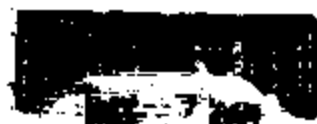


GUMBINER, SAVETT, FINKEL, FINGLESON & ROSE, INC.
CERTIFIED PUBLIC ACCOUNTANTS
1723 Clowesfield Boulevard, Santa Monica, California 90404
Telephone: (310) 828-9798 • (800) 988-9798 • Fax (310) 829-7853 • (310) 453-7610

May 4, 2004



CUSTOMER RELATIONS

President
Volvo of Santa Monica
1901 Santa Monica Blvd.
Santa Monica, CA 90404

Dear President:

We have been having excessive mechanical problems with our Volvo. We purchased this Volvo from your company. Due to the problems we have been having my wife (who is the principle driver) is afraid to use the vehicle. I am very worried that it is hazardous for her to be driving this vehicle.

Last week the Volvo had to be towed twice. The car was steaming while my wife was driving. It was towed to the dealer on Wednesday. I picked up the car on Thursday. Thursday night at eight o'clock my wife was at the drug store. The car started and the engine died in three seconds after trying several times. The tow company was called. On Friday the service department said they fixed the car saying it was their mistake. I picked up the car yesterday but the service department did not give me a copy of what work was performed. Last Friday I told the service manager we were very unhappy with the Volvo but he said he could not help us.

On March 9th I took the Volvo in for transmission repair. I was told that they could not find anything wrong. I had told them that it felt like the transmission is slipping. The car kept getting worse to where at 20 miles per hour it would jolt on changing speed. On April 14th they repaired the transmission. See service slip enclosed.

The only service on the vehicle has been by Volvo of Santa Monica.

February 12th the radiator was leaking and had to be replaced.

Dec. 11, 2003 Emission problems repaired.
Nov. 6, 2003 Some problem.
May 5, 2003 Coolant reservoir need replacing.
March 7, 2003 Brake control problem.

We have had continual problems with door locks.

Members • American Institute of CPAs and its SEC Practice Section
California Society of CPAs • Independent member of BKR International
with offices in principal cities throughout the world

President
Volvo of Santa Monica
May 4, 2004
Page Two

Find enclosed copy of service records.

We have found the service department to be very cooperative. Tony Marino service writer has been very courteous.

I am a handicapped driver. My wife drives small children in this vehicle.

I believe this car to be substandard (Lemon) and should be replaced by Volvo.

Your immediate response will be greatly appreciated. This Volvo is not safe for my wife to be driving.

Very truly yours,



Copy: President Volvo of North America
7 Volvo Drive
Rockleigh, New Jersey 07647

F:\DATA\SHARED\MGMT\CG\FAMILY\LT to Volvo Dealer 8-04.DOC



CITY ONE TOWING
 2125 W. 29TH ST
 LOS ANGELES, CA 90018
 (213) 734-8411

ROAD SERVICE

TIME OF CALL AM	DATE IN 7/19/11	DATE OUT 7/19/11	TIME START AM	TIME FINISH AM	REQUESTED BY	RELEASED BY	OFFICER NAME
NAME					PHONE #		
ADDRESS					CITY		
STATE					ZIP		
YEAR	MAKE/TYPE	MODEL	ODOMETER		DRIVER		
REGISTERED OWNER					REGISTERED OWNER		
LOCATION OF VEHICLE							
VEHICLE NO.							
INSPECTED BY		INSURANCE CO.		DATE		DRIVER	
RELEASED BY		DATE		PHONE #			
REASON FOR TOW		TYPE OF TOW		PERMITS (ALL IN Y) LAST FIRST			
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NO START <input type="checkbox"/> OUT OF GEAR <input type="checkbox"/> FUEL TANK <input type="checkbox"/> FINE LANE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> NO TIRE PRESS <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARMED <input type="checkbox"/> BROKEN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> OTHER		<input type="checkbox"/> SLING TOW <input type="checkbox"/> CHAIN TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____		VEHICLE STORAGE TIME FROM _____ TO _____ SPECIFIC DAMAGE, ABUSE OR VEHICLE 			
<input type="checkbox"/> WRENCH <input type="checkbox"/> FLASHER <input type="checkbox"/> DOLLAR <input type="checkbox"/> BATTERY <input type="checkbox"/> PUMPS <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____		<input type="checkbox"/> OWNER'S POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER <input type="checkbox"/> OTHER SERVICE <input type="checkbox"/> SWEET <input type="checkbox"/> AD <input type="checkbox"/> REMOVE <input type="checkbox"/> REMOVE <input type="checkbox"/> COUSE PARTS		KEYS LEFT Y N RADIO Y N			
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC # <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____		<input type="checkbox"/> CHECK DATE <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____		RELEASE TOW START TOTAL LABOR TIME TOW START TOTAL EXTRA PERSON FUEL ALAR N PAI TOTAL			
DRIVER SIGNATURE		DATE		DRIVER #		TOW #	

We accept no responsibility for damage caused by heavy loads, improper loading, etc. The company assumes no responsibility for loss or damage to load, no of any other cause beyond our control, to one while placed with us for storage or repair.

14857

THANK YOU

WORLD OF SANTA MONICA

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804
 PHONE (310) 284-4843
 www.wsb.com

71472	TECH MARTIN GORR 71472	NO. NO. 2540	ISSUE DATE 06/28/03	INVOICE NO. 406896658
	LABOR RATE	LEADER NO.	RELEASE 31675	COLOR
	YEAR / MAKE / MODEL		DELIVERY DATE 06/28/03	BOOK NO. 11628
			DELIVERY MILE	
			PRODUCTION DATE	
			NO. DATE 06/28/03	
COMMENTS				

NO: 31675

LABOR & PARTS
 JW 1 02V02-00000 CHECK COOLANT LEAK. UNIT 51. 0.50 TECH(S) 7112
 CAR TOWED TO SHOP. CUSTOMER STATES ENGINE IS OVERHEATING.
 RESENGIR IS EMPTY
 FOUND INTERNAL FAULT RADIATOR COOLING FAN
 REPLACED RADIATOR COOLING FAN

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	7063445-6	3063445- ELECTRIC	
JOB # 1	3	9836149	CABLE TIE	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

WARRANTY
WARRANTY
0.00

JW 2 02V02 BYRON'S END/REPAIRS UNIT 51. 2.50 TECH(S) 7112
 CUSTOMER STATES ENGINE LOW OIL PRESSURE WARNING LIGHT
 WAS COMING ON
 INTERNAL FAULT WITH ENGINE OIL PUMP SEALS
 REPLACED ENGINE OIL PUMP SEALS

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	8648258-0	SEAL KIT	
JOB # 2	1	30637337-0	30637337- SEALING R	
JOB # 2	1	NPH	EXPENDABLE	
JOB # 2	1	1161059-9	CHEMICAL BASKET	
JOB # 2	1	9148344-6	CLIP	
JOB # 2	2	983662-8	BARBENTIE	
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JW 3 08V0Z-000000001 ONE DAY LOANER CAR UNIT 51. TECH(S) 7112
 THE LOANER CAR MUST BE RETURNED BY 3:00 PM IF YOU ARE NOTIFIED
 BY 12:00 PM THAT YOUR VEHICLE IS READY. IF YOU ARE NOTIFIED
 AFTER 12:00 PM YOU MUST RETURN THE LOANER CAR BY 3:00 PM THE
 NEXT DAY. THERE WILL BE A \$50.00 PER DAY LATE FEE FOR LOANER
 CARS RETURNED AFTER THIS TIME.
 PLEASE MAKE SURE CARS ARE RETURNED UNDAMAGED WHEN INSPECTED.

WARRANTY

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

0.00
0.00

JW 4 08V0Z-2 COURTESY CAR WASH UNIT 51. TECH(S) 7112
 FROM COURTESY CAR WASH BY SERVICE VALUE AT NO CHARGE.
 CUSTOMER TO BE ADVISED THAT AFTER CAR IS WASHED YOU MAY SEE
 SCRATCHES THAT YOUR NOT ABLE TO SEE AT TIME OF WRITE UP.
 WORLD OF SANTA MONICA TAKE NO LIABILITY OVER THIS.

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

0.00

D.O.G. & SUPPLIES
 JOB # 2 6.0 8689956 /UNIT TOTAL = 6.00

WARRANTY
0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
 NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

EPA CALIFORNIA 9 0000788

DUPLICATE NO. 76697	NAME TONY MACHENO #228	7143	INT NO. 2560	INVOICE DATE 04/29/04	INVOICE NO. VDCS98A58
	LABOR RATE	LICENSE NO.	RELEASE 3167E	COLOR ASH GOLD TR	BOOK NO. 11628
	YEAR / MAKE / MODEL 01 / VOLVO / V70 XC / V70 - SUN - ACNURY / 8NK			DELIVERY DATE 04/28/04	DELIVERY MILE
	VEHICLE ID.			DELIVERER QUALIFIER NO.	PRODUCTION DATE
SANTA MONICA, CA				NO. OF 04/28/04	
	COMMENTS				MI: 31676

TOTALS

LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.G.	0.00
TOTAL RISC CHG.	0.00
TOTAL RISC DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE	0.00

ERA, CA

B.A.R. # AC05708

NO. 710-000-00

TRIMMED <input type="checkbox"/> H <input type="checkbox"/> DTC CARD <input type="checkbox"/> DC <input type="checkbox"/> DRAWINGS <input type="checkbox"/> IN ALL UNITS READY YES <input type="checkbox"/> NO <input type="checkbox"/>	VEHICLE IDENTIFICATION NO. Y U I B 2 5 R D X 1	PARAMETER CODE 01/VOLVO/U70 XC/U70-AMD-XENTRY/ SNE	PRODUCTION DATE 06/08/01	STOCK NO. 11828	LICENSE NO. RD. NO. 9865B
	CLIENT NO. 76499	COLOR ASH GOLD MET/BEIG	SERVICE CONTRACT CONTRACT NO.	DELIVERY MILE 7	BILLING READER NO. 01/28/01
YES <input type="checkbox"/> NO <input type="checkbox"/>	SANTA MONICA, CA	ESTIMATED GO VMT MILEAGE 9675	[REDACTED]		
YES <input type="checkbox"/> NO <input type="checkbox"/>	STATE NEWS	[REDACTED]			

02V0Z-00000 CHECK OIL LEAK
 CAR CAME TO SHOP. CUSTOMER STATES ENGINE IS CHEATING,
 RESERVOIR IS EMPTY

02V0Z
 ENGINE OIL PRESSURE LOW OIL PRESSURE WARNING LIGHT
 WAS FLASHING ON

06V0Z-000000001 ONE DAY LOANER CAR
 THE LOANER CAR MUST BE RETURNED BY 5:00 PM IF YOU ARE NOTIFIED
 BY 12:00 PM THAT YOUR VEHICLE IS READY. IF YOU ARE NOTIFIED
 AFTER 12:00 PM YOU MUST RETURN THE LOANER CAR BY 5:00 PM THE
 NEXT DAY. THERE WILL BE A \$50.00 PER DAY LATE FEE FOR LOANER
 CAR RETURNED AFTER THIS TIME.
 PLEASE MAKE SURE CARS ARE RETURNED UNDAMAGED WHEN INSPECTED.

06V0Z-2
 [REDACTED] 99 VALUE AT NO CHARGE.
 [REDACTED] AFTER CAR IS INSPECTED YOU MAY SEE
 [REDACTED] TO SEE AN ITEM OF WRITE UP.
 [REDACTED] TAKE NO LIABILITY OVER THEM.

CONVENIENT SERVICE HOURS
 EARLY SERVICE CENTER AVAILABLE
 MONDAY THROUGH FRIDAY
 7:00 AM TO 6:00 PM

WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND
 DISPOSAL OF TORN PARTS.
 RATHER THAN RECOVER THESE COSTS BY INCREASING OUR
 LABORATORY TO ALL OF OUR SERVICE CUSTOMERS WE MAKE
 THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR
 SERVICES WHICH GENERATE THEM.

THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED
 ANNUALLY FOR EACH UNIFORM SERVICE AND ARE
 AVAILABLE ON REQUEST
 S.A.E. NUMBER 94-1-130 S.A.E. # C414012016

By law, you may check your Vehicle Check Book to
 perform any service. We will be glad to help you check
 out the book and the car.

IMPORTANT: SERVICE ALL PERSONAL PROPERTY AND
 WEAPONS FROM THE VEHICLE. WE DO NOT ASSUME
 RESPONSIBILITY FOR LOSS OR DAMAGE TO ARTICLES LEFT IN
 YOUR VEHICLE.

Thank you for the work you have done for us. It is our aim to perform
 all the repair services to your satisfaction. If you have any questions
 please contact your Service Advisor.

I hereby authorize [REDACTED] to perform the Manufacturer's
 [REDACTED]

VALLEY OF SANTA MONICA

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804
 PHONE (310) 284-4943
 myauto.com

74-109	7143	2458	01/14/04	11628
LABOR RATE	ESTIMATED	3016	ONE GOLD #	11628
01/14/04	70 XC/V70-AUB-XCHIRY/ SW	06/08/01	7	
SANTA MONICA, CA				
				NO-310-88

LABOR & PARTS

JOB # 1 04V0Z POWER TRANSMISSION UNITS: 3.50 TECH(S) 17112
 CUSTOMER STATES TRANSMISSION FEELS LIKE IT IS BURBING
 AND MAKES A VERY HARD BUMP WHEN SHIFTING ALSO TRANSMISSION
 SERVICE REQUIRED WARNING LIGHT / CHECK ENGINE IS ON.
 ECM 530B TCM 0100 INTERNAL FAULT WITH TRANSMISSION VALVE
 BODY
 REPLACED TRANSMISSION VALVE BODY

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	30713380-4	30713380- CONTROL S	
JOB # 1	1	274470-4	GASKET KIT	
JOB # 1	5	1141540-B	TRANSMISSION OI	

WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 9.00

JOB # 2 08V0Z-2 COURTESY CAR WASH UNITS: TECH(S) 17112
 PERFORM COURTESY CAR WASH \$9.95 VALUE AT NO CHARGE.
 CUSTOMER TO BE ADVISED THAT AFTER CAR IS WASHED YOU MAY SEE
 SCRATCHES THAT YOUR NOT ABLE TO SEE AT TIME OF WRITE UP
 VALLEY SANTA MONICA TAKE NO LIABILITY OVER THEM.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 9.00

COMMENTS
 DOOR DINGS

TOTAL LABOR	9.00
TOTAL PARTS	0.00
TOTAL SILET	0.00
TOTAL D.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL SERVICE \$	9.00

[Handwritten Signature]
 CUSTOMER SIGNATURE

VOLVO OF SANTA MONICA

1301 SANTA MONICA BLVD. - SANTA MONICA, CA 90404-2804

PHONE (310) 264-4943

myvolvo.com

VIN: [REDACTED]		YEAR: 2002	MAKE: VOLVO	MODEL: XC/V70	TRIM: RWD	PLANT: [REDACTED]	PRODUCTION DATE: 12/03
LABOR RATE	LICENSE NO	MILEAGE		CASH SOLD		BOOKING # 11625	
VOLVO VIN: [REDACTED]				XC/V70	RWD	ACNTRY/	SALES
MILEAGE				BILLING DEALER NO.		PRODUCTION DATE	
P.T.E. NO.				NO. 16703			
COMMENTS							NO: 27749

LABOR & PARTS
 JW 1 02V0Z **DIAGNOSIS** [REDACTED] 3.00 TECH(S) 17025
CUSTOMER COMPLAINT [REDACTED] ON
REPLACE ABS CONTROL UNIT AND FUEL CAP

