARGES**

CUSTOMER STATES, POWER STEERING FLUID IS LEAKING  
 POWER STEERING RACK IS LEAKING  
 REPLACED STEERING RACK  
 4 - WHEEL ALIGNMENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		STEERING RACK, EACH		0.00
			WHEEL ALIGNMENT		0.00
			JOURNAL		0.00
<b>JOB# 2 TOTALS</b>					0.00
<b>JOB# 3 CHARGES</b>					0.00
<b>LABOR</b>					

**VOLVO**  
*W*  
**EXCELLENCE**  
*nothing less...*

**JOB# 2 TOTALS** 0.00

**JOB# 3 CHARGES** 0.00

**LABOR**

CHANGE ENGINE OIL & BELTS, HOSES, FLUIDS COMPLETED SERVICES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	PSST			INTERNAL
	1	1276810-8			INTERNAL
	1	97751-7			INTERNAL
<b>TOTAL - PARTS</b>					0.00
<b>B.O.G. &amp; SUPPLIES</b>					
6.0 MOTOR OIL					INTERNAL
<b>TOTAL - BOB</b>					0.00
<b>JOB# 3 TOTALS</b>					
<b>JOB# 4 CHARGES</b>					0.00
<b>LABOR</b>					

SEE REVERSE SIDE FOR WARRANTY



RECEIVED  
DEC 21 2004  
CUSTOMER CARE

[REDACTED]  
Coits Neck, New Jersey 0  
W [REDACTED]

December 14, 2004

Volvo Cars of North America LLC  
Volvo Customer Care Center  
7 Volvo Drive  
Rocklelgh New Jersey 07647

Re: VIN # YV1TS97D9X [REDACTED]

Dear Volvo Cars of North America LLC:

I am writing regarding my discontent and disappointment with my 1999 Volvo S-80. I have addressed this with the dealership to no satisfaction.

I have been a loyal Volvo customer. This is the third Volvo I have purchased. I am also a Ford Shareholder. All of my Volvo's have been dealer maintained and have been operated under normal driving circumstances.

My 1999 S-80 was purchased new and currently has approximately 75,000 miles. In the past year I have had in excess of \$5700 in repairs as detailed below.

The following are the major repairs performed in the last year alone:

<u>09/21/04</u> Defective Throttle Module	\$ 926
<u>12/02/03</u> Alternator not charging	\$ 748
<u>12/09/03</u> Internal Transmission Failure	\$3,245
<u>10/03/03</u> Defective Control Unit - Brakes	\$ 810
Total	<u>\$5,729</u>

I feel it is inappropriate and wrong for a car of this class with so few miles to have required so many repairs. I am concerned that the excessive faults with the cars are attributed to the fact that I purchased one of the first S-80's in the first model year of the car.

In December 2003 the car was repaired for an alternator. When we got the car back from the alternator repair, we noted that the car was not running properly. Within one week of the alternator repair the car's transmission had an "internal transmission failure" and the transmission was replaced at a cost in excess of \$3200.

We brought our concern to the dealer regarding the fact that the car was not running properly after the car was in the dealer's care for the alternator repair and that we felt the repair should be covered by the warranty.

The dealer would not acknowledge any responsibility for the transmission failure and told us that the car was out of the warranty period. The best they would do is to give us a coupon book for discounts on future service.

Now again in the last month we have a defective throttle repaired at a cost of \$925.

I believe this is an excessive amount of repairs for a car that has been dealer maintained and driven in a safe and reasonable manner.

I believe that this car is defective and a lemon. The newness of the model and the fact that it was one of the earlier S-90's produced indicates that all of the "kinks" were not worked out of the model.

I feel we should be reimbursed for these repairs. These repairs are in excess of what would be expected with normal use and wear and tear on the car. In addition, it appears the dealer somehow caused the transmission problem in their care.

We purchased our Volvo due to its billing itself as safe and reliable. Thankfully, we have not had to test its effectiveness as far as safety. However, we can tell you from our experience, it is not reliable.

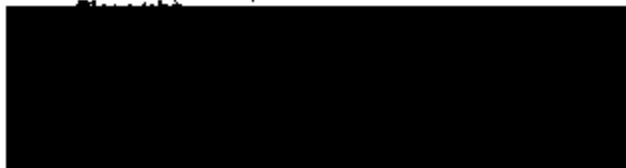
We have a four-year-old child we drive in this car. Our worst nightmare would be to be stuck with him in the car or, even worse, have the car fall on us with him in it. With the track record of this car, this is a major concern for us, as it seems like a distinct possibility.

I will be buying a new car in the near future. The resolution of this matter will determine if I will be buying my fourth Volvo.

In addition, I am a CPA in public practice and I see over 350 personal tax clients each year earning in excess of \$150,000 each. I am hopeful that you will give me a resolution that I can share with my clients of how Volvo stood behind its product.

Thank you for your attention to this matter. I hope I can continue to believe in the reliability and safety of your product. If we cannot resolve this to our satisfaction we will contact the New Jersey Division of Consumer Affairs.

Sincerely,



CC: Ms. Lena Oving  
Senior Vice President Quality  
Volvo Car Corp  
SE-405 31 Goteborg  
Sweden

**RECEIVED**

**DEC 13 2004**

**CUSTOMER CARE**

[REDACTED]  
Cockeysville, MD [REDACTED]  
Phone # [REDACTED]

December 9, 2004

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

RE: Volvo S80, 2000  
VIDYV1TS94D1Y [REDACTED]

Dear Sir/Madam:

I am writing regarding my car out of frustration due to continuous repairs and problem. I purchased my car from Prestige Imports with 29000 miles on it. Before warranty was expired there were problems that were fixed and problems that they could not duplicate and could not repair.

The RPM indicator was jumping from time to time but at 47000 miles service they could not find the problem. This was repaired due to fault to the electronic throttle module at 63000 mile and cost me \$770 (to replace EMT and necessary software.)

Inner tie rods had excessive play and were loose at 63000 miles and the repair cost me \$368.07.

Oil leak from the vent box seals at 63000 miles, replaced vent box seals, gaskets, hose and clamps that cost me \$373.49

Tachometer worked on and off. They found fault in combined instrument cluster they replaced that at 63000 miles and cost was \$736.42 (this is with discount.)

Upper engine mount was torn and separated bushing. Was replaced at 63000 miles and cost me \$102.61.

Engine hot indicator was turning on once in a while, Engine coolant fan had to be replaced at 75000 miles and cost me \$464.10.

Page 2

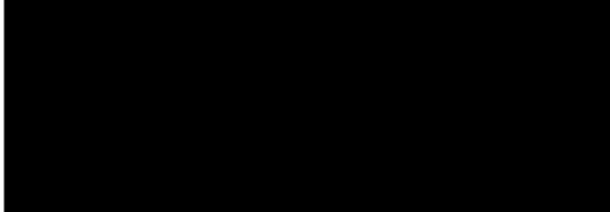
Front left and right spring seats were broken at 75000 replacing cost me \$351.47.

ABS light was turning on from time to time. There was a fault in left front wheel sensor. Replaced at 79000 miles and cost me \$915.89. I can go on and on.

This is a garage kept car and driven mostly in highways by myself (I am a middle age women). Between the expiration of warranty at 50,000 miles and today's mileage of 79000 , I have spent more than \$7000 on repairs that most of them are questionable and are not expected from Volvo. I purchased Volvo because of reliability and performance record that I had from my previous Volvo station 740, 1987 model that I sold it with 180,000 happy miles on it and I always recommended the car to everyone. I do not know if the Volvo I have currently is a lemon or what. It seems the electrical system in this car has problem and causing all the problems to different parts of the car. I have replaced many light bulbs and also radio has problem. I do not see reasonable for this much repair with the price tag the car has. If it was a Ford, Pontiac or GM car it may have been justified for the cost of the car but for Volvo!!!!!! I have reached to a point that I am afraid to drive the car that will cause another big repair.

I would greatly appreciate any help or suggestion you may offer. Please contact me at the above address if you need any additional information.

Sincerely,





**RECEIVED**

**DEC 14 2004**

**CUSTOMER CARE**

Volvo Cars North America  
7 Volvo Drive  
Rockleigh, NJ. 07647

Attention: Eve Lahrer

Dear Volvo;

Thank you for agreeing to pay for services rendered to fix my Volvo's throttle on December 1, 2004. Enclosed you will find a copy of the statement and receipt. As per Ms. Eve Lahrer, I was informed that I would be reimbursed, in the form of a check, for all out of pocket expense for this repair.

I have had many unfortunate experiences with my present Volvo (2000 S80 2.9), the least of which being left stranded twice on the side of the road. I am a previous Volvo owner and a loyal customer. Prior to this incident I was a walking advertisement for Volvo. While in graduate school I credited my 740 GL Volvo to saving my life in a severe accident. I have accrued out of pocket expenses equaling \$1200 just in the past 3 months, and you can only imagine my frustration when this happened right after spending \$1000.00 to have my regular service for the mileage accrued. I have kept up with all oil changes and services requested from Volvo to maintain a long history on the car; however, it has not seemed to help.

I am making payments on the Volvo I presently own and keeping up with all services on a timely basis. Major problems such as the ones I am having are not only frustrating, but creating havoc in my professional life. With my busy lifestyle and the amount of travel that I do, I chose Volvo for their safety and dependability.

Given this situation I am sure you understand and empathise with my frustration. Thank you in advance for the reimbursement and taking the time to vent my frustrations.

Sincerely,

[REDACTED]

My mailing address and phone number:

[REDACTED]

Raleigh, NC.

[REDACTED]

cc: Victor Doolan, Marti Bulberg

9199318893

88702

# Weaver Bros., Inc.

Authorized Volvo Sales & Service  
4408 CAPITAL BLVD. RALEIGH, N.C. 27604

\*INVOICE\*

919-576-6811

RALEIGH, NC

PAGE 1

HOME: [REDACTED] BOS:

SERVICE ADVISOR: 110 TOM VASSEUR

PLANT	YEAR	MAKE	MODEL	TYPE	PRICE	RELEASE	IN	OUT	TAX
BLACK	00	VOLVO	680	W/TH94D9X		59613	59615		
24MAR2000		24MAR2004	17.48	29NOV04		80.00	CASH	30NOV2004	
OPTIONS: DLR:7751									

LINE	OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
A PERFORMANCE MESSAGE COMES ON // CHECK FOR ENGINE SURGING ST FAULT TRACKED SYSTEM // FOUND INTERNAL FAULT IN ELECTRONIC THROTTLE MODULE // REPLACED THROTTLE MODULE AND CLEARED TROUBLE CODES.							
				390	CV	280.00	280.00
	1	8644347	0	THROTTLE BODY	551.59	551.59	551.59
	1	8636753	9	GASKET	2.58	2.58	2.58
PARTS:	554.17	LABOR:	280.00	OTHER:	0.00	TOTAL LINE A:	834.17

B CHECK HEATER OPERATION // DUE TO LOW WATER LEVEL TEMP IS SET AT 80 DEGREES ST NORMAL HEAT OPERATION FOUND							
				390	CV	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C CHECK A/C // NOT BLOWING NORMAL COOL AIR ST NORMAL A/C OPERATION FOUND							
				390	CV	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D BULB POSITION FAILURE MESSAGE IS DISPLAYED ST BULB LOOSE IN SOCKET .. REPAIRED							
				390	CV	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E RECALL 141  
CAUSE: 02  
ST RECALL 141  
390 W93  
1 30636445 6 ELECTRICAL FAN

(N/C)  
(N/C)

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
OTHER LABOR & MATERIALS	
TOTAL CHARGES	
LESS PAYROLL DEDUCTIONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

CUSTOMER COPY

9199318893

88702

**Wagner Bros., Inc.**

Authorized Volvo Sales & Service  
4408 CAPITAL BLVD. RALEIGH, N.C. 27604

\*INVOICE\*

919-876-8811

RALEIGH, NC

PAGE 2

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 110 TOM VASBIELE

BLACK	00	VOLVO 880	71789403X1	59613/59615
-------	----	-----------	------------	-------------

25MAR2000	24MAR2004	17:48	25NOV04	80.00	CASH	30NOV2004
OPTIONS: DLR:7751						

LINE	QTY	PRICE	TECH	TYP	ROOMS	LIST	NET	TOTAL
2	983662	8	CABLE	TIE				(N/C)
3	983614	9	CABLE	TIE				(N/C)
1	9148344	6	CLIP					(N/C)
1	8651136	7	COVER					(N/C)
1	9454160	4	DECAL					(N/C)

FC: 02 PART#: COUNT:  
CLAIM TYPE: 141  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F 931 8893

INFO INFORMATION LINE

300 CV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

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

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

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

DESCRIPTION	TOTAL
LABOR AMOUNT	280.00
PARTS AMOUNT	554.17
GAS, OIL, LUBE	0.00
SALES TAX	0.00
TOTAL CHARGES	16.80
LESS INSURANCE/DISCOUNTS	850.97
SALES TAX	0.00
	38.79
	280.25

X

CUSTOMER COPY

WENNER BROTHERS INC  
4489 CAPITAL BLVD  
RALEIGH, NC. 27604

TERMINAL I.D. # 000194053003000534700

MERCHANT # 3071443000000007

REGISTERED

SALE

BATCH 000527	TRF	00002
DATE DEC 06, 84	TIME	08:52
	AMT	889.76

TOTAL \$889.76

APPL. V NUMER

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
OR CREDIT AGREEMENT IF CREDIT JOCKEY

37088 COP.

February 29, 2004

To: Volvo Customer Care

From: Susan Mallamo

Re: 2001 V70XC, VIN: 58D31102277 [REDACTED]

We've had problems with the brakes and steering wheel for some time. This is why we finally stopped using service at Rickenbaugh in Denver and took the car instead to Sill-Terber in Broomfield.

Rickenbaugh worked on the brakes a number of times. Chief complaint was that they were mushy, pedal went all the way to the floor. They fixed that (replaced the master cylinder) but now the brakes hiss when the pedal is let up (after braking). I don't have any idea why the system is making this sound.

The other chronic problem is the steering wheel, which now only locks in the full upright position. I asked both dealers to look at this problem when it was only intermittent and was assured that the problem did not exist! (Sometimes this request was indicated on the service record, sometimes not.) OK, I'm nuts. Now, as previously mentioned, the wheel only locks in the upright position, so I guess I had a point after all.

Our warrantee is expired and I am left paying all the repair bills. Any help you can offer would be greatly appreciated. We take this car on lots of long trips and generally love it, but the small stuff is driving us nuts.

Thank you,

[REDACTED]  
Lakewood CO  
[REDACTED]

Service records attached.

**SILL-TERRAN MOTORS, INC.**

Authorized Volvo Cars Dealer

<p>WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS.</p> <p><b>WARRANTY ONLY</b></p> <p>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN OTHERWISE DESCRIBED HEREIN 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 NEGLIGENCE. PROCEEDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVE OF VOLVO.</p>	
<p>NAME: [REDACTED] PHONE: [REDACTED]</p> <p>ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]</p>	
<p>VEHICLE TO: [REDACTED] OWNER/LEASER INFORMATION -- SALES# 00775</p> <p>LAUNCH: [REDACTED] CO: [REDACTED] LICENSE: [REDACTED] CO: [REDACTED]</p> <p>MODEL: [REDACTED] MAKE: [REDACTED]</p>	
<p>FOR OFFICE USE</p> <p>TAG# 8121 INV# 140 UNIT# 0 INVOICE# PRELIM CMI C IN VIN W182500311022776 LICENSE NUMBER# CD 0820PC</p> <p>TAX RULES: YDNY INVOICE# 06/05/2003 11:10159 01 VOLVO V702C 3R</p> <p>ODMETER M: 37767 OIL: 37799 0187: VL</p> <p>DATE: 06/05/03 DATE: 06/05/03</p>	
<p><b>CONCERN 01</b> NEEDS THE 37.5K SERVICE</p> <p><b>CORRECTION</b> PERFORMED THE 37.5K SERVICE</p> <p>PART NUMBER PO# NOTE DESCRIPTION QTY UNIT PRICE AMOUNT</p> <p>VL 1275810-0 1 8.23 8.23</p> <p>VL 077751-7 1 1.24 1.24</p> <p>VL 000000-L 6 1.70 10.20</p> <p>FACTORY TECH# 495 - GREENMOUNT, NYA FP-12758108</p> <p><b>SUBTOTAL</b></p> <p>PARTS 9.47</p> <p>LAB-CHG-CHARGE 10.20</p> <p>LAB-RECHARGE 76.00</p> <p><b>TOTAL CHARGE FOR CONCERN 95.67</b></p>	
<p><b>TYPE C</b></p> <p><b>CONCERN 02</b> TRANS SEEMS TO CLINK/HEAVY AT INITIAL ACCELERATION</p> <p><b>CORRECTION</b> PERFORMED TRANS ADJUSTMENT. NOT FULLY RESOLVED</p> <p><b>COMMENT</b> WILL NEED VALVE BODY MODIFICATION TO BE RESOLVED</p> <p>FACTORY TECH# 495 - GREENMOUNT, NYA FP-0670723</p> <p><b>SUBTOTAL</b></p> <p><b>TOTAL CHARGE FOR CONCERN .00</b></p>	
<p><b>TYPE C</b></p> <p><b>CONCERN 03</b> LEFT SIDEWHEEL HANGER NOZZLE SEEMING TO BE</p> <p><b>CAUSE</b> FROM THE HANGER NOZZLE</p> <p><b>CORRECTION</b> NOZZLE ON OWNER</p> <p>FACTORY TECH# 495 - GREENMOUNT, NYA CAUSE CODE: 15</p> <p><b>SUBTOTAL</b></p> <p><b>TOTAL CHARGE FOR CONCERN 19.00</b></p>	

### SILL-TERHAR MOTORS, INC.

Authorized Volvo Car Retailer

YEAR	MAKE	MODEL	TRAILER	TYPE
2003	VOLVO	S40		SEDAN
<p><b>WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS.</b></p> <p><b>WARRANTY ONLY</b></p> <p>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE AND THE OPERATIONS SHOWN WERE PERFORMED AS REQUESTED BY THE OWNER. THIS WARRANTY DOES NOT COVER THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART HAS BEEN OR WILL BE REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, OR DAMAGE OR INSURE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF VOLVO.</p>				

INVOICE TO	DRIVER/OWNER INFORMATION -- DIVIDED COFFYS
HALLAND, PAUL	HALLAND, PAUL
FOR OFFICE USE	VEHICLE INFORMATION
TRK: 8321 INV: 140 WRTIN, INVOICE# 04/05/2003 111049 NI	01 V70C LICENSE NUMBER: CO 0097C

SUBTOTAL			19.00
LAB-REPAIRS			19.00
TOTAL CHARGE FOR CONCERN			19.00

TYPE: C	CONCERN 54	EXHAUST PIPE AT REAR END BEGINS TO VIBRE LOW CONNECTION NORMAL POSITION	OPERATION	TECH	AMOUNT
	FACTORY	TECH: 495 - GREENHILT, RYA	X	495	.00

SUBTOTAL			.00
TOTAL CHARGE FOR CONCERN			.00

TYPE: C	CONCERN 55	PLEASE TEST DRIVE TO SEE IF IMPROVED WITH NORMAL CONNECTION BRINGS NORMAL OPERATION BUT FRONT BRIDGE BUCKS AT STOP KILL NEED SOON	OPERATION	TECH	AMOUNT
	FACTORY	TECH: 495 - GREENHILT, RYA	B	495	.00

SUBTOTAL			.00
TOTAL CHARGE FOR CONCERN			.00

TYPE: C	CONCERN 56	WASHERS FLOW NOT CORRECT. CONNECTION PART ON OTHER	OPERATION	TECH	AMOUNT
	FACTORY	TECH: 495 - GREENHILT, RYA	F	495	.00

SUBTOTAL			.00
TOTAL CHARGE FOR CONCERN			.00

SUMMARY OF CHARGES FOR INVOICE 007973		PAYMENT DISTRIBUTION FOR INVOICE 007973	
PARTS	9.47	TOTAL CHARGE	128.44
LAB-DRY-OIL-GREASE	18.20	CASH	128.44
SHIPPERS	9.30		
LAB-REPAIRS	93.00		
GEN-YOKE	124.17		
STATE USE	.59		
COUNTY TAX	.00		
CITY TAX	.71		
REG TAX	.35		
<b>TOTAL CHARGE</b>	<b>128.44</b>		



432280

21446

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 THE RICKENBAUGH WAY - RESPECT  
 780 Acoma • Denver, Colorado 80203  
 (303) 873-7773  
 v www.rickenbaugh.com

LAKESWOOD, CO  
HOME: [REDACTED]

BUS: [REDACTED]

PAGE

SERVICE AT VISOR, 7520 MARK GOODRICH

STATE	01	VOLVO V70DYNAMIC	VV18E58D31	32287/32288	1499-
07AUG2001		16,00	11DEC02	CASH	11DEC2002
OPTIONS: STK:22776 DLR:30673 BKC:8524473					

5:38	10DEC02	15:43	11DEC02			
------	---------	-------	---------	--	--	--

**32259 PERFORM 30,000 MILE SERVICE CUSTOMER SEATING**

1 V977751 GASKET	1.50	1.50	1.50
6 11543 CASTROL	1.26	1.26	7.56
1 V947434 BRAKE FLUID	16.56	16.56	16.56
1 12378392 CLEANER	6.50	6.50	6.50

PARTS: 92.60 LABOR: 246.85 OTHER: 0.00 TOTAL LINE A: 339.45

32259 3.5HR #8/PERFORMED 30K SERVICE/BRAKES P-10/32" R-9/32"/RATE GOOD

LIST IN CAR

**B KREX GRAPHITE ENGINE LUBRICANT**

8 CV 0.00			0.00	0.00
-----------	--	--	------	------

PARTS: 5.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 5.50

32259 ADDED KREX

**C RESET SERVICE REMINDER LIGHT-\$14.95 VALUE NO CHARGE TO CUSTOMER**

CHARGE TO CUSTOMER

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

32259 RESET SRI N/C #8

**D CUSTOMER SEATS LIABILITY LIGHT ON**

**WARRANTY**  
 Colorado law provides for installation of a Year of Trade or any portion of trade-in or purchase price on original equipment dealer or dealer vehicle. The repair or service work performed in this Repair Order is not paid for or included with a trade-in or other vehicle. It is the responsibility of the customer to provide the vehicle which is being repaired. It is the responsibility of the customer to provide the vehicle which is being repaired. It is the responsibility of the customer to provide the vehicle which is being repaired.

**DISCLOSURE OF WARRANTIES**  
 The warranties on the products sold hereby are those provided by the manufacturer. The dealer makes no warranty, expressed or implied, as to the merchantability or fitness for a particular purpose of the products sold hereby. The dealer makes no warranty, expressed or implied, as to the merchantability or fitness for a particular purpose of the products sold hereby.

LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL LUB	
SALES TAX	
TOTAL CHARGE	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

**DISCLOSURE OF WARRANTIES**  
 The warranties on the products sold hereby are those provided by the manufacturer. The dealer makes no warranty, expressed or implied, as to the merchantability or fitness for a particular purpose of the products sold hereby.

CUSTOMER COPY



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PAGE 2

LAKENWOOD, CO
HOME 308

SERVICE ADVISOR: 3420 MARK GIBSON

Table with columns for DATE, TIME, PARTS, LABOR, OTHER, TOTAL LINE D, and various vehicle identification numbers like VIN and OBD.

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

32259 #8/FAULT TRACED TO FAULT ELEMENT IN E LOW BEAK WIRE/REPLACED THE

38 RENTAL CAR AT NO CHARGE TO CUSTOMER

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F THE CUSTOMER STATES THAT THE ENGINE KNOCKS LOUDLY WHEN FIRST STARTED

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

32263 #8/STARTED CAR WHEN COLD/NORMAL DETECTOR NOISE HEARD FROM

G THE FLOOR MAT CLIPS ARE COMING OUT OF THE FLOOR CARPET, CHECK AND

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

32263 #8/FLOOR MAT CLIPS COME OFF OR CONNECTING/GRAY BEATERS BEHIND

Diagnosis key available for inspection of a low or lower of any places with...

the location of the product and...

Summary table with rows for LABOR AMOUNT, PARTS AMOUNT, SALES TAX, and TOTAL CHARGES.

\*WARRANTY AND SERVICE - A 5% CREDIT ON LABOR UP TO...

### SILL-TERHAR MOTORS, INC.

Authorized Volvo Cars Dealer

MY MAKE	MY YEAR	MY MAKE	MY YEAR	MY MAKE	MY YEAR
MY MAKE	MY YEAR	MY MAKE	MY YEAR	MY MAKE	MY YEAR
<input type="checkbox"/> TRADE IN <input type="checkbox"/> PURCHASE FROM TO <input type="checkbox"/> TRADE IN TO					
1	2	3	4	5	6

**WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS.**

**WARRANTY ONLY**

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN OTHERWISE DELETED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVE OF VOLVO.

SIGNATURE

WE APPRECIATE YOUR BUSINESS HERE AT SILL-TERHAR MOTORS. PLEASE  
 DRIVE SAFELY SO WE CAN SERVE YOUR AUTOMOTIVE NEEDS!

PAGE 3  
LAST PAGE

# VOLVO

Thank You

432280

2 1 4 4 6 6

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LAKEWOOD, CO  
HOME:

DOB:

PAGE 3

SERVICE ADVISOR: 3520 NIKKI COBLENZ

DATE	QTY	DESCRIPTION	UNIT PRICE	TOTAL	AMOUNT PAID	BALANCE
07AUG2003	15.00	LABOR	1.00	15.00		15.00
15JAN2004	35.24	POLLEN FILTER	1.00	35.24		50.24
					50.24	0.00

HIGHEST SETTING, CHECK AND ADVISE.

8 CV 0.00

0.00 0.00

IS A SLIGHT MISS AT TIMES, CHECK AND ADVISE.

8 CV 0.00

0.00 0.00

LOCKED/PERFORMED ROAD TEST TO VERIFY/COULD NOT DUPLICATE ON

WIND/ OWNER'S MANUAL SPECIFIES 91 OCTANE FOR PROPER PERFORMANCE AND FUEL

DOLF REPLACE THE POLLEN FILTER AS PER CUSTOMER

8 CV 0.40

35.24 35.24

PARTS: 15.50 LABOR: 35.24 OTHER: 0.00 TOTAL LINE J: 50.74

32289 0.4HR \$8/REPLACED POLLEN FILTER

K\* UPON INSPECTION THE TECH NOTED THAT THERE IS AN OIL LEAK AT THE

FRONT DRIVE SHAFT, CHECK APRIL 2004

46632-2 DRIVE SHAFT FRONT RIGHT RIN INST/REPLACE

**PLEASE ORDER NOTICE**

Colorado law provides for imposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or other which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in to foreclose the lien which may result in the vehicle being sold pursuant to court order.

\*MISCELLANEOUS SHOP SUPPLIES - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$15.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPS, PRE-APPLY SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC. A LIQUIDITY FEE IS ADDED TO PROPERLY EXPEDITE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

**DISCLAIMER OF WARRANTIES**

Any warranties on the products and parts by those made by the manufacturer. The dealer, Rickenbaugh Volvo, does not warrant or assume any liability or responsibility for a particular product, and Rickenbaugh Volvo neither assumes nor warrants any other party is liable for it any liability it incurs with the sale of said product. I hereby authorize the repair shop to do any and all work on the vehicle described herein, and hereby grant you, the customer, the right to cancel this agreement at any time by notifying the repair shop in writing. Your vehicle will be returned to you as soon as possible. No warranty is made or assumed for the materials of third party origin.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
GUEST AMOUNT	
SPEC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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PAGE 4

LAKEWOOD, CO

HOME:

BUS:

SERVICE ADVISOR: 3520 MARK BOBSTER

BLDE	01	VOLVO V70AWC	VVL825AD311	32257/32259	T4994
------	----	--------------	-------------	-------------	-------

07ADG2001	16:00 11DC02	CASH	11DEC2002
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OPTIONS: STK:22776 DLR:J8673 ENG:B5244T3

15:38 11DEC02	16:43 11DEC02	LINE	QTY	UNIT PRICE	AMOUNT
---------------	---------------	------	-----	------------	--------

LINE OPTION TECH TYPE QUANTITY LIST UNIT TOTAL

8 WV3 0.90 (W/C)

1 V9143079 SEALING RING (W/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

32258 RB/FOUR ANGLE GEAR HAD FAULTY OUTPUT SHAFT SEALS ON THE RIGHT

ON RIGHT SIDE/REPTLTD ANGLE GEAR AND TEST TO VERIFY REPAIRS/TRAKS ARE

COME \*\*\*\*\*

WORK PARTS - CHECK AIR PRESSURE

TO SPECS - CHECK FOR WORK PARTS - CHECK AIR

8 CV 1.70 89.95 89.95

BK3529

REPAIR ORDER NOTICE

Customer first provider for responsibility of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If this repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft or order which is subsequently dishonored for any reason, or is obligated to an amount which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action to foreclose the lien which may result in the vehicle being sold pursuant to court order.

DISCLAIMER OF WARRANTIES

Any warranty on the vehicle and nearby on parts made by the manufacturer. The labor, materials, components, parts, equipment, products or services, other repairs or services, including any implied warranty of MERCHANTABILITY or FITNESS for a particular purpose, and Rickenbaugh Cadillac-Volvo neither warrants nor endorses any person or company for its ability to comply with the sale of said products.

\*MISCELLANEOUS SHOP SUPPLIES - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$18.65 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PENS, AIR-Spray, BRILLAC, SOLVENT, RAGS, CLEANER/FOAM CLEANER, TOWELS, BATTERY CLEANER, WAX, ETC. A MOBILE FEE IS ADDED TO PROPERTY EXPENSES THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

I HEREBY AFFIRMED THE WORK DONE IS IN ACCORDANCE WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE WHICH DEPENDS ON STREET'S NEIGHBORHOOD OR LICENSES FOR THE PURPOSES OF TESTING AND/OR INSPECTION.

LABOR AMOUNT	372.04
PARTS AMOUNT	113.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.32
TOTAL CHARGES	504.96
LESS INFLATION	0.00
SALES TAX	9.57
PLEASE PAY THIS AMOUNT	

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\*INVOICE\*

PAGE 1

LAKEWOOD, CO

HOME :

BOB :

SERVICE ADVISOR: 1270 MARK STRUBBE

DATE: 01/27/04 TIME: 17:00

07/01/2001 17:00 25 MIN 35708/35711 35205

15:45 21/0003 16:45 27/0003

16:45 27/0003 16:45 27/0003

16:45 27/0003 16:45 27/0003

16:45 27/0003 16:45 27/0003

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16:45 27/0003 16:45 27/0003

DRIVE. NORMAL BRAKE OPERATION NOTED AT THIS TIME. /// 58 ///

D REPAIRER'S INITIALS AND SIGNATURE AT BOTTOM OF INVOICE

Customer has provided for financing in a form in favor of any possible repair of vehicle that on payment proceeds such as repair contract, the repair contract must be attached to this Repair Order to apply for it to be valid with a check, bank or credit card. It is understood that for any reason, or it is intended to be a contract which is not valid until the day after the repair work is completed. The right to take possession of the vehicle while under repair or payment of repair is to be retained, which may result in the vehicle being sold pursuant to court order.	Any customer on the vehicle and family, or any person in the household, who has been involved in an accident, must be notified of the accident, and the accident must be reported to the insurance company. The accident must be reported to the insurance company within 30 days of the accident. The accident must be reported to the insurance company within 30 days of the accident. The accident must be reported to the insurance company within 30 days of the accident.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS OIL, LUBE	
		SALES TAX	
		TOTAL CHARGES	
		SALES TAX	
		TOTAL DUE	
		PLEASE PAY THIS AMOUNT	

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218015

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THE RICKENBAUGH WAY - RESPECT
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www.rickenbaugh.com

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: JESSE NAVE-CORREIA

Table with columns: BLANK, 01, VOLVO V70ANXC, 2003, 85708/35713, 34108, 072301001, 17:00 22, 003, CASH, 27JAN2004, 15-33 217803, 05:16 2700203, BIK:22778 INR:30573 HGT:384413

ENCLOSING ADDITIONAL INSURANCE
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

SOFF DIAGNOSIS REQUIRES GEOFF CHAPPELL'S
63 CV 0.00 0.00 0.00

REPAIR ORDER NOTICE
Customer law provides for repossession of a car in favor of any person, bank, credit union or business which has possession of the car as security for a loan. If the car is not paid for within the time specified in the contract, the lender has the right to take possession of the car without notice and to sell it at a public sale. If you have a car loan, you should be aware of the provisions of the law which may result in the vehicle being sold pursuant to court order.