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8619547-6	ABS I MODULE		
JOB # 1	1	8649840-9	FILLER CAP		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JW 2 08V0Z **BODY PAIN COND** UNITS: 0.30 TECH(S) 17025
CUSTOMER GAS DOOR HAS COME OFF
REINSTALL
REPLACE CLIP

26.88

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	30649879-1	HINGE	23.21	
				JOB # 2 TOTAL PARTS	23.21
				JOB # 2 TOTAL LABOR & PARTS	50.09

JW 3 08V0Z-000000000 **COURTESY SHUTTLE** UNITS: TECH(S) 17025
FREE SHUTTLE RIDE

INTERNAL

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

TOTALS				TOTAL LABOR....	26.88
				TOTAL PARTS....	23.21
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG....	0.00
				TOTAL MISC DISC....	0.00
				TOTAL TAX.....	1.92
				TOTAL INVOICE \$	52.01

[Handwritten Signature]
 CUSTOMER SIGNATURE

PAID
DEC 1 2003
[Handwritten Signature]

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804
 PHONE (310) 254-4843
 anyauto.com

CUSTOMER NO. 98-119	ADDRESS ARTURO	TRUCK NO.	INVOICE NO.
	LABOR RATE	LICENSE NO.	BOOK NO.
	YEAR / MAKE / MODEL	REGISTRATION	DELIVERY MILE
SANTA MONICA, CA 90404	SALES TAX	SALES TAX	PRODUCTION DATE
	STOCK NO.	DATE	
	COMMENTS	10/1/03	

TOTALS		TOTAL LABOR	27
		TOTAL PARTS	48
		TOTAL DISC.	
		TOTAL S.B.S.	
		TOTAL DISC. CHG.	-19.96
		TOTAL DISC. DISC.	4.94
		TOTAL TAX	0.00
		TOTAL INVOICE \$	0.00

[Handwritten signature]

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INVOICE NO	14091	INVOICE DATE	05/05/03	INVOICE NO	VOC974830
PROVINCE		PROVINCE		PROVINCE	11628
PLANT		PLANT		PLANT	
PRODUCTION DATE		PRODUCTION DATE		PRODUCTION DATE	
COMMENTS	R04 22977				

RESEVOIR IN LOW INJECT
 FOUND RESEVOIR LEAKAGE
 REPLACED COOLANT RESEVOIR

JOB # 1 TOTAL PARTS
 JOB # 1 TOTAL LABOR & PARTS 05.00

JOB 2 OBVOZB3250-2 TAILGATE/TRNK LID AD UNITS: 1.40 TECH(S):7157
 CUSTOMER STATES TAILGATE BARNING LIGHT STAYS ON AT TIMES
 ALSO REAR CARDO INTERIOR LIGHT STAYS ON WHEN THIS HAPPENS
 INTERNAL FAULT WITH REAR TAILGATE WIRING HARNESS
 REPLACED REAR TAILGATE WIRING HARNESS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	0	8445729-8	ELECTRONIC BOX		WARRANTY
PART DV SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 2	1	8445518-5	WIRING HARNESS		WARRANTY
JOB # 2	4	948211-8	CABLE TIE		WARRANTY
JOB # 2	1	947545-8	FUSE		WARRANTY
JOB # 2	1	9494723-1	REAR RELOAD		WARRANTY
JOB # 2 TOTAL PARTS					07.00

JOB 3 01VOZ LUBE/OIL/FILTER UNITS: 0.30 TECH(S):7157
 PERFORM LUBE OIL AND FILTER CHANGE COMMON SPECIAL 009.95TAX
 CHECK ALL FLUIDS BRAKES AND BELT TIRE PRESSURE
 BRAKES FRONT AND REAR 100% AFTER REPLACEMENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	120201-8	WASHER INJECT		WARRANTY
JOB # 3	1	97751-7	WASHER		WARRANTY
JOB # 3 TOTAL PARTS					11.51
JOB # 3 TOTAL LABOR & PARTS					38.51

JOB 4 OBVOZ-2 COURTESY CAR WASH UNITS: TECH(S):7157
 COURTESY CAR WASH

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

JOB 5 OBVOZ-000000000 COURTESY SHUTTLE UNITS: TECH(S):7157
 COURTESY SHUTTLE RIDE TO WORK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

INVOICE NO. VDC974838	DATE 05/25/03
ORDER NO. 11628	DATE 05/25/03
DELIVERY MILE	PRODUCTION DATE
NO. 22097	

REPLACED TURBO OIL RETURN W/ME SPRINGS AND SEAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	JOB #	TOTAL PARTS	JOB #	TOTAL LABOR & PARTS
			SEALING R					0.00

JN 7+05U0Z-FBPVC700 FRONT PADS REPL UNITS: 0.70 TECH(S) 7157
 DURING SERVICE FOUND FRONT BRAKE PADS WORN
 REPLACED FRONT BRAKE PADS COUPON SPECIAL \$119.95+TAX

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	JOB #	TOTAL PARTS	JOB #	TOTAL LABOR & PARTS
JOB # 7	1	8434921-4	BRAKE PAD KIT	71.57		71.57		63.90

JN 8+05U0Z-RBPVC700 REAR PAD COUPON REPL UNITS: 0.70 TECH(S) 7157
 DURING SERVICE FOUND REAR BRAKE PADS WORN
 REPLACED REAR BRAKE PADS COUPON SPECIAL \$119.95+TAX

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	JOB #	TOTAL PARTS	JOB #	TOTAL LABOR & PARTS
JOB # 8	1	8434925-4	BRAKE PAD KIT	56.75		56.75		122.75

O.O.G. & SUPPLIES
 JOB # 3 6.5 OIL 2.750 /UNIT TOTAL - 600 17.88

JOB #	CODE	DESCRIPTION	AMOUNT	CONTR. NO.
JOB # 3	UPFLAT	PARTS DISCOUNT (VOLVO) FILL IN \$		
JOB # 3	VLFLAT	LABOR DISCOUNT (VOLVO) FILL IN \$		
JOB # 3	WD	WASTE DISPOSAL FEE		
JOB # 7	UPFLAT	PARTS DISCOUNT (VOLVO) FILL IN \$		
JOB # 7	VLFLAT	LABOR DISCOUNT (VOLVO) FILL IN \$		
JOB # 8	VLFLAT	LABOR DISCOUNT (VOLVO) FILL IN \$		
				TOTAL - MISC

ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$39.95 (+TAX)
 APPROVED REVISED ESTIMATE (M.I.) OF \$285.00 (+TAX) ON 05/25/03 AT 0813/PM
 BY CHARLES CUMTNER COMMENTS

ORDER NO. 78499	AGENCY 7143	REF NO 1452	DATE 05/07/03	ORDER NO 11428
	LABOR RATE	ORDER NO	DELIVERY DATE	
	7170 XC/970-ABS-XCHG/84	05/06/01		
			PRODUCTION DATE	
SANTA MONICA, CA			05/07/03	
COMMENTS				NO: 22144

LABOR & PARTS
 JOB # 1 05V0Z-1 BRAKE DIAGNOS UNITS: 1.20 TECH(B)17183
 CUSTOMER STATES BRAKE WARNING LIGHT COMES ON
 WHILE DRIVING
 FOUND ECM \$10F INTERNAL FAULT WITH ABS CONTROL UNIT
 REPLACED ABS CONTROL UNIT

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8417347-6	CONTROL MODULE		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2 06V0Z-2 COURTESY CAR WASH UNITS: TECH(S)17183
 COURTESY CAR WASH

WARRANTY

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

JOB # 3 06V0Z-0000000000 COURTESY SHUTTLE UNITS: TECH(S)17183
 COURTESY SHUTTLE RIDE

WARRANTY

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

TOTALS		
TOTAL LABOR	0.00	
TOTAL PARTS	0.00	
TOTAL SUBLET	0.00	
TOTAL S.E.S.	0.00	
TOTAL MISC CHG.	0.00	
TOTAL MISC DISC	0.00	
TOTAL TAX	0.00	
TOTAL INVOICE	0.00	

EPA NUMBER
B.A.R. FACTORY

[Signature]
 CUSTOMER SIGNATURE

VOLVO OF SANTA MONICA

1301 SANTA MONICA BLVD. - SANTA MONICA, CA 90404-2804
 PHONE (310) 264-4843
 anyauto.com



VOLVO

78299	FACTORY MARIND #228	7143	4862	01/08/03	11428
	1V197				
	01/VOLVO/V70 XC/V/O-AND-XLNTRY/ SWP			06/06/01	
	2-3 8 D X 1 1				
SANTA MONICA, CA				01/08/03	

REF 19199

LABOR & PARTS
 J# 1 01 02-17607-7 20,000 MILES SERVICE UNITS= 1.30 TECH(S):7003 117.00
 PERFORM 27,500 MILE SERVICE ROTATE TIRES COUPON SPECIAL
 WASH SERVICE LIGHT OIL 95-TAX
 PERFORMED SERVICE AS PER VOLVO FACTORY SCHEDULE
 BRAKES FRONT 60% REAR 50% REMAINING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1275810-8	FILTER INSERT	9.98	9.98
JOB # 1	1	977751-7	BASKET	1.13	1.13
JOB # 1	1	HDC1	WASHER SOLVENT	3.80	3.80
JOB # 1	1	HDC3	FUEL INJECT CLN	3.00	3.00
				JOB # 1 TOTAL PARTS	17.91
				JOB # 1 TOTAL LABOR & PARTS	136.91

J# 2 08V0Z-000000000 COURTESY SHUTTLE UNITS= TECH(S):7003 INTERNAL
 COURTESY SHUTTLE RIDE TO WORK

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

J# 3 08V0Z-2 COURTESY CAR WASH UNITS= TECH(S):7003 INTERNAL
 COURTESY CAR WASH

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

G.O.B. & SUPPLIES
 JOB # 1 7.5 OIL 2.390 UNIT TOTAL GOC 17.93
 17.93

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	VPFLAT	PARTS DISCOUNT (VOLVO) FILL IN		2.44
JOB # 1	VLFLAT	LABOR DISCOUNT (VOLVO) FILL IN		2.45
JOB # 1	WR	WASTE DISPOSAL FEE		2.50
			TOTAL MISC	7.39

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$149.95 (+TAX)
 APPROVED REVISED ESTIMATE OF \$152.45 (+TAX) ON 01/08/03 AT 01:23pm
 BY CHARLES BUNTHNER COMMENTS

E.P.A. CALIFORNIA 22815

VOLVO OF SANTA MONICA

1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804
 PHONE (310) 264-4843
 anyauto.com



VOLVO

07/20/03	ADVISOR TONY MARRINO #228	7149	SALE NO 4842	DATE 07/28/03	INVOICE NO 370450
[REDACTED]	LABOR RATE	LICENSE NO	REGISTRATION 17297	SALE FIELD NO	REPAIRS 11628
[REDACTED]	01/VOLVO/V70 XC/V70-AMB-XENTRY/	8K	DATE OF SALE 08/28/01	DELIVERABLES 7	
[REDACTED]	WASH STATE 2-3-8-8	X	DELIVERED DATE		
SANTA MONICA, CA [REDACTED]	F.I.L. NO		NO. OF /03/03		
[REDACTED]	COMMENTS				MS- 19199

TOTALS

TOTAL LABOR....	117.0
TOTAL PARTS....	19.9
TOTAL SUBLET....	0.0
TOTAL S.E.O....	17.9
TOTAL PAID ENG....	2.56
TOTAL PAID MISC....	4.89
TOTAL PAID TAX....	2.93
TOTAL INVOICE \$	155.28

P.B.A. CALIFORNIA 22015

S.A.T. & Associates



DATE	08/20/02	STOCK NO.	1162H
DELIVERY DATE	08/20/02	PRODUCTION DATE	
PLANT		MODEL	
YEAR		TRIM	
REGION		SALES CENTER NO.	
SALES		SALES DATE	08/20/02

LABOR REPORT
 JOB # 08027-1
 CUSTOMER STATES RUFF HOLDINGS WAS RUSTED AND DISCULDED
 FOUND RUFF HOLDINGS DISCULDED
 REPLACED RUFF HOLDINGS

PARTS	QTY	UNIT PRICE	TOTAL	DESCRIPTION
JOB # 1	1	39968702-5		TRIM PANEL
JOB # 1	1	39968702-9		TRIM PANEL
JOB # 1	1	39968702-6		TRIM PANEL
JOB # 1	1	39968702-4		TRIM PANEL
JOB # 1	1	39968702-2		TRIM PANEL
JOB # 1	1	39968702-0		TRIM PANEL
JOB # 1	1	39968702-3		TRIM PANEL
JOB # 1	1	39968702-8		TRIM PANEL
JOB # 1	1	7484824-8		TRIM PANEL
JOB # 1	2	8622906-9		TRIM PANEL

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

NISSAN MIRROR COVER HORIZONTAL
 TOTALS



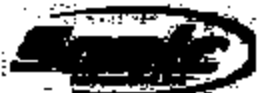
TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL TAX	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL PRICE	0.00

VOLVO OF SANTA MONICA

1801 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804

PHONE (310) 264-4943

arysAuto.com



OUTBOARD #1	ADDRESS	UNIT NO.	INVOICE DATE	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	VEHICLE NO.	SALES DEALER NO.	PRODUCTION DATE	
	ETC. NO.			
	COMMENTS			

10000 MILES SERVICE UNIT
 PERFORM 10,000 MILE SERVICE ROTATE TIRE
 SET SERVICE LIGHT
 PERFORM SERVICE AS PER VOLVO FACTORY SCHEDULE
 BRANCE FROM 100% REAR COA AFTER REPLACEMENT

PART #	DESCRIPTION	UNIT PRICE	TOTAL PARTS
PART 01 9948200-5	TRIM MULL		
PART 02 9948200-9	SPECIAL ORDER		
PART 03 9948200-7	SPECIAL ORDER		
PART 04 9948200-8	SPECIAL ORDER		
PART 05 9948200-6	SPECIAL ORDER		
PART 06 9948200-4	SPECIAL ORDER		
PART 07 9948200-3	SPECIAL ORDER		
PART 08 9948200-2	SPECIAL ORDER		
PART 09 9948200-1	SPECIAL ORDER		

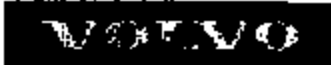
PART #	DESCRIPTION	UNIT PRICE	TOTAL PARTS
JOB # 1	SILVER INSER	7.00	7.00
JOB # 2	BASKET	2.13	2.13
JOB # 3	WATER SPRAY	2.80	2.80
JOB # 4	WALL BRACKET	3.00	3.00
JOB # 5		17.23	17.23

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
 NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

L.P.A. CALIFORNIA

PRO-BA-88

VOLVO OF SANTA MONICA



1301 SANTA MONICA BLVD. • SANTA MONICA, CA 90404-2804

PHONE (310) 284-4943

anyauto.com



CUSTOMER NO.	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR	VEHICLE NO.
	LABOR RATE	LICENSE NO.	ADDRESS	DATE	STOCK NO.
	YEAR / MAKE / MODEL	SALES TAX	SALES TAX NO.	DELIVERY DATE	DELIVERY MILE
	VEHICLE TYPE	SALES TAX NO.	SALES TAX NO.	SELLING DEALER NO.	PRODUCTION DATE
	EXC. NO.	REG. NO.	REG. NO.	REG. DATE	
COMMENTS					

QTY	NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
1	7204826-7	PARTICULATE FIL	29.75	29.75
JOB # 4 TOTAL PARTS				29.75
JOB # 4 TOTAL LABOR & PARTS				74.75
REPLACE INTERIOR WITH POLLER FILTER				
REPLACE POLLER FILTER				
DURING VEHICLE FOUND FRONT BRAKE PADS WORN				
REAR BRAKES 60% REMAINING				
REPLACED FRONT BRAKE PADS				
1	FKB434921	FRONT BRAKE PADS	12.50	12.50
1	8434921-4	FRONT BRK KIT	62.50	62.50
1	1141302A	SILICONE GREASE	3.25	3.25
JOB # 5 TOTAL PARTS				78.25
JOB # 5 TOTAL LABOR & PARTS				125.64
TOTAL LABOR				125.64
TOTAL PARTS				17.75
TOTAL TAX				17.93

ESTIMATE NO. _____ RECEIVING

CUSTOMER RECEIPT

APPROVED BY _____

TOTALS

AMX

TOTAL LABOR 125.64

TOTAL PARTS 17.75

TOTAL TAX 17.93

TOTAL AMOUNT DUE 161.32

Chris Gend...