RECEIPTS OF WORKSHOPS
LABOR AMOUNT 0.00
PARTS AMOUNT 0.00
GAS, OIL, LIQ 0.00
SMILEY AMOUNT 0.00
NSPC CHARGES 0.00
TOTAL CHARGE 0.00
LESS PAID: 0.00
PAID TO: 0.00
PLEASE PAY THIS AMOUNT

CUSTOMER COPY

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574001  
 \*INVOICE\*  
 VOLVO  
 Cadillac COMPANY  
 777 Broadway \* Denver, Colorado 80203  
 (303) 673-7773

LAKWOOD, CO  
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 793 WALTER BARNES

DATE: 02/29/04 TIME: 16:00

BI/R 01 VOLVO 70AWXC YV:8Z58D1 [REDACTED] 46CD/4601 2025  
 EST. DATE PREP. DATE WASH EMP. FRAMES PAINT WAX PAYMENT TYPE: VISA, M/C, A/C

07ADG2001 16:00 20SEP01 CASH 20SEP2001  
 OPTIONS: STK:22776 DIR:38673 ENG:B5244T3

08:47 20SEP01 10:15 20SEP01  
 LINE OPERATOR TECH TYPE HOURS LIST NET TOTAL

RICKENBAUGH

PLEASE VISIT OUR WEBSITE AT:

<p><b>REPAIR ORDER NOTICE</b></p> <p>Colorado law provides for inspection of a lien in favor of any person who repairs or restores title on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or cause an action in to foreclose the lien which may result in the vehicle being sold pursuant to court order.</p>	<p><b>DISCLAIMER OF WARRANTY</b></p> <p>Any warranty on the product sold hereby are those made by the manufacturer. The dealer, Rickenbaugh Cadillac, does not warrant the condition of materials, other accessories or repairs, including any limited warranty of MERCHANTABILITY or FITNESS for a particular purpose, and Rickenbaugh Cadillac-Volvo makes no claim for or collection any other goods or services for it any liability in connection with the sale of this product.</p>	<p><b>LABOR AMOUNT</b> 0.00</p> <p><b>PARTS AMOUNT</b> 0.00</p> <p><b>OIL, OIL, LUBE</b> 0.00</p> <p><b>SUBLET AMOUNT</b> 0.00</p> <p><b>REC. CHARGES</b> 0.00</p> <p><b>TOTAL CHARGES</b> 0.00</p> <p><b>LESS INSURANCE</b> 0.00</p> <p><b>SALES TAX</b> 0.00</p> <p><b>PLEASE PAY THIS AMOUNT</b></p>
<p>*MISCELLANEOUS SHOP SUPPLIES - A 5% CHARGE OF LABOR UP TO A MAXIMUM OF \$20.00 IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPS, PREP, AERO-SPRAY, SHELLAC, SOLVENT, BARGE, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. A MODEST FEE IS ADDED TO PROPERTY EXPENSE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.</p>	<p>I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND PARTS. I AGREE TO SIGN YOUR EMPLOYER PERMISSION TO SIGNIFY THE VEHICLE WASH APPROVED ON SPECIAL INSURANCE OR BLENCHING FOR THE PURPOSE OF REPAIRING AND/OR INSPECTION.</p>	

CUSTOMER COPY

432280

17400

FICKENS AUGH *Cadillac* COMPANY

VOLVO

\*INVOICE\*

777 Broadway \* Denver, Colorado 80203  
(303) 573-7773

LAKWOOD, CO  
HOME: [REDACTED]

BLIS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 793 WALTER BARNES

PLATE	01	VOLVO V70BMC	V718250D11	4600/4601	02025
07ADG2001		16.00 20SEP01		CASH	20SEP2001
OPTIONS: STK:22776 DLR:38675 HMG:B524473					

LINE	DESCRIPTION	TYPE	QUANTITY	UNIT PRICE	AMOUNT	TAX	TOTAL
101	P RST NEW CAR OIL CHANGE- NO CHARGE TO CUSTOMER						
	3316786		0.40				(M/C)

1	V1278610	FILTER INSERT					(M/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

4600 PREPARED FIRST NEW CAR OIL CHANGE 0.4  
 B HAND WASH - \$9.95 VALUE - NO CHARGE TO CUSTOMER

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

*****							
38 COURTESY LOANER VEHICLE-\$39.95 NO CHARGE TO							
	53	CV	0.00			0.00	0.00

D RESET SERVICE REMINDER LIGHT-\$14.95 VALUE NO CHARGE TO CUSTOMER							
D2 RESET SERVICE REMINDER LIGHT-\$14.95 VALUE NO CHARGE TO CUSTOMER							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

4600 RESET SERVICE REMINDER LIGHT M/C/////

*****							
-------	--	--	--	--	--	--	--

<p><b>NEPAIR ORDER NOTICE</b></p> <p>Colorado law provides for imposition of a fine in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently discovered to be void, or is changed to an account which is not paid when due, the law gives the repair vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in to enforce the law which may result in the vehicle being sold pursuant to court order.</p>	<p><b>DISCLAIMER OF WARRANTIES</b></p> <p>All warranties on the products and parts are those made by the manufacturer. The Sales, Distribution, Customer-Service, Service, and parts departments of Fickens Augh Cadillac Company do not warrant any product or service, and therefore disclaim any liability for any damage or loss resulting from the use of any product or service.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		TURLEY AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	



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215094

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PAGE 1

LAKEWOOD, CO  
HOME: [REDACTED]

EOS: [REDACTED]

SERVICE ADVISOR: 3520 NINA GUSTAFSON

PLATE	01	VOLVO V70MTC	V70MTC02	33450/32451	T4030
072452001		WATT 170002		CASE	140612002
OPTIONS: 9PK:22776 HLR:36873 HMR:1534473					

13.11 270002	07.06 180002				
LINE ORDER	TRUCK	QUANTITY	UNIT	PRICE	TOTAL

POINT UP THE CUSTOMER STATUS, CHECK AND ADVISE.

80 CV 0.00 0.00 0.00

BLENDING BLEND BRAKES ALL OK

THE FLOOR MAT CLIPS ARE LOOSE ON THE PASSENGER SIDE FRONT MAT THE

84159 TRIM MOULDINGS, MISCELLANEOUS

2 V8641612 BRACKET (B/C)

UNDER CAR SET FAULTY REPLACE CLIP ALL OK

C CLEAN THE STEERING WHEEL, REPAIRS

80 CV 0.00 0.00 0.00

<p><b>WARRANTY NOTICE</b></p> <p>Volvo's new pre-purchase inspection is a 100% check of your vehicle with focus on personal property such as power windows, air, seats, interior, etc. This inspection is not a full-time check, but an overview of your vehicle's condition. It is intended to be a pre-purchase check for the buyer. It is not a substitute for a full-time inspection. The dealer is not responsible for any damage to the vehicle or any other property of the customer that occurs while the vehicle is being sold pursuant to this contract.</p>	<p><b>DISCLAIMER OF WARRANTY</b></p> <p>Any purchaser or lessee of a Volvo vehicle is advised that the Volvo vehicle is sold "AS IS" with no warranty, expressed or implied, by Volvo. Volvo's only obligation is to provide the Volvo vehicle as described in the Volvo contract. Volvo is not responsible for any damage to the vehicle or any other property of the customer that occurs while the vehicle is being sold pursuant to this contract.</p>	<table border="1"> <tr><td>LABOR CHARGE</td><td>0.00</td></tr> <tr><td>WHEEL ALIGNMENT</td><td>0.00</td></tr> <tr><td>GAS, OIL, FLUIDS</td><td>0.00</td></tr> <tr><td>WAX</td><td>0.00</td></tr> <tr><td>WASH</td><td>0.00</td></tr> <tr><td>TOTAL CHARGES</td><td>0.00</td></tr> <tr><td>LEASE INSURANCE</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>0.00</td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td></td></tr> </table>	LABOR CHARGE	0.00	WHEEL ALIGNMENT	0.00	GAS, OIL, FLUIDS	0.00	WAX	0.00	WASH	0.00	TOTAL CHARGES	0.00	LEASE INSURANCE	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	
LABOR CHARGE	0.00																			
WHEEL ALIGNMENT	0.00																			
GAS, OIL, FLUIDS	0.00																			
WAX	0.00																			
WASH	0.00																			
TOTAL CHARGES	0.00																			
LEASE INSURANCE	0.00																			
SALES TAX	0.00																			
PLEASE PAY THIS AMOUNT																				

CUSTOMER COPY

File in Volvo Folder

432280

215966

RICKENBAUGH • VOLVO  
THE RICKENBAUGH WAY - RESPECT  
780 Adams • Denver, Colorado 80203  
(303) 873-7773  
www.rickenbaugh.com

\*INVOICE\*

PAGE 1

LAKEWOOD, CO

HOME: [REDACTED] F08: [REDACTED]

SERVICE ADVISOR: 2498 DWIGHT D DAVIS

PLATE 01 VOLVO V70AMXC VIN#7580311 34698/34699 IT805

02A102001 17.00 30DEC02 CASH 00DEC2002

Options: STX:22776 DLR:38673 BRG:BS244T3

09:28 30DEC02 05:03 30DEC02  
LINE ORCODE TECH TYPE HOURS LIST NET TOTAL

02 RESIST SERVICE REMINDER LIGHT-\$14.95 VALUE NO

8 CV 0.00 0.00 0.00

\*\*\*\*\* BRAKES \*\*\*\*\*

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

34698 #8/INSPECTED ALL BRAKES AND LINES/NO FAULTS AT THIS TIME/BRAKES  
ARE FIRM AND STOP WELL

\*\*\*\*\* SUSPENSION \*\*\*\*\*

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

34698 #8/RE-ALIGNED:ADJUSTED TOR AND CENTERED STEERING WHEEL

LEASE ORDER NOTICE

Colorado law provides for repossession of a car in favor of any person who repairs or improves labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action to repossess the car which may result in the vehicle being sold pursuant to court order.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The dealer, Rickenbaugh Volvo, makes no warranty, express or implied, including any implied warranty of MERCHANTABILITY or FITNESS for a particular purpose, and Rickenbaugh Volvo makes no warranty, express or implied, on any parts or materials used in the repair of the vehicle. Rickenbaugh Volvo makes no warranty, express or implied, on any parts or materials used in the repair of the vehicle. Rickenbaugh Volvo makes no warranty, express or implied, on any parts or materials used in the repair of the vehicle.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
FLUSET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
TAX	0.00
SUBTOTAL	0.00
PLEASE PAY THIS AMOUNT	

REPAIR ORDER NOTICE - A 25% CHARGE OF LABOR UP TO \$100.00 IS INCLUDED FOR SERVICE ON YOUR VEHICLE. APPROXIMATE BATTERY TEST AND FLTS. BOLTS, WASHERS, LOCK WASHERS, SHOCKS, BALL JOINTS, NUTS, CARBURETOR CLEANER, TIGHTENING FLUIDS, ETC. A DISCOUNT FEE IS ADDED TO REPAIRS ABOVE THE DISPOSAL OF ENVIRONMENTAL WASTE PRODUCED BY YOUR VEHICLE AND REMOVED DURING SERVICE.

CUSTOMER COPY

**RECEIVED**  
MAR 22 2004

March 22, 2004

To: Jenny, Volvo Customer Care

From: [REDACTED]

Re: XC70 VIN:YV1SZ58D31 [REDACTED]

CUSTOMER RELATIONS

I left a message for you twice (and with two different people) last week and still no reply. This is not exactly what I'd call "service." It's not why one buys or leases a Volvo.

This car has been in the shop more or less constantly. It's got 65K and already the brake master system and transmission have been replaced or repaired; at this point the brakes still hiss when the pedal is let up after braking. The steering wheel locks will not work unless the wheel is in the top position. I've asked two dealers to look at this, during the warrantee period, and both assured me that a problem did not exist!

Now the car dies while you drive it. This happened once in Kansas City last week, and now so often that the car is not drivable. It's at Lakewood Imports in Golden, CO, phone number 303/233-8024. To get it to a dealer would require towing. The diagnosis is "bad throttle module" and the estimate is \$1000! How is this possible? The car is still new!

I currently lease two Volvos, the XC70 and a 60 that my daughters use at college. We've not had trouble with the latter, but, as you can see, plenty with the former, and I would like some relief with the repair bills.

Thank you,  
[REDACTED]

March 23, 2004

RECEIVED  
1 4 2 1 2004

To: Jenny, Volvo Customer Care  
From: [REDACTED]  
Re: XC70 VIN:YV1SZ58D31 [REDACTED]

CUSTOMER RELATIONS

Many many thanks for your kind phone call today. On your recommendation I have had the car towed to a dealership, Sill-Techer located in Doremfield, where I have had both scheduled service and warranty work performed in the past. By the way, I have made sure to do all scheduled services on this vehicle, and have the records to prove it. In addition, I have changed the oil between scheduled services on numerous occasions in various cities around the USA during long trips because I am not comfortable changing 7500 miles with the same oil. I am a little overdue for the 60,000 mile service because, as I told you in my last fax, I have been on the road a lot.

The service manager I am working with at Sill-Techer is Amy, and her phone number is 303.469.1801 x6501. These are the items that require repair: 1- stalling while driving (probably the throttle module); 2- brakes hissing loudly while letting up the pedal (probably the booster cylinder); 3- steering wheel lock (only lock at top position); 4- rear wiper blade (ordered and paid for during an earlier service at Sill-Techer but never installed). The car also needs the 60,000 mile scheduled service.

I want to make clear to you that I am not trying to get anything for nothing. I absolutely love this car -- so much so that I have purchased a 2002 S60 for my twin daughters who are juniors at Washington College. American highways have been taken over by big trucks and SUVs, and this is one of the few automobiles I feel safe in. It is quick and agile and very comfortable over long distances, and gets good gas mileage. I depend on it. I suppose that I should have purchased an extended warranty, but to be honest I did not think it was necessary. I take good care of my cars and, generally speaking, they take good care of me. This time we've got a few kinks. I hope we can work them out. Any assistance you can give me with the cost of these repairs is much appreciated. Thank you,

[REDACTED]

P.s - I have a dental appt. in the morning and will not be home. You are welcome to speak with my husband, Paul.

**RECEIVED**  
MAR 24 2004

**CUSTOMER RELATIONS**

[REDACTED]  
**FORT WORTH TX**  
[REDACTED]

March 15, 2004

Attn: Volvo Customer Care

*TOP of  
29 pages*

To Whom It May Concern:

My name is [REDACTED] and I am contacting you today after speaking to a representative at Volvo by telephone on Friday, March 12, 2004.

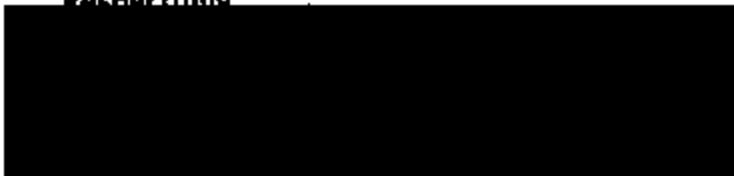
I purchased a new Volvo C-70 Convertible in August of 1999. We love the car and want to keep it for more than a few more years. I am faxing the service record history for the car. As you can see it has been to 3 Volvo dealers for all oil changes, 30,000 mile service and brake jobs. It has never missed an oil change at 3,000 mile intervals. We have had a rather disappointing track record with repairs. You can see we have had a few of the same parts replaced more than once. (For example, the steering wheel and the convertible top electrical components that make the top go up and down.) Recently, at Powell Volvo, the car slipped out of warranty by months, yet was under on miles, and we paid for the ABS brake module, the EGI module and the overflow washer bottle. These charges were approximately \$1,900.

I have faithfully maintained the car and support the Volvo service departments. Currently both sun visor vanity lamps had to have the bulbs removed because the lights stay on all the time and wear down the battery. One of the visors was replaced once already. The center cup holder broke under the warranty and I was told it was not covered under the warranty so I paid to replace it. The replacement part is made differently and not as flimsy as the original part. The front leather seats cracked and wore so badly that I paid to re-dye them, and one year later they continued to deteriorate and I had new leather installed.

At any rate, we still like the car and paid approximately \$48,000 thinking we could easily keep it for a long period of time. We average only about 12,000 to 13,000 miles per year!

After reviewing this file, I would hope you would consider a Goodwill Extended Warranty. I look forward to hearing from you.

Respectfully

A large black rectangular redaction box covering the signature area.

*Telephone*

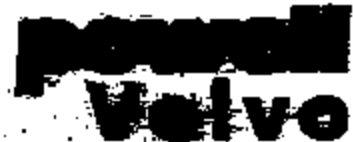
A black rectangular redaction box covering the phone number.

*Christophe 2*

XJ001898

41195

\*INVOICE\*



0600 E. McDowell Rd.  
Scottsdale, AZ 85257-3132  
(480) 841-2400 • Fax (480) 948-6630  
www.pchvalvo.com

PAGE 2

TRIME: [REDACTED]  
RCOE: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 18 FOREST HALL

WHITE 95 VOLVO C70A YF1MC56DK 37409/37409 T5934

18AUG1999 15:30 080 002 0.00 CASH 11DEC2002

OPTIONS: DLR:5355 HW3:85254T TRF:AW42 1)R.C.1616  
2)REMOTE PIN 4168 3)LOCK PIN 6312 4)COLOR CODE  
18900 5)VIN CODE 196600

78:48 04DEC02 14:47 11DEC02 LIST NET TOTAL

LINE DPCODE TECH TYPE HOURS

PART#: 8518843

CLAIM TYPE: 01

\*\*\*\*\*

WASH COURTESY WASH AND VACUUM VEHICLE, \$10.95

38 C 0.00 0.00 0.00

\$45.00 PER DAY

CHARGE TO CLIENT, VALUE \$45.00 PER DAY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

37409

\*\* CUSTOMER CALLED IN AND STATED THE MATERIAL AROUND THE BACK WINDOW  
IS NOT WORKING. CONDENS LOCKS FROM THE INSIDE. CHECK AND REPAIR THE  
CAUSE: 20

STRAIGHT TIME REPAIR AS PER GREG O. AND

18 W94 3.20

(M/C)

ABC Certified Technicians  
GM Certified Available  
Service Service Available

Free Coffee & Donuts  
Available in  
Customer Lounge

SERVICE HOURS  
MONDAY THRU FRIDAY  
7:00 AM - 8:00 PM  
SATURDAY  
8:00 AM - 7:00 PM

SALES HOURS  
MONDAY THRU FRIDAY  
8:00 AM - 7:00 PM  
SATURDAY  
8:00 AM - 8:00 PM  
CLOSED SUNDAY

STATEMENT OF DISCLAIMER  
The liability for the quality of the work performed is the responsibility of the customer. The dealer hereby expressly disclaims all warranties, either written or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor warrants any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MECH. CHARGES	
TOTAL CHARGES	
LESS PAYMENT	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

KJUC1898



6500 E. McDowell Rd.
Scottsdale, AZ 85257-3122
(480) 841-2400 • Fax (480) 948-8890
www.pacvolvo.com

TEMPE, AZ
HOME:

PAGE 1

SERVICE ADVISOR: 18 FOREST HALL

Table with columns: WHITE, 59, VOLVO C70A, YVINCS6D8X, 37409/37409, T5934. Includes VIN, date, time, and cost information.

18AUG1999 16:30 06DEC02 0.00 CASH 11DEC2002
OPTIONS: 1)R.C.1816 2)REMOTE PIN 4168 3)LOCK PIN 6312 4)COLOR CODE
18900 SUPP CODE 196600
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

199V REPAIR THE REAR LATCH DOES
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

37409 CHECK REAR PIN WONT GO INTO LATCH AT TIMES ADJUST REAR LATCH

REPORT
35112-2 BULB TAIL LAMP REPLACE (C)
4 965829 5 BULB (N/C)
38 W94 0.10 (N/C)
PART#: 965829
CLAIM TYPE: 01

CAUSE: 23

REPLACE (B)
1 8618843 0 SEALING STRIP (N/C)

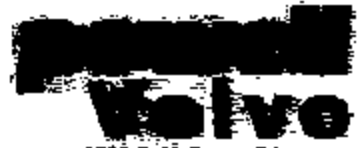
Table with columns: SERVICE HOURS, STATEMENT OF DISCLAIMER, LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, BULLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY



KJ001898

40060



\*INVOICE\*

8500 E. McDowell Rd.  
Scottsdale, AZ 85267-3132  
(480) 841-2400 Fax (480) 848-8830  
www.powervalve.com

PAGE 2

TERMS: AZ

HOME:

MOB:

SERVICE ADVISOR: 18 FOREST HILL

DATE: 02/18/04 TIME: 11:48 AM

WHITE 99 VOLVO C70A YV1MC56D8XG 37055/37060 TB467

18NOV1999 16:30 08NOV02 0.00 CASH 11NOV2002  
OPTIONS: DLE:5355 ENG:B5254T TRN:AM42 1)R.C.1618  
2)REMOTE PIN 4168 3)LOCK PIN 6312 4)COLOR CODE  
07:18 08NOV02 16:23 11NOV02 18900 5)UPH CODE 196600

LINE OPCODE TECH TYPE HOURS LIGHT NET TOTAL

4V OK AT THIS TIME

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

37060 CHECK BRAKE LIGHT ON BRAKE LIGHT NOT ON AT THIS TIME CHECK AND

WASH COURTESY WASH AND VACUUM VEHICLE, \$10.95

38 C 0.00

0.00 0.00

YOUR BUSINESS. WE ALSO HOPE THAT WE PROVIDED

IF NOT PLEASE LET US KNOW IMMEDIATELY.

Parts & Service 480-941-2400

ASE Certified Technicians Gift Certificates Available Wash Service Available  Free Coffee & Donuts Available in Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 6:00 PM SATURDAY 8:00 AM - 1:00 PM	<b>STATEMENT OF DISCLAIMER</b> The battery warranty constitutes all of the warranty with respect to the use of the battery. We shall hereby expressly disclaim all warranty of the battery or its use, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor warrants any other person is associated with the sale of the battery.	<b>LABOR AMOUNT</b> 12.83	
	<b>SALES HOURS</b> MONDAY THRU FRIDAY 9:00 AM - 7:00 PM SATURDAY 8:00 AM - 6:00 PM CLOSED SUNDAY		<b>SALES TAX</b> 1.11	
			<b>TOTAL CHARGE</b> 28.88	
			<b>LESS INSURANCE</b> 0.00	
			<b>PLEASE PAY THIS AMOUNT</b>	

CUSTOMER COPY

XJ001898

40060

\*INVOICE\*



8800 S. McDowell Rd.  
Scottsdale, AZ 85267-3182  
(480) 941-2400 - Fax (480) 948-8830  
www.powersvolvo.com

PAGE 1

SERVICE ADVISOR: 18 FORREST HALL

WHITE J9 VOLVO L70A FINANCE DAY 37053/37060 TR467

18NOV1992 16:30 08NOV02 0.00 CASH 11NOV2002

OPTIONS: DEL:5355 ENG:H52947 TRM:AW42 1)R.C.1616  
2)REMOTE KEY #168 3)LOCK PIN 6312 4)COLOR CODE  
07.18 08NOV02 16:31 11NOV02 18900 5)UNE CODE 196600

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

SPECV OIL CHANGE SPECIAL

1 OIL CONTROL OIL 8.95 8.95 8.95

MISC HAZARDOUS WASTE DISPOSAL

PARTS: 14.45 LABOR: 12.83 OTHER: 1.60 TOTAL LINE A: 28.88

37060 COMPLETED 37.5K SERVICE TOP UP FLUID LEVELS SET TIRES TO 34 PSI,  
NO ROTATE. FIRST UP FRONT WHEELS FROM 30 PSI FRONT WHEELS 30 PSI

\*\*\*\*\*

CASH: 10

3 TIMES, CALIBRATE TOP AND CLEAR CODES

1 8628948 5 POTENTIOMETER (N/C)

1 8628948 5 POTENTIOMETER (N/C)

1 8628949 3 POTENTIOMETER (N/C)

PARTS: 8628948

CLAIM TYPE: 01

\*\*\*\*\*

TOP POS. SERVICE OUT OF SPECS REPLACE SENSOR AND CALIBRATE, NEW SENSOR

REPLACE SENSOR AND CALIBRATE TOP NEW SENSOR WORKING CODES FOR NEW BAD

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CUSTOMER COPY



3000 White Settlement Road  
Fort Worth, Texas 76107

Invoice #	50142	Customer Name	STEPHENS	Address	397	City	76107	Phone	817-347-7977	Color	WHITE PANT	MPG	24
Model		Year	2002	Make		Model	LT A CV	Color		MPG		24	24
Color		Year	2002	Make		Model	C 5 6 D 8 X 3	Color		MPG		24	24
Color		Year	2002	Make		Model		Color		MPG		24	24
Color		Year	2002	Make		Model		Color		MPG		24	24

AUTOBANH STRIVES TO PROVIDE "EXCELLENT SERVICE"  
 IF THE SERVICE YOU HAVE RECEIVED IS UNSATISFACTORY,  
 CONTACT OUR CUSTOMER RELATIONS DEPARTMENT AT  
 1-800-4-AUTOBANH.

CUSTOMER STATEMENT



**autobahn**  
 3000 WHITE SETTLEMENT  
 FORT WORTH, TX 76107  
 817-234-0885 1-800-433-6603  
 www.autobahnmotors.com

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3000 White Settlement Road  
 Fort Worth, Texas 76107

REGISTRATION NO: 50112	REGISTRATION DATE: 08/18/84	REGISTRATION TYPE: 02	REGISTRATION FEE: 34797
OWNER: STEPHENS 501		ADDRESS: 3000 WHITE SETTLEMENT ROAD	
CITY: FT WORTH, TX		STATE: TX	
VIN: 1G307810400010000		MODEL: PONTIAC LT A CV	
MAKE: PONTIAC		YEAR: 1984	
COLOR: BROWN		WEIGHT: 3000	
VEHICLE IDENTIFICATION NUMBER (VIN): 1G307810400010000			

REGISTRATION FEE  
 TRANSFERRING FROM  
 PREVIOUS REGISTRATION



POINT WEST VOLVO 2200 Carl Road IRVING, TEXAS 75062 (872) 438-8596



DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER (972) 579-7561 (972) 579-0571 AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER OF WARRANTIES - 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 The Seller neither assumes nor disclaims any other portion is operative for it only liability in connection with the sale of said products. STAMP-LINE - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, pins, pins, cotter, cotter, nuts, caps, cotter, cotter, nuts, cotter, cotter, nuts, cotter, cotter, nuts, cotter, cotter, etc. up to a maximum of \$15.00.

Customer information form with fields for name, address, phone, VIN, and dates. Includes a signature line for the customer.

NO: 32591

TOTAL:

TOTAL LABOR.... 37.50
TOTAL PARTS.... 11.51
TOTAL SUPPLY... 0.00
TOTAL O.O.G.... 0.00
TOTAL MISC CHG. 3.75
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.43
TOTAL INVOICE \$ 56.22

IF YOU RATE OUR SERVICE LESS THAN 'EXCELLENT' PLEASE LET ME KNOW HOW TO BETTER YOUR EXPERIENCE FOR THE FUTURE!!!!!!

EXCELLENT VERY GOOD FAIR POOR

WILLIAM MARTIN, SERVICE MANAGER DRIVE SAFELY

VOLVO FOR LIFE

CUSTOMER SIGNATURE



2257 VOLVO 2200 Carl Road  
IRVING, TEXAS 75062

(972) 438-8586

DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER

(972) 579-7561

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER



DISCLAIMER OF WARRANTY: Any work done on the products and parts...  
WARRANTY: A Volvo dealer providing a 10% of the labor charge...  
The Volvo limited warranty will not apply to any parts or labor for a period of 12 months or 100,000 miles, whichever comes first up to a maximum of \$14,000.

DATE OF SERVICE	759	DATE OF SALE	9/9/01	SALES REP	87/02/02	VEHICLE NO.	2001-9984
LABOR CHARGE	75.00	SALES TAX	22554	SALES	87/02/02	VEHICLE REG.	11/7/02
SALES TAX	22554	SALES	87/02/02	SALES	87/02/02	SALES	87/02/02
SALES	87/02/02	SALES	87/02/02	SALES	87/02/02	SALES	87/02/02

LABOR & PARTS NO. 2257

JOB # 1 87/02  
 WORK/DESCRIPTION: WORK: TECH(S): 174  
 CUSTOMER CHECK ENGINE LIGHT ON  
 FRONT WASH BRUSH DOWN AND WAX SET FOR TANK SYSTEM (2.0L)  
 PERFORMED PAINT  
 PERFORMED TUNE SYSTEM CHECK TEST AND SYSTEM WASHED GAS CAP  
 WAX TIGHT CLEANED TIRE AND PERFORMED SECOND WAX SYS. WASHED

PARTS	QTY	PR	NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 13/02  
 WORK/DESCRIPTION: WORK: 0.50 TECH(S): 174  
 CUSTOMER REQUEST TO DRAIN TRANS FLUID AND FRESH OIL  
 FLUID ADDRESS OK. CUSTOMER REQUESTED SERVICE  
 DRAIN TRANS FLUID AND REFILLED

PARTS	QTY	PR	NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS	15.54
				JOB # 2 TOTAL LABOR & PARTS	51.54

MISC	CODE	DESCRIPTION	AMOUNT	CRITICAL NO
		85 ENVIRONMENTAL FEE	1.75	
		TOTAL - MISC	1.75	

ESTIMATE  
 CUSTOMER REQUEST ADDITIONAL WORK/DESCRIPTION  
 ORIGINAL ESTIMATE OF \$10.00 (1/02)

SALES TAX  
 SALES TAX

# 37,500 MILE SERVICE

S/V/C70 1999 & 2000 MODELS

- REPLACE ENGINE OIL AND FILTER
- RESET SERVICE INDICATOR LIGHT
- CHECK AND ADJUST ENGINE COOLANT
- CHECK BATTERY ( CHARGE, FLUID LEVEL, AND MOUNTING )
- CHECK AND ADJUST WINDSHIELD WASHER FLUID
- CHECK BRAKE PADS  
FRONT 8-9 REAR 7-8 (VOLVO MIN. SPEC - 3MM)
- CHECK TIRES ( PRESSURE, WEAR AND CONDITION )  
34 PSI

If you would rate our service less than "excellent" please let us know to better your experience for the future.  
William Martin, Service Manager.

**VOLVO**  
for life



2000 Volvo Car Road  
IRVING, TEXAS 76062  
(972) 498-6586



DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER

(972) 579-7561

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER OF WARRANTY - Any... SUPPLIER - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: belts, bolts, washers, caps, pins, Paraguay, struts, sockets, tags, calipers, clamps, tools, solder, battery cleaner, etc. up to a maximum of \$75.00.

Table with columns for VIN (YV1MC56D8X3), Date (8/13/02), and other vehicle details.

MD: 31532

JOB 1 85002 MISC. ENGINE HOURS: TECH(S):174  
CUST STATES THAT ENGINE STOPPED WHEN STARTING WARM OR COLD ENGINE WILL CRANK EXCESSIVELY AND NEVER START UNTIL REMOVE KEY AND PRESS GAS PEDAL, PUMPING REPEATEDLY  
PARTS TRACKED AND FOUND THAT AIRFLOW KING HAD INTERNAL VALVE  
RAT SPRINGER COILS COVERS AND REPLACED-AIRFLOW KING

Table with columns: QTY, PT-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes JOB # 1 TOTAL LABOR & PARTS 0.00

JOB 2 1270211 HEATS & SWITCHES HOURS: TECH(S):74  
CUST STATES THAT RT DOOR WHEN VEHICLE LOCKS, W/LA STILL BE UNLOCKED (APPEARS LOCKED)  
PARTS TRACKED AND FOUND THAT LOCK ASSEMBLY WAS NOT LOCKING DOOR  
REQUIRED RT DOOR PANEL AND WINDOW CASSETTE TO REPLACE DOOR LOCK ASSEMBLY. COMPLETED

Table with columns: QTY, PT-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes JOB # 2 TOTAL LABOR & PARTS 0.00

JOB 3 12702 ELECTRICAL SYSTEM HOURS: TECH(S):74  
CUST STATES THAT L/F VIBR LIGHT IS NOT WORKING  
PARTS TRACKED AND FOUND THAT WIRING THAT RUN FROM POINT WEST ENGINE  
REQUIRED NEW SUPERVISOR ASST INSTRUMENTS

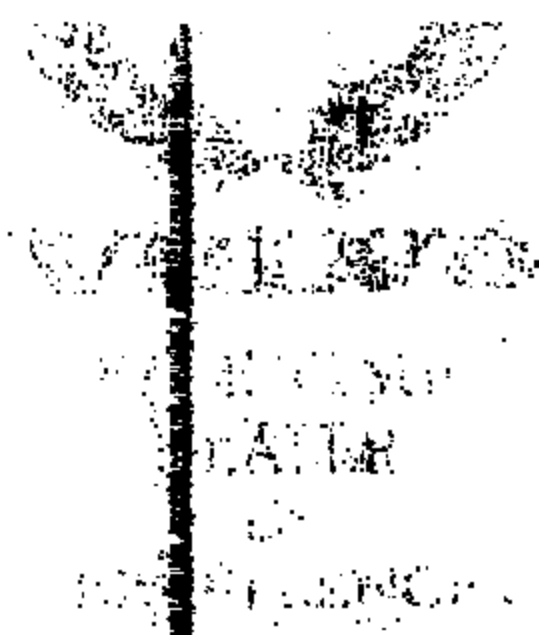
Table with columns: QTY, PT-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes JOB # 3 TOTAL LABOR & PARTS 0.00

JOB 4 810026 LW HOURS: TECH(S):174  
CHANGE OIL AND FILTER, CHECK ALL FLUIDS (DID 30 IN AIRBORNE)  
COMPLETED OIL AND FILTER CHANGE AND CHECKED ALL FLUIDS

Table with columns: QTY, PT-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes JOB # 4 TOTAL LABOR & PARTS 38.27

JOB 5 17002 BOLT & INTERIOR HOURS: TECH(S):174





CONFIDENTIAL



VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYING NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

customer's name printed on receipt, including any limited warranty or responsibility, or should be a separate document. Such notice must be obtained by other means in addition to the ability of customer with the sale of the new year.

GRAND TOTAL	
SALES TAX	
LESS INSURANCE	
TOTAL CHARGE	
AMOUNT PAID	
AMOUNT DUE	
PLEASE PAY THIS AMOUNT	

NUMBER OF SALES TAXES TO BE PAID ON ABOVE SALES TAXES

CUSTOMER SIGNATURE

CUSTOMER COPY



POINT WEST VOLVO 2200 Carl Road  
 IRVING, TEXAS 75062  
 (972) 438-6586  
 DIRECT SERVICE PHONES



AUTHORIZED VOLVO CARS RETAILER

(972) 579-7561

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER OF WARRANTIES - Any warranty on the products sold hereby is provided by the manufacturer. The dealer hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. The dealer neither warrants nor endorses any other products or services sold or advertised hereon and shall not be held responsible therefor.

DATE	285	PRICE	9339	DATE	06/13/02	SALES TAX	W06120127
MODEL		MSRP	31578	MAKE	SAFARI	MODEL	
YEAR	99	CLASS	C/S - SAFARI/2D	SALES TAX	06/13/02	SALES TAX	
VIN	C56R02J	SALES TAX		SALES TAX	4287	SALES TAX	
SALES TAX		SALES TAX		SALES TAX	06/13/02	SALES TAX	

NO: 31532

TOTAL LABOR	17.00
TOTAL PARTS	27.27
TOTAL SALES TAX	0.00
TOTAL G.O.S.	0.50
TOTAL MISC CHG	1.00
TOTAL MISC DISC	0.00
TOTAL TAX	2.25
<b>TOTAL INVOICE \$</b>	<b>61.72</b>

IF YOU RATE OUR SERVICE LESS THAN "EXCELLENT" PLEASE TRY AND SHOW HOW TO BETTER YOUR EXPERIENCE FOR THE FUTURE!!!!

EXCELLENT VERY GOOD FAIR POOR

MILAN MANTIN SERVICE POOR  
 VOLVO FOR LIFE DRIVE HAPPY

CUSTOMER SIGNATURE

XJ001898

28577

\*INVOICE\*

POWELL VOLVO  
6500 E. MCDOWELL RD  
SCOTTSDALE AZ 85257

PAGE 4

TEMP: [REDACTED]  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 5 JEFF KIST

DATE:	99 VOLVO C70A	VVIN: CV5609X	28554/28546	72066
18AUG1999	16:30 05MAR02	0.00	0.00	0.00
DLR: 8355				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	118943	1	BRAKE FLOTH		7.25	7.25	7.25
1	118943	2	WW SOLVENT		3.32	3.32	3.32
1	918626	3	FILTER INSERT		26.32	26.32	26.32
1	917129	8	PARTICULATE PI		22.68	22.68	22.68
PARTS: 175.51 LABOR: 315.40 OTHER: 0.00					TOTAL LINE H:	490.91	

28546 PERFORM 30,000 MILE SERVICE. FRONT BRAKE PADS APPROX. 15%. REAR BRAKE PADS APPROX. 15%.

\*\*\*\*\*

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
599V REPLACE FRT PADS							
1	948559	9	BRAKE PAD KIT		64.72	64.72	64.72
PARTS: 68.67 LABOR: 83.00 OTHER: 0.00					TOTAL LINE I:	151.67	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
28546 REPLACE FRONT BRAKE PADS.							
J** REPLACE SERP BELT HAS CRACKS							
1	145	CDEF		1.00		83.00	83.00
PARTS: 74.22 LABOR: 83.00 OTHER: 0.00					TOTAL LINE J:	157.22	

28546 REPLACE CRACKING ENGINE ACCESSORY DRIVE SERPENTINE BELT.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE KNOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE

STATEMENT OF DISCLAIMER  
The factory warranty covering all of the warranties with respect to the sale of this vehicle. The

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	



XJ001898

28577

\*INVOICE\*

SCHELL VOLVO  
6500 E. McDOWELL RD  
SCOTTSDALE AZ 85257

PAGE 3

SERVICE ADVISOR: 5 JEFF KIST

TERMS: [REDACTED]  
HOME: [REDACTED]

DOB: [REDACTED]

DATE	TIME	DESCRIPTION	AMOUNT	PAYMENT	DATE
12/23/03	16:30	28554	0.00	CASH	06MAR2002

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
14E	W34			0.20			

FC: 105H

COUNT:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

28554 PERFORM VEHICLE DIAGNOSTIC SYSTEM FAULT CODE CHECK. FAULT CODE  
SENSE & OPERATION; WITHIN SPECIFICATION. MONITOR MAF S AIR FLOW SENSOR  
OPERATION. PERFORM ECM AD ACTIVE VALVE RESET. PERFORM ECM SOFTWARE  
D VEHICLE. ENGINE STARTING AND PERFORMANCE O.K.

G INSIDE DETAIL COMPLETE

99 CODE 0.00 0.00 0.00

SUBL BEST PROTECTION PO# 13372 INV# 10203

PARTS: 129.00 LABOR: 0.00 OTHER: 70.00 TOTAL LINE G: 199.00

30V 30,000 MILE SERVICE

1 1275810 8 FILTER INSERT	8.10	8.10	8.10
1 60/OIL 6.0/CASTROL	12.95	12.95	12.95
1 9424699 6 ANTI-FREEZE	15.95	15.95	15.95

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 113 YEAR FROM THE DATE OF PAYMENT/NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF WORKS  
The dealer hereby certifies that the information contained herein is accurate unless otherwise shown. The dealer hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. The dealer further certifies that it will not accept any other person or entity for any liability in connection with the sale of this equipment.

DESCRIPTION	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
REGISTRATION	
TOTAL CHARGES	
LESS PAYMENT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THROUGH DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (NAME)

CUSTOMER SIGNATURE

CUSTOMER COPY

XJ7001898

28577

\*INVOICE\*

POWELL VOLVO  
6500 E. MCDOWELL RD  
SCOTTSDALE AZ 85257

TEMP: AZ  
HOME: [REDACTED]

PAGE 2

SERVICE ADVISOR: G JEFF KIST

YEAR	MAKE	MODEL	VIN	PLANT	SALES INVOICE	TAX
99	VOLVO	C700	YVINC567M	[REDACTED]	28554/28546	22064
DLL DATE	TRD DATE	WARR EXP	PROPOSED	FOR	DATE	PAID
18/AUG/1999			16:30 05MAR02		0.00	CASH
P.O. ORDER		READY	OPTIONS: DLR:5355			

LINE	QTY	DESCRIPTION	UNIT	PRICE	AMOUNT	LIST	NET	TOTAL
PARTS	0.00	LABOR	0.00	0.00	0.00	TOTAL LINE D:		0.00

28554 PERFORM OIL SERVICE.  
 E CUST STATES OUTSIDE TEMP READS 20 DEGREES HIGHER THEN NORMAL  
 38414-2 AMBIENT TEMPERATURE SENSOR REPLACE (C)  
 1 9125603 2 ECT SENSOR (N/C)  
 145 W94 0.30 (N/C)

ECV-10584573W  
 PART#: 9125603  
 QTY: 2  
 CLAIM TYPE: 01

\*\*\*\*\*  
 PARTS: 28554 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL: 0.00

28554 AMBIENT TEMPERATURE SENSOR REPLACED AT THE ASSET OF THE CUSTOMER  
 CAUSING ABNORMAL TEMPERATURE READ INGS. REPLACE AMBIENT TEMPERATURE  
 SENSOR. TEMP READS 20 DEGREES HIGHER THEN NORMAL.

\*\*\*\*\*  
 SOMETIMES MUST WAIT SEVERAL MINUTES BEFORE RESTARTING

23861-2 MASS AIR FLOW (MAF) SENSOR REPLAC (B)  
 1 8670263 6 MASS AIR FLOW (N/C)  
 145 W94 0.30 (N/C)

DIAGNOSTIC TROUBLE CODE (B)

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

STATEMENT OF DISCLAIMER  
 The factory warranty covers only the parts and labor specified in the warranty booklet. The dealer is not responsible for any damage to the vehicle or its contents caused by fire, theft, flood, or other causes. The dealer is not responsible for any damage to the vehicle or its contents caused by misuse, neglect, or accident. The dealer is not responsible for any damage to the vehicle or its contents caused by any other cause not covered by the warranty.

LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
TOTAL AMOUNT	
LESS CASH PAID	
AMOUNT DUE	
SALES TAX	
TOTAL DUE	
LESS INSURANCE	
NET AMOUNT DUE	

(SIGNATURE) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

XJ001898

53993



8900 E. McDowell Rd.
Scottsdale, AZ 85257-3132
(480) 841-2400 - Fax (480) 848-8620
www.powellvolvo.com

TRMPE, AZ
HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 18 FOREST HALL

Table with columns: COLOR, YEAR, MAKE, MODEL, VIN, LICENSE, PLATE, DATE, FROM DATE, TO DATE, TIME, RATE, AMOUNT, CASH, DATE. Includes vehicle details for a 99 Volvo C70A and service dates from 18AUG1999 to 03OCT2003.

Table with columns: LINE, ORCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line 171: TOP SENSOR, 120 COMPL. TOP FOUND TOP SENSOR AND REAR COVER PLATE SENSOR HAS INTERNAL FAILURE REPLACE TOP SENSOR AND COVER PLATE SENSOR. Line 38: COUNTRY WASH AND VACUUM VEHICLE, \$10.95.

Table with columns: LINE, ORCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line 44823: NEEDS LEFT SUNVISOR CUSTOMER DECLINED. Line E: CUSTOMER STATES THE RIGHT SUN VISCOR LIGHT STAYS ON, CHECK AND REPORT. Line 38: C 0.00.

Table with columns: LINE, ORCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line 44825: ABS LIGHT COMES CHECK CODE AND CODE FOR WHEEL SENSOR NEEDS. PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00.

Service Hours: MONDAY THRU FRIDAY 7:00 AM - 6:00 PM, SATURDAY 8:00 AM - 1:00 PM. Sales Hours: MONDAY THRU FRIDAY 8:00 AM - 7:00 PM, SATURDAY 8:00 AM - 5:00 PM, CLOSED SUNDAY. Includes a Statement of Disclaimer and a checklist for labor amount, part amount, tax, etc.

CUSTOMER COPY

LJ001898

5 3 9 9 3

\*INVOICE\*



8600 E. McDowell Rd.
Scottsdale, AZ 85257-3123
(480) 941-2400 - Fax (480) 945-5880
www.powellvolvo.com

TEMPE, AZ

PAGE 3

HOME:

BUS:

SERVICE ADVISOR: 18 FOREST HALL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, RELEASE IN / OUT, TAG. Row 1: WHITE, 99, VOLVO C70A, YV1NC56DXX, 44823/44825, T1390

18AUG1999 16:30 19SEP03 0.00 CASH 03OCT2003
OPTIONS: DLR:5285 ENG:85254T TEN:AW42 1)R.C.1616
2)REMOTE PIN 4168 3)LOCK PIN 6312 4)COLOR CODE

13.22 19SEP03 15.35 02OCT03 18900 5)UPH CODE 196600

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 38 C 1.00 87.00 87.00. Row 2: 1 1161325 4 SILICON GREASE 12.97 12.97 12.97

WE AT POWELL VOLVO WANT TO THANK YOU FOR YOUR BUSINESS. WE ALSO HOPE THAT YOU RECEIVED A "PERFECT 10" ON YOUR SERVICE VISIT TODAY.

Mon. thru Fri. 7am to 6pm Sat. 8am to 1pm

ASE Certified Technicians
DMV Certificates Available
Shuttle Service Available
Free Coffee & Donuts Available in Customer Lounge

Table with columns: SERVICE HOURS, SALES HOURS. Rows: MONDAY THRU FRIDAY 7:00 AM - 8:00 PM, SATURDAY 8:00 AM - 1:00 PM, MONDAY THRU FRIDAY 8:00 AM - 7:00 PM, SATURDAY 8:00 AM - 8:00 PM, CLOSED SUNDAY

STATEMENT OF DISCLAIMER
The factory warranty...
CUSTOMER SIGNATURE

Table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS OIL LUBE, SUBLET AMOUNT, SALES CHARGES, TOTAL CHARGES, PLEASE PAY THIS AMOUNT. Totals: 87.24, 0.00, 0.00, 0.00, 168.24, 6.26, 174.50

CUSTOMER COPY

KJ001898

53393

W/INVOICES



8500 E. McDowell Rd.  
Scottsdale, AZ 85257-3152  
(480) 841-3400 • Fax (480) 848-5830  
www.povolvocorp.com

TEMP: AZ  
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 18 FOREST HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	YAG	
WHITE	99	VOLVO C70A	YVINC5608X	[REDACTED]	44823/44825	E1390	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	FOUND	RATE	PAYMENT	CH. DATE
18AUG1999			15:30 19SEP03		0.00	CASH	03OCT2003
I.D. OPENED READY OPTIONS DLR:5355 ENG:B9254T TRN:AM42 1)R.C.1816 2)REMOTE PIN 4168 3)LOCK PIN 6312 4)COLOR CODE 13:22 19SEP03 17:35 03OCT03 18200 5)UPH CODE 196600							
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PROVIDED CLIENT WITH VOLVO LOANER AT NO CHARGE TO CLIENT, VALUE \$45.00 PER DAY  
 CHARGE TO CLIENT, VALUE \$45.00 PER DAY  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 44823

B CUSTOMER STATES THE CONVERTIBLE TOP STOPS MID WAY W/IN CLOSING OR  
 CAUSE: 10  
 REPLACE (2)  
 1 8628949 3 POTENTIOMETER (N/C)  
 1 8628950 1 POTENTIOMETER (N/C)  
 38 W94 0.00 (N/C)  
 COMPONENT(S) HAS EXPIRED. GOODWILL  
 BASIS IN THE INTEREST OF

FC: 1050  
 COENT:  
 AUTH CODE:  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

44825 CHECK CODES FOR CONV. TOP CODES 320 TENSION BOW, 316 REAR LATCH

ASE Certified Technicians GRI Certification Available Shuttle Service Available Free Coffee & Donuts Available in Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 5:00 PM SATURDAY 8:00 AM - 1:00 PM  <b>SALES HOURS</b> MONDAY THRU FRIDAY 8:00 AM - 7:00 PM SATURDAY 8:00 AM - 6:00 PM CLOSED SUNDAY	<b>STATEMENT OF DISCLAIMER</b> The factory expressly warrants all of the materials with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this equipment. CUSTOMER SIGNATURE	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE BLESET AMOUNT LIME CHARGES TOTAL CHARGE SALES TAX PLEASE PAY THIS AMOUNT
--	---	---	--

CUSTOMER COPY





2200 Carl Road IRVING, TEXAS 75062

(972) 438-6686

DIRECT SERVICE PHONES



AUTHORIZED VOLVO CARS RETAILER

(972) 579-7561

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are...
WARRANTY - A three year warranty, or 100,000 miles, whichever comes first, is included for supplies...

Table with columns for VIN, Date, Dealer, and other vehicle information.

Main service order form containing labor & parts, estimates, and totals. Includes a large Volvo logo watermark.



VOLVO 2200 Carl Road IRVING, TEXAS 75062

(972) 438-8588

DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER

(972) 579-7561

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER



DISCLAIMER OF WARRANTIES - Any warranties on the products and services are those of the manufacturer... SUPPLIES - A labor charge equivalent to 20% of the labor charge is included for supplies used on your vehicle.

Table with columns for VIN, DATE, TIME, and other vehicle identification details.

Main invoice table with columns: JOB #, PARTS, DESCRIPTION, QUANTITY, UNIT PRICE, TOTAL PRICE, WARRANTY.

TOTALS section showing sub-totals for LABOR, PARTS, S.B.C., and TAX.

IF YOU RATE OUR SERVICE LESS THAN "EXCELLENT" PLEASE LET US KNOW HOW TO IMPROVE YOUR EXPERIENCE FOR THE FUTURE!!!!!!

EXCELLENCE WORTH YOUR MONEY... VOLVO FOR LIFE... WILLIAM MARTIN SERVICE MANAGER... BELIVE SALES

CUSTOMER SIGNATURE... CUSTOMER COPY... [ END OF INVOICE ]... 04:28pm



VOLVO 2200 Carl Road IRVING, TEXAS 75062 (972) 438-6586



DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER (972) 579-7581 (972) 579-0571 AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER: This invoice is a statement of work performed by the Volvo Cars North America, Inc. and is not intended to be a contract. It is subject to the terms and conditions of the Volvo Cars North America, Inc. Standard Warranty and Service Contract. The Volvo Cars North America, Inc. Standard Warranty and Service Contract are available at the Volvo Cars North America, Inc. website.

Customer Name	John Bardin	Phone	972-411-1111
Address	7900 [REDACTED]	City	WALTER
State	TX	Zip	75114
Vehicle	95 VOLVO C70 5DR 1.9L 2.0	Year	1995
Color	YV11256023	Color	5207
Model		Color	5762/41

W: 11062

WORKS	TOTAL LABOR	0.00
	TOTAL PARTS	0.00
	TOTAL SUBJECT	0.00
	TOTAL G.S.T.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DIOC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

IF YOU HAVE OUR SERVICE LESS THAN "EXCELLENT" PLEASE LET US KNOW HOW TO BETTER YOUR EXPERIENCE. OUR FUEL EFFICIENCY!!!!!!

EXCELLENT VERY GOOD POOR

VOLVO FOR LIFE WILLIAM MARTIN SERVICE MANAGER DRIVE SAFELY

CUSTOMER SIGNATURE



2200 Carl Road  
IRVING, TEXAS 75062  
(972) 438-6586



DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER

(972) 579-7661

(972) 679-0671

AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER OF WARRANTIES - 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 the seller neither advises nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SUPPLIES - A value charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: fluids, belts, wipers, tires, pins, accessories, shocks, struts, rags, distributor covers, fenders, roller, battery covers, etc. Vehicle washes, etc. up to a maximum of \$15.00.

ADVERTISER DON HANLIN	285	341	DATE 07/03/03	WARRANTY VOLVO 4YR/50K
QUANTITY 79.00		11975	MAKE VOLVO	
MODEL S970GLD/C7N	SERIES/2D		DATE 04/16/99	
VIN YV1MC54682			REG. STATE TX	
			REG. DATE 07/02/03	

TEL 86971687 STEEFAR  
PT NORTH TX  
28114

MO: 4100

**LABOR & PARTS**  
**J# 1 15W08** SUSP. & STEERING HOURS: TECH(S):318  
 CUSTOMER STATES THAT WHEN TURNING LEFT INTO TIGHT TURN  
 CARAGE/BACKING OR FORWARD THERE IS CHECKING/SCREAMING  
 AND BONE POPPING  
 FRONT TRACKED SCREAMING/CHECKING TO STEERING STOPS WERE  
 LUBING, FAULTS TRACKED POPPING TO LOOSE SUPPORT BUSHES  
 LINED STEERING STOPS, TIGHTENED SUPPORT BRACES  
 NO CHECKING OR POPPING AT THIS TIME.

WARRANTY

**PARTS** QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE  
 JOB # 1 TOTAL PARTS  
 JOB # 1 TOTAL LABOR & PARTS

**J# 2 70805** FRONT SUSP. GENERAL HOURS: TECH(S):318  
 CUSTOMER STATES THAT ON HWY VEHICLE FEELS LIKE IT "PLANTS" LIKE  
 BOUNCING MORE THAN IT SHOULD  
 FOUND ALL TIRES UNDER INFLATED (24-28 LBS.), FOUND STRUT  
 PLATES BENT  
 REPLACED STRUT PLATES, AINED UP TIRES TO 34 LBS.  
 OPERATES NORMAL AT THIS TIME

WARRANTY

**PARTS** QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE  
 JOB # 1 1 8646713-1 SPRING SHOCK  
 JOB # 2 TOTAL PARTS  
 JOB # 2 TOTAL LABOR & PARTS

WARRANTY 0.00

**J# 3+05W08** MISC. ENGINE HOURS: TECH(S):310  
 CHECK ENGINE VIBRATION AT IDLE IN GEAR.  
 FRONT TRACKED VIBRATION TO TORQUE ARM MOUNT TORN  
 REPLACED TORQUE ARM MOUNT, NO VIBRATION AT THIS TIME

WARRANTY

**PARTS** QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE  
 JOB # 1 1 8649597-5 ENGINE MOUNTING  
 JOB # 3 TOTAL PARTS  
 JOB # 3 TOTAL LABOR & PARTS

WARRANTY 0.00

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$4.00 (+TAX)  
 COMMENTS  
 LGANER

CENTRAL KIA ISUZU OF IRVING

1800 E. AIRPORT FREEWAY  
IRVING, TEXAS 75062  
PHONE (972) 650-2204

2 2 9 8 2

\*INVOICE\*

ISUZU



WORD EX  
1 817

45 MAZ

TK

OLOR

RI

MAKER/DOB

SERVICE ADVISOR

1330 JERRY MILLER

License: 13. License # / OU

WHITE

OLVO C70A

VIN: 5888

76 WATER EXP

PROVIDED 75 1075

10/04/04

10/04

10 JUN 200

10/04/04  
R.O. OF

READY

OPTION

REG: RE 54T

CASH

10 JUN 200

14:31 10  
LINE ORC  
A INSTAL  
SUB

1:04 ALUM.  
TYPE HOURS

NET

TAX

LEATHER ON TWO FRONT SEATS  
INSTALL LEATHER ON FRONT SEATS  
100 HOUSE, TRUCK LOCK: 12500

ENC

THIS ON FACT: 5888

39.00 699.0

\*\*\*\*\*  
WE APPRECIATE YOUR BUSINESS AND WANT YOU TO  
BE COMPLETELY SATISFIED WITH OUR SERVICE.  
PLEASE CONTACT OUR SERVICE MANAGER MR. DENN  
OUR ADDRESS: 1800 E. AIRPORT FREEWAY, IRVING, TX 75062  
UNRESOLVED ISSUES. THANK YOU & PLEASE COME  
BACK TO US FOR ANY SERVICE NEEDS.

*That is the deal*  
*he decided*  
*to pay*  
*for*

ON SHAL  
INFORMATE  
SHOWN. 02

SERVICES DEALER, I HEREBY CERTIFY THAT THE  
ITEMS DESCRIBED HEREON IS ACCURATE UNLESS OTHERWISE  
DESCRIBED WERE PERFORMED AT NO CHARGE TO  
AS NO INDICATION FROM THE APPEARANCE OF THE  
SERVICE THAT ANY PART REPAIRED OR REPLACED  
MAY HAVE BEEN CONNECTED IN ANY WAY WITH ANY  
SERVICE OR MISUSE RECORDS SUPPORTING THIS  
WARRANTY FOR (1) YEAR FROM THE DATE OF PAYMENT  
BY THE SERVICE DEALER FOR INSPECTION BY  
KIA.

OF DISCLAIMER  
The liability of the dealer  
for the sale of  
this vehicle  
is limited to  
the amount  
of the  
purchase price  
and does not  
include any  
other charges  
or taxes.

OF DISCLAIMER  
The liability of the dealer  
for the sale of  
this vehicle  
is limited to  
the amount  
of the  
purchase price  
and does not  
include any  
other charges  
or taxes.

LABOR	0.00
TAXES	0.00
SALES TAX	0.00
SUBLET AMOUNT	
MISC. CHARGES	0.00
TOTAL CHARGES	39.00
LESS INSURANCE	1.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	38.00

NOTIFICATION  
MANUFACTURE

CUSTOMER COPY



2200 Carl Road  
IRVING, TEXAS 75062

(972) 438-6586

DIRECT SERVICE PHONES

(973) 579-7561 (972) 579-0671



AUTHORIZED VOLVO CARS RETAILER

AUTHORIZED VOLVO CARS RETAILER

**DISCLAIMER OF WARRANTIES** - Any materials on the products and labels are warranted by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and The dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**SUPPLIES** - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: W/O, belts, gaskets, logs, pins, suspension, shocks, control arms, carburetor cleaning, towels, oil, battery cleaner, acid, petroleu matic, etc. up to a maximum of \$15.00.

DATE	280	159	06/05/83
TIME	79.00	40.00	
VEHICLE MAKE	99 FORD LTD		06/18/83
VEHICLE MODEL	VVINC560R		4207
VEHICLE YEAR			06/03/83

TEL 04971687 SERVICE

BY SERVICE TO

TRADE COMMENTS

NO: 40607

**TOTALS**

TOTAL LABOR	327.80
TOTAL PARTS	189.80
TOTAL SUPPLIES	9.00
TOTAL G.O.G.	9.00
TOTAL MISC CHG.	15.98
TOTAL MISC DISC	9.88
TOTAL TAX	15.23
<b>TOTAL INVOICE \$</b>	<b>526.81</b>

IF YOU RATE OUR SERVICE LESS THAN "EXCELLENT"  
PLEASE LET US KNOW HOW TO BETTER YOUR EXPERIENCE  
FOR THE FUTURE!!!!!!!!!!!!

EXCELLENT VERY GOOD FAIR POOR

VOICE FOR LIFE

WILLIAM HARTIN SERVICE MANAGER  
DRIVE SAFELY

CUSTOMER SIGNATURE



2200 Carl Road  
IRVING, TEXAS 75062  
(972) 438-6586



DIRECT SERVICE PHONES

AUTHORIZED VOLVO CARS RETAILER

(973) 579-7581

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER

WARRANTY - Any warranties on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any products. SUPPLIES - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Note, bolts, washers, tape, pins, stoppers, shims, rollers, nuts, cotter pins, electrical, breaks, valves, battery charger, etc. (labor charge, min. up to a maximum of \$25.00).

Customer information and vehicle details including VIN (YV4NC56D1...), date (06/03/03), and phone numbers.

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes items like 'MISC. ENGINE HOUSING', 'SEALING RING', and 'ENVIRONMENTAL FEE'.

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$450.00  
APPROVED REVISED ESTIMATE (1) OF \$527.00 (+TAX) ON 06/05/03 AT 03:45PM  
BY DENNIS COMMENTS: CONSUMER NOTIFIED VEHICLE IS READY AND FINAL AMOUNT, THANK YOU  
LOANER DELETED OPERATION(S)  
#170208 REBATE & BALANCE



2208 Carl Road  
IRVING, TEXAS 75062  
(972) 438-8588  
DIRECT SERVICE PHONES



AUTHORIZED VOLVO CARS RETAILER

(972) 579-7581

(972) 579-0571

AUTHORIZED VOLVO CARS RETAILER

DISCLAIMER OF WARRANTY - Any warranties on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties, either written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

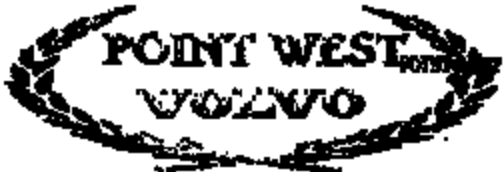
REPLACEMENT - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: belts, pulleys, hoses, pins, sockets, struts, covers, caps, sealwater cleaners, brushes, rollers, battery cleaners, etc. (below water, etc. up to a maximum of \$25.00).

Table with columns for PART NUMBER, QUANTITY, UNIT PRICE, and other details. Includes VIN: YV1NC16811...

NO. 40507

Main repair order table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, HOURS, TECH(S), UNIT PRICE, and WARRANTY. Lists jobs 5 through 10 with various parts and labor charges.





2200 Carl Road  
IRVING, TEXAS 75062  
(972) 438-8588  
DIRECT SERVICE PHONES



AUTHORIZED VOLVO CARS RETAILER

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AUTHORIZED VOLVO CARS RETAILER

**DISCLAIMER OF WARRANTIES** - Any warranties on the products sold hereby are those made by the manufacturer. The Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and The Dealer neither assumes nor disclaims any other liability to anyone for a way of liability is connected with the sale of said products.

**SUPPLIES** - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: tires, belts, hoses, wps, wpt, wpt/wpt, shocks, solvent, sags, automatic cleaner, levels, oil, oil, battery charger, vtr, window cranks, etc. up to a maximum of \$18.00.

PERSONAL DON MARTIN	289	159	06/06/03	10439
79.00				
39/00/00/078 SEIRS/20				
VOLVO S40				
VIN: YV1C55DAX				
16/03/03				

LABOR & PARTS		NO: 40587	
J# 1 81V080S	LOP	HOURS: TECH(S): 1.89	11.00
CHANGE OIL AND FILTER, CHECK ALL FLUIDS COMPLETED OIL AND FILTER CHANGE AND CHECKING ALL FLUIDS.			
PARTS	QTY	PT-NUMBER	DESCRIPTION
JOB 1	1	1275410-8	FILTER LUBEST
JOB 1	1	977751-7	CASSET
JOB 1	1	8-001	9552 SCRAMBLER
JOB 1	1	9418432-8	WIPER ARM SET
			JOB # 1 TOTAL PARTS 53.70
			JOB # 1 TOTAL LABOR & PARTS 64.70
J# 2 81V0821	1 YEAR TSI	HOURS: TECH(S): 1.00	39.50
PERFORM STATE INSPECTION 93-01-03 STATE FARM STATE INSPECTION EXPIRED COMPLETED STATE INSPECTION			
PARTS	QTY	PT-NUMBER	DESCRIPTION
			JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 39.50
J# 3 17V0S	BODY & INTERIOR	HOURS: 1.00-TECH(S): 1.00	79.00
CITY SEVERE RAMP CONVERTIBLE TOP WILL BE TAKEN OFF DOWN FULLY/CONNECTED SOFT TOP LATCH OUT OF ADJUSTMENT POSITION VST CORRECT CID 119, 120, 111, 112, 113, CLEAN WITH 1/2" CORN-BACK ON, MAKING SOFT TOP LATCH OUT OF ADJUSTMENT, ADJUSTED, AND RESET SEVERAL TIMES WITH NO OTHER FEELINGS ADJUSTMENTS ARE NOT COVERED BY WARRANTY AFTER 12MONTH/12,000 MILES.			
PARTS	QTY	PT-NUMBER	DESCRIPTION
			0.00
			79.00
J# 4 17V0802			INTERNAL
	2		DESCRIPTION: PLASTIC RIVER
			UNIT PRICE: INTERNAL
			JOB # 4 TOTAL PARTS 0.00
			JOB # 4 TOTAL LABOR & PARTS 1.00
J# 5 12V0805	WIPER/WASHER SYSTEM	HOURS: TECH(S): 1.89	6.00
CITY REQUESTS NEW WIPER BLADES INSTALLED NEW WIPER BLADES			

XJ001898

41195



6500 E. McDowell Rd.  
Scottsdale, AZ 85257-3132  
(480) 941-2400 Fax (480) 948-5830  
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\*INVOICE\*

PAGE 3

TEMPE, AZ

BOS

SERVICE ADVISOR: 18 FOREST HALL

TL 99 VOLVO C70A YF1NC56DR 37409/37409 75934

18DEC1995 16:30 06DEC02 0.00 CASH 11DEC2002

OPIONS: 1)R-C.1616 2)REMOTE PIN 4158 3)LOCK PIN 6312 4)COLOR CODE 18900 5)UPH CODE 196600

15:48 04DEC02 14:47 11DEC02 LIST NET TOTAL

CLAIM TYPE: 01

REMOVE OLD GLAZE AND INSTALL NEW VELCRO FOR REAR WINDOW MATERIAL, LET STP

YOUR BUSINESS. WE ALSO HOPE THAT WE PROVIDED IF NOT PLEASE LET US KNOW IMMEDIATELY.

Parts & Service 480-941-2400

IMPORTANT

YOU MAY BE CONTACTED BY SALES/LEASE/RENTAL IN A SERVICE PROVIDING "SOLUTIONS" REGARDING TO OUR CREDIT. IF YOU ONLY WANT SERVICE REGARDING "SOLUTIONS" BY ALL MEANS PLEASE CONTACT OUR SERVICE DEPARTMENT IMMEDIATELY AND ADVISE "SOLUTIONS" NUMBER.

THANK YOU POWER VOLVO (480) 941-2400

ASE Certified Technicians GM Certificates Available Write Service Available  Free Coffee & Donuts Available In Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 6:00 PM SATURDAY 8:00 AM - 1:00 PM	<b>STATEMENT OF DISCLAIMER</b> The hourly warranty excludes all of the following work items in the rate of this warranty. The labor hourly amount excludes all material, including any implied warranty of workmanship or parts. We are not responsible for any other items in connection with the sale of our products.	LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LIQUID 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TIRE CHARGES 0.00 LICENSE/FEE 0.00 SALES TAX 0.00
	<b>SALES HOURS</b> MONDAY THRU FRIDAY 8:00 AM - 7:00 PM SATURDAY 8:00 AM - 5:00 PM CLOSED SUNDAY		<b>CUSTOMER SERVICE</b> PLEASE PAY THIS AMOUNT

CUSTOMER COPY

X7001898

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+31

TEMPE, AZ

HOME:

POS:

SERVI

ADVISOR



6500 E. McDowell Rd. Scottsdale, AZ 85267-3132 (480) 941-2400 Fax (480) 941-5630 www.powellvolvo.com

18 FOREST HALL

WHITE	99	VOLVO C70L	XVINCS
16A711999	16:30	04NOV03	
14:19	04NOV03	17:09	04NOV03

4579/45784	01401
0.00	CASH
888:45254T	TEH:AM42
1)R.C.1616	2)BLACK PIN 6312
4)COLOR CODE	12000

WE AT YOUR BUSIN...  
 IF NOT PLEASE...  
 SERVICE 480-941-2400

WE ALSO HOPE THAT WE PROVIDED...  
 IF YOU KNOW IMMEDIATELY...  
 SERVICE 480-941-2400

**SERVICE HOURS**  
 MONDAY THRU FRIDAY  
 7:00 AM - 6:00 PM  
 SATURDAY  
 8:00 AM - 1:00 PM

**SALES HOURS**  
 MONDAY THRU FRIDAY  
 8:00 AM - 7:00 PM  
 SATURDAY  
 8:00 AM - 6:00 PM  
 CLOSED SUNDAY

STATE: AZ  
 ZIP: 85267

Available in Customer Lounge

CASH	0.00
CARD AMOUNT	217.50
PAYE AMOUNT	577.50
CASH ON HAND	0.00
SUBTOTAL	0.00
TOTAL DUE	795.00
TAX	0.00
TOTAL	795.00
SALES TAX	44.47
PLEASE PAY THIS AMOUNT	839.47

CUSTOMER

X7001898

5 0 8

\*TN 10K\*



6802 E. McDowell Rd.
Scottsdale, AZ 85267-2132
(480) 941-2400 Fax (480) 846-6630
www.powellvolvo.com

TEMPERATURE
HOME:

SERVICE

ADVISOR: 18 FOREST HALL

Table with columns: COLOR, YEAR, MAKE, MODEL, VIN, LICENSE, REGISTRATION, SALES TAX, etc.

Table with columns: LICENSE, RELEASE, REGISTRATION, SALES TAX, etc.

16:09 1998 16:30 04NOV03
14:19 04NOV03 17:09 04NOV03
LINE 00000 TRCH TYPE HOURS

Table with columns: LIST, NET, TOTAL

19784 BRK LIGHT IS ON HOOR...
CODES ARE FOR A FAMILY...

AND FOUND...
CHARGE ETM AND DOWNLOAD

B COURTESY WASH AND VACUUM...
WASH COURTESY WASH AND VACUUM VEHICLE

Table with columns: LIST, NET, TOTAL

19784 BRK LIGHT IS ON HOOR...
CODES ARE FOR A FAMILY...

Table with columns: LIST, NET, TOTAL

C COURTESY WASH AND VACUUM...
WASH COURTESY WASH AND VACUUM VEHICLE

Table with columns: LIST, NET, TOTAL

19784 BRK LIGHT IS ON HOOR...
CODES ARE FOR A FAMILY...

Table with columns: LIST, NET, TOTAL

19784 BRK LIGHT IS ON HOOR...
CODES ARE FOR A FAMILY...

Table with columns: LIST, NET, TOTAL

Service Hours and Sales Hours information for Monday through Sunday.