(Signature)

AMX



DATE OF WORK 11/21/01	AGENCY RECTOR	7928	REF NO. 4567	RECEIVED 11/21/01
	LABOR RATE		LABOR NO.	CPA 104-004.0 M
	VEHICLE	7V70 XC/V70-AND-XCTRY/	SN#	DELIVERY DATE 02/08/03
SANTA MONICA, CA				PRODUCTION DATE
				11/21/01
COMMENTS				

LABOR & PARTS
 ON 10 0802Z. ELECTRICAL UNITS 0.50 TECH(8)117004
 CUSTOMER STATES 1 REMOTE IS IMPERATIVE
 FOUND REMOTE FAMILY
 REPLACED BOTH REMOTES AND PROGRAMMED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB #	1	9452454-8	REMOTE CONTROL		WARRANTY
JOB #	1	8633526-2	REMOTE KEY APPL		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS					
				TOTAL LABOR....	0.00
				TOTAL PARTS....	0.00
				TOTAL SUBLET....	0.00
				TOTAL G.D.G....	0.00
				TOTAL MISC CHG....	0.00
				TOTAL MISC DISC....	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

EPA CALIFORNIA
 B.L.P. # AC05788



RECEIVED
MAY 11 2004

South Plainfield, New Jersey

May 7, 2004

CUSTOMER RELATIONS

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

Re: 1999 Volvo S80, mileage 73,000

Dear Mr. John Willets,

I am writing to you in regard to my 1999 Volvo S80.

As you can see from the copies of the invoices attached, I have faithfully followed Volvo's suggested maintenance schedule. Until recently, all the work was performed by Volvo in Red Bank.

In December 2003, during a regular maintenance visit to Red Bank, the Volvo technician suggested that the battery be replaced. I followed his suggestion and a "new" battery was purchased at Red Bank and installed in my car. Since then I have had nothing but trouble with the car, as evidenced by the attached service invoices.

One evening the car just would not start. After it was flat bedded to Red Bank, I was told the battery was no good. Funny, I only purchased it from Redbank four months prior.

After the dead battery episode, the car died again, this time I was told the alternator was bad. So I replaced the alternator.

After the dead battery, and the dead alternator, the car lost all of its power steering fluid and I could not drive it again. Evidently, when Red Bank replaced the alternator, they "forgot" to tighten the high pressure power fluid line and the power steering fluid drained out all over my engine.

After the dead battery, the dead alternator, and the loss of all my power steering, the "check engine light" came on...now I was told my throttle module was bad and had to be replaced...(Funny that was replaced in 2002)

After the dead battery, the dead alternator, the loss of my power steering, the death of the throttle module, the "check engine light" came on again. this time I was told that the mass air flow sensor had died and it cost me another 366.54 to replace that part. (Funny, I had this replaced in October 2000—)

So, my car has gone through 3 batteries,(the-original and 2 replacements), 3 mass air flow sensors-(the original and now 2 replacements), and 3 throttle modules(the originals and 2 replacements). Evidently your replacement parts are not very reliable or the technicians at Red Bank are causing the failure of the parts with their careless installation

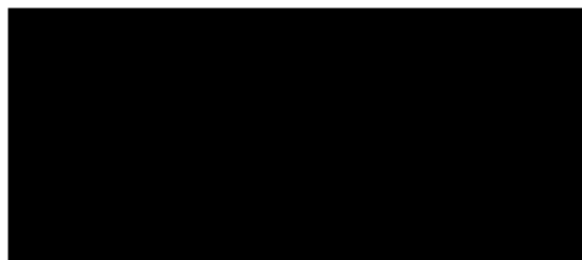
I believe that the installation of the faulty battery and the shoddy work done by Red Bank Volvo resulted in a cost of 1,474.51 to me (see the attached invoices). The car was running fine, until Red Bank started this chain reaction.

I believed your slogan "Volvo for life" when I purchased my car, but now with only 70,000 miles on the odometer, I am considering selling the car and buying another brand. Friends, who drive much cheaper cars, spend much less on service, have over 100,000 miles on their cars and no problems. Why should I continue to trust Volvo?

Also, over the past 4 years, I have persuaded my wife, my daughter, 2 nieces, and a friend to purchase Volvos. It must total over 150,000.00 in sales to Volvo. But after the events of the last few weeks, I would be afraid to refer anyone else. Dealing with a Volvo costs a great deal of money and time.

Your website proudly states that Volvo core values are "safety, environment, and quality". If you truly stand behind your cars, service, and products, you should refund the \$1,474.51 that I paid to correct faults that arose after Red Bank installed a faulty battery in my car.

Yours truly,



Repairs Other Than Regularly Scheduled Maintenance

<u>Invoice Date</u>	<u>Invoice Number</u>	<u>Description of problem</u>	<u>Action</u>	<u>Amount</u>
10/12/1999	vocs100039			196.58
10/14/2000	vocs117564			378.70
10/28/2000	vocs118264	ck engine light on	defective mass air flow meter	0.00
		ck engine light on	replace evaporator valve	
11/18/2000	vocs119435	defective steering wheel	replaced steering wheel	0.00
4/19/2002	vocs148314	defective cooling fan		372.55
		ck engine light on		
		engine will not start		
		defective throttle module	replaced throttle module	
11/9/2002	vocs180358	defective gas door	replaced gas door	79.87
12/20/2002	vocs182734	drivers seat ripped	repaired seat	103.35
1/24/2003	vocs164834	leaking fluid	replaced power steering clamp	30.52
12/18/2003	vocs184776	<i>faulty abs mod</i>	<i>replaced abs mod</i>	<i>1,557.01</i>
		<i>tech observed bad battery</i>	<i>replaced battery</i>	
		<i>oil leak</i>	<i>replaced gasket</i>	
4/19/2004	vocs181840	ck engine light on	replaced battery	0.00
4/20/2004	vocs181921	car died	replaced alternator	382.48
4/26/2004	vocs182289	steering lost- fluid leaked out		0.00
		high pressure line loose		
		tech did not tighten after replacing alternator		
4/30/2004	vocs16108	ck engine light on	replaced throttle module	718.54
			vacuum leak repaired	
			replaced mass air flow sensor	388.54
6/3/2004	vocs18182	ck engine light on		
		subtotal of repairs after Volvo installed a bad battery		1,478.71
		total of repairs other than regularly scheduled maintenance		4,193.07

0.00
382.48
0.00
718.54
388.54

1,478.71

4,193.07



ADVISED RECYCLE MARKING		YEAR 1980		
SALES REP	LICENSE NO.	7573	PRICE NO.	82838
VOLVO MODEL		SALES DATE	DELIVERY DATE	
VOLVO 2.0 A SR4 DR		3485		
F RADS 7/WH R PADS 6/WH COOLANT 45-DEG AC 50 DEG		SELLER DEALER NO.	PRODUCTION DATE	
JERSEY CITY, NJ		10/12/80		
COMMENTS		MO: 7574		

LABOR	DESCRIPTION	TECH(S)	TIME	PRICE
JOB 1 75V01T	PERFORM THE 7,500 MILE FACTORY SCHEDULED SERVICE NORMAL MAINTENANCE REQUIREMENTS MET COMPLETE THE 7,500 MILE FACTORY SCHEDULED SERVICE F RADS 7/WH R PADS 6/WH COOLANT 45-DEG AC 50 DEG	TECH(S): 308		307.25
PARTS				
	1 97781-7 GASKET		1.00	1.00
	1 1270811-6 FILTER INSERT		15.21	15.21
TOTAL - PARTS				16.21
G.O.B. & SUPPLIES				
	7.3 100-30 OIL		18.25	18.25
	1.0 WASTE RECYCLING		2.50	2.50
	1.0 GREASE		2.75	2.75
TOTAL - G.O.B.				23.50
JOB 1 TOTALS			LABOR	307.25
			PARTS	16.21
			G.O.B.	23.50
JOB 1 JOURNAL PREFIX VOCS			JOB 1 TOTAL	347.31
JOB 2 CHARGES				
LABOR	ROTATE/BAL TIRES	TECH(S): 508		40.00
JOB 2 77V02ZB	CUSTOMER REQUESTS TO ROTATE AND BALANCE TIRES TIRES OUT OF BALANCE/ROTATE TIRES TO EQUALIZE WEAR ROTATE & BALANCE TIRES			
JOB 2 TOTALS			LABOR	40.00
JOB 2 JOURNAL PREFIX VOCS			JOB 2 TOTAL	40.00
JOB 3 CHARGES				
LABOR	LIGHTING	TECH(S): 308		0.00
JOB 3 30V03	MESSAGE CENTER STATES TO CHECK BRAKE LIGHTS AT TIMES AT TIMES THE BRAKE LIGHT COMES ON WHEN STARTING CAR WHEN CUSTOMER TAPS BRAKE THE LIGHT GOES OFF INTERMITTENT PROBLEM SEE JOB 4 FOR REPAIR.			
JOB 3 TOTALS				0.00
JOB 3 JOURNAL PREFIX VOCS			JOB 3 TOTAL	0.00
JOB 4 CHARGES				
LABOR				

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months from the date of purchase. Any such defective part or accessory will be exchanged or repaired without charge during the warranty period.

IF, AND ONLY IF, such part or accessory was originally installed by a Volvo dealer, the labor for removal and replacement will also be covered by this warranty.

Parts replaced free of charge under the terms of another Volvo warranty are not subject to the warranty coverage of the Parts and Accessories warranty. These parts will be warranted for 90 days or for the remainder of the original warranty, whichever is greater.

I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

Red Volvo

Sales, Leasing, Parts, Service & Body Shop

184 N. New York Springs Road, Red Bank, NJ 07701
(732) 741-5804



WORKSHOP NO. 92273	VEHICLE MAKE VOLVO	VEHICLE NO. 1001288	VEHICLE YEAR 1976
JERSEY CITY, N.J.	VEHICLE MODEL A 804 DR	VEHICLE TYPE CITY/HD	VEHICLE COLOR DARK
	VEHICLE REG. NO. 7V178878	VEHICLE REG. STATE NJ	VEHICLE REG. EXPIRES 10/31/79
	VEHICLE REG. CLASS A	VEHICLE REG. TYPE A	VEHICLE REG. EXPIRES 10/31/79
			VEHICLE REG. EXPIRES 10/31/79

LABOR	TECHS	WARRANTY
W 4-350ZZBLB BRAKE LIGHT BULB Added Operation (INDEX # 12/12/1959 29-13) CUSTOMER STATES BULB INTEGRITY LIGHT OR WITH BULBS FULLY CHECKED TO BE EFFECTIVE BULBS REPLACE NIGHT BRAKE LIGHT BULB AND LEFT BRAKE LIGHT BULB.	TECHS: 308	WARRANTY
PARTS	DESCRIPTION	UNIT PRICE
1073-6 BULB	BULB	
1157-7 BULB	BULB	
JOB# 4 TOTALS		0.60
JOB# 4 JOURNAL PREFIX VOCS		0.65

ESTIMATE
CUSTOMER RECEIVED
ORIGINAL ESTIMATE OF \$206.88 (+TAX)

COMMENTS:
NXT

TOTALS:

* () VISA () MASTERCARD () CHARGE *
* () AMERICAN EXPRESS () CASH *
* DATE [] CHECK# [] *

* WE OFFER COMPLETE BODY SHOP SERVICE *
* FACTORY AUTHORIZED BODY REPAIR CENTER *

TOTAL LABOR	147.25
TOTAL PARTS	16.35
TOTAL SURETY	0.60
TOTAL S.O.G.	23.75
TOTAL DISC. CHG.	0.00
TOTAL ALSC. CHG.	0.00
TOTAL TAX	11.25
TOTAL INVOICE \$	196.96

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

X



Sales, Leasing, Parts, Service & Body Shop

100 E. Mountain Springs Road, Red Bank, NJ 07701
(732) 741-3000



K-350

INVOICE NO. 102878	SALES BRIAN SCHLATTER 812	DATE 1289	SALES 10/17/00	INVOICE NO. W0911784
	SALES 23088		SALES W0911789	
	SALES VIT88704X		SALES 0468	
			SALES 10/17/00	
SOUTH PLAIN FIELD, N.J.		MC: 23091		

JOB# 7 TOTALS	LABOR	86.00
	PARTS	62.46
JOB# 7 JOURNAL PREFIX WCS	JOB# 7 TOTAL	150.46
ESTIMATE		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$366.00 (+TAX)		
TOTALS	TOTAL LABOR	251.20
	TOTAL PARTS	86.04
	TOTAL SUBLET	9.98
	TOTAL G.D.S.	24.12
	TOTAL MISC. CHG.	6.00
	TOTAL MISC. DISC.	6.80
	TOTAL TAX	21.34
	TOTAL INVOICE \$	376.70

* () VISA () MASTERCARD () CHARGE
* () AMERICAN EXPRESS () CASH
* DATE [] CHECK# []
* WE OFFER COMPLETE BODY SHOP SERVICE
* FACTORY AUTHORIZED BODY REPAIR CENTER

CUSTOMER SIGNATURE

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months from the date of purchase. Any such defective part or accessory will be exchanged or repaired without charge during the warranty period.