Summary table with columns: LACOR AMOUNT, PARTS AMOUNT, GAB, OIL, LUBE, etc.

CUSTOMER COPY

Handwritten date and time: 09/18/04 10:50:10P

XJ7001898

54797



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Scottsdale, AZ 85257-3132
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\*INVOICE\*

PAGE 2

TEMP: AZ
HOME:

BUS:

SERVICE ADVISOR: 1H FORREST HALL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MESSAGE IN/OUT, TAG, DEL. DATE, PRCD. DATE, WASH. EXP., PROMOTED, PGM NO., PAYMENT, PAY. DATE. Includes vehicle details for a 99 VOLVO C70A.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes service items like 'COURTESY WASH AND VACUUM VEHICLE'.

44907
\*\*\*\*\*
\$45.00 PER DAY
CHARGE TO CLIENT, VALUE \$45.00 PER DAY
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

WE AT POWELL VOLVO WANT TO THANK YOU FOR
A "PERFECT 10" ON YOUR SERVICE VISIT TODAY,
Mon. thru Fri. 7am to 6pm Sat. 8am to 1pm

Table with columns: SERVICE HOURS, SALES HOURS, STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes service hours for Monday-Friday and Saturday, and a total amount of 757.39.

CUSTOMER COPY

XJ7001898

54797



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6600 E. McDowell Rd.  
Scottsdale, AZ 85267-9132  
(480) 841-2400 Fax (480) 846-6890  
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PAGE 1

TYPE:   
HOME:

BUS:

SERVICE ADVISOR: 18 FOREST HALL

COLOR YEAR MAKE/MODEL VIN LICENSE PLATE

1994 VOLVO C70A YV4G568240 44901/4490 12274  
05/01/00 10/01/00

10001999 16.30 06OCT03 0.00 CASH 10OCT2003

NO. OPENED ... READY ... OPTIONS: DLR:5355 ENG:85254T TRM:AW42 1)R.C.1616  
2)REMOTE PIN 4168 3)LOCK PIN 6312 4)COLOR CODE  
12:38 06OCT03 15:09 10OCT03 LB900 5)UPH CODE 1966DD

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE CONVERTIBLE TOP STOPS AT TIMES WHEN GOING DOWN OR  
UP CHECK AND REPORT

83666-2 POTENTIOMETER REAR LOCKING ARM SOFT TOP  
38 N94 0.50 (N/C)

83068-3 SOFT TOP FAULT TRACING DTC (2)

36001-2 DIAGNOSTIC TROUBLE CODES (DTC) READING/  
38 N94 0.30 (N/C)

PART#: 8628950

CLAIM TYPE: 08

WORKS 0.80 PARTS 660.00 LABOR 594.00 TOTAL 1254.00

44900: CHECK SENSOR FOR ABS FOR ABS LIGHT ON CODES ABS-0092  
BOW STOPS COVER PLATE SENSOR OUT OF SPECS REPLACE SENSOR AND CALIBRATE

599V REPLACED THE A.B.S CONTROL UNIT  
1 8619544 3 MFI MIDDLE 660.00 594.00 1254.00

44901: CHECK DTC CODES FOR ABS FOR ABS LIGHT ON CODES ABS-0092  
LEFT FRONT WHEEL SENSOR AND ABS-0092 CONTROL UNIT COMMUNICATION FAULT

ASE Certified Technicians GM Certifications Available Shuttle Service Available  Free Coffee & Donuts Available In Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 6:00 PM SATURDAY 8:00 AM - 1:00 PM  <b>SALES HOURS</b> MONDAY THRU FRIDAY 9:00 AM - 7:00 PM SATURDAY 9:00 AM - 6:00 PM CLOSED SUNDAY	<b>STATEMENT OF DISCLAIMER</b> The literary warranty constitutes all of the warranty with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer makes no representation as to whether any other person is authorized to sell this equipment.	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SMILEY AMOUNT MISC. CHARGES TOTAL CHARGES LUBE INVENTORY SALES TAX PLEASE PAY THIS AMOUNT
	CUSTOMER SIGNATURE		

CUSTOMER COPY

KJ001898

61912



8900 E. McDowell Rd.  
Scottsdale, AZ 85257-3132  
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PAGE 2

SERVICE ADVISOR: 19 FOREST HALL

TEMPERATURE: [REDACTED]  
HOME: [REDACTED] US: [REDACTED]

YEAR	MAKE	MODEL	VIN	PLANT	TRUCK	SALES	DATE
99	VOLVO	C70A	YV1MC56D8	[REDACTED]		48240/48240	T4143

BACKLOG	WAIT	05MAR04	0.00	CASH	05MAR2004
13:11	05MAR04	07:07	05MAR04		

LINE	OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
1	8683455	3	EXPANSION TANK		44.44	44.44	44.44
2			CLAMP HOSE		0.75	0.75	1.50

\*\*\*\*\*  
299V REPLACED THE COOLANT BOTTLE

TEST VEHICLE CK FOR LEAKS NO LEAKS CK LEVEL OK  
 WE AT POWELL VOLVO WANT TO THANK YOU FOR  
 A "PERFECT 10" ON YOUR SERVICE VISIT TODAY.  
 Mon. thru Fri. 7am to 6pm Sat. 8am to 1pm

All Certified Technicians GM Certificates Available Shuttle Service Available Free Coffee & Donuts Available in Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 6:00 PM SATURDAY 8:00 AM - 1:00 PM	STATEMENT OF DISCLOSURE The factory warranty covers all of the vehicles with respect to the sale of this department. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Buyer hereby assumes not to purchase any other vehicle in connection with the sale of this business.	LABOR AMOUNT 67.23 PARTS AMOUNT 233.50 GAS OIL LUBE 0.00 FLIGHT AMOUNT 0.00 MISC. CHARGES 1.60 TOTAL CHARGES LESS PAYMENT 0.00 SALES TAX 17.98
	<b>SALES HOURS</b> MONDAY THRU FRIDAY 8:00 AM - 7:00 PM SATURDAY 1:00 AM - 6:00 PM CLOSED SUNDAY		PLEASE PAY THIS AMOUNT

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61912



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PAGE 1

TEMPE, AZ

HOME:

BUS

SERVICE ADVISOR: 18 ROBERT HALL

COLOR	YEAR	MAKE	MODEL	VIN	PLATE	MI
WHITE	99	VOLVO	C70A	YV1MC561A	48240	48240
DATE	DATE	DATE	DATE	DATE	DATE	DATE
18MAY1999						
NO. OF OPEN	NO. OF OPEN	NO. OF OPEN	NO. OF OPEN	NO. OF OPEN	NO. OF OPEN	NO. OF OPEN
0	0	0	0	0	0	0
LEAD	DATE	AMOUNT	TYPE	DATE	AMOUNT	TYPE
	13:11 05MAR04	17:07 05MAR04				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
					329.95	

(CHECK ALL FLUIDS) SPECIAL \$29.95

1 OIL CASTROL OIL	13.00	13.00	13.00
MISC HAZARDOUS WASTE DISPOSAL			

PARTS:	18.50	LABOR:	8.43	OTHER:	1.60	TOTAL LINE A:	28.53
--------	-------	--------	------	--------	------	---------------	-------

48240 COMPLETED THE OIL/FILTER CHANGE AND TIRES PRESSURE CK ALL FLUIDS

NOTE THE COOLANT TANK HAS A SMALL CRACK ON THE TOP OF THE TANK

CUSTOMER

VALUED POWELL VOLVO CUSTOMER

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

48240 RESET THE SML

C LIST STATES D SUN VISOR BROKEN

775	C	0.30			29.40	29.40
-----	---	------	--	--	-------	-------

PARTS:	152.20	LABOR:	29.40	OTHER:	0.00	TOTAL LINE C:	181.60
--------	--------	--------	-------	--------	------	---------------	--------

48240 BROKEN CLIP ON D SUN VISOR NEED TO REPLACE CAN CHANGE THE BATTERY

All Certified Technicians 40+ Certifications Available Service Service Available  Free Coffee & Donuts Available In Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 8:00 PM SATURDAY 8:00 AM - 1:00 PM	<b>STATEMENT OF DISCLAIMER</b> The buyer expressly warrants that all the information with respect to the sale of this equipment, the title hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Buyer, by their purchase, waives and releases any other claims or causes of action with the sale of this equipment.	LABOR AMOUNT	
	<b>SALES HOURS</b> MONDAY THRU FRIDAY 8:00 AM - 7:00 PM SATURDAY 8:00 AM - 6:00 PM CLOSED SUNDAY		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUNLEY AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	

CUSTOMER COPY



XJ001898

57080

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Scottsdale, AZ 85257-3132  
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PAGE 1

TEMPERATURE: [REDACTED]  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 18 FOREST HALL

COLOR	YEAR	MAKE/MODEL	VIN	PLATE
WHITE	99	VOLVO C70S	VV1NC56D8X	46079/46079 T5721
DIL. DATE	TRAC. DATE	WARR. EXP.	PROBLES	NO. OF VEH. WITHIN 1500 YD. AT TIME OF SERVICE

18ADG1999 WAIT 20NOV03 0.00 CASH 20NOV2003  
 1) R.C. 1616 2) REMOTE PIN 4168 3) LOCK PIN 6312 4) COLOR CODE 18900 5) UEN CODE 196600  
 09:57 20NOV03 11:02 20NOV03

LINE	ORCODE	TECH	TYPE	HOURS	LYST	NET	TOTAL
SB COMPLETE SYNTHC BLEND OIL CHANGE W/FILTER							
900	C			0.40		13.43	13.43
1	OIL	CASSTOL	OIL		19.00	13.00	13.00
	C					1.60	1.60

SHAKES 6MM 6MM CHECK AIR FILTER RESET BRL  
 B COURTESY WASH AND VACUUM VEHICLE, \$10.95 VALUE (NO CHARGE TO CLIENT)

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

46079

WE AT POWELL VOLVO WANT TO THANK YOU FOR  
 A "PERFECT 10" ON YOUR SERVICE VISIT TODAY.

Mon. thru Fri. 7am to 6pm Sat. 8am to 1pm

**IMPORTANT**  
 WE WELCOME YOUR FEEDBACK  
 PLEASE CONTACT US AT  
 (480) 941-2400  
 OR VISIT OUR WEBSITE  
 WWW.POWELLVOLVO.COM  
 TO LET US KNOW HOW  
 WE CAN IMPROVE OUR  
 SERVICE.

ASE Certified Technicians GM Certificates Available Shuttle Service Available  Free Coffee & Donuts Available in Customer Lounge	<b>SERVICE HOURS</b> MONDAY THRU FRIDAY 7:00 AM - 6:00 PM SATURDAY 8:00 AM - 1:00 PM	<b>STATEMENT OF DISCLAIMER</b> The factory warranty conditions of all the vehicles with regard to the sale of the hardware. The dealer hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. Other parties involved are not authorized by this person in connection with the sale of the hardware.	LABOR AMOUNT 13.43 OIL/FILTERS 18.50 GAS, DL. LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES TOTAL CHARGE 33.53 LESS INSURANCE 0.00 SALES TAX 1.42
	<b>SALES HOURS</b> MONDAY THRU FRIDAY 8:00 AM - 7:00 PM SATURDAY 8:00 AM - 6:00 PM CLOSED SUNDAY		CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT.

CUSTOMER COPY



2200 Carl Road  
IRVING, TEXAS 75062  
(972) 438-8588  
DIRECT SERVICE PHONES



AUTHORIZED VOLVO CARB RETAILER

(972) 579-7561

(972) 579-0571

AUTHORIZED VOLVO CARB RETAILER

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, other than those of title, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller expressly disclaims any other promise to repair for a year after the date of sale of such products.

NOTES - A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Appliances - engine, lights, gear, lights, wipers, tape, pins, speakers, antenna, exhaust, high-velocity-chamber knock, roller, battery charger, etc. Labor - make the up-to-a maximum of 1000.

VEHICLE NO.	289	510
VEHICLE MAKE	SAAB	43020
VEHICLE MODEL	900	
VEHICLE YEAR	1984	
VEHICLE COLOR	BLACK	
VEHICLE VIN	YV1NC56D0A	
VEHICLE MAKE	SAAB	
VEHICLE MODEL	900	
VEHICLE YEAR	1984	
VEHICLE COLOR	BLACK	

NO: 43020

LABOR & PARTS  
#1 81W846  
LIP  
CHARGE OIL AND FILTER, CHECK ALL FLUIDS  
COMPLETED OIL AND FILTER CHANGE AND CHECKED ALL FLUIDS.  
365HT

INTERNAL

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	1275810-8	FILTER OIL	
JOB # 1	1	977151-7	OIL	
JOB # 1	1	A-601		
JOB # 1 TOTAL LABOR				0.00

INTERNAL  
INTERNAL  
INTERNAL  
0.00  
0.00

ESTIMATE  
CUSTOMER HENRY ANDERSONS BUCKEYE  
ORIGINAL ESTIMATE OF \$45.00  
COMMENTS  
WAITING  
TOTALS



TOTAL LABOR 0.00  
TOTAL PARTS 0.00  
TOTAL 0.00  
TOTAL 0.00  
TOTAL 0.00  
TOTAL 0.00  
TOTAL 0.00

IF YOU RATE OUR SERVICE LESS THAN "EXCELLENT"  
PLEASE LET US KNOW HOW TO IMPROVE YOUR EXPERIENCE  
FOR THE FUTURE!!!!!!

YOUR INVOICE #

*Should have*

EXCELLENT VERY GOOD FAIR POOR  
VOLVO FOR LIFE

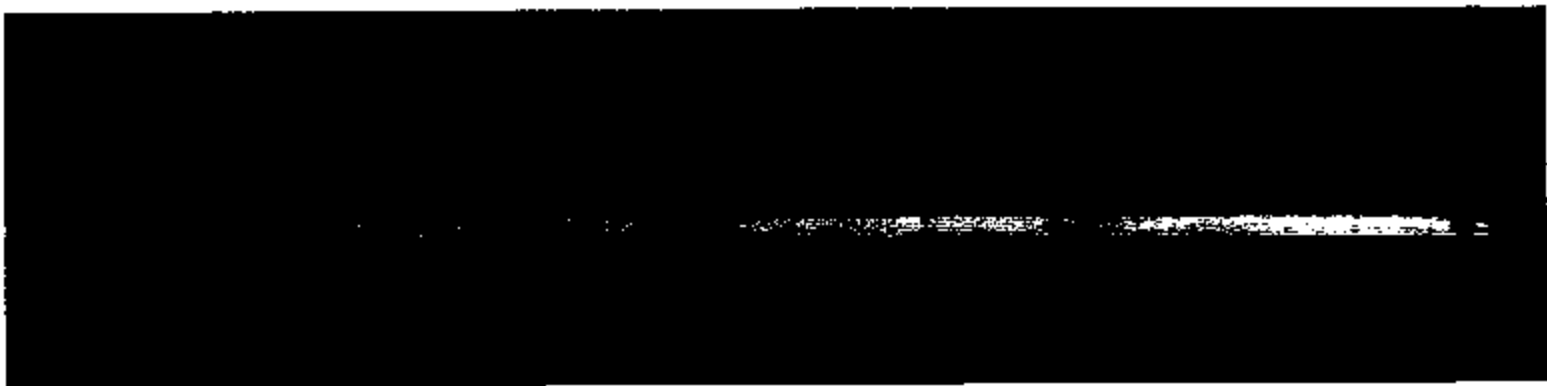
WILLIAM MARTIN  
DRIVE SAFELY

FIVE TIME  
DEALER

EXCELLENCE

*\$30.00 credit*

CUSTOMER SIGNATURE



March 14, 2004

Mr. Victor Doolan  
President  
Volvo Cars North America  
7 Volvo Drive  
Rockleigh, NJ 07647-2507

Dear Mr. Doolan:

I am writing to you to share several issues I encountered during the 4 years I was a Volvo S80 T6 owner. Up to this point, little to no concern has been shown to me by the Ford Motor Company subsidiary of Volvo Cars, so I doubt that this correspondence will even make it to your attention. Nonetheless, I am compelled to write to you as I send copies of this letter to the senior leadership at Ford Motor Company.

#### Background

My family has long been Ford vehicle owners. From the time that I was child, Ford station wagons and sedans were our mainstay vehicles of transportation. My wife and I have owned six different Ford models during our 18-year marriage – mostly non-luxury cars. In 2000, I was busy leading the consulting organization responsible for Ford's large HR transformation program. It was then that I decided I would buy into Ford's new acquisition of Volvo Cars and make my first luxury vehicle a 2000 Volvo S80 T6.

#### My Experience(s)

Over the first 2 years of ownership (via lease arrangement), I did not encounter many issues outside the annoyances of the bulbs continually going out with the failure light on 60% of the time (even when no bulbs were out). It was something I grew accustomed to, but certainly didn't expect in a luxury car. At the end of my 2-year lease, I could not find another similar sedan made by Ford, so I renewed my lease. This was a decision that I will always regret.

Throughout my ownership, just like with my Ford vehicles, I used the dealerships to perform the routine maintenance and make all repairs. Just after the Volvo passed its 50,000-mile warranty, I began experiencing numerous costly mechanical failures including:

• Air conditioning condenser replacement	\$911.94
• Torque mount replacement	\$155.00
• Throttle Control unit replacement	\$844.66
• Cooling Fan replacement	\$562.13
• Battery replacement due to Cooling fan	\$211.47
• Wheel bearing replacement	\$462.27

I felt the number of issues, and the related costs of these issues were excessive. My reasoning was that I had purchased (leased) a luxury vehicle at a luxury price and that quality and reliability were included in the high price.

Beginning with the air conditioning condenser issue in July, 2003, I began contacting Volvo Customer Affairs to attempt to discuss my concerns. I was directed to the Volvo dealership, which directed me to the Volvo Regional Representative. I was told I would have to wait until he contacted me. Over 10 requests were made to the Suburban Volvo dealership (1795 Mapelawn Drive, Troy, MI) over the next 15 months, but not once did I get a call from the Regional Representative. The service representative, Wendy Calois, told me that she was able to reach the representative each time and had no idea why he would not be following up with me. On the other hand, she was forbidden to give out his name and contact information.

On several occasions I contacted Volvo Customer Affairs and they also indicated that they were reaching out to the Regional Representative to make contact with me. With over \$5,000.00 of repairs incurred during that 15-month timeframe, I expected at least the courtesy of a phone call. I received none. On my final attempt to get someone to talk to, Volvo Customer Affairs "promised" that the Regional Representative would review my records and call me. When my front left wheel bearing went out that next week, Suburban Volvo indicated that my records were being gathered for review and that I should hear something soon. With no response for several weeks, I called Volvo Customer Affairs again. They informed me that a decision on "my case" had already been reached and expected that the Service Manager from Suburban would have surely have contacted me by now (not the Regional Representative). Again, no name or phone number would be provided, so I called the service representative Wendy Calois at Suburban to talk to the Service Manager. He was busy at the time, and I was told he would call me by the end of the day. I received a call the next day from Dave Smytha, Service Manager, Suburban Volvo. He did not understand the history of my issues, but indicated that Volvo would not be assisting me in any of the additional repair costs. No apologies were made for my inconvenience or excessive ownership costs over the 15-month period. I felt as though no one at Volvo cared for me as a customer throughout this whole process.

#### **My Conclusions**

Because of this gross negligence by Volvo Cars, I have been forced to reach the decision that Ford Motor Company - including Volvo, Jaguar, Mazda, Ford, Lincoln, Mercury, Land Rover - will never again have my business. I have and will continue to speak out and influence my children, my siblings and their families, co-workers, and friends, that Ford quality and customer focus have changed and Ford products should not be considered when making new vehicle choices. The history of "my case" tells the story - Volvo (and Ford) do not care about their customer any longer. The issues of poor design and poor quality will forever be borne by the consumers that make the mistake of choosing one of their products. Only when the US Government steps in for investigations and recalls will anything get addressed.

I have attached my service record on the 2000 Volvo S80 T6. You will notice that there were several occasions that the Volvo dealerships recommended a repair, but that repair was later found not to be required when I obtained a second opinion. This was another major disappointment that questions not only the quality of the products and customer care, but also the integrity of the organization. Since you are the President and leader, these overall practices must flow down and across the organization with your knowledge and concurrence.

Sincerely,

  
Plymouth, MI 

cc: Mr. William Clay Ford, Jr.  
Chairman of the Board and Chief Executive Officer - Ford Motor Company

Mr. Mark Fields  
Group Vice President  
Chairman and Chief Executive Officer - Premier Automotive Group

Attachment: 2000 Volvo S80 T6 - Service Record Summary

## Attachment

**2000 Volvo S80 T6 -  
Service Record  
Summary**

Date In	Date Out	Mileage	Type of Service	Dealer	City, State	Amount
04/21/00	04/21/00	5,059	Minor repair (out of position); Hardening (set tire pressure at 29 psi)	Ann Arbor Volvo	Ann Arbor, MI	\$8.00
06/25/00	06/25/00	8,392		Ann Arbor Volvo	Ann Arbor, MI	\$46.00
12/14/00	12/14/00	18,255		Ann Arbor Volvo	Ann Arbor, MI	\$255.00
03/03/01	03/03/01	15,499	Visual inspection; Air Rotors Wipers replaced	Ann Arbor Volvo	Ann Arbor, MI	\$73.00
07/27/01	07/27/01	20,066	Links, Oil & Filter; Wiper Blades	Ann Arbor Volvo	Ann Arbor, MI	\$28.12
01/31/02	02/01/02	30,112		Seal Valve	Ann Arbor, MI	\$45.00
01/31/02	02/01/02	30,112	Right Side Drive, 2 Front End Fog Lamp Replacement (due to weather)	Seal Valve	Ann Arbor, MI	\$222.00
01/31/02	02/01/02	30,112	Replaced Front Snow Bar Links	Seal Valve	Ann Arbor, MI	\$0.00
04/28/02	04/28/02	33,336		Seal Valve	Ann Arbor, MI	\$367.95
08/09/02	08/09/02	42,047		Seal Valve	Ann Arbor, MI	\$245.00
03/12/03	03/12/03	54,194		Seal Valve	Ann Arbor, MI	\$497.00
03/21/03	03/21/03	54,743	Front End Ball Joint Replacement and Strut End Alignment	Seal Valve	Ann Arbor, MI	\$355.00
03/21/03	03/21/03	54,743	Air Conditioning Inspection and Charge	Seal Valve	Ann Arbor, MI	\$117.00
06/27/03	06/28/03	58,323	Recharged Air Conditioning - Found Leak - Estimated Repair \$975	Seal Valve	Ann Arbor, MI	\$46.00
07/11/03	07/11/03	58,940	Air Conditioning Inspection; Repaired \$400 to charge for inspection	Dryer-In Seal Valve	Charter Township, MI	\$48.00

07/17/03	07/17/03	59,143	Air Conditioning Inspection - Found none in 5 minute visual inspection	Midas	Plymouth, MI	\$39.95	
07/18/03	07/18/03	59,177	Replace Air Conditioner Condenser and Recharge	Suburban Volvo	Troy, MI	\$911.94	
07/18/03	07/18/03	59,177		Suburban Volvo	Troy, MI	\$903.46	
07/18/03	07/18/03	59,177	Replace Broken Upper Torque Mount	Suburban Volvo	Troy, MI	\$155.00	
07/28/03	07/28/03	59,397	Replace and Downloaded Throttle Cable (Control Unit)	Suburban Volvo	Troy, MI	\$844.66	
08/09/03	08/09/03	59,901	Replace Tires with Goodyear Eagle F1-A P225/50R-17. Inspected Brakes and Found No Brakes	Discount Tire	Canton, MI	\$725.36	
08/11/03	08/11/03	59,984	Battery replacement; A/C inspection	Suburban Volvo	Troy, MI	\$211.47	
08/28/03	08/28/03	61,182	Coolant Fan Replacement; Replaced left and right tail light bulbs	Suburban Volvo	Troy, MI	\$562.13	
12/22/03	12/22/03	66,400	Tire Rotating	Discount Tire	Canton, MI	\$0.00	
02/03/04	02/03/04	68,594	Left Front Wheel Bearing Replacement. Included struts, etc. require replacement.	Suburban Volvo	Troy, MI	\$492.27	
02/03/04	02/03/04	68,594		Suburban Volvo	Troy, MI	\$63.68	
02/07/04	02/07/04	70,002	Front End Inspection - Found no issues with struts, shocks, etc.	Midas	Plymouth, MI	\$39.95	
						<b>Total</b>	<b>\$7,993.43</b>



**RECEIVED**  
NOV 5 2003

Volvo Cars International  
Customer Support  
7 Volvo Drive  
Rockleigh, New Jersey 07647

November 2, 2003

Dear Sir,

I purchased my first and only Volvo S80 in August 2000. The Volvo, reported by other Volvo owners, as reliable, with a good safety record had an additional benefit of style. However, I have come to be very disappointed in the performance of my Volvo, it certainly has not lived up to its reputation of reliability and my patience has been strained over the numerous inconveniences with this automobile. I am writing to request consideration for an extended warranty, my car has in excess of 52000 miles and I am seeking financial protection from a car that I no longer trust.

The trips that I have made for service over this past year have tripled. My last service was a result of having to be towed from Central Brooklyn because the throttle body failed. What was so disturbing about this mechanical failure was the insinuation by the service department that the fuel injection system had not been adequately maintained. I quickly pointed out that I have only had the car serviced by Volvo in Elmsford, New York. The car was towed on October 22<sup>nd</sup> and on October 30<sup>th</sup> I have another air bag warning light notification, which will necessitate another trip to the service department. This will be the third time this year that this warning light has come on. The times when the locks on the car did not work, the lock on the trunk did not work, the windows did not go down, the air conditioning did not work, the lights required replacement, the automatic key lock did not work, the flashing of the panel lights when turning corners, were general inconveniences that did not require service as they resolved on their own. When considering these warnings I have become very concerned about how safe this automobile is and whether or not I am destined to have a major electrical problem with the car. Risking another mechanical failure in Brooklyn, when I travel each day to work is of grave concern to me. Although I love the comfort and feel of the car on the road, I no longer feel safe.

I appeal to you for some relief with this car. Knowing that I have added financial protection will at least afford me the possibility of remaining a Volvo owner. The scintillating event for me was the throttle body failure, which was after the extended warranty deadline. If relief is not possible, then I will be forced to sell my car, never to be a Volvo owner again.

Thank you for your attention to this matter.

Sincerely,

[REDACTED]  
New Rochelle, New York [REDACTED]

Volvo Cars of North America, LLC

Attn: Sales Customer Care Center

Dear Volvo Cars,

Washington, New Jersey 07070

Volvo Cars of North America, LLC

Dear Volvo Cars,

I am the owner of a 2000 Volvo S40. I bought this car from a private seller and it was a good company and it was a good car.

My problem was the 35 along with the front passenger side door had been locked for a while. I decided to contact Volvo of I contacted but also found as if I know back then that things were

I still remember going to the dealer to see the car and the car was not there. I have been looking for a company I ever deal with.

Dealer called to problem and the car was not there. The dealer had the car for ordered from California. These 2 were never fixed right. After sent back within a week, and all electrical persisted for 3 years. Each time we are lucky to live in Raleigh NC that age.

RECEIVED

6/17/00

1/1/2000

initially based this car because of Volvo's reputation for I went by, all my assumptions about Volvo was good

the door seters were warped and had to be replaced. 30 dollar pocket. In all my years of car ownership I've like. When I questioned the dealer, they mentioned a minor problem. The representative was not only and the problem I just had was normal. I should have better.

It was representative that the dealer was not a good business policy. It was to no avail. He did not have a guarantee that the car was a Volvo car

electrical power to the front passenger side door. The side passenger door was not working. I had to have replaced 2 computers that had to be follow us through the collection of the files and would "reset" the computer. The problem would come. I passenger side door would be gone. The problem doors, the passenger side door remained unopened. The car would have been vandalized or stolen a long

Several other problems have occurred:

1. When I lock the car, the alarm sometimes goes off.
2. The parking compass not work.
3. The temperature gauge fail.
4. The clock would stop a few

In 2001 I had 2 serious accidents:

In May 2003, the engine and son were in the car. Fortunately killed. The car was towed to Crow perkins electrical dealer to they driving the car, for asking 2 hours in it. The dealer says we are there annoying that problem was fixed the road.

On September 20th 2003, car suddenly lose power. It would nearly got into a major accident, I in the car with her. Once again they were stranded on the side of the

These 2 car failures, in March had to be towed away to the deal of the electrical/computer problem. We would have felt safer today in expensive car that is supposedly safe today we had the 2nd nearly fatal

To add more history, in

the front of my house:

had lost after (locks by itself. When I would open it (locked), the alarm would sound upon when unlocking the car. Not work.

Once the season I am writing this letter:

with crossing the highway. My wife and our 4 year old son were in the car. My wife was driving. The car was stuck along with the car. This problem scared me a lot and I could not feel safe my wife driving the car with my son in it. I was thinking that I would get an air and my son and wife were stranded on the side of

As my wife was driving the car on the highway, the car suddenly lose power. She had to pull over to safety. She is pregnant and my son was in the car. I was thinking that I would get an air and my son and wife were stranded on the side of

In 2003, could have each been fatal. Both times the car was towed away to the deal of the electrical/computer problem. We would have felt safer today in expensive car that is supposedly safe today we had the 2nd nearly fatal

One of the local dealership is Raleigh for the last time,

we also had a loan for the car. The car was used for a year or two and the mechanic the Dept. got for it was a real mess.

It would really have to be a really good car to have a car that good in my opinion. I have never owned a good car before. I am going to buy a car that I have never seen before.

After all we have suffered through of this car, the Dept. is going to give me a car that is a real mess.

I will not be driving on the road and it will remain with my family's life for a long time.

The way they are doing in the future or all over the world.

Sincerely,



Raleigh, NC

Letter number: # 1009523-0

...the car from the dealer after 1 day at the dealer. We put on extra miles to take the car to Chapel Hill provided us with a loaner car. Now I have

...the problems were serious and about being their for 15,000 miles is beyond my understanding. Then, after my problems, they were disheartening. I have never dealt with a company that treated so badly as, with my most recent purchase being an 1981 and its company ever.

...because me to Park I had to pay over the limit of at least end in November. It would be a year to pay these charges and accept responsibility.

...of the end of the lease. It is parked at home. Who is to be held responsible when my lease ends. No credit and I will not risk.

...letter will be sent to you in the future.

October 5, 2003



**CUSTOMER RELATIONS**

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

Dear Volvo Cars of North America:

As a Volvo car owner for the majority of my driving years, I am sorry to say I have become tremendously discouraged with my experience recently. I have owned five different Volvo automobiles and have enjoyed them and felt safe with my three children and many miles of driving. In 2001, my husband gave me a brand new Cross Country station wagon, purchased from Century Volvo in Huntsville, Alabama. They assured me at that time that Crown Volvo in Birmingham would be happy to honor my warranty and work with me in any way.

I have faithfully maintained the car with scheduled check-ups and have kept it extremely clean. Just past the 50,000 mile warranty expired we had to replace the throttle unit (\$1,000.00) which we felt a car of this caliber should not have required. This past summer I noticed the roof ribs- under the luggage racks were rusted. Keep in mind the car is not quite 3 years old. Although the car is outside at all times-, we do not live near the seacoast and the rest of the car is in original paint condition. I drove over to Royal Volvo here in Birmingham (recently acquired from Crown). They were reluctant to even look at the strips, and absolutely refused to replace them as the car is out of warranty. Surely, the new Volvo Cross Country stands behind its surface paint for longer than two and a half years. Shouldn't the paint last longer than 71,000 miles? Aren't Volvos known for their longevity?

I called Century Volvo in Huntsville, told them of my problem, and at their request, drove 100 miles to let them look at the strips. At that time, they agreed to replace the strips, offering to pay three-fourths of the cost and I would pay one-fourth. The total bill for the replacement was approximately \$600. Two weeks later I went back to Huntsville to have the strips replaced. They were able to accomplish this except for the last 6 inches on one side which they did not have. I was to come again as soon as they ordered and received the 6 inch strip. I received a card letting me know of its arrival and again made the trip to Huntsville only to find upon their opening the box in which it was shipped- it was the wrong color. I had made the trip needlessly - and the car was yet not fixed. They did tell me I would not need to pay my fourth for the strips as I had spent time away from work and gas money for three trips to Huntsville.

Presently I am waiting to hear from Century upon arrival of the right color of strips- at which time they will mail me the part and I will take it to Royal and hope they will complete this long, senseless task. I am not sure they will agree to do this without charge. This whole process has caused me to doubt the desirability of such an expensive car and the unwillingness of dealers to work together under the Volvo Cars of North America banner. I call myself a great Volvo ambassador but now I can't honestly sing its praises.

I believe I will resolve this problem working with Century and/or Royal Volvo. However, I do not believe this situation has been properly handled and has caused me to loose faith in Volvo after these 35 years of driving. I would love to hear a response from someone in your organization and perhaps some reasonable explanation as to the reason this rust problem has occurred. I am told by your Century dealer that I am not the only one this has happened to.

Thank you for your consideration.

Very Truly Yours,

Birmingham, Al

Phone:

*P.S. - I failed to mention - Sales called the Volvo. Sr. Call - Customer Relations and all they could do was refer me to my local dealer - No help!*

October 14, 2003

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

RECEIVED  
OCT 28 2003

Dear Sir or Madam:

I am writing you this letter to let you know of my disappointment with my Volvo vehicle. I purchased a new 2000 Volvo S80T6 on October 8, 1999. Within two weeks of owning my new car, I noticed oil leaking all over my garage floor. I brought it to the dealer where it was discovered that a rear engine seal needed to be replaced. Then after getting my vehicle returned to me, it had to be brought back to the dealership because there was a loose grommet in the steering column.