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

Red Bank Volvo

Sales, Leasing, Parts Service & Body Shop

100 E. Newman Springs Blvd, 2nd Bldg, NJ 07744
(732) 761-5884



65813700117884

102076	BRAND: VOLVO	MODEL: 2300	YEAR: 1990	VIN: 702700	PLANT: MOC117884
	CLASS: 2300	MAKE: VOLVO	MODEL: 2300	YEAR: 1990	PLANT: MOC117884
	DESCRIPTION: VOLVO 2300 A 2.0L 4 CYL DR	MAKE: VOLVO	MODEL: 2300	YEAR: 1990	PLANT: MOC117884
	DESCRIPTION: VOLVO 2300 A 2.0L 4 CYL DR	MAKE: VOLVO	MODEL: 2300	YEAR: 1990	PLANT: MOC117884
	DESCRIPTION: VOLVO 2300 A 2.0L 4 CYL DR	MAKE: VOLVO	MODEL: 2300	YEAR: 1990	PLANT: MOC117884

JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX VOCS	JOB# 3 TOTAL	0.00
JOB# 4 CHARGES			
LABOR			
J# 4 7740226	ROTATE/BAL TIRES	TECH(S):322	40.00
	VIBRATION WHILE DRIVING/FONT TIRES NOISE		
	TIRES OUT OF BALANCE/ROTATE TIRES TO EQUALIZE WEAR		
	ROTATE & BALANCE TIRES		
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX VOCS	JOB# 4 TOTAL	40.00
JOB# 5 CHARGES			
LABOR			
J# 5 8902288	REAR SPEAKER RIGHT	TECH(S):322	
	RIGHT REAR DASH/REAR SPEAKER TRIP		
	CLIP LINE NOISE		
	NO PROBLEM FOUND WITH SPEAKER		
	NO REPAIRS MADE		
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX VOCS	JOB# 5 TOTAL	0.00
JOB# 6 CHARGES			
LABOR			
J# 6 8802288	CUP HOLDER ARM REST	TECH(S):322	
	CLIP CENTER CUP HOLDER... DOOR WILL NOT OPEN		
	CLIP STATES SOMETHING FELL INSIDE		
	REMOVED BATTERIES FROM CONSOLE CUP HOLDER WORK FINE NOW		
JOB# 6 TOTALS	JOB# 6 JOURNAL PREFIX VOCS	JOB# 6 TOTAL	0.00
JOB# 7 CHARGES			
LABOR			
J# 7 6102277	FRONT BRAKE PADS	TECH(S):322	58.00
	Added Operation (BRI) 10/17/2008 12:38		
	FOUND FRONT BRAKE PADS AT OR BELOW MINIMUM SPECS		
	REPLACED PADS ON 1505 FOR RELEASE DRIVING CONDITIONS		
	REPLACE FRONT BRAKE PADS		

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
	1	063421-4	BRAKE PAD KIT	62.46	62.46
				62.46	62.46

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

Red Bank Volvo

Sales, Leasing, Parts, Service & Body Shop

180 E. Norman Springs Road, Red Bank, NJ 07701
(732) 741-8838

01817008117804



DATE	TIME	TECH(S)	WARRANTY
03/27/99	12:00	322	12/31/99
VEHICLE ID	VEHICLE TYPE	VEHICLE MAKE	VEHICLE MODEL
1V6T897000	SEDAN	VOLVO	460
VEHICLE COLOR	VEHICLE FINISH	VEHICLE EQUIPMENT	VEHICLE OPTIONS
BLACK	PEARL	460	460

WORK CENTER: SOUTH PLAIN FIELD, NJ
JOB# 1001

JOB# 1 CHARGES

LABOR-----
 JP 1 7590XT 7,500 N.S. TECH(S):322 123.20
 PERFORM THE 22,500 MILE FACTORY SCHEDULED SERVICE
 NORMAL MILITAGE REPAIRMENTS NET
 COMPLETE THE 7,500 MILE FACTORY SCHEDULED SERVICE
 AC 40 OIL COOLANT 40 BELOW
 REAR TIE ROD BEAR BRG
 PERFORMED ROTATION RESET SRL

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	97751-7	BUCKET	1.24	1.24
	1	TECH	TECHN	9.00	9.00
	1	1275011-6	FILTER INSERT	7.34	7.34
				TOTAL - PARTS	17.58

G.O.B. & SUPPLIES					
7.3	104-39 OIL	•	2.500	AMTY 18.02	
1.0	WASTE RECYCLING	•	3.000	AMTY 3.00	
1.0	GREASE	•	2.500	AMTY 2.50	
				TOTAL GOG	24.12

JOB# 1 TOTALS

LABOR 123.20
 PARTS 17.58
 G.O.B. 24.12
JOB# 1 TOTAL 164.90

JOB# 2 CHARGES

LABOR-----
 JP 2 6100ZRECALL99 RECALL 99 TECH(S):322 WARRANTY
 CUSTOMER RECEIVED LETTER FOR RECALL 99
 INCOMPLETE IN PCS
 FAULT TRACE TO DEFECTIVE BALL JOINTS.
 REPLACE BOTH RIGHT AND LEFT BALL JOINTS.
 CLAIM TYPE R80022 REPAIR CODE 02
 LABOR 1.5

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	274106-6	BALL JOINT KIT		0.00
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

LABOR 1.50
 PARTS 0.00
JOB# 2 TOTAL 1.50

JOB# 3 CHARGES

LABOR-----
 JP 3 7740Z WHEELS-TIRES-HUBS TECH(S):322 0.00
 VIBRATION AT 60 OR ABOVE.. CK AND REPORT
 0
 TIRES OUT OF BALANCE
 REBALANCED TIRES



Invoice # 102878	Technician WILLIAM MCCORMLEY 11	Year 2000	Vehicle ID # 10/28/00	Invoice # VOCS118264
	License # 23807		Customer Name MCDONALD ME	
	Vehicle Description VOLVO V460 2.0 A SPA DR		Invoice Date 04/17/00	
South Plain Field, NJ	VIN # YV1E97D4		Invoice Mileage 3448	
			Invoice Time 10/28/00	
			MO: 23807	

JOB 1 CHARGES				VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months from the date of purchase. In such defective part or accessory will be exchanged or repaired without charge during the warranty period. If, AND ONLY IF, such part or accessory was originally installed by a Volvo dealer, the labor for removal and replacement will also be covered by this warranty. Parts replaced free of charge under the terms of another Volvo warranty are not subject to the warranty coverage of the Parts and Accessories warranty. These parts will be warranted for 90 days or for the remainder of the original warranty, whichever is greater. I ACKNOWLEDGE AND ACCEPT THE EXTRA WORK PERFORMED AND RECEIPT A COPY THEREOF M-44-37	
LABOR		TECH(S):307	0.00		
JOB 1 23802ZEL	ON ENGINE LITS ON				
	CUSTOMER STATES ON ENGINE LIGHT ON CHECKED CODES AND FAULT TRACED FOR 2024 272A 4300 4330 SET JOBS 2 AND 3				
JOB 1 TOTALS					
JOB 1 JOURNAL PREFIX VOCS			0.00		
JOB 2 CHARGES					
LABOR		TECH(S):307	WARRANTY		
JOB 2 24230Z2HAF	MASS AIR FLOW SENSOR				
	Added Operation (Bill @ 10/28/2000 14:05)				
	CUSTOMER STATES ON ENGINE LIGHT ON FAULT TRACE TO DEFECTIVE MASS AIR FLOW METER. CODES 2024 272A 4300 4330 REPLACE MASS AIR FLOW METER. RESET CD TO PROPER SPECS				
PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	943875-8	MASS AIR FLOW S		0.00
JOB 2 TOTALS					
JOB 2 JOURNAL PREFIX VOCS			0.00		
JOB 3 CHARGES					
LABOR		TECH(S):307	WARRANTY		
JOB 3 24230Z2ZEV	EVAPORATOR VALVE				
	Added Operation (Bill @ 10/28/2000 14:05)				
	CUSTOMER STATES ON ENGINE LIGHT ON FAULT TRACE TO STICKING EVAP VALVE. REPLACE EVAPORATOR VALVE. INSTALLED SOFTWARE TO 279 AS PER TECH NOTE				
PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	943875-9	VALVE		0.00
	1	943866-7	UPGRADE ECU		
JOB 3 TOTALS					
JOB 3 JOURNAL PREFIX VOCS			0.00		
COMMENTS					
LOWER 14					



Sales, Leasing, Parts Service & Body Shop

180 E. Newman Springs Road, Red Bank, NJ 07701
(732) 744-8826

849 1130323 148 04

I HEREBY AUTHORIZE THE SALES PERSONNEL AT THE ABOVE ADDRESS TO CONTACT MY INSURANCE COMPANY TO OBTAIN THE NECESSARY INFORMATION TO COMPLETE THIS TRANSACTION.

INVOICE NO. 102878	SALES WILLIAM MURPHY	DATE 04/17/88	SALES WILLIAM MURPHY
SOUTH PLAIN FIELD, NJ	MODEL 86VOLVO/880 2.8 A 8R4 DR	SALES WILLIAM MURPHY	SALES WILLIAM MURPHY
	VIN YV1T69784	SALES WILLIAM MURPHY	SALES WILLIAM MURPHY
		SALES WILLIAM MURPHY	SALES WILLIAM MURPHY
		SALES WILLIAM MURPHY	SALES WILLIAM MURPHY

TOTALS-----

* () VISA () MASTERCARD () CHARGE *
* () AMERICAN EXPRESS () CASH *
* DATE [] CHECK [] *
* ME OFFER COMPLETE BODY SHOP SERVICE *
* FACTORY AUTHORIZED BODY REPAIR CENTER *

TOTAL LABOR..... 0.80
TOTAL PARTS..... 0.90
TOTAL SUBLET..... 0.00
TOTAL S.O.S..... 0.00
TOTAL MISC CHG..... 0.00
TOTAL MISC DISC..... 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF. 14:44:37

X

VOLVO RATING SYSTEM

(or how Volvo rates its Dealers)

Volvo has introduced a rating system that involves randomly calling our customers and asking them about their most recent Sales or Service experience. You will be asked to rate your experience as one of the following:

Excellent Very Good Good Fair

In turn, Volvo assigns the following values to your answers:

Excellent
100.0%

Very Good
50.0%

Good
25.0%

Fair
12.5%

DEFINITELY WOULD

PROBABLY WOULD

MIGHT OR MIGHT NOT

PROBABLY WOULD NOT

MUCH BETTER

SOMEWHAT BETTER

SAME AS

SOMEWHAT WORSE

As you can see, anything below excellent is a failing score. If you cannot give us an excellent rating would you please call us and let us know what we can do in the future to earn a passing grade from you.

Of course we want to receive an excellent rating from you, but more importantly, we want you to be completely satisfied with our services.

Red Volvo

Sales, Leasing, Parts Service & Body Shop

197 E. North Washington Blvd., Red Bank, N.J. 07701
(732) 741-5486



11/11/89

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Customer No. 102676	Dealer URBAN SCHLATTERER 312	Year 1987	Invoice No. 1111890	Order No. VOC519435
	License No. 24841	Plate No. 24841	Buyer MCDONALD M.E.	
	Model VOLVO 2.9 A 5RM DR	Stock No. 0417789	Invoice Date 11/11/89	
SALES SOUTH PLAIN FLD, N.J.	VIN VY1T8B7D4K	Color 3400	Invoice Price 1111890	
			MD: 24841	

JOB 1 CHARGES

LABOR
 JY 1 64V0225H STEERING WHEEL TRON(S): 307 WARRANTY
 8512-732227-50807
 CUSTOMER STATES STEERING WHEEL DEFECTIVE
 EARLY TRACK TO DEFECTIVE STEERING WHEEL
 REPLACE STEERING WHEEL

PARTS	QTY	PT NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	9184933-5	STEERING WHEEL		0.00
JOB 1 TOTALS				JOB 1 JOURNAL WORTH VOC5	JOB 1 TOTAL
TOTALS					
* (VISA (MASTERCARD (DISCOVER * (AMERICAN EXPRESS (CASH * PAY () CHECK () * ADVISOR THAT INVOICED RD () * ADVISOR THAT ACCEPTED PAYMENT ()				TOTAL LABOR... 0.00 TOTAL PARTS... 0.00 TOTAL SUBLET... 0.00 TOTAL G. & C... 0.00 TOTAL MISC CHG... 0.00 TOTAL MISC DISC... 0.00 TOTAL TAX... 0.00 TOTAL INVOICE 1 0.00	

CUSTOMER SIGNATURE

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT IN COPY THEREOF. 09-10-89

Red Bank Volvo

Parts, Lubricants, Service & Body Shop

388 W. Newnam Springs Road, East Rutherford, NJ 07073
(201) 774-9888



010127002140224

INVOICE NUMBER: 102876

INVOICE NO. 102876	CUSTOMER NAME BRIAN SCHLATTERER 312	DATE 2109	QUANTITY 2109	INVOICE NO. 04V1802	INVOICE NO. VOC6148314
ADDRESS SOUTH PLAIN FIELD, NJ	PHONE NO. 609 240 2800	CITY SOUTH PLAIN FIELD	STATE NJ	ZIP 08080	SALES TAX NJ 6.75%
VEHICLE MAKE VOLVO	VEHICLE MODEL S40	VEHICLE YEAR 2000	VEHICLE COLOR SILVER	VEHICLE VIN YV1Y887D4	VEHICLE LICENSE 2A 8M4 DR
SALES TAX NJ 6.75%	SALES TAX NJ 6.75%	SALES TAX NJ 6.75%	SALES TAX NJ 6.75%	SALES TAX NJ 6.75%	SALES TAX NJ 6.75%
			MO: 60224		

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE	
	1	844347-0	THRUSTLE BODY		270.96	270.96
			WARRANTY - 50.000	CUSTOMER = 50.000		
	1	844348-9	BASKET		1.32	1.32
			WARRANTY - 50.000	CUSTOMER = 50.000		
JOB # TOTALS						
					LABOR	79.59
					PARTS	272.26
JOB # JOURNAL PREFIX					VOC6	
JOB # TOTAL						351.46

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$370.06 (+TAX)

COMMENTS: NONE

TOTALS:

TOTAL LABOR	79.59
TOTAL PARTS	272.26
TOTAL SUBLET	1.00
TOTAL G.O.B.	1.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	21.09
TOTAL SERVICE \$	372.96

ADVISOR THAT INVISED TO: ()
ADVISOR THAT ACCEPTED PAYMENT: ()

CUSTOMER SATISFACTION INFORMATION

PERSON PICKING UP: ()
DATE: ()

BEST TIME TO CALL: ()

1 2 3 4 5 6 7 8 9 10

CUSTOMER SIGNATURE

I ACKNOWLEDGE AND APPROVE EXTRA MISC PERFORMANCE AND RECEIPT OF COPY THEREOF.

18-75-30

Red Bank



PRINTED FROM THE SYSTEM OF THE NATIONAL AUTOMOBILE SERVICE ASSOCIATION

WORKSHOP NO. 102878	ADDRESS BRIAN SCHLAEPER #12	PHONE NO. 2199	VEHICLE MAKE VOLVO	VEHICLE MODEL XC90
	VEHICLE YEAR 2002		VEHICLE TYPE CROSSOVER	VEHICLE COLOR SILVER
	VEHICLE VIN YV17867231		VEHICLE ENGINE 2.5L	VEHICLE TRANSMISSION 5-SPEED
SOUTH PLAIN FLD, N			VEHICLE LICENSE N/A	VEHICLE REGISTRATION N/A

JOB 1 CHARGES
LABOR
 JP 1 20K02205 NO START TECHS0395 0.00
 ENGINE WILL NOT START. CHECK AND REPORT
 FLT STATES THAT FAN MOTOR IS BURNING DRAINING BATTERY
 FAN RELAY AND COOLING FAN PERMANENTLY STAYS ON
 NECESSARY TO PERFORM RECALL 110.

JOB 1 TOTALS
 JOB 1 JOURNAL PREFIX #00CS JOB 1 TOTAL 0.00

JOB 2 CHARGES
LABOR
 JP 2 20K02205 RECALL 110 ELECTRICAL FAN TECHS0395 WARRANTY
 Added Operation (BRIAN S 04/18/2002 08:55)
 PLEASE CHECK FOR RECALL 110
 FAN TRUCK TO DEFECTIVE ELECTRICAL FAN
 MOTOR RECALL 110 REPLACE COOLING FAN
 TURBO MODEL REPAIR CODE OR LABOR TIME 3

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	814234-5	ELECTRICAL FAN		WARRANTY
	1	814234-5	WIRING HARNESS		WARRANTY
	1	814234-5	CABLE TIE		WARRANTY
			CLIP		WARRANTY
				TOTAL - PARTS	0.00

JOB 2 TOTALS
 JOB 2 JOURNAL PREFIX #00CS JOB 2 TOTAL 0.00

JOB 3 CHARGES
LABOR
 JP 3 20K02205 CK ENGINE LIGHT ON TECHS0395 0.00
 Added Operation (BRIAN S 04/18/2002 08:55)
 CHECK ENGINE LIGHT IS ON. DIAGNOSE THE FAULT
 DTC: P0131 ELECTRICAL COOLING FAN RELAY NO SIGNAL HAS
 FOLLOW AND REPAIRS
 NEEDS TO PERFORM RECALL 110.

JOB 3 TOTALS
 JOB 3 JOURNAL PREFIX #00CS JOB 3 TOTAL 0.00

JOB 4 CHARGES
LABOR
 JP 4 20K02205 THROTTLE HOBBLE TECHS0395 75.00
 Added Operation (BRIAN S 04/18/2002 24:04)
 SPLIT WARRANTY = 50.00 CUSTOMER = 25.00
 WARRANTY
 CUSTOMER STATES ENGINE WILL NOT START
 FULLY TRACKS TO DEFECTIVE THROTTLE HOBBLE
 (R0611)

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF. 16:55:50

Red Bank



Sales, Leasing, Parts, Service & Body Shop

180 E. Newman Springs Road, East Amherst, NJ 07701
(732) 741-1886



71412V008160380

1 2 3 4 5 6 7 8 9 10

Customer ID: 188878	Name: JOHN JONES	VIN: 12	Year: 0883	Invoice #: 1118883	Vehicle: VOLVO TRUCK
	Address: SOUTH PLAIN FIELD, NJ	Model: A 274 DR		Customer Name: MONTMONT ME	Phone:
				Invoice #: 041788	
				Invoice #: 041788	
				Invoice #: 041788	
				Invoice #: 041788	
				Invoice #: 041788	

TOTALS

<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> AMERICAN EXPRESS		TOTAL LABOR	32.40
<input type="checkbox"/> CASH	<input type="checkbox"/> DATE CHECK			TOTAL PARTS	24.38
ADVISED THAT INVOICED TO ()			TOTAL SUBLET	0.00	
ADVISED THAT ACCEPTED PAYMENT ()			TOTAL S.O.G.	18.00	
CUSTOMER SATISFACTION INFORMATION			TOTAL MISC. CHG.	0.00	
NUMBER PICKING UP			TOTAL MISC. DISC.	0.00	
NUMBER EXPLAINING DOC.			TOTAL TAX	4.67	
NUMBER BEST TIME TO CALL			TOTAL INVOICE \$	79.87	

1 2 3 4 5 6 7 8 9 10

CUSTOMER SIGNATURE

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF. 14:27:57

Red Volvo

Sales, Leasing, Parts, Service & Body Shop

180 E. Nevada Springs Road, Red Bank, NJ 07701
(732) 741-6888



01017003184738



Customer No. 102978	Vehicle No.	Year	Model	Color	Engine	Transmission	Drive	Dealer No.	Address	City	State	Zip
SOUTH PLAIN FIELD, N.J.												
NAME												

JOB# 1 CHARGES				LABOR	TECH(S):	UNIT PRICE	
J#	1	0DWOZKDF	EXPRESS OIL	PERFORMED THE EXPRESS OIL AND FILTER CHANGE.	361	6.00	
PARTS				QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
		1	1276810-8	FILTER INSERT		10.49	
				TOTAL - PARTS		10.49	
B.O.G. & SUPPLIES							
		7.3	10W-30 OIL	2.650 /UNIT		18.62	
				TOTAL - GOG		18.62	
JOB# 1 TOTALS				LABOR		6.00	
				PARTS		10.49	
				B.O.G.		18.62	
				JOB# 1 JOURNAL PREFIX	VOCS	JOB# 1 TOTAL	35.11
JOB# 2 CHARGES				LABOR	TECH(S):	UNIT PRICE	
J#	2	8ZV0Z	HOOD, FENDERS, GRILLE	REPLACED GAS DOOR HINGE	361	26.40	
PARTS				QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
		1	977751-7	GAS DOOR HINGE		1.35	
		1	9483645-1	HINGE		12.48	
				TOTAL - PARTS		13.83	
JOB# 2 TOTALS				LABOR		26.40	
				PARTS		13.83	
				JOB# 2 JOURNAL PREFIX	VOCS	JOB# 2 TOTAL	40.23

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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ESTIMATE NO. _____

CUSTOMER APPROVES RECEIVING THIS ESTIMATE OF \$40.00 (+TAX) ON 11/08/88 @ 08:27pm

APPROVED BY SALES CONSULTANT COMMENTS

I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF. 14:27:57



Sales, Leasing, Parts Service & Body Shop

100 E. Newark Springs Road, Red Bank, NJ 07701
(732) 741-3886

913227008182734



INVOICE NO. 102876	CUSTOMER JOHN JONES	PLATE NO. 12	VEHICLE ID 1241	INVOICE DATE 12/20/02	INVOICE NO. MOCS182734
	ADDRESS [REDACTED]	CITY [REDACTED]	STATE NJ	ZIP 08000	DEALER RED BANK VOLVO
	VEHICLE MAKE VOLVO	VEHICLE MODEL S40	VEHICLE YEAR 2002	VEHICLE VIN YV1T88704	VEHICLE COLOR [REDACTED]
	VEHICLE REGISTRATION NO. [REDACTED]	VEHICLE REGISTRATION STATE NJ	VEHICLE REGISTRATION EXPIRES [REDACTED]	VEHICLE REGISTRATION FEE [REDACTED]	VEHICLE REGISTRATION TAX [REDACTED]
	VEHICLE REGISTRATION DATE [REDACTED]	VEHICLE REGISTRATION FEE [REDACTED]	VEHICLE REGISTRATION TAX [REDACTED]	VEHICLE REGISTRATION TOTAL [REDACTED]	VEHICLE REGISTRATION TOTAL [REDACTED]

JOB#	CHARGE	AMOUNT
LABOR	SEAT CLUSTER UPPER TECH(S)	0.00
	APP'T TO SEW L/S SEAT BACK REST DRIVERS SEAT.	
SUBLET	12/20/02 DRIVERS SEAT REPAIR	97.50
TOTAL - SUBLET		97.50
JOB# 1 TOTALS		SUBLET 97.50
JOB# 1 JOURNAL PREFIX VICS		JOB# 1 TOTAL 97.50
ESTIMATE		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)		
COMMENTS		
LOWER/APP'T AT ACE AUTO TOP		
TOTALS		
(VISA) (MASTERCARD) (AMERICAN EXPRESS)	TOTAL LABEL	0.00
(CASH) (DATE CHECK)	TOTAL PARTS	0.00
	TOTAL SUBLET	97.50
	TOTAL G.O.B.	0.00
	TOTAL HISC CHG	0.00
	TOTAL HISC DISC	0.00
	TOTAL TAX	5.85
	TOTAL INVOICE \$	103.35

CUSTOMER SATISFACTION INFORMATION
PERSON PICKING UP.....
ADVISOR EXPLAINING CDE.....
PERSON'S BEST TIME TO CALL.....
DATE.....

CUSTOMER SIGNATURE

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

Called 12/20 3rd - spoke w/ Mr. Castagna

Red Bank Volvo

Sales, Leasing, Parts Service & Body Shop

180 E. Newman Springs Road, Red Bank, NJ 07701
(202) 741-2824



85417000344824

[REDACTED]

OFFER NO. 102878	SALES STEVE CHEM...	SALES 2087	SALES 012403	SALES NDC184834
[REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
[REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
[REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
[REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
[REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]
[REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]	SALES [REDACTED]

[REDACTED] MR. 58501

JOB# 1 CHARGES--

LABOR					
# 1 92V02					26.48
	SEWER BOTTLE LEAKS				
	C/S CAR IS LEAKING FLUID, CHECK AND REPORT				
	REPLACED POWER STEERING HOSE CLAMP				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	963728-3	HOSE CLAMP	2.39	
				TOTAL - PARTS	2.39
JOB# 1 TOTALS					
				LABOR	26.48
				PARTS	2.39
				JOB# 1 JOURNAL PREFIX VOCS	
				JOB# 1 TOTAL	28.79

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

COMMENTS
WAIT

TOTALS

{ VISA []	{ MASTERCARD []	{ AMERICAN EXPRESS []	TOTAL LABOR	26.48
{ CASH []	[]	[]	TOTAL PARTS	2.39
			TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC CHG	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	1.73
			TOTAL INVOICE \$	30.62

CUSTOMER SATISFACTION INFORMATION

PERSON PICKING UP
ADVISOR EXPLAINING DOE
PHONE/BEST TIME TO CALL
RATING
1 2 3 4 5 6 7 8 910....

CUSTOMER SIGNATURE

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Volvo of America Corporation warrants to the retail purchaser of each new genuine Volvo part or accessory that such part or accessory will be free from defects in material and workmanship for 12 months from the date of purchase. Any such defective part or accessory will be exchanged or repaired without charge during the warranty period.

IF, AND ONLY IF, such part or accessory was originally installed by a Volvo dealer, the labor for removal and replacement will also be covered by this warranty

Parts replaced free of charge under the terms of another Volvo warranty are not subject to the warranty coverage of the Parts and Accessories warranty. Those parts will be warranted for 90 days or for the remainder of the original warranty, whichever is greater.

I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF.

11:13:04

X



INVOICE NO. 102676	MODEL FROM 81 98L	DATE 12/18/03	INVOICE NO. VOCS184776
SOUTH PLAIN FIELD, NJ	PRICE 68,388	DEALER MOONDOUST ME	SALES TAX
	99/VOLVO S80 2.9 A 5R/4 DR	DELIVERY DATE 04/17/99	DELIVERY MILE
	VV1T59704X1	SALES ORDER NO. 3486	PRODUCTION UNIT
		DATE 12/18/03	
			NO: 68388

VISA MASTERCARD AMERICAN EXPRESS
 DISH DEBIT CREDIT
 ADVISOR THAT LIMITED NO. 1
 ADVISOR THAT ACCEPTED PAYMENT
 CUSTOMER SATISFACTION INFORMATION
 PERSON PICKING UP
 NUMBER FOR SERVICE CALL
 1-800-541-8383

TOTAL LABOR.....	894.00
TOTAL PARTS.....	851.00
TOTAL SUBLET.....	0.00
TOTAL S.O.S.....	21.00
TOTAL MISC CHG.....	1.50
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	88.05
TOTAL INVOICE \$	1857.04

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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X _____



CUSTOMER NO: 102676	REGION: RGN	SALES NO: 81	DATE: 12/18/03	SALES REP: VOCS184776
SOUTH PLAIN FIELD, NJ	LABOR RATE: 68.388	MODEL: 99/VOLVO/S80 2.9 A SR/4 DR	DATE OF PURCHASE: 04/17/99	SALES REP: 3466
		VIN: YV1TS97D4X1	DATE OF SERVICE: 12/18/03	
				NO: 68388

JOB #	CHARGES	LABOR	PARTS	TOTAL
JOB 3	TOTALS	237.60	718.75	946.35
JOB 4	CHARGES			
LABOR				
Added Operation (RGN) @ 12/18/2003 12:48)				
TECH OBSERVED BAD BATTERY				
BATTERY HAS WEAK OR DEAD CELLS. VOLTAGE LOW				
REPLACED BATTERY				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	9489048-7	BATTERY	119.92
				TOTAL - PARTS
				119.92
JOB 4	TOTALS	46.50	119.92	166.42
JOB 5	CHARGES			
LABOR				
Added Operation (RGN) @ 12/18/2003 12:49)				
TECH OBSERVED OIL LEAK DUE TO WEATHER BOX GASKETS				
REPLACED GASKETS				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	30020005-8	SEALING RINGS	3.24
	1	8523139-8	NESE	3.20
	1	8536763-9	GASKET	2.75
				TOTAL - PARTS
				9.29
JOB 5	TOTALS	207.90	9.29	217.19
JOB 5	TOTALS	207.90	9.29	217.19
ESTIMATE				
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING				
ORIGINAL ESTIMATE OF \$500.00 (+TAX)				
REVISED ESTIMATE (# 1) OF \$1600.00 (+TAX) ON 12/18/03 AT 04:27pm				
COMMENTS APP ALL				
COMMENTS				
LOANER 21				

VOLVO'S LIMITED 12 MONTH REPLACEMENT PARTS AND ACCESSORIES WARRANTY

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X _____

Printed on Recycled Paper



ORDER NO. 102676	DATE 8/1	TIME 9:21	DATE 12/18/03	ORDER NO. VOCS184776
	MAKE VOLVO	MODEL 2.9 A SR/4 DR	DATE 04/17/99	
SOUTH PLAIN FIELD, NJ	VIN YV1T 597 D 4 X 1	PRICE 68,388	DATE 12/18/03	
				NO: 68388

ROTATE AND BALANCE TIRES
NORMAL MAINTENANCE REQUIREMENTS NET

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	977761-7	GASKET	1.39	1.39
	1	TECH	TECHNIN	9.00	9.40
	1	1275810-8	FILTER INSERT	10.49	10.49
				TOTAL - PARTS	20.88
M.O.G. & SUPPLIES					
	2.3	184-30 OIL	#	2.660 /UNIT	18.62
	1.0	WASTE RECYCLING	#	3.000 /UNIT	3.00
				TOTAL - MOG	21.62
MISC					
		LOANERTAX	LOANER TAX		1.50
				TOTAL - MISC	1.50
JOB# 1 TOTALS					
				LABOR	99.00
				PARTS	20.88
				M.O.G.	21.62
				MISC	1.50
				TOTAL	143.00
JOB# 2 CHARGES					
				JOB# 1 JOURNAL PREFIX VOCS	800#
				JOB# 1 TOTAL	143.00

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MR C SERVICE... WHEN SEVERE WEATHER IS DAMP (NOT RAIN) DO NOT PERFORM MORE THEN 1 HR OO DIA. TIME
SEE JOB 3

JOB# 2 TOTALS					
				JOB# 2 JOURNAL PREFIX VOCS	800#
				JOB# 2 TOTAL	6.00
JOB# 3 CHARGES					
LABOR					
Added Operation (RONI # 12/18/2003 12:49)					
TECH OBSERVED CODES TRACED TO A FAULTY ABS CONTROL UNIT					
REPLACED FAULTY ABS MOD.					