In May of 2001 I needed an oxygen sensor replaced (no reason for this is indicated on my receipt). Then, in March 2002, after having my car in for a routine maintenance service prior to taking it on a long trip (for which I paid \$429.74), my car started stalling out intermittently at low speeds. There was no explanation for this, but the dealer cleaned the throttle unit to see if it would solve the problem. In August of 2002, an upper strut mount was found to be splitting, and the upper mount and strut were replaced. Thankfully all of these repairs were covered under my warranty, but it was very inconvenient for me to have to bring my car in multiple times to be fixed.

The most recent problem that I had with my car over the past few months is what prompted me to write this letter. The control unit for my ABS was not functioning (an apparent common problem with Volvos according to an Internet site), and needed to be replaced for a total cost of \$923.00 for parts and labor. My car is only one week and 4000 miles over warranty! This is distressing for a car that I paid over \$40,000.00 only four years ago. In addition, right before I brought my car in for the ABS repairs, I was driving it one morning when, for a second, all of the lights on the dashboard went out and then came back on. The service people at the dealership had no explanation for this, and told me to "just keep an eye on it".

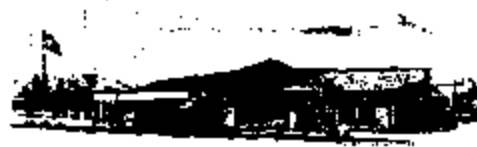
Consumer Reports shows how the early models of the S80 have not been very reliable, and I would have to concur. People on the street often ask me, "How do you like your Volvo?", and I have to be quite honest with them about my experience. I do not feel that I will be a repeat Volvo owner. Right now I am quite anxious about continuing to hold on to this vehicle and risk more costly repairs. I am trying to decide whether to trade it in, sell it, or keep hoping that I'll have better luck.

Yours truly,

[Redacted Signature]



1290 Wilmington Pike  
 (Rt. 202)  
 West Chester, PA 19382  
 Phone: (610) 399-1300  
 Fax: (610) 399-1126  
 www.stillmanvolvo.com



VOC5101433  
**VOLVO**

SERVICE DEPT. Hours:  
 Monday - Thursday 9:00 AM - 7:00 PM  
 Friday 9:00 AM - 6:00 PM

VOC5101433

24674	PAUL	207	10/07/03	VOC5101433
ROCKESSIN, DE	54,088	MA BL M/LT	10/08/99	
	OD/VOLVO/ESOT6ASR/SOW		10/07/03	
	Y V I T S 9 0 0 3 Y			
				MO: 54087

LABOR & PARTS  
 JOB # 1 056203 C/S: ABS TRACS LIGHT ON INTERMITTENTLY  
 TECH CHECKED FOR CODE STORED: ADS 0870  
 FAULT TRACED TO INTERNAL PROBLEM IN ABS CONTROL UNIT  
 REPLACED ABS CONTROL UNIT

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.  
**1 YEAR VOLVO PARTS WARRANTY AGAINST DEFECT OR WORKMANSHIP**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	B619546-8	HFI MODULE	693.00	693.00
				JOB # 1 TOTAL PARTS	693.00
				JOB # 1 TOTAL LABOR & PARTS	871.00

JOB # 2 9840Z MISCELLANEOUS 340  
 C/S: WHEN DRIVING INSTRUMENT CLUSTER WENT BLANK FOR A SPLIT SECOND AND STARTED WORKING AGAIN (INTERMITTANT)  
 CANNOT REPRODUCE SYMPTOM AS DESCRIBED  
 NO PROBLEMS FOUND @ THIS TIME

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

TOTALS

TOTAL LABOR	178.00
TOTAL PARTS	693.00
TOTAL SUBLET	0.00
TOTAL G.O.S.	0.00
TOTAL NLSC CHG.	0.00
TOTAL NLSC DISC.	0.00
TOTAL TAX	52.26
<b>TOTAL INVOICE \$</b>	<b>823.26</b>

\*THANK YOU FOR YOUR BUSINESS!

CASH  CHECK  ck.no. .... VISA  .....  
 MC  AMEX  DISC  CHARGE  .....  
 DATE: .....

**Thank You**  
 for bringing your vehicle to  
 Stillman Volvo for service.

REMEMBER,  
 WE PROVIDE YOU WITH:

- Alternative Transportation
- Paintless Dent Repair
- VOLVO Certified Technicians
- Glass & Windshield Repair
- Interior Upholstery Repair

CUSTOMER SIGNATURE



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To: Jenni Kaiser - Volvo Customer Service

From: Matt Mayerson

Re: 2001 V70 - vin yv1sw58d11 [REDACTED]

Date: Sept 23, 2003

**RECEIVED**  
SEP 29 2003

**CUSTOMER RELATIONS**

Jenni -

Thank you for your help this morning regarding the driver side mirror problem.

As I mentioned this car has experienced a significant number of problems in the short time I've owned it - only 37,000 miles. I know that this is not typical Volvo quality given my long time experience w/ Volvo cars. The prior 2 Volvo's I owned had excellent performance, both had over 150,000 miles at the time I traded them in. My current S80 does not have the same quality issues as this V70 has. Most recently this V70 car has required a new engine fan, a repair to an oil leak and replacement of a failed sensor.

Given the evident quality issues with this V70 - some of which have resulted in safety concerns - I would appreciate your assistance in investigating what steps Volvo could provide to ensure some additional protection and coverage to this car, perhaps an extension of the existing warranty.

I have attached a summary of the repair history as well as copies of the actual reports from our dealer.

Thank you very much for your help. I look forward to hearing from you soon,

Sincerely,



[REDACTED]

Menlo Park, CA [REDACTED]

[REDACTED]

**Repair issue summary**

**Sept 17, 2003**

Replaced cooling fan

**Sept 10, 2003**

Lubed right front window

Replaced turbo drain seals – oil leak

Reattached plastic interior cover

Replaced mass air flow meter to address lurching transmission

Tightened driver side mirror – no resolution – open issue, escalated to Volvo – no response

Reattached rear plastic cover, replaced rear cup holder

**July 1, 2003**

Replaced front turn signal bulbs and sockets

Installed replacement rivet clips for rear cargo area

Removed door panels, lubed windows

**Jan 16, 2003**

Performed throttle cleaning to address lurching transmission – FCB 4

Adjusted wipers

**Nov 18, 2002**

Performed software upgrade to addr "Rem fell asleep"

Replaced side marker light assembly

**Apr 22, 2002**

Replaced battery

Replaced driver side mirror

**Apr 19, 2002**

Keyless remote control – recall

Replaced headlight bulbs and installed aux harness

Performed software upgrade to address lurching transmission

**Jan 2, 2002**

Replaced seat belt latch

Reinstalled driver side mirror

Performed software upgrade to address lurching transmission

**Nov 7, 2001**

Lubed window to address squeak

Adjusted wipers

553982

155918

# Carlson Volvo

4180 EL CAMINO REAL - PALO ALTO, CA 94306

1-800-70-Volvo

(650) 493-1515

Fax: (650) 493-8107

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 120 ROBERT FLORES

BELMONT, CA  
HOME: [REDACTED] BUS

PLATE	VIN	LICENSE	MESSAGE NO/OU*	TAG
SILVER	YV1EN58D2		37/3663B	T111F
PROD. DATE	WAAR. EXP	FROM-SECT	PO NO.	PA
27JAY2032	17:30 17SEP03		120.00	CASH
FD DPVCS	EASV	CP1004		17SEP2003

08:33 17/EP03	12:25 17SEP03			
LINE	OPCODE	TECH	TYPE	HOURS
				ET
				TOTAL

A CUSTOMER STATES THAT THE CAR OVERHEATED WHEN DRIVING FIRST INDICATION WAS THAT THE A/C SHUT OFF

CAUSE: BINDING

V200 ENGINE REPAIR				
128 WV94	0.70			(N/C)
1 9148344	6 CLIP			(N/C)
2 983662	8 CABLE TIE			(N/C)
1 983614	9 CABLE TIE			(N/C)
1 30636445	6 ELECTRICAL FAN			(N/C)
1 8651136	7 COVER			(N/C)

REPLACED COOLING FAN

\*\*\*\*\*

B WASHER FLUID WAS LOW. CUSTOMER ADDED WATER. PLEASE CHECK MIXTURE ADJUST AS NECESSARY

V200 ENGINE REPAIR

128 CV 0.00

COMPLETED A CORRECT MIXTURE OF WASHER FLUID

\*\*\*\*\*

00

THANK YOU FOR COMING TO CARLSEN VOLVO AND WE LOOK FORWARD TO SERVING YOU IN THE FUTURE

## Carlson Volvo

DATE			TIME			Vehicle #			LASH AMOUNT			0.00
DATE			TIME			Vehicle #			PARTS AMOUNT			0.00
DATE			TIME			Vehicle #			GAS, OIL, LUB			0.00
DATE			TIME			Vehicle #			BULLET AMOUNT			0.00
DATE			TIME			Vehicle #			MISC. CHARGE			0.00
DATE			TIME			Vehicle #			TOTAL CHARGE			0.00
DATE			TIME			Vehicle #			ADVERTISING/COURT			0.00
DATE			TIME			Vehicle #			SALES TAX			0.00
DATE			TIME			Vehicle #			PLEASE PAY THIS AMOUNT			

CUSTOMER COPY

553962

155620

# Carlson Volvo

\*INVOICE\*

4180 EL CAMINO REAL \* PALO ALTO, CA 94304

DUPLICATE 1  
PAGE 1

1-800-70- Volvo

(850) 493-1515  
Fax (850) 493-8107

BELMONT, CA  
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 120 ROBERT FLORES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE W/O UT	TAX
SILVER	01	VOLVO V70T5	YV18 [REDACTED]		3529/36134	T76R
DEL. DATE	PROD. DATE	WARR. EXP	PRELIMED	PO NO.	PAYMENT	INV. DATE

27MAY2000			17:00 10SEP03		120.00 CASH	10SEP2003
I.D. OPENED		READY	OPTIONS			

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

A CUSTOMER STATES THAT THE RIGHT FRONT WINDOW SQUEAKS  
 V300 ELECTRICAL SYSTEM  
 118 CV 0.00 00  
 LOBED RIGHT FRONT WINDOW  
 \*\*\*\*\*  
 B CUSTOMER STATES THAT THERE IS AN OIL LEAK  
 CAUSE: LEAKING  
 V200 ENGINE REPAIR  
 118 WV94 0.70 (N/C)  
 1 3514546 5 GASKET (N/C)  
 1 30637866 2 SEALING RING (N/C)

REPLACED TURBO DRAIN SEALS  
 \*\*\*\*\*  
 C REPLACE WIPER BLADES ON A COUNTER TAG  
 V800H BODY (EXTERIOR)  
 118 CV 0.00 0.00  
 REPLACED WIPER BLADES  
 \*\*\*\*\*

D REATTACH COVER  
 CAUSE: F  
 V800I BODY (INTERIOR)  
 118 CV 0.00 00 0.00  
 REATTACHED COVER  
 \*\*\*\*\*

E CUSTOMER STATES THAT THERE IS A ROUGH IDLE AND THE CAR SURGES  
 CAUSE: 261A  
 V200 ENGINE REPAIR  
 118 WV94 0.20 (N/C)  
 1 8670263 6 MASS AIR FLOW (N/C)

REPLACED MASS AIR FLOW METER

## Carlson Volvo

DATE	TIME	TOTAL	REMARKS	AMOUNT	TOTAL	REMARKS

553982

1 5 5 6 2 0

**Carlson Volvo**

\*INVOICE\*

4190 EL CAMINO REAL \* PALO ALTO, CA 94306

BELMONT, CA  
HOME: [REDACTED]

BUS:

DUPLICATE 1  
PAGE 2

1-800-70-Volvo

(850) 493-1815  
Fax (850) 493-8107

SERVICE ADVISOR 120 FLORES

SILVER	01	VOLVO V70TS	VV18718011	36129/36134	T76R
DN. DATE					INV. DATE
27NOV2000			17:00 1 SEP03	120.00	CASH 10SEP2003

05:30 10SEP03	15:45 10SEP03	OPTIONS:			
---------------	---------------	----------	--	--	--

VEHICLE BODY (EXTERIOR)  
118 CV 0.00

NO SIDE VIEW MIRROR PROBLEM AT THIS TIME

0.00 0.00

\*\*\*\*\*  
G REATTACH REAR COVER AND REINSTALL REAR CUPHOLDER  
CASE#: BROKEN

VEHICLE BODY (INTERIOR)  
118 WV94 0.30  
1 918B995 6 CUP HOLDER

(N/C)  
(N/C)

REPLACED REAR CUPHOLDER

\*\*\*\*\*  
THANK YOU FOR COMING TO CARLSON VOLVO AND WE  
LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!

**Carlson  
Volvo**

CUSTOMER'S INFO			SALES/TECHNICIAN'S INFO			TOTALS	
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	AMOUNT
						0.00	
						0.00	
						0.00	
						0.00	
						0.00	
						0.00	
						0.00	
						0.00	
						0.00	
						0.00	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

SALES & SERVICE \* VOLVO CAR CORP.

553982

152555

# Carlson Volvo

\*INVOICE\*

4180 EL CAMINO REAL \* PALO ALTO, CA 94306

1-800-70- Volvo

(850) 483-1515

Fax (850) 483-8107

PAGE 1

120 ROBERT FLORES

BELMONT, CA  
HOME:

BUS

COLOR	YEAR	MAKE/MODEL	VEHICLE	MILEAGE IN/OUT	TAG	
	01	VOLVO V70TS	YV1SW58D11	33682/33684	T39	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
27MAY2000			17:00 30.T.T.0.1		120.00 CASH	01JUL2003
D.O. OPENED		READY	OPTIONS			

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

A CUSTOMER STATES THAT INTERMITTANTLY BUT MOST OF THE TIME THE TURN SIGNALS BLINK FAST

CAUSE: BURNT  
 V300 ELECTRICAL SYSTEM  
 122 WV94 1.70 (N/C)  
 2 8662985 4 LAMP SOCKET (N/C)

REPLACED BOTH FRONT TURN SIGNAL BULBS AND SOCKET  
 \*\*\*\*\*

B INSTALL SOP PARTS FOR REAR CARGO AREA-COVERING SPARE  
 CAUSE: BROKEN  
 V8001 BODY (INTERIOR)  
 122 WV94 0.00 (N/C)  
 2 9475400 9 PLASTIC RIVET (N/C)  
 2 3500454 8 LATCH, GREY (N/C)  
 2 6812571 5 SPRING WASHER (N/C)

INSTALLED RIVETS CLIPS FOR REAR CARGO AREA  
 \*\*\*\*\*

C CUSTOMER STATES THA THE WINDOWS SQUEAK-RIGHT FRONT IS WORSE  
 CAUSE: NOISEY  
 V800E BODY (EXTERIOR)  
 122 CV 0.00 0.00 0.00

REMOVED ALL FOUR DOOR PANELS AND LUBED WINDOW MECHANISM-PUT PANELS BACK ON TEST DROVE CAR  
 \*\*\*\*\*

THANK YOU FOR COMING TO CARLSEN VOLVO AND WE  
 LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!

<b>Carlson Volvo</b>	DATE			TIME			PHONE #			RECEIVED BY			ADDITIONAL AMOUNT			REVISED TOTAL			LABOR AMOUNT		0.00			
	PARTS AMOUNT		0.00		GAS, OIL, LUBE		0.00		SUBLET AMOUNT		0.00		MISC. CHARGES		0.00		TOTAL CHARGES		0.00		ADJUSTMENTS/COUNT		0.00	
	SALES TAX		0.00		PLEASE PAY THIS AMOUNT		0.00																	

CUSTOMER COPY

553982

147012

Carlson Volvo

\*INVOICE\*

1100 EL CAMINO REAL \* PALM BEACH

1-800-70- Volvo

8000 482-1816

Fax: (561) 482-8707

PAGE 1

SERVICE ADVISOR 120 BOWEN BLVD

RELAY: [REDACTED] ADDR: [REDACTED]

DATE	QTY	UNIT PRICE	TOTAL	TAX	AMOUNT
01/20/02	1	130.00	130.00		CASH

01:22 187001 11:56 210000  
 1000 0.00 0.00 0.00

TWO-TIME CHECKER LAST TIME IN  
 7200 REPAIRS  
 1 8636753 9 GASTON

CASH: 130.00

128 0.40

REPLACED BATTERY LUG NUTS  
 C COMPUTER SYSTEM THAT THE RIGHT NEAR WINDOW SCISSOR WHEN GOING DOWN  
 4 88555 4 BATTERY

LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!

SIGNATURE COPY

DATE	TIME	PRICE	AUTHORIZED BY	ADDITIONAL AMOUNT	TOTAL	LABOR AMOUNT	PARTS AMOUNT	TAX	AMOUNT
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		
						LABOR AMOUNT	PARTS AMOUNT		

SIGNATURE COPY

553982

145610

# Carlson Volvo

4199 BL GEMINO REAL - PALO ALTO, CA 94308

1-800-70-Volvo

(650) 493-1515

Fax (855) 483-8107

PAGE 1

DELMONT, CA

HOME:

BUS:

SALES & SERVICE

SILVER 01 VOLVO V70T9 1999 1999 28046728049 TR09

27MAY2000 17:00 16JAN03 120.00 CASH 16JAN2003

02:43 16JAN03 16:00 16JAN03  
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL
<b>A 30,000 MILE MAINTENANCE SERVICE</b>					
V30 30,000 MILE MAINTENANCE SERVICE					
	102	CV	3.90	468.00	468.00
1	1275810	8 FILTER INSERT	8.23	8.23	8.23
1	977751	7 GASKET	1.95	1.95	1.95
1	9454647	0 FILTER INSERT	24.29	24.29	24.29
1	9204626	7 PARTICULATE FI	21.47	21.47	21.47
1	940096	1 GASKET	3.25	3.25	3.25
1	8692071	7 SPARK PLUG KIT	37.34	37.34	37.34
1	271664	5 THERMOSTAT KIT	17.18	17.18	17.18
1	977751	7 GASKET	1.95	1.95	1.95
1	WWS W/W SOLVENT		3.50	3.50	3.50
1	10135	FI CLEAN	49.00	49.00	49.00
1	9434699	5 ANTI-FREEZE	15.95	15.95	15.95
<b>F7 *EPA MAJOR SERVICE DISPOSAL FEES*</b>					
	102	CH	0.00	16.00	16.00
LUBE MOTOR OIL					(N/C)
LUBE BRAKE FLUID					(N/C)
COMPLETED 30,000 MILE SERVICE. FRONT BRAKES 3MM AND NEED TO BE DONE SOON. CUSTOMER TO BRING BA CK WHEN THROTTLE CLEANED REAR BRAKES 7MM			4.60	4.60	

*Jales p/o*  
*Mec*

COMPLETED OIL AND FILTER CHANGE \$41.95

V103P OIL AND FILTER CHANGE \$41.95

COMPLETED OIL AND FILTER CHANGE

C CUSTOMER STATES THAT THE CAR PULLS RIGHT. ADVISE

V610 4 WHEEL ALIGNMENT

WILL NEED TO ALIGN CAR WHEN THROTTLE DONE

D CUSTOMER STATES THAT THE TRANSMISSION IS LERCHING AT LOWER SPEEDS

## Carlson Volvo

DATE	TIME	NAME	DESCRIPTION	AMOUNT	TOTAL
				ADJUSTMENT/DISCOUNT	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	



33982

# Carlsen Volvo

4180 EL CAMINO REAL - PALO ALTO, CA 94308

1-800-70- Volvo

(850) 493-1815  
Fax (850) 493-8107

BELMONT, CA  
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 130 ROBERT FLORES

STIVER	01	VOLVO V70T5	SI 80111	29046/29049	T80R
27MAY2000		17:00		120.00	CASH
					16JAN2003

LINE	OPCODE	TRCH	TYPE	ROUNDS	LIST	NET	TOTAL
	V400		TRANSMISSION CHECK (AUTO)				
	102	CV	0.00			0.00	0.00
NEED TO CHANGE [REDACTED] 2/19/03							
***** CUSTOMER STATES THAT THERE IS A NOISE FROM THE CAR WHEN DRIVING *****							
	V800E		BODY (EXTERIOR)				
	102	CV	0.00			0.00	0.00
NO ABNORMAL WHISTLE NOISES NOTED AT THIS TIME							
***** F ADJUST WIPERS *****							
	V800E		BODY (EXTERIOR)				
	102	CV	0.00			0.00	0.00
ADJUSTED WIPERS							
***** G ADD CUSTOMER'S SPIDER SPIKES *****							
	V800E		BODY (EXTERIOR)				
	102	CV	0.00			0.00	0.00
ADDED SPIKES							
***** H CUSTOMER STATE THAT THERE IS STATIC ON THE SECTIONS *****							
	V800E		BODY (EXTERIOR)				
	102	CV	0.00			0.00	0.00
NO ABNORMAL STATIC COMING FROM THE RADIO AT THIS TIME							

EST: 710.00      16JAN03 07:43 SA: 120

THANK YOU FOR COMING TO CARLSEN VOLVO AND WE  
LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!

## Carlsen Volvo

DATE	TIME	PHONE #	SALES	SALES TAX	TOTAL
					484.00
					184.11
					4.60
					0.00
					0.00
					672.71
					0.00
					15.57
PLEASE PAY THIS AMOUNT					688.28

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

SALE # AA073851      SPA # CMI 08184381

553982

143276

Carlson Volvo

\*INVOICE\*

4100 EL CAMINO REAL \* PALO ALTO, CA 94306

1-800-70-VOLVO

(650) 493-1515

Fax (650) 493-8107

PAGE 1

SERVICE ADVISOR: 105 TED LUCIO

BELMONT CA  
HOME: [REDACTED] BUS:

VEHICLE	YEAR	MAKE	MODEL	VIN	MI	INVT	TAX
01	VOLVO	V70			27350	27350	T127
27MAY2000					110.00	CASH	18NOV2002

08:24 18NOV02 08:56 18NOV02  
 LINE ORIGIN TECH TYPE NUMBER  
 A COST STATE REAR DOOR LOCKS, INCL LHS LOCK AND THE FUEL GAUGE IS INCORPORATED  
 CAUSE: REM FELL ASLEEP  
 V300 ELECTRICAL SYSTEM  
 118 WV94 0.00  
 1 8676458 6 UPGRADE REM (N/C)  
 FC: PART#: 8676458 COUNT: (N/C)  
 CLAIM TYPE:  
 AUTH CODE:

PERFORMED SOFTWARE UPGRADE PER TNN 37-08.  
 \*\*\*\*\*  
 B\*\* R/F FENDER SIDE MARKER LIGHT HAS COME LOOSE-REPORT  
 CAUSE: BROKEN  
 V300 ELECTRICAL SYSTEM  
 118 WV94 0.00  
 1 8658945 4 DIRECTION INDI (N/C)  
 FC: PART#: 8658945 COUNT: (N/C)  
 CLAIM TYPE:  
 AUTH CODE:

REPLACED R/F FENDER SIDE MARKER LIGHT ASSY  
 \*\*\*\*\*  
 THANK YOU FOR COMING TO CARLSEN VOLVO AND WE  
 LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!



CUSTOMER COPY

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134403

# Carlson Volvo

\*INVOICE\*

4180 EL CAMINO REAL \* PALO ALTO, CA 94304

1-800-70- Volvo

(860) 493-1515

Fax (860) 493-8107

PAGE 1

SERVICE ADVISOR: 120 ROBERT FLORES

BELMONT, CA

HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	MILEAGE IN/OUT	TAX
	01	VOLVO V70T3	YV1858011	[REDACTED]	21522/21530	T116*
27MAY2000		17:00	22APR02		110.00	CASH 22APR2002
H.O. SPENT		READY	OPTIONS			

LINE	OPCODE	TECH	TYR	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT THE BATTERY IS WEAK							
CAUSE: 302C0283							
				V300 ELECTRICAL SYSTEM			(N/C)
				118 WV94 0.30			(N/C)
				1 9459947 9 BATTERY			

### REPLACED BATTERY

A CUSTOMER STATES THAT THE DRIVER'S MIRROR SHAKES WHILE DRIVING.

INSTALL SOP

CAUSE: POOR FIT

V800E BODY (EXTERIOR)

118 WV94 0.70

1 9203606 0 REAR VIEW MIRR

(N/C)

(N/C)

### REPLACED DRIVER'S SIDE REAR VIEW MIRROR

THANK YOU FOR COMING TO CARLSON VOLVO AND WE  
LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!

<b>Carlson Volvo</b>	DATE		TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	PAID TOTAL	LABOR AMOUNT	0.00
								PARTS AMOUNT	0.00
								GAS, OIL, LUBE	0.00
								BULLET AMOUNT	0.00
								MISC. CHARGES	0.00
								TOTAL CHARGES	0.00
								ADJUSTMENT/REBATE	0.00
								SALES TAX	0.00
								PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

SALES & SERVICE (860) 493-1515 FAX (860) 493-8107

553982

133999

Carlson Volvo

\*INVOICE\*

4190 EL CAMINO REAL \* PALO ALTO, CA 94306

1-800-70-Volvo

(860) 493-1515

Fax (860) 493-8107

PAGE 1

SERVICE ADVISOR: 120 ROBERT FLORES

BELMONT, CA

HOME:

SUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
SILVER	01	VOLVO V70T4	YV3B847711		21510/25521	16*
DR. DATE						INV. DATE
27MAY2000			17:00 12APR02	110.00	CASH	19APR2002

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

SERVICE CAMPAIGN 108-KEYLESS REMOTE CONTROL UPGRADE 2001 MODEL YEAR S60, V70XC, S80 (PARTIAL)

CAUSE: 108

R108 SERVICE CAMPAIGN 108-KEYLESS REMOTE CONTROL UPGRADE 2001 MODEL YEAR S60, V70XC, S80 (PARTIAL)

146 WV94 0.20

2 8673402 7 SET

FC: PART#: 8673402 COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

COMPLETED RECALL 108

\*\*\*\*\*

B CUSTOMER STATES THAT ONE OF THE LIGHTS IS OUT

CAUSE: BURNT

V300 ELECTRICAL SYSTEM

146 WV94 0.20

1 27285 6 REPAIR KIT

(N/C)

(N/C)

REPLACED HEADLIGHT BULBS AND INSTALLED AUX HARN ESS

\*\*\*\*\*

C CUSTOMER STATES THAT THE DRIVER'S SIDEVIEW MIRROR IS LOOSE AGAIN'

CAUSE: F

SOP \*SPECIAL ORDER PART-ON ORDER\*

118 WV94 0.00

(N/C)

SPECIAL ORDERED A NEW REAR VIEW MIRROR ASSEMBLY

\*\*\*\*\*

D CUSTOMER STATES THAT WHEN SLOWING DOWN, THE ENGINE SUDDENLY DRAS AS T SLOWS DOWN-SEE ROBERT

CAUSE: F

Carlson Volvo

DATE	TIME	PERSON	AUTHORITY	APPROVAL	REPAIR PARTS	LABOR AMOUNT	PARTS AMOUNT	TAX, OIL, LUBE	WASH AMOUNT	LINE TOTAL	TOTAL
PLEASE PAY THIS AMOUNT											

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FORM # 8427981

REV # CAD 09/03/01

CUSTOMER COPY

553982

133999

# Carlson Volvo

\*INVOICE\*

4100 EL CAMINO REAL - PALO ALTO, CA 94306

1-800-70- Volvo

(850) 483-1615

Fax (850) 493-8107

PAGE 2

SERVICE ADVISOR: 120 ROBERT FLORES

BELMONT, CA

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	01	VOLVO V70TS	Y718N58D111		21516/21521	7116*
P.D. OPENED		READY	17:00 12APR02	OPTIONS:	110.00 CASH	19APR2002

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
16:57	12APR02			2:13			
V400 TRANSMISSION CHECK (AUTO)							
				118 WV94	1.50		(N/C)
				1 8675752 3 UPGRADE TCM			(N/C)

UPGRADED SOFTWARE

\*\*\*\*\*

THANK YOU FOR COMING TO CARLSEN VOLVO AND WE  
LOOK FORWARD TO SERVING YOU IN THE FUTURE!!!

## Carlson Volvo

DATE	TIME	PERSON	AMOUNT	ADDITIONAL AMOUNT	REMARKS	TAX AMOUNT	PAYEE AMOUNT	CASH OR BUS	SURETY AMOUNT	MISC CHARGES	TOTAL CHARGE	ADJUSTMENT	SALES TAX	REGISTRATION	TITLE AMOUNT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

553982

1 2 9 5 3 6



\*INVOICE\*

BELMONT, CA  
HOME: [REDACTED] BUS

PAGE 1

SERVICE ADVISOR: 125 CHUCK HOUSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN: OUT	TAG
SILVER	01	VOLVO V70TS	YV1AW58D11		18037/18048	T89
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	PAYMENT	

27MAY2000  
 N.O. OPENED  
 17:00 02JAN02  
 OPTIONS:  
 110.00

06:51 02JAN02 10:43 02JAN02  
 LINE OPCODE TECH TYPE HOURS NET

A CUSTOMER STATES THERE IS A SEAT BELT CATCH IS BROKEN. REPORT SOP  
 PART SHOULD BE IN.

CAUSE: FAULTY CATCH.  
 V800I BODY (INTERIOR)  
 119 WV94 0.00  
 1 9191997 7 BELT CATCH, RI

(N/C)  
(N/C)

REPLACED THE RIGHT REAR SEAT BELT CATCH.

\*\*\*\*\*

B CUSTOMER STATES THE LEFT OUTER MIRROR VIBRATES. REPORT.

CAUSE:  
 V800E BODY (EXTERIOR)  
 119 CV 0.00 0.00 0.00

FOUND THE MIRROR GLASS WAS POPPED OFF. REINSTALLED THE GLASS & THE VIBRATION IS GONE.

\*\*\*\*\*

C CUSTOMER STATES THE CAR DOWN SHIFTS ABRUPTLY WHEN SLOWING TO A ST & THE CAR SEEMS TO HESITATE. ?? REPORT.

CAUSE: 43-24  
 V20 20,000 MILE MAINTENANCE SERVICE  
 119 WV94 0.00  
 1 8675752 3 UPGRADE TCM



(N/C)  
(N/C)

PERFORMED A SOFTWARE DOWN LOAD AS PER THE TECH BULLETIN & PERFORMED AN ADAPTION UPDATE.

\*\*\*\*\*

D CUSTOMER STATES THE RIGHT FRONT WINDOW SQUEAKS. WE LUBED REGULATOR ON 11/07/01. REPORT.

V800E BODY (EXTERIOR)  
 119 CV 0.00 0.00 0.00

THE NOISE IS FROM SOMETHING ON THE GLASS. CLEANED THE EXPOSED GLASS AREA & THE NOIS IS BETTER. IT NEEDS TO BE REMOVED TO CLEAN THE ENTIRE



DATE	TIME	PHONE #	ADDITIONAL AMOUNT	REVENUE TOTAL	PARTS AMOUNT
					GAS, OIL, LUBE
					BUILT AMOUNT
					MISC. CHARGE
					TOTAL CHARGE

1. ADVISE CUSTOMER OF ALL CHARGES IN THE ORIGINAL ESTIMATE TO THE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY

IMP 9 CAL 868481

553982

127449

CARLSEN



\*INVOICE\*

4100 EL CAMINO REAL \* PALO ALTO, CA 94308  
(850) 483-1515

Fax (850) 483-8107

BELMONT, CA

PAGE 1

HOME: [REDACTED]

BOB:

SERVICE ADVISOR: 105 TED LUCIO

SILVER | 01 | VOLVO V70TS | YV18N58D11 | [REDACTED] | 15866/15872 | T55

07:41 07NOV01	11:31 07NOV01			
LINE	OPCODE	TECH	TYPE	HOURS
A	15,000 MILE MAINTENANCE SERVICE			
V15	15,000 MILE MAINTENANCE SERVICE			
	119	CV		1.90
	1	1275810	8 FILTER INSERT	
	1	977751	7 GASKET	
	1	GA	FUEL TREATMENT	
	1	NWS	W/W SOLVENT	
	1	9204626	7 FILTER	
F1	*EPA ENGINE OIL DISPOSAL FEES*			
	119	CH		0.00
LOBE	6 QTS CASTROL OIL			
		CL		
				13.50
	PERFORMED 15,000 MILE SERVICE/ALL SYSTEMS CHECK OUT OK. FRT BRAKES/7MM. REARS/9MM.			
				44.00

*Handwritten signature*



DATE	TIME	PAID BY	AMOUNT	TOTAL

December 14, 2003

**RECEIVED**  
DEC 18 2003

Mr. Denis J. Bergeron, Vice President  
Bergeron Volvo  
3525 Veterans Blvd.  
Metairie, LA 70002

Re: Volvo S80 - VIN YV1TS97D2X [REDACTED]

Dear Mr. Bergeron;

On October 19, 1998, we purchased our first S80 from you after having driven a Pontiac for 10 years. We decided to treat ourselves with a "luxury" vehicle and bought the S80 because of its numerous safety features and Volvo's reputation for endurance and longevity. We hoped that in a few years, this would be a safe and reliable car to be our daughter's first car. This has proven to be a very costly and hugely inconvenient mistake. By March 1999, this car was replaced due to being a lemon. The replacement car has been in the shop 18 times (43 days) for problems other than routine maintenance. This does not count the current stay in the Bergeron repair shop, which is now over 10 days. Then there are the appearance problems - the cloth lining on the interior roof is already dropping. The black trim around the windows and bumpers is faded and dingy. All this on a vehicle less than 4 years old with less than 36,000 miles. The cost in time and inconvenience alone has been totally unacceptable, not to mention the huge cost in repairs that should not have needed to be done already. We never had to replace the fuel pump, nor did we have problems with the electrical system, throttle body, suspension, steering, radio, door locks, and brakes in our Pontiac, even at the end of our 10-year ownership, that we have had with this Volvo. It is painfully obvious why Consumer Reports rates the Volvo S80 a DO NOT BUY used car.

Last Thursday, the car died. Friday, it was towed in to Bergeron. Monday, I was told that it needed a new alternator, but that may not be the only problem. Tuesday, I was told it was ready. I picked it up, drove less than 2 miles, and the "Stop safely and restart" light came on. I returned to Bergeron where I was told it was a computer memory problem. I left 2 more times; only to have this and other warning lights come on before I could even get home (I live less than 2 miles from Bergeron). The last time I returned, I told them to keep it until it was fixed. It is now Sunday, over a week later, and there is no word on my car.