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	8619546-0	HPT MODULE	710.75	710.75
				TOTAL - PARTS	710.75

I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED AND RECEIPT OF COPY THEREOF

X _____



CUSTOMER NO. 102676	ADDRESS JOHN JONES	VEH. NO. 12 213T	SALES DATE 04/19/04	SALES NO. VOCS191840
[REDACTED]	LABOR HOUR [REDACTED]	SALE PRICE 72,145	DEALER MOONDUST ME	STOCK NO.
SOUTH PLAIN FIELD, NJ	YEAR / MAKE / MODEL 99/VOLVO/S80 2.9 A SR/4 DR	DELIVERY DATE 04/17/99	DELIVERY MILEAGE	
	VEHICLE ID. NO. YV1TS97D4X1	SELLING DEALER NO. 1466	PROCESSED DATE	
	REG. NO.	REG. DATE 04/19/04		
				NO: 72145

LABOR

OP 1 ZORZZNS NO SORT

#46416-9082227540045415

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON

FAULT TRACE CODE STORED IN INTERNAL FAULT MEMORY TO

BATTERY CODE 33IC-8EB3

BATTERY REPLACED ON 12/18/03 ON NO 184776

REPLACED BATTERY ASSY

WARRANTY

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL	WARRANTY
1	9450848-7	BATTERY			0.00
JOB# 1 TOTALS					0.00

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

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X _____

CUSTOMER SATISFACTION INFORMATION

PERSON PICKING UP _____

ADVISER EXPLAINING DOE _____

PHONE/BEST TIME TO CALL _____

RATING: 1 2 3 4 5 6 7 8 9 10 _____

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

CUSTOMER SIGNATURE _____

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CONSUMER NO. 102676	ADVISOR JOHN JONES	DATE NO. 12	DATE 290L	INVOICE DATE 04/20/04	INVOICE NO. VOC5191921
	LABOR RATE		72,155	MOONDUST ME	
SOUTH PLAIN FIELD, NJ	YEAR / MAKE / MODEL 99/VOLVO/S80 2.9 A SR/4 DR				
	VEHICLE ID NO. YV1TS97D4X1				
				05/19/04	

NO: 72196

TOTALS

VISA (MASTERCARD (AMERICAN EXPRESS
 CASH (DATE CHECK#

ADVISOR THAT INVOLVED NO. ()
 ADVISOR THAT ACCEPTED PAYMENT ()

CUSTOMER SATISFACTION INFORMATION

PERSON PICKING UP
 ADVISOR EXPLAINING ODE
 PHONE/BEST TIME TO CALL
 RATING
 R 2 3 4 5 6 7 8 9 10

TOTAL LABOR.....	118.80
TOTAL PARTS.....	250.00
TOTAL SUBLET.....	0.00
TOTAL G.O.B.....	0.00
TOTAL MISC CHG.....	3.50
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	22.13
TOTAL INVOICE \$	392.43

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X _____

CUSTOMER SIGNATURE

35 32 31

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SALES ORDER NO 102676	ADDRESS JOHN JONES	ZIP 12	PHONE NO 290L	SALES DATE 04/20/04	SALES REP VOCS191921
	LABOR RATE 72,155			COLOR MOONDUST ME	VEHICLE NO
	YEAR / MAKE / MODEL 99/VOLVO/S80 2.9 A 5R/4 DR			DELIVERY DATE 04/17/99	DEALER MILES
SOUTH PLAIN FIELD, NJ	VEHICLE ID NO YV1TS97D4X1			SALES DEALER NO 3466	PRODUCTION DATE
	KEY NO	FILE NO		A.C. DATE 04/19/04	
	COUNTY				

MO: 72166

JOB 1 PARTS

LABOR	DESCRIPTION	QUANTITY	RATE	TOTAL
	REPLACE ALTERNATOR	1	250.00	250.00
	REPLACE ALTERNATOR	1	50.00	50.00
	REPLACE ALTERNATOR	1	50.00	50.00
	TOTAL PARTS			250.00

DESCRIPTION	QUANTITY	RATE	TOTAL
COMMERCIAL LICENSE TAX	1	1.50	1.50
TOTALS			128.30
			250.00
			1.50
			329.80

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X



Customer No 102676	Advisor ANDY	DOB NO. 433 6560	Invoice Date 04/26/04	WARRANTY VOCS192289
	Labor Rate 72.419		MOONLUST ME	
SOUTH PLAIN FIELD, NJ	Year/Make/Model 99/VOLVO/S80 2.9 A SR/4 DR		DELIVERY DATE 04/17/99	
	Vehicle I.D. No. YV1TS9704X1		SALES DEPT. NO. 3456	PRODUCTION DATE
			R.O. DATE 04/26/04	

MO: 72423

LABOR
FIRST SIS ALTERNATOR WAS REPLACED THREE 1/2 HRS. WORK
CHECK T/W LEAKS, TIGHTEN LINES, TOPPED OFF BATTERY FLUID
OIL MOTOR, REPAIR FOR LEAKSOK/NO

PARTS	QTY	UNIT PRICE	DESCRIPTION	UNIT PRICE	TOTAL
	1	87.45	POWER STEERING	87.45	87.45
			TOTAL PARTS		87.45
			CONTROL NO.		
			MISC.		
			TOTAL		87.45
			MISC.		88.70
			TOTAL		176.15
			TOTAL TAX		5.25

ORIGINAL ESTIMATE OF \$104.94 (+TAX)

CHECK OR CREDIT CARD (AMERICAN EXPRESS, VISA, M/C, DISCOVER)
DATE CHECK

TOTAL LABOR	9.00
TOTAL PARTS	87.45
TOTAL SALES	96.45
TOTAL S.O.D.	226.08
TOTAL MISC CHG.	59.00
TOTAL MISC DISC.	82.75
TOTAL TAX	5.25
TOTAL INVOICE \$	608.08

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X _____

CUSTOMER SIGNATURE



RECOMMENDED SERVICES

--	--	--	--	--	--	--	--

SERVICE HISTORY

04/19/04	191921	72195	12	239	C	32VOZZA	ALTERNATOR
04/19/04	191840	72149	12	432	W	20VOZZNS	NO START
12/18/03	184776	68988	81	432	C	75VOXT	7,500 M.S.
				432	C	59VOZ	ABS SYSTEM
				452	C	59VOZZCU	ABS CONTROL UNIT
				432	C	31VOZZR	BATTERY

SALESPERSON NO. 27

S E R V I C E

STATE REG# 3

TYPE: 3-DR	MODEL: XC90	YEAR: 2004	PLANT: USA	FINISH: PEARL	REG. NO. 656D
SALES: ANDY	SALES: ANDY	SALES: ANDY	SALES: ANDY	SALES: ANDY	SALES: ANDY
SALES: ANDY	SALES: ANDY	SALES: ANDY	SALES: ANDY	SALES: ANDY	SALES: ANDY

ORIGINAL LIST PRICE: TOTAL 104.94

CUSTOMER: **ALTERNATOR WAS REPLACED TRIMS FROM LOCKER NOW**

DROP OFF

Volvo, Redbank, caused this malfunction. They should repair it at no cost to me. *James [Signature]*

Mileage Out **72,423**

Technician Signature *[Signature]*

Road Tested Quality Control

Brake Measurements: LF RF LR RR

Tire Measurements: LF RF LR RR

AC Temp _____ Coolant Temp _____

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

INVOICE NO. 33177	SALES REP. JEFFREY	SALES NO. 14 3465	INVOICE DATE 04/30/04	INVOICE NO. VOC516108
AMOUNT 100.00	DEBIT NO.	DEBIT DATE	DEBIT AMT. 72,491	BOOK NO.
S. PLAINFIELD, NJ		YEAR / MAKE / MODEL 89/VOLVO/S80/4 DOOR SEDAN		
		VEHICLE ID. NO. YV1TS97D4X1		
		P.T. NO.		
				NO: 72485

JOB 1 CHARGES

LABOR					
JOB 1 25W226128	THROTTLE MIDDLE REPL	TECH(S) 294			200.00
C/S ENGINE SYSTEM SERVICE URGENT MESSAGE IS ON TECH PULLED CODES ECM-003C, 9031, 91AF, 9160, 91A7, 9987. DIAGNOSIS FOUND INTERNAL FAULT IN ELECTRONIC THROTTLE MODULE REPLACED ETH, COMPLETED SOFTWARE DOWNLOADS. ALSO REPAIRED VACUUM LEAK AT INTAKE MANIFOLD. CLEARED ALL CODES.					
PARTS	QTY	FP	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		THROTTLE BODY	651.59	
			BASKET	2.88	
			UPGRADE ETH	15.00	
			ETH RELOAD	25.00	
				594.17	
MISC	CODE				
					-119.13
					-119.13
JOB 1 TOTALS:					200.00
					594.17
					-119.13
JOB 1 JOURNAL PREP					675.04



COMMENTS

WALT

TOTALS

TOTAL LABOR	200.00
TOTAL PARTS	594.17
TOTAL SURCH.	0.00
TOTAL G.D.S.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	-119.13
TOTAL TAX	40.50

TOTAL INVOICE \$ 715.54

YOU MAY BE RECEIVING A CUSTOMER SURVEY FROM VOLVO. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CONTACT US. YOU AND WE LOOK FORWARD TO SERVING YOU.
 RICK HOLT - SERVICE DIRECTOR 732-248-0500

CUSTOMER SIGNATURE

SEE REVERSE SIDE FOR WARRANTY



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

CUSTOMER NO. 33177	ADVISOR LARRY	YR1 NO. 17	YR2 NO. 24	WORK DATE 05/03/04	WORK NO. VOCS16182
S. PLAINFIELD, NJ	LABOR RATE 100.00	DISCOUNT	REMARK 72,620		BOOKING
	YEAR / MAKE / MODEL 99/VOLVO/S80/4 DOOR SEDAN				
	VIN YV1TS97D4X1				
	WORK CENTER	DESCRIPTION	DATE		NO: 72632

JOB 1 CHARGES

LABOR
 J# 1 234023061 MASS AIR FLOW SENSOR TECH(S):294 160.00
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND EMISSION SYSTEM SERVICE REQUIRED
 TECH PULLED CODES: ECM 262A, 272A. DIAGNOSIS FOUND INTERNAL FAULT IN MASS AIR FLOW SENSOR.
 REPLACED SENSOR.

PARTS	QTY	FP	DESCRIPTION	UNIT PRICE	PRICE
	1		MASS AIR FLOW S	195.79	195.79
JOB 1 TOTAL				195.79	195.79
			1 JOURNAL	346.79	346.79
TOTALS				195.00	195.79

CASH VISA/MC
 AMEX CHARGE

TOTAL MISC CHG 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 20.75
TOTAL INVOICE \$ 366.54



VOLVO
EXCELLENCE
making cars...

CUSTOMER SIGNATURE

SEE REVERSE SIDE FOR WARRANTY

[Redacted]
Spring, [Redacted]
Telephone: [Redacted]

RECEIVED
MAY 16 2004

CUSTOMER RELATH

May 16, 2004

To: Volvo Customer Care Center
Volvo Cars of North America, LLC
7 Volvo Drive
Rockledge, New Jersey 07067

Dear Volvo Customer Care Center:

1998 Volvo V70 XC Wagon, VIN: YV1LZ66DXXJ [Redacted]

I moved my family to Houston at the beginning of 2002. The first thing I did was to begin to search for a Volvo. I have owned a Volvo previously in Europe, and was eager to have another one in Houston. Volvo had impressed me mostly for reliability and safety.

I found the above referenced auto via the Internet and acquired it right away. The car had 42000 miles and had the extended bumper to bumper warranty from Volvo through Volvo of Houston. Volvo of North America financed me and everything seemed fine...

Let me just say that I am glad there was the warranty on the car. I have hardly been two months in a row since I got the car and something goes wrong. The service department at Volvo of Houston is wonderful. They always help me and provide me right away with a loaner car. Lately, I have been having the same problem occur repeatedly.

The ETS (Electronic throttle system) box has been replaced in the last 6 months three times so far.

I have tried to find a viable solution with the General manager at Volvo of Houston Mr. Marvin Arder, but numerous times, he fails to call me back. The only time I managed to talk to him, he told me that it is my problem and there was nothing he could do.

I feel extremely discouraged by Volvo in both the reliability and the customer service and attention that I am receiving. I am looking at owning a new car since the one I currently own is so unreliable. I feel if that Volvo proves unreliable and unable to back up or aid me in rectifying the situation that I find myself in, I will have to find a new make of car to be loyal to.

I feel like Volvo of Houston sold me a lemon and I would like Volvo of Houston to take some responsibility for that.

Please advise me as soon as possible on anything that Volvo can do to help my situation. do not feel secure driving my family in a car that has proven itself to be unreliable.

Sincerely,
[Redacted]

Cc: Volvo of Houston
11990 Old Katy Road
Houston, TX 77079

RECEIVED
MAY 19 2004

TO: Volvo Customer Care Center
FROM: Bradford T. Gresson
287 Southampton Drive
Venice FL 34293

CUSTOMER RELATIONS

SUBJECT: VOLVO Warranty Work

On 03/23/04 with 49,433 miles on my 2000 S-80 and with the warranty running out on 03/29/04, I took the car in to Coast Volvo in Sarasota, Florida for the 45,000 mile service and to explore a perceived problem I had with shifting up and acceleration. I also asked them to check out the car as my warranty was running out. They performed all of the above and found no problems. (See copy of the invoice enclosed.)

On 05/05/04 with about 50,800 miles on the odometer, I was on the second day of a four day drive from our home in Florida to Massachusetts, driving at 70 mph in the center lane of I-95 just below Brunswick GA, when the car lost power. This was a frightening experience that I hope I never go through again. We did get to the breakdown lane. I would say safely except that there was nothing safe about that few minutes of maneuvering. We made it to an off ramp and gas station at 15 to 20 mph and it chugged to a stop in the station parking lot. After a tow to a local car shop we found that his computer could not talk to ours. He test drove it and found nothing wrong so off we went to the nearest Volvo dealer 75 miles away in Savannah, GA.

The car ran fine for seven or eight miles and then would quit. I drove next to the breakdown lane and pulled over each time, stopped and killed the engine for five minutes before starting up again for another eight miles. After a night in a Savannah motel, we went to Volvo of Savannah to sort out the problem. Two hours and \$849.46 later, we proceeded on our interrupted trip with a new throttle body. The diagnosis was that the accelerator sensor was the problem.

I have since learned that this is a common problem and that the part was redesigned in the 2003 model of the S-80. This all leads to several questions.

1. Has this been a subject of a recall? It certainly constitutes a safety hazard.
2. Does my concern at my last checkup just a few hundred miles earlier call for an extension of the warranty?
3. Will Volvo Cars of North America reimburse me for this "warranty" work? Thirty-seven days and 800 miles appear to be very precise obsolescence.
4. Will I ever consider buying another Volvo product?

I may be reached at my summer address [REDACTED] Westborough, MA
[REDACTED] My telephone # there is [REDACTED]

Thank you for addressing this issue.

[REDACTED]

5/15/04



STATE OF FLORIDA
REGISTRATION: MV-00603



VOLVO
2124 BEE RIDGE ROAD SARASOTA, FLORIDA 34238
(941) 924-1211
www.volvocarsgroup.com



7:30 A.M. - 5:00 P.M. MONDAY-FRIDAY

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

WORK ORDER NO. 39269	CUSTOMER ALAN AVIS	PLATE 1S6 20S	DATE 03/23/04	WORK ORDER NO. VPCS272672
VEHICLE, FL. [REDACTED]	LABOR TIME 49.433	VEHICLE MAKE 00/VOLVO/00 SERIES/S-80 SEDAN	VEHICLE COLOR SILVER MET/	VEHICLE YEAR 05/29/00
	VEHICLE VIN YV1T89400Y1 [REDACTED] 7		DATE 03/23/04	

JOB # 01V0226 5,000 MI SERVICE TECH(ED):375 15.00
5,000 MI SERVICE
RESET SERVICE LIGHT
SERVICE REQUESTED
PERFORMED 5,000 MI SERVICE TO FACTORY SPECS

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK9	OIL CHANGE S80	19.95	19.95
JOB # 1	1	1275810-8	FILTER INSERT	0.00	0.00
JOB # 1	1	977761-7	GASKET	0.00	0.00
JOB # 1	1	VO	OIL	0.00	0.00

JOB # 1 TOTAL PARTS 19.95

JOB # 2 TOTAL LABOR & PARTS 34.95

JOB # 10V0217 REPL. CABIN FILTER TECH(ED):375 39.38
REPLACE CABIN FILTER
PERIODIC MAINT.
REPLACE VEHICLE CABIN FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	920425-7	PARTICULATE FIL	39.38	39.38

JOB # 2 TOTAL PARTS 39.38

JOB # 2 TOTAL LABOR & PARTS 66.67

JOB # 42V0218 MISC. INT. TRIM TECH(ED):375 6.00
C/S L/R DOOR SLIGHTLY HARDER TO CLOSE/LATCH
OUT OF ADJUSTMENT
ADJUSTED BEST POSSIBLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3				6.00	6.00

JOB # 3 TOTAL PARTS 6.00

JOB # 3 TOTAL LABOR & PARTS 6.00

JOB # 37V0201 TRANE. MINOR TECH(ED):375 0.00
C/S 1ST TO SECOND SHIFT JUMP. MODERATE ACCELERATION CHECK FOR
R TSB
CHECKED COMPUTER FOR FAULT CODES, NONE STORED TIME DROVE. UNAB-
LE TO DUPLICATE ON THIS VISIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4				0.00	0.00

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 6.00

MISC-CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS SHOP SUPPLIES		9.16
	TOTAL - MISC		9.16

[REDACTED]
[REDACTED]
[REDACTED]
Darien, Illinois
[REDACTED]

[REDACTED]
STOMER RELATIONS

May 14, 2004

VOLVO
Volvo Cars of North America, Inc.
Attn: Customer Relations
P.O. Box 914
Rockleigh, New Jersey 07647

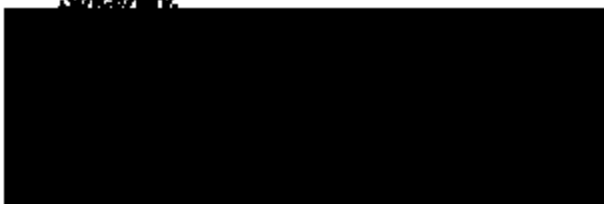
Dear Sir or Madam,

I am the owner of a 2001 Volvo S60 2.4T, the vehicle was purchased new; my wife is the main driver of this vehicle. There have been times she has often complained to me about the performance, stating 1 year after purchased when she would slow down while approaching a red light the vehicle engine made a strange sound then when she pressed on the gas peddle the vehicle would not immediately take off the rpm raced and the vehicle was not moving. When she took the vehicle in for regular check up she mentioned this to service persons only to be told the vehicle just needed a checkup. This still continued to happen periodically and on May 05, 2004 while on her way to work a vehicle in front of her made a sudden stop causing my wife to also suddenly stop, as she went around the stopped vehicle when pressing on the gas peddle the vehicle slowly moved, a yellow light came on stating failed performance and the engine was shaking then the vehicle died out. The vehicle would not start it was not the battery because the lights and radio were working, she called Volvo Road Service, while on the phone for a while she tried to start the car again and it started but moved slowly. We took the vehicle into Volvo of Lisle and were told it was the Throttle Module; my wife was very upset the vehicle was only 3 yrs old and already we were having problems. Prior to owning a Volvo we owned a Nissan Maxima a very reliable vehicle with excellent performance we owned it for many years and only had to change the timing belt when it reached 100,000 miles and the starter and radiator. We took it in for its

regular tune-ups and oil changes and nothing else. Here we decided to change and try a Volvo because of its safety features as well as its reputation for excellent performance. We are not happy with the performance of the Volvo and wanted you to know this.