Obviously, I cannot entrust my family's life and safety to this unreliable car, nor can I continue to keep throwing money and time away on this Volvo. I am completely disappointed and disgusted with this vehicle. Unfortunately, I am now forced to be in the market for a replacement car and I would like to ask you a question. Is there any reason that I should include Volvo in a list of possible car purchases?

I look forward to your reply.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Metairie, LA 

Cc: Mr. Bill Thomas, Volvo Sales Manager  
Bergeron Volvo

✓ Volvo Customer Care Center  
7 Volvo Drive  
Rockleigh, NJ 07647

November 23, 2003

Volvo Cars of North America Inc  
Seven Volvo Drive  
Rockleigh, NJ 07647  
Attn: General Manager

**RECEIVED**  
DEC 1 2003  
**CUSTOMER RELATIONS**

Dear Sir:

I would like to register my disappointment in your organization regarding my 1999 Volvo S80 T. I just finished discussing the problem with Sam DiLiberto of your customer care center, I had previously written an email on the web site and was directed to talk with him.

Our problem is simple. I purchased in good faith a used car with 59,000 miles. I would have never purchased said car without the extended warranty that came with the unit. The reason is that 1999 was the first year that the car was manufactured and everyone knows that you do not buy the first of a model, as the bugs are not worked out of the process. I did substantial research and learned that the car has particular problems in its electrical system. This did not bother me that much due to the extended warranty that I assumed.

Now I am panicked. The warranty was with Independent Warranty Management Company who went out of business in August 2003. The technician who has serviced the car stated that the computers have been a big problem on the car and that there are over 10 computers in the vehicle. Based upon his experience he guessed that another 2 or 3 would fail over the next 24 months. If these repairs are like the throttle body at \$1400.00 then I have a problem.

For your information, my family currently owns 4 Volvos and we purchase either a new or used unit almost every year. It is doubtful that we will consider another Volvo in the future particularly a new model!

I would hope that you will pass on my comments to both your engineering folks and the marketing folks who try to ascertain the damage caused by poor design of critical components.

Yours in Pain

[REDACTED]  
Dunwoody, GA [REDACTED]



MEMBER  
AMERICAN SOCIETY OF  
PLASTIC SURGEONS

THOMAS L. KOURY, M.D., D.D.S.

18677 QUEEN ELIZABETH DRIVE  
BROOKNEVILLE, MD 20833  
(301) 570-5559  
FAX (301) 570-5559

**RECEIVED**  
AUG 26 2003

**GEORGE BELFORS**

PLASTIC AND RECONSTRUCTIVE SURGERY  
MAXILLO-FACIAL AND HAND SURGERY  
COSMETIC SURGERY

*certified*

August 22, 2003

Volvo Cars of North America  
Customer Service Division  
Rockledge, NJ 07647

Re: Volvo 2001 V70 XC  
Client #77696 [REDACTED]

**TO WHOM IT MAY CONCERN;**

I purchased a 2001 Volvo V70 XC on October 7<sup>th</sup> 2000 because of the "legendary safety and reliability" accorded to Volvo. The record of my car has been far from reliable. I purchased a supplementary Maintenance Guarantee to 85,000 miles or seven years to protect my \$43,959.75 investment which I paid out of my retirement. This letter is being written because I have had the car in to the Dealership where I purchased it four times now and the problem is still not resolved and in fact the transmission appears to be falling. This problem is documented below.

I have meticulously maintained the vehicle and taken it in for the recommended checkups to Herb Gordon Volvo in Silver Spring, Maryland.

Unfortunately I have had a continued problem with the transmission culminating in a failure which required Herb Gordon Volvo to replace a transmission module and software at 38,041 miles on 11/05/02. I have returned the vehicle on two occasions since then advising them that the transmission was not performing, with it hesitating, jerking and being sluggish. They have advised me "nothing is wrong" since they replaced the transmission module 11/05/02. Unfortunately today, 08/22/03, the transmission definitely has been slipping with hesitation, poor acceleration and sluggishness, followed by the red light showing on the dash advising me to check the message which read "DECREASED PERFORMANCE". I called Herb Gordon Volvo today and have made arrangements to have them repair the car as I am afraid to drive it in its present condition.

I believe that the documentation below and the copies of my invoices which show the problem beginning at 33,830 miles and culminating today at 48,730 miles, shows a continuing unabated problem which requires a new transmission on the expensive vehicle which I purchased. The reliability of this car has been troublesome, upsetting and not what I expected from a luxury car from Volvo. My wife's Buick has a transmission which is smooth and effortlessly propels it from acceleration and deceleration. This Volvo 2001 is jerky, sluggish and very frustrating to me and I request that this problem be solved with a new transmission.

Sincerely,

[REDACTED SIGNATURE]

Cc: Richard L. Greenfold, Sales Consultant  
John M. Byer, Sales Manager  
TLK/ek

CLIENT #77696

2001 VOLVO V70 XC

**TRANSMISSION TROUBLE.** Taken in to Herb Gordon Volvo, Silver Spring, Md.

6/17/02 33,330 MILES - Transmission "hesitating" on take-off. Added 1 Qt. ASO0602 oil in addition to 6 qts. 1030 oil for oil change. Was ASO0602 oil transmission oil?  
REMEDY - Advised me "normal".

11/05/02 38,041 MILES - "Clunks into gear", jerking - would not shift properly. FAILURE.  
REMEDY - Replaced transmission module, upgraded software.

02/26/03 41,679 MILES - Car jerks on acceleration and sluggish response to starting after a stop or deceleration.  
REMEDY - Unable to test "due to snow and bad weather". Did 37,500 mile check up.

05/27/03 45,348 MILES - 45,000 Mile check up. Transmission "makes clunking noise when taking off" infrequently, but continues to happen.  
REMEDY - "could not duplicate"

08/22/03 48,136 MILES - "Transmission has falterly, but definitely been slipping last day. Dash light message indicator came on with 'DECREASED PERFORMANCE' in message area.

Called 8/22/03 at 4:00 p.m. to make appointment - "I am afraid to drive the car" to Jose A. Espejo, Assistant Service Manager.



www.mileone.com

3121 AUTOMOBILE BLVD.  
SILVER SPRING, MARYLAND 20904

Direct Service 301-647-2220  
Baltimore 410-782-7106  
Fax 301-990-4896



Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement  
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

VEHICLE NO.	77696	OWNER	MICHAEL VANHOUSEN	PHONE	5636 1479	DATE	06/17/02	WORK NO.	GVC5669542
VEHICLE MAKE		VEHICLE MODEL		VEHICLE YEAR	33	VEHICLE TYPE	VENETIAN RE	VEHICLE COLOR	
VEHICLE MAKE	BROOKEVILLE, MD	VEHICLE MODEL	01 VOLVO S70/S DOOR WAGON	VEHICLE YEAR		VEHICLE TYPE	10/07/00	VEHICLE COLOR	8
VEHICLE MAKE		VEHICLE MODEL	Y V 1 5 2 5 8 D 8 1 1	VEHICLE YEAR		VEHICLE TYPE	06/17/02	VEHICLE COLOR	
VEHICLE MAKE		VEHICLE MODEL		VEHICLE YEAR		VEHICLE TYPE		VEHICLE COLOR	
								NO: 33836	

LABOR & PARTS

JOB # 1 00V0290 OK 30,000 MILE SERVICE UNITS: 3.30 TECH(S):5539 270.60  
CUSTOMER REQUESTS 30,000 MILE SERVICE  
SCHEDULED MAINTENANCE DUE TO TIME/MILEAGE  
PERFORMED 30,000 MILE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB	1	PKS7030K1	99-57830K TURBO	6.95	6.95
JOB	1	AS00062	OIL ADD	18.99	18.99
JOB	1	ASF1699	INJ. CLEANER	1.19	1.19
JOB	1	977751-7	GASKET	16.75	16.75
JOB	1	9434699-6	"C" COOLANT	2.07	2.07
JOB	1	940096-1	CAP SEAL	11.54	11.54
JOB	1	9437434-5	BRAKE FLUID	7.67	7.67
JOB	1	1276810-8	FILTER INSERT	2.04	2.04
JOB	1	1030-8	QT OIL	38.25	38.25
JOB	1	8670088-0	SPARK PLUG KIT	22.00	22.00
JOB	1	8804628-7	POLLEN FILTER	24.89	24.89
JOB	1	9454647-0	FILTER INSERT		
				JOB # 1 TOTAL PARTS	162.50
				JOB # 1 TOTAL LABOR & PARTS	433.10

JOB # 2 40V0200 GEN ST/SUSP CONCERN UNITS: TECH(S):5539 0.00  
CUST REQUEST CHECK ALIGNMENT ON ROAD TEST ADVISE IF WORK  
RECOMMENDED  
ALIGNMENT SEEMS OK AT THIS TIME TECH OBSERVED NO ABNORMAL  
HANDLING CHARACTERISTICS ON TEST DRIVE

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

JOB # 3 20V02 [REDACTED] 0.00

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

NISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		13.53	
				TOTAL - NISC	13.53

**Thank You!**



www.mileone.com

3121 AUTOMOBILE BLVD.  
SILVER SPRING, MARYLAND 20904

Direct Service 301-847-2220  
Baltimore 410-792-7105  
Fax 301-890-4888



Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement  
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

VEHICLE NO. <b>77696</b>	APPROX. DATE OF PURCHASE <b>01/01/02</b>	VEHICLE NO. <b>YV152580811</b>	VEHICLE NO. <b>5636</b>	VEHICLE NO. <b>1479</b>	DATE OF PURCHASE <b>05/17/02</b>	VEHICLE NO. <b>CVCS669542</b>
<b>BROOKVILLE, MD</b>	<b>01/VOLVO/V70/5 DOOR WAGON</b>	<b>YV152580811</b>	<b>5636</b>	<b>1479</b>	<b>05/17/02</b>	<b>CVCS669542</b>
				<b>39,830</b>	<b>VENETIAN RE</b>	
					<b>10/07/00</b>	
					<b>06/17/02</b>	

NO: 33836

TOTALS-----

DRIVE SAFELY  
THANK YOU FOR YOUR BUSINESS  
WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 3PM BY APPOINTMENT  
\*\*ASK ABOUT OUR LOYALTY PROGRAM FOR S90 & S40 OWNERS\*\*  
\*\*SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS\*\*

TOTAL LABOR.... 270.60  
TOTAL PARTS.... 162.50  
TOTAL SUBLET... 0.00  
TOTAL G.O.B.... 0.00  
TOTAL MISC CHG. 13.53  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 8.13  
TOTAL INVOICE \$ 484.78

CUSTOMER SIGNATURE

*30,000 mile visit*

PAID  
JUN 18 2002  
CK# 8022

**Thank**

3121 AUTOMOBILE BLVD.  
SILVER SPRING, MARYLAND 20904

Direct Service 301-847-2220 Baltimore 410-782-7105 Fax 301-890-4998



**www.mileone.com**

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that the part or accessory will be free from defects in material or workmanship.  
During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, provided it is an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.  
Some Parts Replacement  
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

PLANT NO <b>77696</b>	MODEL <b>VOLVO V70</b>	YEAR <b>2002</b>	DATE <b>11/05/02</b>	WARRANTY <b>GVC378/580</b>
	VIN <b>YV1S25BD811</b>	MI <b>38,043</b>	VENETIAN RE	
	DESCRIPTION <b>01/VOLVO V70/S DOOR WAGON</b>	DATE <b>10/07/00</b>		

**TRANSMISSION FAILURE** NO: 38051

LABOR & PARTS  
JOB # 1 20/02  
PARTS TRNS LVL A UNITS: 3.00 TECH(S):6067 WARRANTY  
CUST STATES TRNS SERVICE MSG ON  
CODES 0000 1A81 1A80 1A82 520C 6107 6308  
REPLACE REPLACE TRANSMISSION CONTROL MODULE, DOWNLOAD  
SOFTWARE #837 AND #667

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	0442707-7	HFI MODULE		WARRANTY
JOB # 1	1	0675752-3	UPGRADE TCM		WARRANTY
JOB # 1	1	0688718-9	UPGRADE CEM		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 01/02  
UNITS: TECH(S):5067  
CUST STATES COULD NOT TELL WHICH GEAR CAR WAS IN  
SEE LINE 1

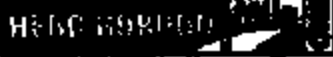
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

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

TOTALS					
DRIVE SAFELY			TOTAL LABOR...	0.00	
THANK YOU FOR YOUR BUSINESS			TOTAL PARTS...	0.00	
WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 3PM BY APPOINTMENT			TOTAL SUBLET...	0.00	
***ASK ABOUT OUR LOYALTY PROGRAM FOR \$80 & \$40 OWNERS**			TOTAL G.O.G....	0.00	
***SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS***			TOTAL MISC CHG.	0.00	
			TOTAL MISC DISC	0.00	
			TOTAL TAX.....	0.00	
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>	

CUSTOMER SIGNATURE

**Thank You!**



3121 AUTOMOBILE BLVD.  
SILVER SPRING, MARYLAND 20904

Direct Service 301-847-2220  
Baltimore 410-792-7168  
Fax 301-850-4886

www.mileone.com

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spares Parts Replacement  
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

77696	SUSAN WAMERU	5056	4843	02/26/03	GV5840611
			41,679	VENETTAN RE	
BROOKEVILLE, MD		01/VOLVO/70/5 DOOR WAGON		10/07/00	8
		VV15Z5B0811			
				02/26/03	

LABOR & PARTS

J# 1 00V02037.SK 37,500 MILE SERVICE UNITS: 1.00 TECH(S):5064 82.00  
CUSTOMER REQUESTS 37,500 MILE SERVICE  
SCHEDULED MAINTENANCE DUE TO TIME/MILEAGE  
PERFORMED 37,500 MILE SERVICE  
AND REPLACED WIPER BLADES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	PK0C99	DFC CARTRIDGE FILTER	14.28	
JOB # 1	7	1030-6	QT OIL	1.19	
JOB # 1	1	9777-7	GASKET	7.88	
JOB # 1	1	1275020-8	FILTER INSERT	10.74	
JOB # 1	1	9100447-4	WIPER BLADE	11.69	
JOB # 1	1	9178694-7	WIPER BLADE	45.65	
JOB # 1 TOTAL PARTS				127.65	
JOB # 1 TOTAL LABOR & PARTS				82.00	

J# 2 94V02Z 37,500 MILE SERVICE UNITS: 1.00 TECH(S):5064 WARRANTY  
CUST STATES RIGHT SIDE MARKER ERASED  
CORRECT MARKER  
REPLACE RIGHT SIDE T/S MARKER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	0658047-0	DIRECTION INDIC	0.00	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 28V02Z 37,500 MILE SERVICE UNITS: 1.00 TECH(S):5064 WARRANTY  
CUST STATES CHECK TRANS SHIFT MSB - INTERMIT  
NO CODES STORED IN TRANS OR ECM. ALL TRANS SOFTWARE UPGRADES  
HAVE BEEN PERFORMED. UNABLE TO DUPLICATE AT PRESENT TIME

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

J# 4 94V02RP 37,500 MILE SERVICE UNITS: 1.00 TECH(S):5064 WARRANTY  
REPAIR AS NEEDED  
CUST STATES CAR JERKS ON ACCEL. AND SLURRISH  
UNABLE TO PERFORM ROAD TEST DUE TO BAD WEATH - SNOWING

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

MISC	CODE	DESCRIPTION	CONTROL NO	UNIT PRICE	WARRANTY
JOB # A		HW HAZARDOUS WASTE		5.74	
JOB # A		SS SHOP SUPPLIES		1.77	
TOTAL - MISC				7.51	

COMMENTS:  
NAIT





**HERB GORDON**

www.mile.com

3121 AUTOMOBILE BLVD.  
SILVER SPRING, MARYLAND 20904Direct Service  
301-847-2220Baltimore  
410-722-7106Fax  
301-890-4696**VOLVO**

Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

**Spares Parts Replacement**

The warranty period for parts is one (1) year, beginning with the date the part was purchased.

DATE: 77696	SUSAN WALTER
BROOKVILLE, MD	01/VOLVO
	YV'S Z
	K.Y.E.D.
	COMMENT

COMMENTS  
FRONT BRAKE PADS AT 6MM, REAR 6MM  
FRONT TIRES 7/32, REAR 8/32 AFTER ROTATE

**TOTALS**

DRIVE SAFELY

THANK YOU FOR YOUR BUSINESS

WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 3PM  
BY APPOINTMENT

\*\*ASK ABOUT OUR LOYALTY PROGRAM FOR S80 &amp; S40 OWNERS\*\*

\*\*SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS\*\*

TOTAL LABOR....	82.00
TOTAL PARTS....	45.65
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.51
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.28

**TOTAL INVOICE \$ 137.44**

CUSTOMER SIGNATURE

**VOLVO**

Mike Van Housen

**VOLVO**Jose A. Espejo  
Assistant Service Manager3121 Automobile Blvd.  
Silver Spring, MD 20904  
301-847-2220  
Fax: 301-890-4696  
www.haz@gordonvolvo.com  
www.mile.com**Thank You!**



www.mileone.com

3121 AUTOMOBILE BLVD.  
BILVER SPRING, MARYLAND 20804

Direct Service 301-847-2220      Baltimore 443-792-7106      Fax 301-860-4806



Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

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IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement  
The warranty period for parts is one (1) year, beginning with the date the part was purchased.

VEHICLE NO.	77696	MODEL	ROSE ESPEJO	YEAR	5575	PRICE	5684	DATE	05/27/03	WORK ORDER NO.	GVC5903371	
ADDRESS	[REDACTED]		PLANT	[REDACTED]	STOCK NO.	45,348	DESCRIPTION	VENETIAN RE	WORK ORDER NO.	[REDACTED]	WORK ORDER NO.	[REDACTED]
CITY	BROOKEVILLE, MD	VEHICLE TYPE	01/VOLVO/V70/S DOOR WAGON	DATE	05/07/00	VEHICLE IDENTIFICATION	VV1S2580811	VEHICLE IDENTIFICATION	05/27/03	VEHICLE IDENTIFICATION	[REDACTED]	MD: 45368

LABOR & PARTS  
JOB # 00V02245-0SERV 45,000 MILE SERVICE UNITS: 1.00 TECH(S):8807 147.00  
CUSTOMER REQUESTS 45,000 MILE SERVICE DUE TO MILES/TIME COMPLETED 45,000 MILE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	PC89015K	58015K	14.28	14.28
JOB # 1	1	1030-8	QT OIL	1.19	1.19
JOB # 1	1	977751-7	BASKET	6.98	6.98
JOB # 1	1	AS00682	OIL ADD	8.95	8.95
JOB # 1	1	ASF0981	GAS ADD	7.05	7.05
JOB # 1	1	1275010-8	FILTER INSERT	22.84	22.84
JOB # 1	1	9284826-7	POLLEN FILTER	58.76	58.76
JOB # 1 TOTAL PARTS					147.00
JOB # 1 TOTAL LABOR & PARTS					206.36

JOB # 2 99V02L0A LOWER CAR UNITS: 0.00 TECH(S):8807 0.00  
COMPLIMENTARY TRANSPORTATION PROVIDED BY HEARST GARDON VOLVO  
FREE COMPLIMENTARY LOWER VEHICLE

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

JOB # 3 20V02 \*AUTO TRANS LVL A UNITS: 0.00 TECH(S):8807 0.00  
CUSTOMER STATES TRANS MAKES CLANKING NOISE WHEN TAKE OFF ??  
NO CODES STORED IN ECU-FLUID IS CLEAN  
VEHICLE HAS LATEST SOFTWARE AVAILABLE  
COULDN'T DUPLICATE CUST COMPLAINT AT THIS TIME  
TEST DRIVE VEHICLE FOR 20 MILES

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

JOB # 4 40V02 \*STEER/SUSP LVL A UNITS: 0.00 TECH(S):9307 99.96  
CK ALIGNMENT  
PERFORM 4 WHEEL ALIGNMENT  
-SPECIAL-

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					99.96

JOB # 5 51V021010 REPL FR. BRAKE PADS UNITS: 1.00 TECH(S):8387 82.00  
TECH OBSERVED FRONT BRAKE PADS ARE LOW 2 MM  
REPLACE FRONT BRAKE PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 5	1	8634921-4	BRAKE PAD KIT	67.27	67.27
JOB # 6	1	1161225P	BRK GREASE	6.48	6.48

MILEONE 1999-2003



www.milsons.com

3121 AUTOMOBILE BLVD.  
SILVER SPRING, MARYLAND 20904

Direct Service 301-847-2220  
Baltimore 410-788-7108  
Fax 301-890-4896



Volvo Cars of North America, Inc. warrants to the retail purchaser of each new genuine Volvo replacement part or accessory that such part or accessory will be free from defects in material or workmanship.

During the warranty period, any such defective part or accessory will be exchanged or repaired at Volvo's discretion, without charge, but only by an authorized Volvo retailer.

IF and ONLY IF such part or accessory was originally installed by an authorized Volvo retailer, the labor for removal and replacement will also be covered by this warranty.

Spare Parts Replacement

The warranty period for parts is one (1) year, beginning with the date the part was purchased.

77696	JOSE	5684	05/27/03	CVC 8003371
BROOKVILLE, MD			VENETIAN RM	
			10/07/00	
			05/27/03	
				NO: 45368

JOB # 5 TOTAL PARTS	73.76		
JOB # 5 TOTAL LABOR & PARTS	158.76		
MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # A HW	HAZARDOUS WASTE		1.77
JOB # A SS	SHOP SUPPLIES		23.07
TOTAL - MISC			24.84

TOTALS		
DRIVE SAFELY	TOTAL LABOR	329.55
THANK YOU FOR YOUR BUSINESS	TOTAL PARTS	132.92
WE ARE NOW OPEN FOR SERVICE ON SATURDAYS 8AM TO 5PM BY APPOINTMENT	TOTAL SUBLET	0.00
**ASK ABOUT OUR LOYALTY PROGRAM FOR S80 & S40 OWNERS**	TOTAL G.O.B.	8.90
**SEE ONE OF OUR SALES REPRESENTATIVES FOR DETAILS**	TOTAL MISC CHG.	24.84
	TOTAL MISC DTSC	0.00
	TOTAL TAX	6.63
	<b>TOTAL INVOICE \$</b>	<b>493.54</b>

CUSTOMER SIGNATURE

PAID  
MAY 27 2003  
MC

PAID  
MAY 27 2003  
Debbie

**Volvo**  
Jon Devlin  
Service Manager

3121 Automobile Blvd.  
Silver Spring, MD 20904  
301-847-2220  
Fax 301-890-4896  
www.milsons.com

August 8, 2003

**RECEIVED**  
AUG 18 2003

**CUSTOMER RELATIONS**

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

Re: My 2000 Volvo SE GLT

To Whom It May Concern:

My name is [REDACTED] I am in need of assistance regarding my car. In December of 2002, I contacted Customer Relations because I needed financial assistance with the replacement of the car's electronic throttle body. It was not covered on my extended warranty. You were able to negotiate with Volvo of Houston to do the repairs with me paying half of the expenses.

My car has been doing the same thing since June 14, 2003. However, the ETS light that came on in December of 2002 does not come on, but it is doing the exact same thing. It hesitates, a lot of jerking while traveling speeds as low as 40 miles an hour. I took the car back to Volvo of Houston on June 25. Their diagnosis was traced to a failed mass meter. They replaced it, however, the next day it began jerking and hesitating again. I called Volvo of Houston and spoke to the service manager, Louis. He pulled the service history performed on my car.

He saw where I had not had my routine maintenance work performed at his dealership since the throttle body was put on. He began to tell me because the routine maintenance was not performed there, that it was his opinion and that of one of his mechanics, that I should take the car back to whomever (Quality Volvo) had done my scheduled maintenance. Louis went on to state that if oil had dripped in and/or around the throttle body area, it could cause this hesitating and jerking sensation that I have been experiencing.

So I took the car back to Quality Volvo, and they looked at it. They found no such thing. Their suggestion was to take it back to Volvo of Houston because they were the ones that put the throttle body on.

I purchased the Volvo in 2000 because of its reputation of being one of the best automobiles in the world. It has not lived up to my expectation. My salesman at Momentum Volvo misled me when I purchased the car. He said I would only have to pay for \$75 oil changes annually. He conveniently left out all the money I would spend on maintenance and repairs on this vehicle.

I honestly feel like I have been duped since the purchase of this automobile. I would like for you to tell me who should be accountable for this and should I be getting the run around as I have concerning the throttle body. I have enclosed all the work performed on this car since its purchase.

I look forward to hearing from you soon.

Sincerely yours, [REDACTED]

[REDACTED]  
Houston, TX [REDACTED]  
(home)  
(cell)

07/22/2003  
10:44:07

INVENTORY LISTING

5020  
PAGE 1

*folio of Houston*

CUSTOMER NAME : [REDACTED] SERIAL NO. : WFL05618272658745

R.O NO. : 118268 R.O DATE : 08/28/2003 R.O TYPE : B  
MILEAGE : 84120 ADVISOR NO. : 987

JOB NUMBER : 1 OPERATION DIVISION CP. INSC. SERVICE & EQUIPMENT

SALE TYPE : C TECHNICIAN NO(S) : 780

COMPLAINT : CUSTOMER STATES AT FREIGHT SERVICE CAR RESISTANCE AND JERKS

CAUSE : TRACK TO FAILED AIR PRESS METER.

REPLACE AIR PRESS METER. COVERAGE PROVIDED BY BEST CARE

CORRECTION : EXTENDED WARRANTY. AMT\$ 1840000 . \$282.00 . \$84.00  
INDUSTRY.

CONTACTS 281-974-8897

R.O NO. : 104778 R.O DATE : 10/02/2002 R.O TYPE : B  
MILEAGE : 51346 ADVISOR NO.

JOB NUMBER 1 OPERATION DIVISION CP. INSC. SERVICE & EQUIPMENT

SALE TYPE M/C TECHNICIAN NO(S) 739

COMPLAINT

CUSTOMER STATES EYE LIGHT IS ON, IDLE SURGE, AND RESISTANCE  
ON ACCELERATION.

CAUSE

TRACK TO FAILED EFM

CORRECTION :

REPLACE EFM AND DOWNLOAD SOFTWARE. PROVIDE GOODWILL COVERAGE

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
104778 28128 104778 10904

JOB NUMBER : 2 OPERATION DIVISION CP. INSC. FUEL SYSTEM

SALE TYPE : C TECHNICIAN NO(S) : 739

COMPLAINT : CUSTOMER STATES EYE LIGHT IS ON, IDLE SURGE, AND RESISTANCE

UPON ACCELERATION.

CAUSE

TRACK TO FAILED EFM

CORRECTION

REPLACE FAILED EFM

CONTACTS 713-661-8888

R.O NO. : 106886 R.O DATE : 09/08/2002 R.O TYPE : B  
MILEAGE : 53417 ADVISOR NO. : 987

JOB NUMBER : 1 OPERATION DIVISION CP. INSC. SERVICE & EQUIPMENT

SALE TYPE : C TECHNICIAN NO(S) : 824

COMPLAINT : CUSTOMER STATES EYE LIGHT IS ON, IDLE SURGE, AND RESISTANCE

UPON ACCELERATION.

87/22/2082  
16:48:07

HISTORY LISTING

1030

PAGE 2

CRASH :  
TRACE TO FAILED ELECTRONIC THROTTLE UNIT  
CORRECTION :  
REPAIR DEFERRED.

COMMENTS : YLJ461-8808

R.O. NO. : 90489 R.O. DATE : 08/28/2001 R.O. TYPE : S  
MILEAGE : 32860 ADVISOR NO. : 686

JOB NUMBER : 1 OPERATION DIVISION CP. INSP. 30,000 M/S (SPCL)  
SALE TYPE : C TECHNICIAN NO(S) : 148  
COMPLAINT : 30,000 M/S (SPCL)  
CORRECTION : PERFORMED 30,000 M/S (SPCL)

JOB NUMBER : 2 OPERATION DIVISION CP. INSP. BODY & INTERIOR  
SALE TYPE : C TECHNICIAN NO(S) : 148  
COMPLAINT : C/S ANTENNA WILKIN.  
CORRECTION : STRAIGHTENED MOUNT AS BEST AS HE COULD. PROBABLY WILL NEED  
ANTENNA WAST.

R.O. NO. : 90317 R.O. DATE : 08/28/2001 R.O. TYPE : S  
MILEAGE : 32870 ADVISOR NO. : 686

JOB NUMBER : 1 OPERATION DIVISION CP. INSP. ENGINES & EQUIPMENT  
SALE TYPE : H TECHNICIAN NO(S) : 688  
COMPLAINT : 9488-00143714028688  
C/S CHECK ENGINE LIGHT COMES ON.  
CASE : IPC 800210 2810  
FOUND CODE 2810 - FRONT O2 SENSOR FAULTY  
ORIGINAL :  
CASE : FOUND CODE 2810 - FRONT O2 SENSOR FAULTY  
CORRECTION : REPLACED FRONT O2 SENSOR.

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
90317 28412 90317 28482  
90317 28484 90317 28501

COMMENTS : WAIT

R.O. NO. : 8788 R.O. DATE : 08/28/2001 R.O. TYPE : S  
MILEAGE : 34834 ADVISOR NO : 686

JOB NUMBER : 1 OPERATION DIVISION CP. INSP. SERVICE & MAINT  
SALE TYPE : C TECHNICIAN NO(S) : 676

07/22/2022

HISTORY LISTING

3430

10:46:07

PAGE 2

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JOB NUMBER : 2 OPERATION 05VCH OP. DESC. GENERAL BRAKE  
 SALE TYPE : C TECHNICIAN NO(S) : 436  
 COMPLAINT : CHECK BRAKES.  
 CORRECTION : REPLACED FRONT BRAKE PADS.

JOB NUMBER : 2 OPERATION 05VCH/CRN OP. DESC. LOWER CRN  
 SALE TYPE : C TECHNICIAN NO(S) : 436  
 COMPLAINT : \$49.95 VALUE  
 CORRECTION : NO CHECKS !!!

JOB NUMBER : 4 OPERATION 05VCH/CRN OP. DESC. LIGHTING  
 SALE TYPE : M TECHNICIAN NO(S) : 436  
 COMPLAINT :  
 RECALL 101  
 CORRECTION : COMPLETED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 8728 101

COMMENTS : 713-841-8808/201-436-2160

-----

R.O. NO. : 81415 R.O. DATE : 12/22/2020 R.O. TYPE : B  
 MILEAGE : 14642 ADVISOR NO. : 436

JOB NUMBER : 1 OPERATION 01VCH OP. DESC. SERVICE & PAINT  
 SALE TYPE : C TECHNICIAN NO(S) : 274  
 COMPLAINT :  
 15,000 M/S

JOB NUMBER : 1 OPERATION 05VCH/CRN OP. DESC. LOWER CRN  
 SALE TYPE : C TECHNICIAN NO(S) : 274  
 COMPLAINT : \$49.95 VALUE  
 CORRECTION : NO CHECKS !!!