Also, my wife asked the service representative to check the fog lights she rarely used them and when she turned them on they did not work, this was never checked, but was told she would have to return to have the front sway bar link rods replaced another expense on a 3 year old vehicle. At this point we either should trade it in for a different vehicle or keep it and continue repairs, which can be very costly.

Sincerely,



enclosures

Lisle AUTO PLAZA

11000 W. 147th Ave. - Overland Park, KS 66204-2000

SERVICE DIRECT HOTLINE
VOLVO 630-852-6500 HONDA 630-852-7201

329481	ADDRESS: THOMAS HOLTERF, SR. 1372	IND. NO. 189	WORK DATE: 05/05/04	INVOICE NO. VOC589899
	CHARGE: 98.00		53.626	VEN RED/REI
DARIEN, IL	01/VOLVO/360/360		06/07/01	006
	YV1RS38D512		8207	
			05/05/04	
				MO: 53628

JOB # 3 JOURNAL PREFIX: 00CS JOB # 3 TOTAL

MISC. CODE DESCRIPTION CONTROL NO.

JOB # A1 EC ENVIRONMENTAL/SHOP

ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$915.00 (+TAX)

COMMENTS: 1. 05/04

RECOMMENDATION: NEED / DECLINED / OR RECOMMEND THE FOLLOWING: 4132 REPAIRS IN REAR TRAIL. FRONT SHAY BAR LINK RODS

TOTALS

TOTAL LABOR	24.30
TOTAL PARTS	18.00
TOTAL SUBLET	0.00
TOTAL G.O.S.	0.00
TOTAL MISC CHG.	17.26
TOTAL MISC DISC	-5.71
TOTAL TAX	48.09
TOTAL INVOICE \$	914.80

ALL CUSTOMER PAY VOLVO PARTS COME WITH A 1 YEAR WARRANTY (Excluding wear items)

VOLVO DEALER OF EXCELLENCE!!
WE APPRECIATE YOUR BUSINESS!!
IF YOU CANNOT RATE US A "10", PLEASE CONTACT YOUR SERVICE CONSULTANT. ALSO VISIT OUR WEBSITE AT WWW.VOLVOFLISLE.COM

CUSTOMER SIGNATURE

PAID
MAY - 5 2004

CUSTOMER COPY

CA
AE

"The Factory Warranty Covers All Of The Materials With Respect To The Sale Of This Vehicle. The Seller Herby Expressly Declines All Warranties, Either Express Or Implied, including Any implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Herby Assumes Her Customers Are Other Places To Assume For It Any Liability In Connection With The Sale Of This Vehicle." I agree that as an acceptor of dealer installment, my check the said check will not be stopped in the event of default of any kind relating to these repairs

TOTAL INVOICE \$ 914.80

Thank You for your Business!

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

Lisle AUTO PLAZA

WWW.AUTO-PLAZA.COM

SERVICE DIRECT HOTLINE
VOLVO 830-852-8500 HONDA 830-852-7201

VEHICLE NO. 329481	ADDRESS THOMAS HOLTORF SR. 1372	PHONE NO. 189	WORK DATE 05/05/04	WORKING BOOK NO. VOCS898999
	LABOR RATE 98.00	CHARGE 53,626	VEN RED/BET	
	VEHICLE MAKE/MODEL 01/VOLVO/S80/S60		WORK TIME 06/02/01	CHARGE CODE 086
DATE IN, IL	VEHICLE LICENSE Y V 1 R S 5 8 D 5 1 2 0		VEHICLE COLOR 8207	
	REGISTRATION		WORK DATE 05/05/04	

NO: 53628

JOB# 1 CHARGES

LABOR
 THROTTLE/HOLES REPAIR (EXHAUST)
 CUSTOMER STATES THE REDUCE PERFORM LIGHT IS ON AND THE CAR DOES NOT GO OVER 20MPH INFORMED CUSTOMER MAY BE A LONG WAIT INTERNAL FAULT-CODE 903F, 984C, 915D & 916D REPLACE THROTTLE BODY.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	864347-8	THROTTLE BODY	254.35
1	8635763-9	GASKET	2.97
1	8643425-3	ETH RELOAD	26.48
TOTAL - PARTS			283.80

The Dealer's Warranty Covers All Of The Work Done By Us Except To The Extent Of The Following: This Dealer's Warranty Expressly Does Not Cover: Repairs, After Repairs Or Damage Caused By Improper Use Or Abuse, Negligence, Or Misuse For A Particular Part, Or Any Other Person Or Person's Actions. The Dealer's Warranty Does Not Cover The Following: Repairs To Components With The "Not Recommended" Label. It is the customer's responsibility to inspect all work done on their vehicle and to report any damage or loss immediately to their repair shop.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR
 TRANSPORTATION ASSISTANCE WAS OFFERED BUT WAS NOT REQUIRED DURING THIS SERVICE.

This is a lie! I was told of a loaner car and it was told no.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 APPROXIMATE BRAKE PAD THICKNESS REMAINING
 FT(.....) RR (.....) MM REMAINING,
 (.....)/32 REMAINING ON FRONT TIRES
 (.....)/32 REMAINING ON REAR TIRES
 7 MM REMAINING ON FRONT BRAKES
 6 MM REMAINING ON REAR BRAKES
 8/32 REMAINING ON FRONT TIRES,
 4/32 REMAINING ON REAR TIRES.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	1276810-8	FILTER INSERT	8.73
1	977761-7	GASKET	1.33
TOTAL - PARTS			10.06

Thank You for your Purchase!

CODE	DESCRIPTION	CONTROL NO.
LDF4	27.95 LOF SPECIAL	
TOTAL - MISC		-5.71

-5.71

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CARE OF FIRM, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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

Attn: Volvo Customer Service Center

Dear Sir/Madam,

In January, 2001, I entered into a contract (#036131368) with Volvo Finance of North America to lease a 2001 V70 XC wagon for 39 months at a cost of \$531 /mo. I made every payment on time and decided to purchase the vehicle at the end of the lease which expired this past April, 2004. I had to make a payment of \$24,681.04 to complete the purchase. I also had to purchase new plates at a cost of \$61.50 since I was transferring title even though I had just paid that amount for a registration renewal three months prior to my purchase. The Motor Vehicle Dept representative said it was because the plates during the lease period belonged to Volvo even though I had paid for them each year. This doesn't seem fair and I plan to explore it further ..

However, and much more upsetting to me, is what happened to me just few weeks after the purchase. My total cost for this vehicle exceeded \$45,000. I was driving the wagon from Conn. To NJ when a warning message came on stating "engine system service urgent". Fortunately I was almost home so I parked the vehicle for the night and telephoned Montclair Volvo maintenance the next morning and was advised to bring the vehicle in for a checkup. Later that afternoon they telephoned me to advise that ETM had to be replaced at a total cost of approx. \$2000. Needless to say I was shocked since I had just purchased the vehicle a few weeks before.

I purchased a Volvo because all your advertisements and literature stress the fact that your vehicles are well made and will provide safe reliable transportation for many many

miles. Do you think that an expenditure of \$1000 on a 39 month old vehicle with only 55000 miles is consistent with your marketing statements ??? I certainly do not !!!!!

I suggest to you that I should be reimbursed for this expenditure

Copies of my statement from Montclair Volvo and from the NJ Dept of Motor Vehicles are enclosed .

Please pass this letter along to the person in charge of customer service .Unless I receive a favorable response , I am prepared to contact a number of parties including NJAAClub, AARP, Consumer Reports , and New Car Websites to warn others about the financial risks involved in the purchase of a Volvo vehicle based on my actual experience . I may also ask some agency of the NJ State Government to review my lease agreement to see whether or not all clauses in it are appropriate and fair to the consumer .

I should advise you that I have been very satisfied with the service personnel at Montclair Volvo.

Sincerely yours, *A*

North Caldwell N.J. [REDACTED]

MONTCLAIR

VOLVO - LINCOLN-MERCUURY - JAGUAR

15000 - 15000 - 15000 - 15000

NO CALDWELL, NJ

SERVICE ADVISOR JOHN PASSANO

L2NAY04	19NAY04		TV18E50D31	T355		19NAY04	14493
		01 VOLVO V70ANXC		108.00	313AND1	66	66

55770	55771	ROZ128	
-------	-------	--------	--

A MILEAGE IN() MILEAGE OUT()			
CM 55770/55771			
6 CPVM	0.00	0.00	
B CUST LOST POWER. EEC SYSTEM SERVICE URGENT LT			
COMING ON			
39 REPLACED EFM AND CLEANED CARBON FROM			
INTAKE MANIFOLD AND PCV SYSTEM			
6 CPV7	4.00		419.00
1 8644347 THROTTLE BODY	551.59		551.00
1 8636753 GASKET	2.58		2.58
1 9438290 EFM RELOAD	25.00		25.00
*** OWNER PROVIDED WITH ALTERNATIVE			
TRANSPORTATION WHILE CAR IN FOR REPAIRS			
LOANER OWNER PROVIDED WITH ALTERNATIVE			
TRANSPORTATION WHILE CAR IN FOR			
REPAIRS			
	0.00		0.00

VOLVO SERVICE (873) 748-4802
 LM * JAG SERVICE (873) 748-4801
 SALES: (873) 748-4800

DESCRIPTION	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
GAS/OIL/LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

**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.

CUSTOMER SIGNATURE

WE warrant the workmanship of the repairs performed by our technicians for a period of 90 days or 10,000 miles, whichever comes first. This warranty does not cover parts or materials that are not supplied by us. It is void if the vehicle is used for racing, off-road driving, or other illegal activities. See dealer for full details.

MONTCLAIR

684 BLOOMFIELD AVE

NO CALDWELL, NJ

SERVICE ADVISOR JOHN PASSANO

120AY04	190AY04	YV18358D3	T955	120AY04	14483
01 VOLVO V70AWXC			105.00	31JAN01	66 66

55770	55771	RD212S			
		6 CPVM	0.30	21.90	21.90
		1 9454647 FILTER INSERT	25.78	25.00	25.00
** CHANGE ENGINE OIL AND FILTER					
VIA CHANGE ENGINE OIL AND FILTER					
		6 CPVM	0.50		10
		1 1275810 FILTER INSERT	5.50		10
		1 977751 GASKET	1.70		10
		7 8889956 EXXON SUPER-FLO	0.90	0.90	6.30

VOLVO SERVICE
 LM * JAG SERVICE
 SALES:

**** PRE-INVOICE ****

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

LESS INSURANCE

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

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

WE SERVICE OF SERVICE... I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND...
 THIS AND ANY OTHER SERVICES OR REPAIRS UNDER THIS CLAIM AND ALSO CONSENTS IN ANY WAY WITH ANY
 COMPANY, EMPLOYEE OR SERVICE PROVIDER, FOR CLAIMS AND REPAIRS FOR UP TO YEAR FROM THE DATE OF FILING
 THIS CLAIM AND ANY OTHER SERVICES OR REPAIRS UNDER THIS CLAIM AND ALSO CONSENTS IN ANY WAY WITH ANY

84197822

NEW JERSEY - MOTOR VEHICLE SERVICES
THIS IS A RECEIPT DOCUMENT ONLY

PLATE NO:	[REDACTED]	GOOD THRU:	APR 2005	VIN:	1 YV1SK58D31	[REDACTED]	
V0378	41073	09272		MAKE:	VLV	REG 1 :	61.50
[REDACTED]	[REDACTED]	[REDACTED]		YEAR:	2001	FD REG:	
[REDACTED]	[REDACTED]	[REDACTED]		TYPE:	WAGON	POST AUDIT:	
NO CALDWELL	NJ	[REDACTED]		MODEL:	V70	PLATE FEE:	
				COLOR:	GD	TITLE 1:	20.00
				PT:	SA	SALES TAX:	
				MILEAGE:	053773	TOTAL:	81.50
				WC:	8	EN	NR20041140758
				EQ:	8		
				REGCD:	08		

June 7, 2004

Volvo Cars of North America, Inc.
Customer Service Department
P.O. Box 914
Rockleigh, NJ 07647-0914

RECEIVED
JUN 14 2004

Consumer Complaint:

As a Volvo owner for the last 20 years, I have had no other Volvo car that was not as I expected from your company. The recent experience with Volvo of Richardson has turned me away from Volvo.

First: My wife purchased a 2001 Volvo, S80, in 2001, she has recently passed away. The salesman sold my wife life insurance to go along with the car knowing full well that she wasn't in good health, then when she died the insurance company refused to pay the policy. The insurance company worked with your corporation, and the salesman works for one of your dealerships. I had picked out the car, told the salesman of her condition and he took the car to her and had her sign the paper work. We certainly did not expect her to pass away, but she did. Why do you allow your salesman to sell us insurance that you will not stand behind?

Second: Sold to me after being purchased from another dealer, the car had 24,000 miles on it but I was told I had a new car warranty i.e. 50K/5yrs from the time we bought the car. I did not question this and only found out differently when I had 50,858 miles on the car and took it in for some work. I was informed that I had Certified Extended warranty and was charged \$441.42 for work done.

Third: I took the car in with a surging problem when it was less than 1 year old. This was pointed out several times, but the shop was unable to repair it until it was established by the shop that it was no longer under warranty. I was charged \$1807.26 for what was pointed out the very first time I took the car in. It is now obvious to me how the service man could assure me that the problem was fixed, they had waited for the warranty to run out to fix the problem knowing what was wrong all along.

Fourth: The consistent way the shop could not fix the car qualifies it as a lemon, i.e. repeated light bulb replacements, faulty and inconsistent door locks, trunk and window workings, motor surges, and the driver's door is hard to close.

I have visited with the dealership (Volvo of Richardson, Richardson, Texas) several times with no resolution.