COMMENTS : 713-841-8808

07/22/2003  
11:42:12

EMPLOYER LISTING

3040

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 2V1L88D07200748

R.O NO. : 302216 R.O DATE : 08/04/2003 R.O TYPE : E  
MILEAGE : 21182 ADVISOR NO. : 708888

JOB NUMBER : 1 OPERATION 2100V0000 CP. DESC. 02,100 MILE SVC  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : OIL AND FILTER CHANGE (CHECK OIL SYNTHETIC ENGINE OIL) //  
RENT SVC REMINDER LAMP // CHECK ALL FLUID LEVELS INCL. BATTERY  
// INSPECTION OF BRAKE PADS FOR WEAR // CHECK & ADJ TIRE  
PRESSURE // INSPECT & TORQUE SUSPENSION // LUBRICATE BOOMS-LOCKS  
- BUSHES & LINKS EXTENSIVE WASH // INSPECT WIPER BLADES - CLEAN &  
ADJ WIPER MOTIONS // CHECK INTERIOR LIGHTING // CHECK & ADJ.  
BRAKING BRAKE // TIRE ROTATION // TREAD WASH AND VACUUM.  
CASE : CUSTOMER REQUEST  
CORRECTION : 02,100 MILE SERVICE DONE

JOB NUMBER : 2 OPERATION 01000 CP. DESC. MAINTENANCE SERVICES  
SALE TYPE : C TECHNICIAN NO(S) :  
COMPLAINT : NO NOISE ON BRAKES  
CORRECTION :

JOB NUMBER : 3 OPERATION 2100V0000 CP. DESC. TRANSMISSION  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : AUTOMATIC TRANSMISSION SYSTEM FLASH  
FLASH SERVICE TRANSMISSION SYSTEM, REPLACE OIL, FLUID THROUGHOUT  
TRANSMISSION, TORQUE CONVERTER AND COOLER LINES.  
CASE :  
CORRECTION : PREVENTATIVE MAINTENANCE -  
TRANSMISSION SYSTEM FLASH COMPLETE

JOB NUMBER : 4 OPERATION 110001 CP. DESC. OIL & WASH  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : REPLACE POLLER FILTER  
CASE : POLLER FILTER BENT  
CORRECTION : REPLACED POLLER FILTER  
J 3 LANC

JOB NUMBER : 5 OPERATION 2100V0000 CP. DESC. REAR BRAKE PADS  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT :  
REMOVE AND INSPECT REAR BUSHES AND CALIPERS /  
REAR BRAKE PADS / BRAKE FLUID LEVEL / WASH TRUCK VEHICLE  
CORRECTION : REAR BRAKE PADS REPLACED -

JOB NUMBER : 6 OPERATION 010001 CP. DESC. FRONT BRAKE SPECIAL  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : FRONT BRAKE PAD SPECIAL  
CASE : ROUTINE MAINTENANCE  
CORRECTION : REPLACE FRONT BRAKE PADS / INSPECT FRONT AND REAR DISC &  
CALIPERS / INSPECT BRAKE LINES, HOSES & MASTER CYLINDER /



07/22/2002  
1116211E

HISTORY LISTING

3440

PAGE 3

JOB NUMBER : 7 OPERATION 01V081981 OP. DESC. -  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : REPLACE FRONT BRAKE DISCS  
CAUSE : FRONT BRAKE ROTORS WORN BELOW MINMO SPECIFICATIONS  
CORRECTION : REPLACE FRONT BRAKE ROTORS  
1.0 LABOR

COMMENTS SERVICE

R.O. NO. : 372844 R.O. DATE : 04/18/2002 R.O. TYPE : E  
MILEAGE : 47444 ADVISOR NO. : 762842

JOB NUMBER : 1 OPERATION 11V08  
SALE TYPE : W TECHNICIAN NO(S) : 500  
COMPLAINT : CURT STRAPS RIGHT LOW SEAM XING  
CAUSE : DEFECTIVE RL BOLT  
CORRECTION : REPLACED 2 RL BOLTS

WARRANTY CLAIM NO OPERATION NO. CLAIM NO OPERATION NO.  
372805 03215

COMMENTS WAIT

R.O. NO. : 387888 R.O. DATE : 03/29/2002 R.O. TYPE : C  
MILEAGE : 43333 ADVISOR NO. : 706521

JOB NUMBER : 1 OPERATION 01V08357E OP. DESC. EVERY 3,750 MILES  
SALE TYPE : C TECHNICIAN NO(S) : 504  
COMPLAINT : OIL AND FILTER REPLACEMENT / INSPECT COOLANT LEVEL CHECK/ADJ.  
/ INSPECT BRAKES / INSPECT TIRES / WASHIN FLUID LEVEL CHECK/  
WAX / WINDSHIELD WASHER JETS CLEAN/ADJUST / AIR/FRESH MOUNT  
INDICATE/CLAMP / BOND WASH VEHICLE .  
CAUSE : MAINTENANCE  
CORRECTION : VEH DONE  
.50

COMMENTS WAIT

R.O. NO. : 337835 R.O. DATE : 11/28/2001 R.O. TYPE : S  
MILEAGE : 18672 ADVISOR NO. : 423

JOB NUMBER : 1 OPERATION 07V08488 OP. DESC. BRAKE REPAIR  
SALE TYPE : C TECHNICIAN NO(S) : 428  
COMPLAINT : CURT WAS TOLD NEEDED FRONT BRAKE PADS  
CORRECTION : NO WORK DONE

07/22/2003  
11:42:12

HISTORY LISTING

3440

PAGE 3

R.O. NO. : 308709 R.O. DATE : 06/21/2001 R.O. TYPE : S  
MILEAGE : 27349 ADVISOR NO. : 700982

JOB NUMBER : 1 OPERATION 187083 OP. DESC. CLASS & TRIM  
SALE TYPE : C TECHNICIAN NO(S) : 700983  
COMPLAINT : CUSTOMER STATES THAT AIRFRESH MUST BECHANG/ RPT  
CORRECTION : REPLACE AIRFRESH MUST  
L-5

COMMENTS : WALTER

R.O. NO. : 308144 R.O. DATE : 06/01/2001 R.O. TYPE : S  
MILEAGE : 26119 ADVISOR NO. : 421

JOB NUMBER : 1 OPERATION 187083 OP. DESC. GENERAL SERVICE BRAC  
SALE TYPE : W TECHNICIAN NO(S) : 421  
COMPLAINT : CUSTOMER STATES RIGHT HEADLIGHT OUT ON ESCALA 1018  
SHORT FURN CODE 83  
CORRECTION : PERFORM SERV. ESCALA1018

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
388248 1018

JOB NUMBER : 2 OPERATION 187083 OP. DESC. CLASS & TRIM  
SALE TYPE : W TECHNICIAN NO(S) : 430  
COMPLAINT : CUSTOMER STATES RIGHT WINDSHIELD WIPER LOCKS  
CODE : RT. W/W QRT LOCK  
CORRECTION : REPL. W/W WIPER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
340348 34111

R.O. NO. : 282084 R.O. DATE : 08/08/2000 R.O. TYPE : S  
MILEAGE : 5901 ADVISOR NO. : 511

JOB NUMBER : 1 OPERATION 187083 OP. DESC. CLASS & TRIM  
SALE TYPE : W TECHNICIAN NO(S) : 427  
COMPLAINT : CUSTOMER STATES INDICATOR COMING OFF OF AIRTRAY.  
DOWN IN DRIVE BY ROBERT H. DELETE MESSAGE.  
CORRECTION : REPLACED AIR TRAY  
WARRANTY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
282084 68288 282084 18188

07/23/2003  
11:42:12

HISTORY LISTING

2840

PAGE 4

R.O. NO. : 248889 R.O. DATE : 07/24/2000 R.O. TYPE : S  
MILEAGE : 1871 ADVISE NO. : 831

JOB NUMBER : 1 OPERATION 18708 OP. DESC. CLASS & TRIM  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : CUSTOMER STATES INTERLOCK WORKING OFF OF AIRWAY.  
CASES : WRONG PART ORDERED  
CORRECTION : REORDERED CORRECT PART

COMMENTS : WALTER

R.O. NO. : 247438 R.O. DATE : 07/17/2000 R.O. TYPE : S  
MILEAGE : 8482 ADVISE NO. : 831

JOB NUMBER : 1 OPERATION 21000788 OP. DESC. .  
SALE TYPE : C TECHNICIAN NO(S) : 1

JOB NUMBER : 2 OPERATION 18708 OP. DESC. CLASS & TRIM  
SALE TYPE : W TECHNICIAN NO(S) : 427  
COMPLAINT : CUSTOMER STATES LEFT TURN SIGNAL FLASHES FAST.  
CASES : TURN SIGNAL BULB AND SOCKET BURNED  
CORRECTION : REPLACED LEFT FRONT TURN SIGNAL BULB AND SOCKET  
WARRANTY

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
247438 28110

JOB NUMBER : 2 OPERATION 18708 OP. DESC. CLASS & TRIM  
SALE TYPE : C TECHNICIAN NO(S) : 427  
COMPLAINT : CUSTOMER STATES PARK CONSOLE AIRWAY INTERLOCK IS WORKING OFF  
CORRECTION : CHECKED AIR TRAY

COMMENTS : SERVICE

R.O. NO. : 132348 R.O. DATE : 04/24/2000 R.O. TYPE : S  
MILEAGE : 1899 ADVISE NO. : 831

JOB NUMBER : 1 OPERATION 18708 OP. DESC. CLASS & TRIM  
SALE TYPE : C TECHNICIAN NO(S) : 431  
COMPLAINT : CUSTOMER STATES HOME LINK IS UNWORKABLE.  
CASES : GARAGE DOOR HAS REMOTE WITH BREAKING CODES/  
NECESSARY TO PROGRAM HOME LINK WHEN GARAGE  
IS LOCATED/ SEE OWNER'S MANUAL FOR BOTH HOME LINK  
AND AUTOMATIC GARAGE DOOR OPENER FOR DETAILS  
CORRECTION : /// DRIVE OVER TO CUSTOMER'S RESIDENCE & PROGRAMMED

07/22/2003  
11:42:12

REPAIR

HISTORY LISTING

3040

PAGE 5

NOISELINK TO OPEN GARAGE DOORS/ CHECK OPERATION  
AND VERIFIED PROGRAMMING WAS ACCEPTED --  
1- NO CHARGE

COMMENTS : LOWER

R.O NO. : 230138 R.O DATE : 06/24/2000 R.O TYPE : 4  
MILEAGE : 648 ADVISOR NO. 531

JOB NUMBER : 1 OPERATION 15V06L3 OP. DESC. CLASS & TRIM  
SALE TYPE : C TECHNICIAN NO(S) : 431  
COMPLAINT : NOISELINK WAS INSTALLED AND DOESN'T WORK --- SOU OBTAINED  
CORRECTION : REPROGRAMED DRIVE SW VISION ASSY  
W/C

COMMENTS : LOWER VIN

R.O NO. : 218772 R.O DATE : 06/08/2000 R.O TYPE :  
MILEAGE : 7 ADVISOR NO. 531

JOB NUMBER : 1 OPERATION 15V06H OP. DESC. CLASS & TRIM  
SALE TYPE : I TECHNICIAN NO(S) : 431  
COMPLAINT : NEW SPOILER KIT, PAINT AND INSTALLATION  
WE CAN SLIP GIVEN.  
CORRECTION : INSTALLED NEW SPOILER ASSY  
L--S.OO

JOB NUMBER : 2 OPERATION 04V0609 OP. DESC. INFO  
SALE TYPE : I TECHNICIAN NO(S) : 431  
COMPLAINT : DEFENSE VEHICLE FAIL TO DELIVERY/  
NOTE, ORIGINAL DETAIL WARRANT PERFORMED ----  
CAUSE : BOOTING PROCEEDURE IN CUSTOMER DELIVERY PROCESS  
CORRECTION : CLEAN-UP CREDIT --- THANK-YOU

JOB NUMBER : 3 OPERATION 15V06L1 OP. DESC. CLASS & TRIM  
SALE TYPE : I TECHNICIAN NO(S) : 431  
COMPLAINT : IMPALL HOME LINK. DID NOT COME WITH CAR FROM FACTORY.  
CORRECTION : IMPALL HOME LINK [ W/A DRIVE SW VISION ASSY  
L--S.OO

COMMENTS : LOWER

R.O NO. : 229288 R.O DATE : 06/17/2000 R.O TYPE :  
MILEAGE : 6 ADVISOR NO. 531

MV

**Quality Volvo Care, Inc**  
 (713) 789-4060

6281 Richmond, Bldg C  
 Houston, TX 77057

Name: [Redacted]  
 Addr: [Redacted]  
 Auto: 00 Volvo S70

Hm: [Redacted]  
 Houston TX  
 Lic No: [Redacted]

Wk: [Redacted]  
 VIN No: YV1LS56D5Y2 [Redacted]

Date: 07-10-03

Mileage: 88,778

Invoice No: 13484

Qty	Description of Parts	Amount	Description of Work	Amount
1	Front brake pads	68.00	Replace front and rear brakes	100.00
1	Rear brake pads	55.00		
1	Brake fluid and cleaner	4.50		

Total Labor	100.00
Total Parts	125.50
Total Sublet	
Gas, Oil & Grease	
EPA / Waste Disposal	
DED	
Tax	10.36
<b>TOTAL</b>	<b>235.85</b>
PAYMENT TYPE	

PAYMENT DUE UPON RECEIPT -- THANK YOU.

**VISIT OUR WEB SITE @ [www.qualityvolvocare.net](http://www.qualityvolvocare.net)**

**Web Coupon**

Check on this page for discount coupons! We update this coupons daily, weekly, monthly

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You can get your service information and also compare our price with dealer price.

**Online Appointment**

We can get your appointment by online.



Any Question?  
 Any Comment?

VISIT OUR WEB SITE  
[www.qualityvolvocare.net](http://www.qualityvolvocare.net)

More Discount Coupons  
 Online Appointments

Quality Volvo Cars, Inc  
(713) 789-4080

6261 Richmond, Bldg C  
Houston, TX 77057

Name: [REDACTED]  
Addr: [REDACTED]  
Auto: 00 Volvo S70

Hrn: [REDACTED] Wk: [REDACTED]  
Houston TX  
Lic No: [REDACTED] VIN No: YV1LS58D5Y [REDACTED]

Date: 07-01-03

Mileage: 68,665

Invoice No: 13428

Qty	Description of Parts	Amount	Description of Work	Amount
1	Auxiliary drive belt	74.00	Replace timing belt & aux/belt	225.00
1	Timing belt	44.80	65K service performance:	50.00 ✓
1	Air filter	21.00 ✓	oil and filter service, check all fluids,	
1	Cab filter	23.00 ✓	check front and rear suspension,	
1	65K service kit	25.00	check elec/charging sys, reset service	
1	Oil filter	incl	light and test drive vehicle.	
1	Drain plug washer	incl	Service transmission	50.00 ✓
1	Motor oil	incl	replace antenna mast	25.00 ✓
1	Power steering fluid	incl		
1	Windshield washer fluid	incl	Note: needs front and rear brake pads.	
1	Antenna mast	37.00	Approx cost \$225.00.	
1	coolant	12.50		
1	Trans kit and fluid	25.00		

Total Labor 350.00  
Total Parts 282.00  
Total Sublet  
Gas, Oil & Grease  
EPA / Waste Disposal 5.50  
DED  
Tax 21.62

PAYMENT DUE UPON RECEIPT - THANK YOU.

TOTAL 639.12  
PAYMENT TYPE

**VISIT OUR WEB SITE @ [www.qualityvolvocare.net](http://www.qualityvolvocare.net)**

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Check on this page for discount coupons! We update this coupons daily, weekly, monthly  
**Car Selling and Buying**

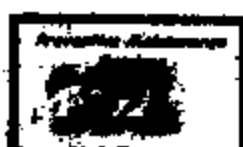
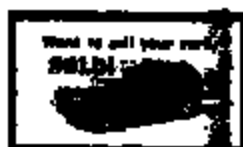
Do you want to sell your car? Or buy a Car? Check this page and make offers.

**Preventive Maintenance Service**

You can get your service information and also compare our price with dealer price.

**Online Appointment**

We can get your appointment by online.



Any Question?  
Any Comment?

VISIT OUR WEB SITE  
[www.qualityvolvocare.net](http://www.qualityvolvocare.net)

More Discount Coupons  
Online Appointments

Quality Volvo Care, Inc  
(713) 789-4080

8281 Richmond, Bldg C  
Houston, TX 77067

Name: [REDACTED] Hm: [REDACTED] Wk: [REDACTED]  
Addr: [REDACTED] Houston TX [REDACTED]  
Auto: 00 Volvo S70 Lic No: [REDACTED] VIN No: YV1LS66D5Y2 [REDACTED]

Date: Feb-13-03 Mileage: 88,935 Invoice No: 13033

Qty	Description of Parts	Amount	Description of Work	Amount
1	Front Motor Mount	96.00	Replace Both Motor Mount	170.00
1	Rear Motor Mount	96.00		

AUTH # 1537289

Total Labor 170.00  
Total Parts 192.00  
Total Sublet  
Gas, Oil & Grease  
EPA / Waste Disposal  
DED -50.00  
Tax 15.84  

---

TOTAL 327.84

PAYMENT DUE UPON RECEIPT - THANK YOU.

Any Question?  
Any Comment?

VISIT OUR WEB SITE  
[www.qualityvolvocare.net](http://www.qualityvolvocare.net)

More Discount Coupons  
Online Appointments

Quality Volvo Care, Inc  
(713) 789-4080

6281 Richmond, Bldg C  
Houston, TX 77057

Name: [REDACTED]  
Addr: [REDACTED]  
Auto: 00 Volvo S70

Hm: [REDACTED]  
Houston TX  
Lic No: [REDACTED]

Wk: [REDACTED]  
77489  
VIN No: YV1LS56D6Y [REDACTED]

Date: Nov-26-02

Mileage: 57,104

Invoice No: 12897

Qty	Description of Parts	Amount	Description of Work	Amount
1	Upper Torque Arm	47.44	Ck Noise	
1	Belt Tensional	57.12	Replace Upper Torque Arm	110.50
			Replace Belt Tensional	34.00

Total Labor 144.50  
Total Parts 104.56  
Total Sublet  
Gas, Oil & Grease  
EPA / Waste Disposal  
DED -50.00  
Tax 8.63  

---

TOTAL 207.69  
PAYMENT TYPE

PAYMENT DUE UPON RECEIPT - THANK YOU.

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**Car Selling and Buying**

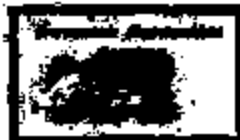
Do you want to sell your car? Or buy a Car? Check this page and make offers.

**Preventive Maintenance Service**

You can get your service information and also compare our price with dealer price.

**Online Appointment**

We can get your appointment by online.



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Any Comment?

VISIT OUR WEB SITE  
[www.qualityvolvocare.net](http://www.qualityvolvocare.net)

More Discount Coupons  
Online Appointments



Quality Volvo Care, Inc  
(713) 788-4080

6261 Richmond, Bldg C  
Houston, TX 77057

Name: [REDACTED] Hm: [REDACTED] Wk: [REDACTED]  
Addr: [REDACTED] Houston TX [REDACTED]  
Auto: 00 Volvo S70 Lic No: [REDACTED] VIN No: YV1LS68D6Y2 [REDACTED]

Date: Nov-25-02

Mileage: 57,047

Invoice No: 12892

Qty	Description of Parts	Amount	Description of Work	Amount
1	Oil Filter	*	Oil & Filter Service	*
8	Motor Oil	*		
1	Drain Seal	*		
1	Oil & Filter Service Kit	14.95		

Total Labor	0.00
Total Parts	14.95
Total Sublet	
Gas, Oil & Grease	
EPA / Waste Disposal	2.00
Tax	1.23
<b>TOTAL</b>	<b>18.18</b>
PAYMENT TYPE	

PAYMENT DUE UPON RECEIPT - THANK YOU.

**VISIT OUR WEB SITE @ [www.qualityvolvocare.net](http://www.qualityvolvocare.net)**

**Web Coupon**

Check on this page for discount coupons! We update this coupons daily, weekly, monthly  
**Car Selling and Buying**

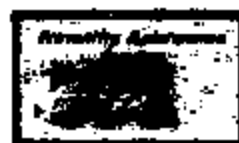
Do you want to sell your car? Or buy a Car? Check this page and make offers.

**Preventive Maintenance Service**

You can get your service information and also compare our price with dealer price.

**Online Appointment**

We can get your appointment by online.



Any Question?  
Any Comment?

VISIT OUR WEB SITE  
[www.qualityvolvocare.net](http://www.qualityvolvocare.net)

More Discount Coupons  
Online Appointments

117 G0T 4769 4355

117-4769 4355

Shipper's Name and Address <b>VOLVO CAR CUSTOMER SERVICE BUSTAF LARSSONS VAG 1 999-57531-73138V. O. R-USA-DEPT 35440 405 31 GATEBORO SWEDEN</b>	Shipper's Account Number <b>5560743089</b>	Not negotiable <b>Air Waybill</b> Issued by <b>SAS (SCANDINAVIAN AIRLINES) FROESUNDAVIKS ALLE 1, STOCKHOLM, S-195 87 SWEDEN</b>
--	---	--

Consignee's Name and Address <b>VOLVO PARTS OF NO 3 ALTMAN DRIVE, PARTS OPERATIONS PHN: (201) 768 7300 EXT 7368 07070 RUTHERFORD, N J U S A</b>	Origin, 1, 2 and 3 of this Air Waybill are originals and have the same validity It is agreed that the goods described herein are accepted in payment of freight under the conditions herein set forth for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MODE INCLUDING WAGON OR ANY OTHER CARRIER UNLESS SPECIFIC CARRIER RESTRICTIONS ARE SHOWN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPPER MAY BE CARRIED BY ANY OTHER CARRIER WITHOUT NOTICE TO THE CARRIER UNLESS APPROPRIATE THE SHIPPER'S ATTENTION IS DRAWN TO THE EXTENT OF THE CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by insuring a higher value for carriage and paying a supplemental charge if required.
--	--

Issuing Carrier's Agent Name and City <b>TNT FREIGHT MANAGEMENT (SWEDEN) AB 438 12 LANDVETTER SWEDEN</b>	Accounting Information <b>VP02333466 INTERNATIONAL TRADE LOGISTICS INC. 2525 BRUNSWICK AVENUE SUITE 200 LINDEN NJ 07036</b>
---	--

Agent's DPA Code <b>80-4 7011/4384</b>	Assess. No.
---	-------------

Point of Departure (Addr. of first carrier) and requested Routing <b>GOTHENBURG SK CPH EWR</b>	051115 0000
---	-------------

By first carrier <b>SK</b>	Emergency <b>BEK</b>	Class <b>X</b>	Class <b>X</b>	Declared Value for Carriage <b>NVD</b>	Declared Value for Customs <b>NCV</b>
-------------------------------	-------------------------	-------------------	-------------------	---	--

Point of Destination <b>NEWARK NJ</b>	Flight/Date <b>SK431/14</b>	Flight/Date <b>SK909/15</b>	Amount of Insurance <b>XXX</b>	SHIPPER'S - If carrier offers insurance, and shipper hereon is requested to accept it, it shall be subject to conditions of general terms, unless agreed to be insured in respect to loss or damage to the goods.
--	--------------------------------	--------------------------------	-----------------------------------	---

Handling Information **\*\*SECURED\*\***

GOODS MARKED: DIST 7574, ORDER NO SEE ATTACHED INVOICE  
DOCS ATT: INVOICE R-8319018

**PRIORITY AIRPORT TO AIRPORT** **WRDAA** **X**

No of Pieces P.C.P.	Gross Weight	kg	Rate Class	Chargeable Weight	Rate Charge	Total	Method and Quantity of Goods Pack, Dimensions or Volume
10	157.4		SK01	157	30.0	4725.0	AUTO PARTS U. O. R. . . . MOST URGENT
10	157.4					4725.0	Cubic 0.826

Freight	4725.00	MYC	882.00	SCC	221.00
---------	---------	-----	--------	-----	--------

Insurance Charge	
------------------	--

Total Other Charges Due Agent	
-------------------------------	--

Total Other Charges Due Carrier	
---------------------------------	--

Total prepaid	1103.00
---------------	---------

Total collect	3828.00
---------------	---------

Shipper certifies that the particulars on the face hereof are correct and that transfer in any part of the consignment containing dangerous goods, such part is properly described by name and in proper condition for carriage by air according to the applicable Dangerous Goods Regulations.

**TNT FREIGHT MANAGEMENT (SWEDEN) AB**  
For: **VOLVO CAR CUSTOMER SERVICE**  
Signature of shipper or his Agent

14 Nov 05 **GOTHENBURG VOLVO MATS PALMGREN**  
Signature of Issuing Carrier or its Agent

117-4769 4355

RECEIVED

APR 1 2005

CUSTOMER CARE

[REDACTED]  
South Belmar, NJ [REDACTED]

March 21, 2005

7 Logo Drive  
Roseland, NJ 07068

Deak Burke Barr

The above-mentioned serial number V78XC consumed before receipt of your letter  
and was returned to the [REDACTED] company for repair. A return is required immediately for safety reasons. I expect  
return shipment for the cost of labor and parts (30 minutes) to return to factory product.

Your original situation is [REDACTED] and appreciated.

[REDACTED]



**VOLVO**

PARTS, SALES, SERVICE  
COMPLETE BODY SHOP  
FLAT BED SERVICE  
732-528-7500  
FAX 732-528-7588

Garden State  
**VOLVO**

2415 HIGHWAY 35  
MANASCOGAN, N.J. 08738

**VOLVO - USED CARS**  
PARTS  
DIRECT LINE  
732-528-7509



0101037229

1000

CASH SALE

CASH

JOHN

01/11/05

37229  
VOR

1	0 8023025-3 LIGHT SWITCH	1000	28.00	28.00	28.00
<p>THIS INVOICE MUST ACCOMPANY ALL GOODS RETURNED FOR CREDIT          NO PARTS REFUNDABLE AFTER 90 DAYS - 25% HANDLING CHARGE DEDUCTED ON          PARTS RETURNED - ELECTRICAL PARTS NOT RETURNABLE          SPECIAL ORDER DEPOSITS ARE NON-REFUNDABLE - NO CASH REFUND          * DEPOSITS ON SPECIAL ORDERED PARTS ARE NOT REFUNDABLE.</p>			TAX		28.00
RECEIVED BY:			TAX		1.74
X			FREIGHT		0.00
			NETS02		80.83

# **VOLVO**

Volvo Cars of North America, LLC

## **IMPORTANT RECALL NOTICE**

311 P.O. Box 1000000, Allentown, PA 18103-1000



Illustration of a Volvo car

January 2005

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

### **The reason for this campaign:**

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the headlight switch of certain model year 1998-2000 S70, V70, C70 and V70XC<sup>4</sup> vehicles. In some cases, the connections in the headlight switch may deteriorate. If this occurs, the headlights will not function and a loss of visibility may occur, increasing the risk of a crash.

The corrective action consists of inspecting, and if necessary, replacing the headlight switch with one of a modified design.

### **What you need to do:**

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, Volvo will honor your receipt with a refund. Please contact your authorized Volvo retailer for details.

### **Please contact:**

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Relations at 7 Volvo Drive, Basking Ridge, New Jersey 07007 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time.

Volvo Cars of North America, LLC  
1000000  
Allentown, NJ 07947

Telephone  
201-980-7800

<http://www.volvocars.com>

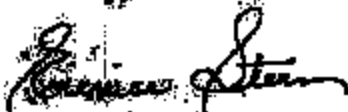
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We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-237-4336. The address is 400 Seventh Street SW, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,



Eric Stern  
Manager, Customer Care

**Important:** According to Insurance Institute for Highway Safety President Brian O'Connell, "It is very important that owners of vehicles in which safety-related problems have been reported take their vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such recalls should not be ignored or taken lightly. There is no reason to drive around in a vehicle with a safety-related defect."

RECEIVED

APR 21 2005

CUSTOMER CARE

South Belmor, NJ

April 14, 2005

Volvo Cars of North America, LLC  
One Premier Place  
Irvine, CA 92618

Dear Ann Belec:

I am contacting you concerning a defect with my 1999 Volvo XC. The Electronic Throttle System (ETS), in particular the throttle module, is defective. After researching this issue further, I understand Volvo is aware of this defect and made design corrections to the 2002 XC. However, that does not resolve the defect in my 1999 XC Volvo Wagon, which is the Magneti Marelli Series 70 ETM. There are serious safety issues - lack of acceleration, hesitation, and stalling at cruising speed - with catastrophic consequences as a result of this defect. I am requesting reimbursement for the maintenance I paid (see enclosures) on the defective throttle system while my vehicle was under warranty. This unit should have been replaced not serviced (re: class action lawsuit 04AS01934, California Supreme Court), in addition I expect Volvo to replace this defective unit immediately with the new generation module (full-effect). I will accept nothing less than the above-mentioned remediation from Volvo.

At this time, I am considering the purchase of a Volvo sedan, however, my choice to invest in another Volvo is directly dependant on the action Volvo takes with rectifying the acknowledged defect in my current vehicle. I am providing you the opportunity to resolve this issue to my satisfaction. However, I am prepared to escalate this issue if Volvo does not take the appropriate action.

Your prompt attention to this matter is anticipated and appreciated.

Sincerely,

Enclosures

# VOLVO

PARTS, SALES, SERVICE  
COMPLETE BODY SHOP  
FLAT BED SERVICE

Garage State  
**VOLVO**  
2415 HIGHWAY 36  
MANASSAS, N.J. 08736  
732-528-7500  
FAX 732-528-7588

*Handwritten initials*



0101NOCS102259

CUSTOMER 18787	NAME WILEY	57 W 20th	DATE 04/04	NO. 0102259
	ADDRESS	PHONE 69,708	WRITE/	STOCK NO
SOUTH BELMAR, NJ	99/40EV07/01 DR		ORDER NO.	ORDER NO.
	YEAR 2 2 0 0 X		WARRANTY NO.	WARRANTY NO.
	TYPE	CLASS	07/00/04	REP/INT/ I
				NO. 00708

STATE: NJ  
VIP EXTENDED WARRANTY  
TECH TESTED FOR GOOD. DID NOT FIND ANY PROBLEMS  
OIL INSIDE AIR FRESHENER  
THE PCV VALVE & BRITTLER NEED TO BE REPLACED  
DID THE BSK SERVICE - TOOK THE CAR TO THE  
AS PER VOLVO'S RECOMMENDATION  
TECH CLEANED THE PCV VALVE & BRITTLER UNITS

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	853753-9	PCV VALVE	1.99	1.99
1	853753-9	BRITTLER	1.99	1.99

TECH TESTED & FOUND THE AIR FAN RELAY WAS STUCK  
REPLACED THE AIR FAN RELAY  
VIP WARRANTY WILL PAY

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	944203-9	RELAY	63.41	63.41
JOB # 3 TOTAL LABOUR & PARTS			63.41	63.41
JOB # 3 TOTAL LABOUR & PARTS			99.11	99.11

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$99.11 (+TAX)

TOTAL: \$99.11  
NET PAY: \$111.26 AMT @ 15% GST  
CUST BAL: \$99.91

NUM/OPS. CUSTOMER COPY. CONTINUED ON NEXT PAGE 12/20/04



**VOLVO**

PARTS, SALES, SERVICE  
COMPLETE BODY SHOP  
FLAT BED SERVICE

Garden State  
**VOLVO**  
2415 HIGHWAY 36  
MANASCOHAN, N.J. 08736  
732-588-7500  
FAX 732-588-7588



0401100C8102250

ORDER NO. <b>18787</b>	NEW WILEY'S	57	DATE	07/30/04	VOLVO2250
	TIME: 00	ORDER NO.	69,708	SALES/	PHONE NO.
SOUTH BELMAR, NJ	99/VOLVO/VOLVO/SOR			SALES/	RECEIPT NO.
	7-V-L-Z-6-D-9-X-2			SALES/	RECEIPT NO.
				07/29/04	REPRINTS 1
					NO: 69708

PAYMENT METHOD CASH [ ] CHECK [ ] MC [ ] VISA [ ] AMEX [ ] DISC [ ] EMPLOYEE INITIALS		TOTAL DUE 606.10 74.00 0.00 0.00 0.00 0.00 506.10
CONTAINER SIGNATURE:		TOTAL PAID 506.10

PHILADELPHIA, PA.

RECEIVED

JUN 29 2005

CUSTOMER CARE

Volvo Customer Care  
7 Volvo Drive  
Rockleigh, New Jersey 07647

June 27, 2005

To Whom It May Concern:

As a long term Volvo owner, I wish to recognize the outstanding service provided to me by Secor Volvo of New London, Connecticut on June 20, 2005.

While on vacation, I suddenly was unable to accelerate while on Interstate 95. The message, "performance reduced" appeared on the message board. I was able to limp into Mystic, Connecticut by frequently turning the engine off and allowing it to rest. When I called Volvo roadside, they directed me to Secor Volvo.

I was lucky enough to speak to Tom Otto, service advisor, who was very supportive as I tried to figure out how to get the car to New London. Again using the "drive and rest the engine" method, I proceeded to New London, frequently speaking to Tom along the way. I safely arrived -- despite an elevated heart rate!

Even though my cross country is just beyond the warranty, Secor covered the entire throttle replacement at no charge to me under the Volvo goodwill policy. Needless to say, I was astounded by this very generous deed, especially since I was not their own customer. Tom Otto explained that the philosophy of both the Secor owner and the Secor service director is always to provide high quality service to all their customers.

In this crazy age of profit motives, I wish to thank Secor Volvo for treating me with such kindness and generosity during this crisis. Secor Volvo is the type of company that keeps Volvo customers for life.

Very Sincerely,

Cc: Secor Volvo

Certified

RECEIVED

JUL 2005

CUSTOMER CARE

Monday  
July 18, 2005

Dear Sir:

I bought my black 580 Volvo in February, 1999. It would 1999 model. After a recall in October of 2000 it started having trouble with it and in the evening from what I have spent about \$12,000.00 in repairs and maintenance. I might add I was scrupulous in buying the car in at the intervals suggested by Volvo.

I was new to the Volvo world, having mostly owned Chevrolet models all my life. My parents passed away and left me a small amount of money and when I saw the new look of the '99 model I was impressed and excited. This was at the time I was retiring from teaching and this would be my "retirement car." I have been an extremely disappointed customer and that is an understatement.

I have had to replace the transmission, the control module, the throttle body and struts. There are some of the more expensive items but of course there are many other parts that have been replaced also. Some things like the door locks and light bulbs have been changing and finally regular problems.

Needless to say I am completely frustrated and don't know where to turn. This was

an expensive car for me and I look forward  
to enjoying it thoroughly. It has been a  
constant annoyance and financially draining.

I feel it must be in your power  
to make some restitution for this experience  
and I look forward to hearing from you.

Sincerely,

[REDACTED]

Winchester, MA [REDACTED]

P.S. This car was purchased and serviced  
at Bentley Wood Village in Bentley, MA.

LEGAL AFFAIRS

JUN 05 11 24

*Certified*

14 JUN 05 11 21  
MAIL ROOM 5-11-05

Sub: [REDACTED]

*Volvo*

[REDACTED]  
Was checked OK  
[REDACTED]

RECEIVED

JUN 22 2005

CUSTOMER CARE

William Ford, Jr.,  
Chairman and Chief Executive Officer  
Ford Motor Co.  
One American Road  
Dearborn, MI 48126

Reference: Volvo Quality Problem - [REDACTED]

Dear Mr. Ford:

I am a Ford customer and a shareholder, and a director of Ford Motor Co.

Recently, I incurred the following repair expenses on my 1999 Volvo S-70.

4/25/05	Electronic Throttle Module replacement	\$ 860.34
4/26/05	Mass Air Flow S replacement	\$ 193.55
5/12/05	MFI Module replacement	\$ 810.47
3/12/05	Transmission Fluid Replacement	\$ 275.41
5/31/05	Transmission Repair	\$3,119.75
<b>Total</b>		<b>\$5,459.52</b>

Here are my concerns:

1. After each visit at the Volvo dealership, I was told that there were "no more codes", only to find myself bringing it back (always in <24 hrs.).
2. The car was at the dealership for extended period of time (once for >7days)
3. At the last stop visit, after all the time and money spent, I was advised that the transmission needed replacement.
4. I was told that the cause of the transmission failure was the use of wrong fluid with following input from the dealer.
  - a. The cause of the failure was determined to be use of wrong fluid ( ATF Dextron IIE vs. JWS 3309). The car manual recommended ATF Dextron HE but Volvo had issued a service bulletin (MSB 43-0029) in May 2000 to use JWS 3309.
  - b. Please see attachment "F" from Volvo dealership.

12/15/2000

12/15/2000  
11:00 AM  
11:00 AM

A reputable company, Danco Transmission, in Cincinnati had replaced the fluid. They have challenged Volvo's comments in attachment "F" as the use of JWS 3309 fluid was only warranted if the car had "hard lock-up" and disengagement". My car did not have that problem when fluid was replaced. Danco used the exact oil that was recommended in the car manual.

As you would agree, the transmission failure at this age of the car (1999 model with 85K miles) is pre-mature. The picture of back plat after disassembly clearly indicates that the part was defective at manufacturing point.

Additionally, Danco has given warranty for the transmission for 1 yr/12K miles, even with the use of ATF Dextron IIE fluid.

I am a very disappointed customer:

- \* It took Volvo dealership unreasonable amount of time to determine the root cause. In the meantime multiple parts were replaced with significant cost and inconvenience to me.
- \* The root cause determined by the dealership, does not meet Volvo's own recommendation in the manual and the service bulletin.

I request your help in evaluating this customer complaint. As a shareholder and a customer, I am proud of Ford's reputation and hope a favorable decision will be made to compensate for the costs & extensive inconvenience I had to incur.

SR Tradleg

# Danco Transmission Northland

565 Northland Blvd  
Cincinnati, OH 45240

## TRANSMISSION REPAIR

(513) 742-5200

(Fax) (513) 742-7484

Make	Model	Year
VOLVO	S40	1999
Engine	2.5 liter	Transmission
55-42 LG		
MPG	City	Highway
18/24	25/30	
Color	Paint	Wax

Cincinnati, OH

Phone 1

Phone 2

Pop. Date

2809440

Date

CUSTOMER STATES: NO OIL, OIL LOOKS SLIGHTLY BURNED, OIL

Needs to be removed, Disassemble and inspect.  
\$498.00

Qty	Type	Description	Rate	Total
DA	L	Remove and Replace Complete Transaxle Assy	7.12	\$498.50
DA	L	replace torque converter	0.40	\$28.00
DA	L	reverse flush cooler lines	3.00	\$140.00
DA	L	remove and install drive plate	0.20	\$14.00

Part Number	Description	Rate	Qty	Total
Reman Unit	Reman Transmission	N	1.00	\$2,105.20
ATF	Automatic Transmission Fluid	N	1.00	\$49.00
	Core Charge	N	1.00	\$500.00
	10% Parts Discount	N	1.00	\$-293.72
	Coupon	N	1.00	\$-100.00
	Credit Service	N	1.00	\$-50.56
	Rental Car Credit	N	1.00	\$-75.00

Date	Type	Part	Scale In	Amount	Comment / Notes
Pre-Pay	Cash	Payment	Total Taxes	Part Total	I warrant the work done here along with the necessary parts. I agree that Danco is not responsible for any rust or damage to the above described vehicle or any articles left therein in case of fire, theft or any other cause beyond our control.
\$0.00	Check	\$0.00	\$204.00	Taxable	
\$0.00	Check No.	\$0.00	Supplies	Non-Tax	
\$0.00	Credit Card	\$0.00	Disposal	Total	
	Card Type		Environmental	Labor Total	
	Exp. Date			Labor	
				Subst	
				Total	

(B)

PICTURES OF DIS-ASSEMBLED TRANSMISSION

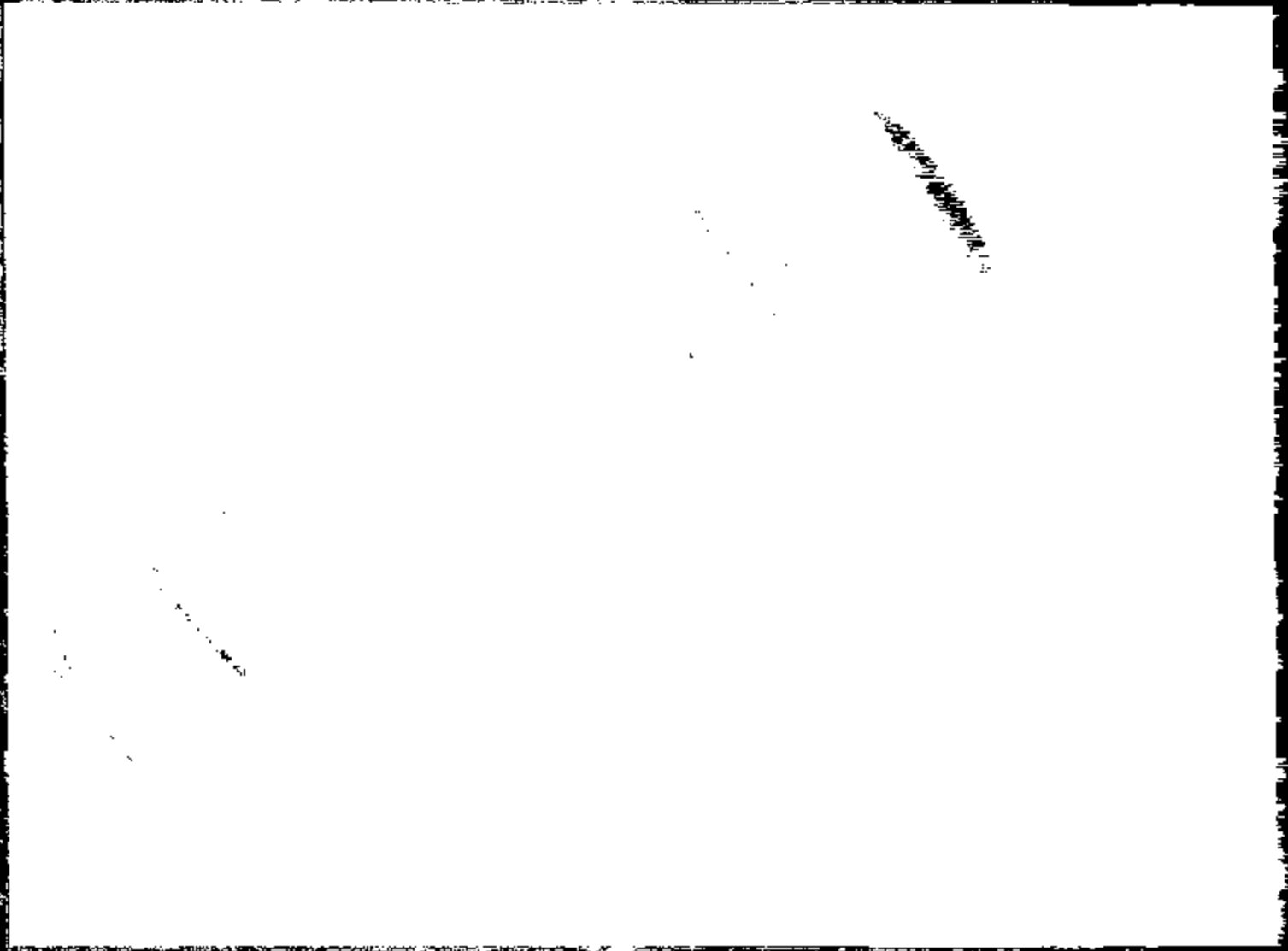




DAMAGED AREA



DAMAGED AREA



# Golden Rule Warranty

1 Year or 12,000 Miles/20,000 Kilometers\*

## LIMITED TRANSMISSION WARRANTY AGREEMENT



DANCO  
TRANSMISSION

E797

**DANCO TRANSMISSION**  
**586 NORTHLAND BOULEVARD**  
**CINCINNATI, OHIO 45240-3213**  
**(513) 742-5200**  
**(513) 742-7464 FAX**

DANCO  
TRANSMISSION

E797

THE ABOVE NAMED SHOP IS THE WARRANTOR and represents itself as a member in good standing of the Automatic Transmission Rebuilders Association (ATRA) an association. ATRA does not rebuild, nor does it warrant, endorse or the work of its member shops. Association members should and warrant their own work and ATRA does not warrant on behalf of its members to provide educational and other services, including the endorsement of the Golden Rule Warranty Program. All Association members are held to the Golden Rule Warranty. The automatic transmission work described on shop order NORTHLAND 4087 and not including any other work done on the vehicle, is warranted in the buyer (named below) against failure by defect in workmanship and material for 1 year or 12,000 Miles/20,000 Kilometers, whichever comes first, by the warrantor named above, if later repair on part or labor is shown to be necessary within the time and distance specified and the terms of the warranty that it is performed by the buyer within the limits of this warranty at the warrantor's shop.

**OUT OF TOWN SERVICE:** If distance prevents you from returning to the warrantor's shop and you wish to receive repairs under the terms of this warranty, then CONTACT THE ORIGINAL WARRANTOR shop who will help you locate an ATRA member Golden Rule participant shop. Take your car there and have THAT SHOP CALL the warrantor before the work is done. If a problem arises with the work warranted under the terms of this form, the SHOP MUST AGAIN CALL THE WARRANTOR FOR AUTHORIZATION TO MAKE ANY NECESSARY REPAIRS OR REPLACEMENT. Failure to meet with the warrantor prior to any repair work will void the warranty claim. If you have any questions concerning this warranty or the work to be performed, then contact the warrantor. (WARRANTY WORK CAN ONLY BEGIN AFTER THE VEHICLE, THIS WARRANTY AND THE ORIGINAL RETAIN ORDER ARE PRESENTED TO THE REPAIRING SHOP AND AUTHORIZATION IS RECEIVED FROM THE WARRANTOR.) Warrantor reserves the equalized right to repair or replace the transmission at its own expense if it is found to be defective. A claimant under the terms of this warranty.

**CUSTOMER NOTICE:** To keep this warranty in force, the operator of this transmission must be checked within 15 days after the installation and the vehicle's odometer must be

DATE CHECKED	SHOP	CHECKED BY	OPERATING CYCLES	MILES OR LEAKS	CUSTOMER SIGNATURE AT 15 DAY CHECK
--------------	------	------------	------------------	----------------	------------------------------------

CUSTOMER: [REDACTED] DATE: MAY 21, 2005 TYPE: 50-42LR

LICENSE NO: [REDACTED] MAKE/YEAR/VEHICLE: 1999 VOLVO 510 MILES: 89500

VIN/LAST 7 DIGITS: [REDACTED]

All implied warranties are limited to the terms of this written warranty. Consequential and incidental damages are not covered by this warranty. Some states/provinces do not allow limitations on the length of an implied warranty, or the exclusion or limitation of consequential, incidental or other damages. Therefore, the above exclusion or limitations may not apply to you. This warranty gives you specific legal rights which can vary from state to state or province to province.

Terms of this warranty and other information are shown on the reverse side of this form.

Warranty Authorized By: [REDACTED] Warranty Accepted by Provider: [REDACTED]

CUSTOMER SIGNATURE ACKNOWLEDGES THE RECEIPT OF VEHICLE IN GOOD ORDER, AND HER/HE HAS READ THIS WARRANTY

THIS FORM WAS PRINTED BY FOR THE EXCLUSIVE USE OF ITS MEMBERS IN GOOD STANDING

# Barco Transmission

## Fairfield

5818 Dyer Hwy  
Fairfield, OH 45014

(513)942-2030

(Fax) (513)860-8413

747-300



Cincinnati, OH [Redacted]

Phone 1 [Redacted]

Phone 2 [Redacted]

Prod. Date 2/12/94

Date

Access No. CR-8078	VIN YV2L15820G2	Year 1999
Make VOLVO	Model 70AWD	
Engine 2.4 5CYL	Transmission 30-40	
Oil 72485	Oil QTY 0	P.O. Number
Color	Next Serv	Written By: [Redacted]

CUSTOMER STATES FLUSH TRANSMISSION  
12-31-03

**OR TRANSMISSION FLUID CHANGE  
USING DEXTRON**

Qty	Type	Description	Time	Rate
1	L	COMPLETE TRANSMISSION FLUSH	0.72	\$50.25
				\$0.00

Part Number	Part Description	QTY	UNIT PRICE	AMOUNT	DISC	TOTAL
ATF	Automatic Transmission Fluid	1	12.00	\$12.00		\$12.00
DISC	YELLOW PAGES DISCOUNT	1	1.00	\$1.00	\$22.01	\$21.01
		1	1.00	\$1.00		\$1.00

DATE	TIME	PRICE	AMOUNT	CHECK #	REMARKS
Pre-Pay		Payable:	Total Taxes	Part Totals	I authorize the work stated herein along with the necessary parts. I agree that Barco is not responsible for any loss or damage to the above described vehicle or any other cause beyond our control. I agree to a mechanics lien if payment fails.
\$0.00	Cash	\$0.00	\$5.18	Taxable	
\$0.00	Check	\$0.00	Supplies	Non-Tax	
	Check No.		\$0.54	Total	
\$0.00	Credit Card	\$84.77	Disposal	Labor Totals	
	Card Type		\$0.77	Labor	
	Exp. Date		Environmental	Sublet	
			\$0.95	Total	\$84.77

Date - 12/31/2003  
RO # 2045  
RO Total \$84.77



UNION CENT  
 5890 MULHAUSER ROAD  
 WEST CHESTER, OH 45069  
 (513) 603-3400

www.unioncentraldirect.com  
 e-mail: voicemail@unioncentral.com

ABS - MIGHT NOT BE THE ROOT CAUSE  
 BUT WAS REPLACED

10001938	RONALD RICE	109468	202	04/28/05	UCC5515052
			89,300	BLUE	
		1/4 DOOR SEEN		08/05/00	0
		Y V I L T 6 D X X 2		04/26/05	
					NO: 89395

QTY	UNIT	DESCRIPTION	UNIT PRICE	UNIT PRICE	PRICE
1		REPLACED AIR MASS FLOW METER ASL	227.18	227.18	227.18
JOB 1 TOTAL					227.18
JOB 2 TOTAL					0.00
JOB 3 TOTAL					0.00

Warranty Information  
 This warranty covers all parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months. Our parts are guaranteed against defects in materials and workmanship for a period of 12 months. This warranty does not cover any damage caused by misuse, neglect, or accident. It also does not cover any damage caused by any other cause not mentioned herein. The customer is responsible for the maintenance of the vehicle. The customer is responsible for the cost of any parts and labor not covered by this warranty. The customer is responsible for the cost of any parts and labor not covered by this warranty. The customer is responsible for the cost of any parts and labor not covered by this warranty.

VIEW OF EQUIPMENT  
 MUST BE MAINTAINED IN BEST CONDITION AT ALL TIMES

**Sale**

Dr. [Name] [Address] [City] [State] [Zip]

Phone: [Number] Fax: [Number]

1-800-555-1234

INDIANAPOLIS  
 1890 MULLEN DRIVE  
 WESTFIELD, IN 46075  
 (317) 601-9400

www.autonlinedirect.com  
 e-mail: wpservice@theautonline.com

10001699	NAME RONALD RIE	VIN NO 106468	YEAR 202	BOOKING 04/28/05	WARRANT UCC9515052
	ADDRESS		PRICE 89,390	BOOKING BOOKS	
WESTFIELD, IN	SALES TAX 9.7%	4 DOOR SEDAN		BOOKING DATE 02/28/99	SALES TAX 0
	SALES TAX 9.7%	6-CYCLE		BOOKING DATE 04/25/05	SALES TAX 0
	SALES TAX 9.7%				
					MO: 88395

TOTAL LABOR	0.00
TOTAL PARTS	227.19
TOTAL SALES TAX	0.00
TOTAL S.O.S.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	-45.44
TOTAL TAX	11.80
<b>TOTAL INVOICE \$</b>	<b>193.55</b>

**Warranty**  
 This warranty covers all new parts from the original manufacturer and labor performed in conjunction with this repair for 12 months or UNLIMITED MILEAGE. If any factory part or labor fails to meet or exceeds within this period, the dealership will replace the defective part at no charge any other labor is not included. Any warranty repair or maintenance which we cannot fulfill, we request, manufacturer parts are made available by the manufacturer or supplier of such parts. Except for any limited warranty glass, plastic, or decorative finishes of accessories, repairs or supplies, including any supplied accessories of manufacturer or Toyota for a particular purpose, and certain accessories are not included in this warranty. It is assumed that any liability in connection with the use of this part and accessories. This dealership shall not be liable for any personal or consequential damage or commercial loss arising out of such products.

CASH  CHECK  VISA/MC  AMEX  
 DEBIT  UNPAID

CUSTOMER SIGNATURE

**WORKS ON CREDIT**

UNION CENTRAL  
5800 MILBURN RD  
WEST CHESTER, OH 5049  
(513) 633-3800

  
www.uniondirect.com  
e-mail: vocmail@theautomile.com

**ETM REPLACEMENT**

ACCOUNT NO <b>10001638</b>	NAME <b>RONALD RIEB</b>	VEHICLE NO <b>105468</b>	YEAR <b>895</b>	RECEIVED <b>04/25/05</b>	ACCOUNT NO <b>UCC5514764</b>
	ADDRESS [REDACTED]		PRICE <b>89,360</b>	COLOR <b>BLUE</b>	STREET NO
VEHICLE MAKE/TYPE <b>99/VOLVO/S</b>				DATE OF PURCHASE <b>02/05/99</b>	SALES TAX <b>0</b>
VEHICLE MODEL <b>VV1LT 6DXX2</b>				FINANCE/LEASE	APPROVAL CODE
				DATE <b>04/25/05</b>	

NO: 89365

RECALL NOTICE  
RECALL DATE: 04/25/05  
RECALL PARTS: [REDACTED]  
RECALL DESCRIPTION: [REDACTED]

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE	WARRANTY
	1	89365-00	LIGHT SWITCH			0.00
<b>JOB 1 JOURNAL PREFIX</b>				<b>JOB 1 TOTAL</b>	<b>0.00</b>	<b>0.00</b>

RECALL NOTICE  
RECALL DATE: 04/25/05  
RECALL PARTS: [REDACTED]  
RECALL DESCRIPTION: [REDACTED]

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE	WARRANTY
	1	89365-00	HANDLE BODY	297.18	297.18	4.18
	1	89365-00	FAST	4.18	4.18	41.68
	1	89365-00	ETM BELONG	41.68	41.68	
<b>JOB 2 JOURNAL PREFIX</b>				<b>JOB 2 TOTAL</b>	<b>343.04</b>	<b>86.04</b>

RECALL NOTICE  
RECALL DATE: 04/25/05  
RECALL PARTS: [REDACTED]  
RECALL DESCRIPTION: [REDACTED]

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE	WARRANTY
	1	89365-00	ENVIRONMENTAL WASTE DISPOSAL	5.00	5.00	
<b>JOB 3 JOURNAL PREFIX</b>				<b>JOB 3 TOTAL</b>	<b>5.00</b>	<b>5.00</b>

ESTIMATE  
CITY OF NEWBY ADDRESS RECEIVING  
ORIGINAL ESTIMATE OF \$125.00 (+TAX)  
RECOMMENDATION  
REMARKS: 1555.00 PLUS TAX/SHOP SUPPLY

**WARRANTY**  
This dealership warrants all new parts from the original equipment manufacturer and labor performed in accordance with this repair for 12 MONTHS OR UNMILEAGED MILEAGE. If any directly part or labor fails in original service within this period, the dealership will replace the defective parts without charge. Any defect in workmanship. Any warranty for parts or accessories which are not new original equipment, manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. This dealership shall not be liable for any incidental or consequential damage or consequential losses.

**Sale**  
BY: [REDACTED] DATE: 04/25/05  
SALE PRICE: \$343.04  
TAX: \$86.04  
TOTAL: \$429.08

**LABOR**  
LABOR: 218.00  
PARTS: 682.00  
MISC: 50.00  
TOTAL: 950.00

**FINANCE**  
FINANCE: 5.00  
TOTAL: 955.00

UNION BROTHERHOOD  
 3950 MEDENHUSER ROAD  
 WEST CHESTER, OH 45069  
 (513) 603-3400

www.unionbrothers.com  
 e-mail: voice@unionbrothers.com

10001699	RONALD RIZZO	108468	895	04/25/05	UCCS314784
			89,360	BLUE/	
WESTCHESTER, OH	59 VOLVO/99	1/4 DOOR-SEDAN		02/05/99	0
	Y VILL T	80 X X 2		04/25/05	
					NO: 89365

REGISTRATION	1232	RALPH RIZZO	12327
TOTALS			
TOTAL PRICE		279.00	
TOTAL TAXES		642.89	
TOTAL DISCOUNT		0.00	
TOTAL C.O.D.		0.00	
TOTAL DISC. O.N.		0.00	
TOTAL DISC. ALSO		59.00	
TOTAL TAX		62.51	
<b>TOTAL INVOICE \$</b>		<b>658.24</b>	

**DISCLAIMER:**  
 This document contains all our price tags, the original equipment manufacturer and other information in connection with this report for 12 MONTHS ON UNLIMITED MILEAGE. If any policy, price or other falls to prevent service within the period, the liability will remain on the customer and/or retailer's defect in workmanship. Any damage or parts or accessories which are not original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this document contains all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither we nor our retailer or any other person is liable for any liability in connection with the sale of said parts and accessories. This disclaimer shall not be liable for any hardware or commercial lease, transportation or other purposes.

CUSTOMER SIGNATURE

DATE OF INVOICE





127 Automatic Transmission Oil



also 475.60 applied to repair

Check the oil level as follows:

Park the car on a level surface with the engine idling. Slowly move the gear selector lever through all the shift positions and then to position P. Wait 2 minutes before checking the oil level. At the illustration above, the dipstick has a COLD and a HOT side. The oil level should be between the MIN and MAX marks. Wipe the dipstick with a clean cloth.

WARNING! The oil may be very hot.

Do not use more than cold level oil on the dipstick. The transmission is topped up via the dipstick tube. The space between the MIN and MAX marks on the dipstick corresponds to 0.5 liter (0.5 liter). Do not fill the transmission with too much oil, this will lead to oil being splashed from the transmission. Too little oil, on the other hand, can negatively affect transmission operation, particularly in very cold weather.

A Cold transmission oil temperature 100° F (40° C). This is a normal temperature for the transmission after idling for about 10 minutes. At oil temperatures below 100° F (40° C) the level may be below the MAX mark.  
A Warm transmission oil temperature 150° F (60° C). This temperature after driving for about 30 minutes. At oil temperatures above 150° F (60° C) the level may be above the MAX mark.

Fluid type: ATF Dexron II/III and Mercon

MANUAL INDICATES USE OF ATF DEXTRON

133 Oil/fluid specifications

# YOUR OWNERS MANUAL

**Oil quality**

Meeting API specification SG, SAE 15W-40, SH or Energy Conserving (EC) H  
 For best fuel economy and engine protection, consult with your authorized Volvo retailer for recommended oils. Oil with a different quality rating may not provide adequate engine protection. Synthetic oils complying with oil quality requirements are recommended for: driving in areas of sustained temperature extremes (hot or cold), when driving a trailer over long distances or for prolonged driving in mountainous areas.  
 Extra oil additives must not be used unless advised by an authorized Volvo retailer.

NOTE: SAE 15W-40 oil should only be used in extreme operating conditions such as trailer towing in sustained ambient temperatures over 104° F (40° C). However, SAE 10W-30 synthetic oil would be a better alternative in such conditions.  
 SAE 10W-30 should not be used under normal operating conditions.

**Viscosity (stable ambient temperatures):**



Engine oil	Quality: Meeting API specification SG or SH	Capacity (incl. filter): 6.1 US qts. (5.8 liters)*
Automatic transmission fluid	Quality: API Dexron III/HX or Mercon	Capacity: 8 US qts. (7.6 liters)
Manual transmission fluid	Quality: Volvo synthetic gearbox oil H61423	Capacity: 2.2 US qts (2.1 liters)
Power steering fluid	Quality: ATF	Capacity: 0.95 US qts. (0.9 liters) Capacity: 0.64 US qts. (0.6 liters)
Brake fluid	Quality: DOT 3	

\* Turbo-charged models: Add 0.95 qts. (0.9 liters) if the oil cooler has been drained

All specifications are subject to change without notice.

## Oil fluid specifications

### Oil quality

Meeting API specification SG, SG/CD, SE or Energy Conserving (SC) II

For best fuel economy and engine protection, consult with your authorized Volvo dealer for recommended oil. Oil with a different quality rating may not provide adequate engine protection.

Synthetic oils complying with oil quality requirements are recommended for driving in areas of unusual temperature extremes (hot or cold) when towing a trailer over long distances or for prolonged driving in mountainous areas.

Motor oil additives must not be used unless advised by an authorized Volvo dealer.

**NOTE:** SAE 15W-40 oil should only be used in extreme operating conditions such as heavy towing in ambient temperatures of 104° F (40° C). However, SAE 10W-30 synthetic oil would be a better alternative in such conditions.

SAE 15W-40 should not be used under normal operating conditions.

Engine oil

Quality: Meeting API specification SG/SE

Capacity (incl. filter): 6.7 US qt (5.8 liter)\*

Automatic transmission fluid

Quality: ATF Daimler-Benz/Daimler Meritor

Capacity: 8 US qt (7.6 liter)

Manual transmission fluid

Quality: Volvo synthetic gear oil 1161603

Capacity: 4.2 US qt (3.9 liter)

Power steering fluid

Quality: ATF

Capacity: 0.95 US qt (0.9 liter)

Brake fluid

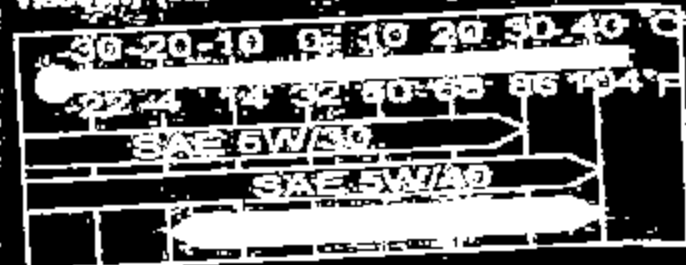
Quality: DOT 4+

Capacity: 0.64 US qt (0.6 liter)

All specifications are subject to change without notice.

\* Turbo-charged models: Add 0.35 qt (0.3 liter) if the oil cooler has been deleted.

Viscosity (single ambient temperature):





**WORKSHOP IN CHARGE**

UNION CENTRE  
5800 MITCHELL RD  
WEST CHESTER, OH 45386  
(513) 631-1400



www.vevo.com  
e-mail: vocservice@vevoautomotive.com

10001639	MARK MALONE	92ND	360	05/02/05	VECS17213
			89,52K	07/05/99	
WESTCHESTER, OH		DOB: IRISH			
				05/04/05	
				NO: 89551	

QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	TOTAL
1		VEHICLE FLUID SERVICE			75.00
<b>JOB 1 TOTAL</b>					
<b>JOB 2 CHARGES</b>					

QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	TOTAL
1		VEHICLE FLUID SERVICE			75.00
<b>JOB 2 TOTAL</b>					
<b>JOB 3 CHARGES</b>					

*VEVO CLAIM THAT DEXTRON WAS WRONG FLUID.*

*Fluid used and failure mode do not seem to be Co-related as claimed by Vevo.*

# UNION CENTRAL

UNION CENTRAL  
 3800 MIDDLEBURY ROAD  
 WEST CHESTER, OH 45389  
 (513) 303-4400

www.unioncentral.com  
 e-mail: noc@unioncentral.com

<b>10001639</b>	NAME: <b>MARON MALONE</b>	DOB: <b>92808</b>	AGE: <b>360</b>	DATE: <b>05/12/05</b>	INVOICE NO: <b>UCCS517213</b>
ADDRESS: <b>WESTCHESTER, OH</b>	PHONE: <b>69,526</b>	COLOR: <b>BLUE/</b>		VIN: <b>02/05/99</b>	
VEHICLE MAKE: <b>99 VOLVO/STO</b>	VEHICLE MODEL: <b>BOOK SEDAN</b>	YEAR: <b>05/04/05</b>		MO: <b>89551</b>	
VEHICLE TYPE: <b>YVILTS DXX</b>	VEHICLE COLOR: <b>0</b>				

**CUSTOMER STATES CAR FEELS LIKE IT SWAYING**  
 SEE JOB 2

<b>JOB 3 TOTALS</b>	<b>JOB# 3 JOURNAL PREFIX</b>	<b>LOG#</b>	<b>JOB# 3 TOTAL</b>	<b>0.00</b>
<b>MISC CODE</b>	<b>DESCRIPTION</b>	<b>CONTROL NO</b>	<b>TOTAL - MISC</b>	<b>14.60</b>
<b>JOB # A</b>	<b>SS ENVIRONMENTAL/WASTE DISPOSAL</b>		<b>TOTAL - MISC</b>	<b>14.60</b>
<b>TECHNICIAN CERTIFICATION</b>	<b>2012</b>	<b>RALPH B DUBS</b>	<b>12127</b>	
<b>TOTALS</b>				
	<b>TOTAL LABOR</b>		<b>146.00</b>	
	<b>TOTAL PARTS</b>		<b>578.42</b>	
	<b>TOTAL SUBLET</b>		<b>89.00</b>	
	<b>TOTAL S.D.S.</b>		<b>0.00</b>	
	<b>TOTAL MISC CHG.</b>		<b>14.60</b>	
	<b>TOTAL MISC DISC</b>		<b>97.94</b>	
	<b>TOTAL TAX</b>		<b>72.77</b>	
	<b>TOTAL INVOICE \$</b>		<b>1271.26</b>	

CASH    CHECK    VISA/MC    AMEX  
 DISCOVER    RECEIVABLE

**Warranty:**  
 This warranty covers all new parts from the original equipment manufacturer and labor performed in accordance with this repair for 12 MONTHS OR UNLIMITED MILEAGE. If any factory part or labor fails in normal service under this period, the dealership will replace the defective parts under no charge. Any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither the dealership nor any other person is authorized to make any other promise to extend the factory liability in connection with the sale of used parts and accessories. This dealership shall not be liable for any incidental or consequential damages or compensation losses arising out of such purchase.

CUSTOMER SIGNATURE

**VOLVO**

Volvo Cars of North America, Inc.  
Rockville, Maryland



**Service Bulletin  
Cars**

**S700 V70 AWD 2000 A700 XC-2000  
1998-2000**

Order No. 43  
Part No. 0020  
Year 01  
Month 05

Page 1(4)

**Reference:** This service bulletin replaces the previous service bulletin SB 43-0020 from May 2001 which is hereby cancelled.  
**Vehicle involved:** Cars with A700 and A700 AWD.  
**Purpose:** Part No. for transmission oil and this oil change has been updated.

**Automatic transmission AW-50-42, hard lockup engagement and disengagement.**

**Background**

Customer complaint: Hard engagement and disengagement while driving at cruising speeds (30-70 mph / 50-100 mph). May be due to coolant contaminated, degraded or over-heat.

All vehicles subject to this transmission should be inspected using new, clean transmission fluid, meeting the OEM specifications.

**Affected vehicles**

Model	Factory	Chassis No.
S700	2	590000-
A700 AWD 2000	2	395000-

**Quantity**

Model	Quantity	Part No.
AW-50-42 automatic gearbox	183000	1181002-4 Filter tool
Plastic tube for automatic lower dipstick 1/2"	4000	1181040-1 New base

Fastener kit for automatic lower dipstick 1/2"

**Note:** The total volume ATF needs to be 10-12 liters.

*When the oil was changed in Dec. 03 there was no evidence of hard lock-up*

Service performed. Please check, mail and date:

Service Manager	Parts Manager	Workshop Manager	Workshop Foreman	Service Technicians

# Autonomous 2008 V7D XC-2008-4-43-0329 Harsh Lockup Engagement

Autonomous 2008 V7D XC-2008-4-43-0329 Harsh Lockup Engagement

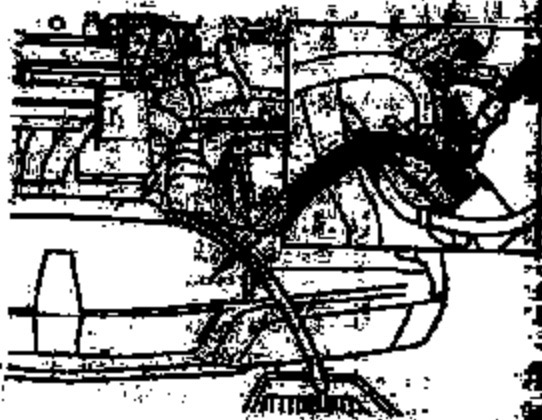
1. The purpose of this document is to describe the harsh lockup engagement procedure for the 2008 V7D XC-2008-4-43-0329.

2. The procedure is as follows:

1. The operator shall ensure that the vehicle is in a safe location and that the engine is running.
2. The operator shall shift the transmission into the appropriate gear.
3. The operator shall apply the brakes and ensure that the vehicle is stopped.
4. The operator shall engage the harsh lockup by pulling the appropriate lever or button.
5. The operator shall ensure that the harsh lockup is fully engaged and that the vehicle is in a safe position.
6. The operator shall release the harsh lockup when the vehicle is ready to move.
7. The operator shall ensure that the harsh lockup is fully disengaged and that the vehicle is in a safe position.
8. The operator shall ensure that the harsh lockup is fully disengaged and that the vehicle is in a safe position.
9. The operator shall ensure that the harsh lockup is fully disengaged and that the vehicle is in a safe position.
10. The operator shall ensure that the harsh lockup is fully disengaged and that the vehicle is in a safe position.

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### Precautions

2

**Warning:** The oil may be very hot if the car has just been driven. Avoid skin contact.

### Remove

- the battery and battery shelf
- the return hose on the control system (valve body) cover.

### Install

- a plastic plug in the connection on the cover
- a transparent plastic hose on the oil return hose connection.

Position a container for the oil with a dipstick for the volume of the oil.

Temporarily reinstall the battery shelf and the battery.

### Flushing the gearbox

3

Apply the parking brake. Move the gear selector lever to position P.

Start the engine. Allow the engine to idle.

Switch the engine off when 2 quarts of oil have been pumped out or when air bubbles become visible in the hose.

Top up with 2 quarts of oil.

Remove the 7 drops.

**Check: 10 drops (ATF) to total.**

Start the engine again. Allow the engine to idle.

Check the color of the oil. When the color of the oil is clear-red (as new oil), switch off the motor.

Reinstall the return hose to the control system (valve body) cover.

### Checking and adjusting the oil level

4

Check and adjust the oil level according to VAD.

### Supplementary work

Reset OTC's

Set new code

Set start

870 170 IAWD-2000 / 70 XC-2000 4-5-0000

WARRANTY STATEMENT: This may be voided under the terms of the warranty when used in a commercial or other non-conforming use.

Operation No.	4800-2	Automatic	3000
		Automatic	3.1 6r