Signature: [Redacted]

[Redacted]
Richardson, Texas
[Redacted]

VIN: YVIT94D01 [Redacted]

Purchased 1/15/2001

Current Mileage 61,193

Problem description: Not repaired until customer could be charged.

Volvo Consumer Affairs Office
7 Volvo Drive
Rockleigh, New Jersey, 07647

7-0304
RECEIVED
JUN 14 2004

To: Volvo Representatives,

I am writing to ask that you consider my dissatisfaction regarding the Volvo Certified Limited Warranty Program. I will describe the reason for my dissatisfaction.

On April 2, 2004 I was advised by Larry Vohs, Volvo Service Advisor at Nemith Motors, that my 1999 Volvo V70 needed to have the "throttle module" replaced. Larry informed me that this repair (the part and labor) would cost over \$800. I authorized the repair be made with the belief that an expensive part that is fundamental to the car's operation would be covered by the warranty program. Larry called me later in the day, after checking with Volvo representatives, to inform me the throttle module was not covered by the "limited" warranty program. I was surprised to learn that. It is this situation, (that this expensive, fundamental part to the car's operation is excluded from coverage by the "limited" warranty), that is the basis for my request for your consideration on this matter.

(Before I continue to write, I feel it appropriate to note, at this point in this letter, that this letter is being written two months after the original service. Medical circumstances in my family have required my attention for a number of weeks; it is only now that I am returning to this matter.)

In early April I spoke with a representative of the company that administers the warranty program for Volvo. The woman I spoke with was objective and considerate, but confirmed that the part was not covered. She also stated that her role was to interpret the warranty program; that I would need to seek other means to address my dissatisfaction. I spoke with Larry Vohs again and he said he would attempt to contact a regional representative for Volvo to see if this matter could receive some consideration. Larry and the representative did not connect with each other until about two weeks later (approximately April 25). Larry indicated the representative would offer some compensation (half the cost of the part, approximately \$300.) I am appreciative of that gesture of good faith, but I feel that I must pursue this matter further for the following reasons:

1. I purchased the 1999 Volvo V70 in November, 2001 and paid an additional \$599. to extend the warranty an additional 12 months/12,000 miles. For my situation that means coverage until 10/26/2005, or 86,000 miles, whichever ever comes first. The car had 73,802 miles on the date of service, April 2, 2004. I reviewed the "limited" warranty documents and I was comfortable that I had obtained an appropriate amount of warranty coverage. At that time, I interpreted/understood "limited" to mean I would have to pay for normal,

routine services (eg. oil change, tires, and those parts that need replacement as part of regular maintenance.)

2. A recent examination of the limited warranty document provides a long list of items under "covered components"; items that I consider to be large, expensive parts that a reasonable person would conclude would be parts covered by a warranty. I also read under "components not covered" that the first sentence provides the ... "all items not listed are not covered" ... statement. In November, 2001, and today, I am not concerned by that statement, because that statement seems reasonable given the long list of large, expensive items that are listed as "components covered". Until April 2, 2004 I had no knowledge of the throttle module, what it is, or what function it performs. After learning the function of the throttle module, I state without reservation, that a reasonable person would conclude that such an expensive, fundamental part for the car's operation would be covered under a "limited" warranty program.

3. So the question iswhy is this part not covered by the "limited" warranty? I now have some knowledge of why---after I spoke with Mr. Chris Lowe in your Consumer Affairs Office. Mr. Lowe and I had an extended conversation on this topic in May. I must admit that I became assertive in my tone from time to time in that conversation, but, all in all, Mr. Lowe was understanding, reasonable, and considerate of my position as we talked. However, he maintained that the part was not covered. He did state that complaints like mine are recorded and reviewed periodically, so that the warranty program can be updated.

Mr. Lowe indicated to me that his understanding of why the part was not covered was due to an above normal rate of failure of this part. Assuming this information to be true, I must state the following:

- a) This part should be covered under the "limited" warranty because it frequently fails during the warranty period, you know about that, and it will cost the car owner over \$800 (parts and labor) to have the part replaced.
- b) or...It seems to me to be your responsibility to clearly state in the "limited" warranty document, that this expensive partthe throttle module.... is not covered. I state, again, that a normal person would reasonably conclude that such a part would be covered under a warranty.

4. Mr. Lowe did not state he agreed with me, but I did sense that the merit of my point of view had some affect on him.....Anyway, I advised Mr. Lowe that I was going to send this letter seeking that this unfair situation be corrected.

It is my belief that I had a warranty that provided coverage for the failure of an expensive, fundamental part like the throttle module. I request that I be reimbursed for the entire cost of the replacement of this part (\$856.74---a copy of the invoice is attached). A review of all of the parts that are covered under the "limited" warranty, causes me to raise what I believe is a fair and legitimate question.....why is this part not covered??

I would also comment, briefly, that Larry Vohs has been helpful, supportive and always professional as he provided me with information regarding my situation. I have appreciated his assistance, while I recognize that he is doing his job representing Volvo and Nemith Motors to the best of his ability. I have copied both Larry and Jim Fullerton, Nemith Motors service manager.

Sincerely

[REDACTED]
Glenmont, N.Y.
[REDACTED]

cc Larry Vohs
Jim Fullerton

GLENCOCK, NY



142 KENNESSETT ROAD, P.O. BOX 88
LATHAM, N.Y. 12110
-815-786-0631 - DIRECT LINE TO SERVICE IS

SERVICE ADVISOR LARRY VOHD

DATE TIME	DATE READY	STOCK NO.	VEHICLE DESCRIPTION	CUST. NO.	FACTOR	P.O. NO.	WORK ORDER NO.
02APR04	02APR04		VV1LW55A7X2		8165		02APR04 232
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	PRICE	MAKE	MODEL
07:54	10:38	99	VOLVO V70		79.00	24NOV01	984
BREAK IN	BREAK OUT	WORKS HOURS					
73802	73803						

A STATUS CHECK LIGHT AND ABS LIGHTS COMING ON, WILL SURGE AT STOP AND BURN ON ACCRLL INTERMIT. IF SHUT OFF CAR AND RESTART WILL RUN OK.

CAUSE:

CY V82 HOOKUP, SHOWED MULTIPLE CODES FOR THROTTLE MODULE FAULT

236 JOHN BONAFIDE TECH: 236

1	9438298	ETM RELOAD	40.63	40.63	40.63
1	8644347	THROTTLE BODY	605.65	605.65	605.65
1	8636753	GASKET	4.52	4.52	4.52

RPL REPLACED THROTTLE MODULE AND DOWNLOADED NEW SOFTWARE THE PROGRAM

236 JOHN BONAFIDE TECH: 236

CPV: 2.00 159.00 159.00

PAID
APR 02 2004
VISA

AT NEMITH MOTOR CORP., OUR GOAL IS YOUR COMPLETE SATISFACTION. IF YOU ARE PLEASED, PLEASE TELL YOUR FRIENDS - IF NOT, PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY. OF COURSE, WE WELCOME YOUR COMMENTS AT ANY TIME!



ALL GENUINE NEW VOLVO PARTS CARRY

A (1) YR. NO MILEAGE LIMITED WARRANTY. SEE SERVICE DESK FOR DETAILS. THANK YOU.



ALL GENUINE NISSAN PARTS CARRY A (1) YR., 12,500 MILE WARRANTY. SEE SERVICE DESK FOR DETAILS. THANK YOU.



12 MONTHS OR 12,000 MILES SERVICE PARTS WARRANTY.

0.00	0.00
DESCRIPTION	TOTALS
LABOR AMOUNT	221.20
PARTS AMOUNT	6
GAS OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	
NY SHOP # 3040020	

LARRY VOHD
x 215/15



RECEIVED
JUN 21 2004

1100 Fairfax Court
Hinesville GA 31313
June 16, 2004

CUSTOMER RELATIONS

Volvo Cars of North America
Attn: Volvo Customer Care Center
7 Volvo Drive
Rockleigh NJ 07647

Dear Customer Care Center:

I am writing in regards to a continuing problem that I have been experiencing with my Volvo S80. This car was purchased in Feb 2000 and is the 2000 model. The VIN number of the car is YV1TS94D3Y [REDACTED] 5 purchased in Sweden. We have been the only owners of this car and have followed all required maintenance schedules.

My problem is that since June 2003 this vehicle has been now repaired four times for the same problem with the ECU. The total that we have spent repairing this problem is now at \$1399.05. Each time the problem seems to escalate and increase in price. This last time resulted in the vehicle having a systems failure and being towed to the dealership. On June 24 2003 the software control module was downloaded at the cost of \$74.21. On September 17 2003 Electronic Throttle Module intake was cleaned and a gasket replaced costing \$92.65. On 27 April 2004 the Mass Air Flow sensor was replaced at the cost of \$342.87. Finally here we are on 11 June 2004 with the Electronic Throttle Module being replaced at the cost of \$890.55, plus the cost of towing this vehicle into the dealership. On top of this we live 75 miles from the dealership and it is very inconvenient to have to bring this car back and forth to the dealership.

My expectations of buying a Volvo were that I would have a safe, reliable car that has a reputation of being an excellent vehicle to purchase and own. I am finding that I am very disappointed in this vehicle and its performance. I have attached copies of all service receipts that I have for the car. I have expressed my concerns to the service manager at the Volvo dealership in Savannah and he has attempted to find a solution for me, which included an extended warranty or a possible trade in with an added monetary value.

I would like to hear from someone at the corporate office concerning our vehicle. To say we are disappointed in the performance of this vehicle is an understatement. I look forward to hearing from you.

Sincerely,

[REDACTED]

90003

37437

Ray Holmes 800-458-1552
VOLVO of Savannah

INVOICE

Savannah International Motors, Inc.
2301 White Bluff Road Savannah, Georgia 31406
Fed. ID# 58-1097034
Savannah 927-4741 or Toll Free 1-800-673-6410
Fax (912) 928-4343

HINESVILLE, GA
HOME: [REDACTED] BOS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 87 JEFF EIBEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAX
LT. BLUE	00	VOLVO S800.2500	XV70449Y		70623/70625	72289
			16154 11JUN04	0.00	CASH	11JUN2004

PHONE: STK:12730 DLR:COURTESY ENG:862945
1) COURTESY DELIVERY 06-29-00

LINE	QTY	DESCRIPTION	UNIT	PRICE	TOTAL
25121-2		ELECTRONIC THROTTLE MODULE REPLACE			
1	8636753	9 GASKET		2.71	2.71
1	9438290	0 RIM RELOAD		27.50	27.50
PARTS: 639.67 LABOR: 212.50 OTHER: 0.00				TOTAL LINE A:	852.17

70626 PULLED CODES BCM-903F, 904C, 9150, 9160, 91A7, 904C REPLACED FAULTY

CAUSE: 10

82413-2 BOOKING SHEET

1 WA

PC: 1050

CLAIM TYPE: 01 NEW

RPTM CODE:

JUN 11 2004

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

70623 REPLACED FAULTY R/R SEATBELT CATCH

THANK YOU!!!

WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE ANY REASON YOU CAN NOT RATE US AS EXCELLENT OR ABOVE. YOUR EXPECTATIONS: PLEASE LET US KNOW. IN OUR GUEST TO BE THE #1 DEALER, YOUR COMMENTS WILL HELP US ATTAIN OUR GOAL. THANKS

The factory warranty covers all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby authorize the 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 fee is hereby acknowledged on the car or truck to secure the amount of repairs thereto. All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CUSTOMER SIGNATURE

LABOR AMOUNT	212.50
PARTS AMOUNT	639.67
SAL. OIL. LINE	0.00
FUELTY AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	852.17
LESS INSURANCE	0.00
	36.38

CUSTOMER COPY

90003

3 5 4 5 2

VOLVO of Savannah

Savannah International Motors, Inc.
8301 White Bluff Road Savannah, Georgia 31406
Tel: 912 55-1097084
Savannah 927-4741 or Toll Free 1-800-673-6410
Fax (912) 928-6148

INVOICE

PAGE 1

HINESVILLE, GA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 88 JUSTIN FOWLER

IN: DATE 00 VOLVO #802.8482 VIN: [REDACTED] 67285/67286 8395.

09:06 28APR04 0.00 CASH 11JUN2004

OPTIONS: SWK:12730 DLR:COURTESY ENG:B62948

1) COURTESY DELIVERY 06-29-00

16:26 27APR04 13:08 28APR04

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CAR SHAKES AT IDLE WITH AC ON

23861-2 MASS AIR FLOW (MAF) SENSOR REPLACE (1)

1 8670263 6 MASS AIR FLOW 215.37 215.37 215.37

FACILITY MAF SENSOR, RAR ECU TO RESET ADAPTIVES, TEST DROVE CAR-SURGE NO

NC NO CHARGES

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

67285 WORKING PART ORD

C REPLACE BOTH UPPER S

1 CC 255.00 255.00

PARTS: 67.58 LABOR: 255.00 OTHER: 0.00 TOTAL LINE C: 322.58

67286 RAR BOTH LEFT AND RIGHT FRONT STRUTS, REPLACED BOTH UPPER STRUT

NC NO CHARGES

1 9204625 7 PARTICULATE FI 24.96 24.96 24.96

PARTS: 24.96 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 24.96

67286 PLACE POLLEN FILTER

The factory warranty contains all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

I hereby authorize the repair work to be done along with the necessary materials and hereby grant you under 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 the car or truck to secure the amount of repairs thereto.

All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MSDC CHARGES	
TOTAL CHARGES	
LESS REFINANCE	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

90003

29248

VOLVO of Savannah

INVOICE

Savannah International Motors, Inc.
 8301 White Bluff Road Savannah, Georgia 31406
 Fed. ID# 88-1097034
 Savannah 927-4741 or Toll Free 1-800-672-6410
 Fax (912) 925-8343

PAGE 1

HINESVILLE, GA

HOME:

BUS:

SERVICE ADVISOR: 88 JUSTIN FOWLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	TAG
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MT. BLUE	00	VOLVO 8802.9ASR	YV1T894DEV1		50820/50823	2056.
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DEL. DATE	PROD. DATE	WARR. EXP.	FROM/ISSD	PO NO.	RATE	PAYMENT	DATE
-----------	------------	------------	-----------	--------	------	---------	------

			07:30 25JUN03		0.00	CASH	11JUN2004
--	--	--	---------------	--	------	------	-----------

R.O. OPENED: READY: OPTIONS: STK:12730 DLR:COURTESY ENG:862948

1) COURTESY DELIVERY 06-29-00

LINE	OP/CD	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	-------	------	------	-------	------	-----	-------

WITH THE AC ON

6	CC				52.50	52.50	
---	----	--	--	--	-------	-------	--

PARTS: 20.48 LABOR: 52.50 OTHER: 0.00 TOTAL LINE A: 72.98

50823 FOUND UPGRADED SOFTWARE LOADED PID 793 AND RETESTED

B THE COST STATES THAT THE AC IS NOT COOLING AS IT SHOULD BE

NC NO CHARGES

6	CC				0.00	0.00	
---	----	--	--	--	------	------	--

50823 CHECKED AC

C. CAR WASH NC NO CHARGES

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

THANK YOU! WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A PHONE CALL TO RATE OUR PERFORMANCE. IF FOR ANY REASON YOU CAN NOT RATE US AS EXCELLENT AND EXCEEDING YOUR EXPECTATIONS, PLEASE LET US KNOW. IN OUR QUEST TO BE THE #1 DEALER, A 'VERY GOOD' OR LESS IS UNACCEPTABLE. YOUR COMMENTS WILL HELP US ACHIEVE OUR GOAL. THANKS

CUSTOMER

The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby authorize the 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 the car or truck to secure the amount of repairs thereon. All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CUSTOMER SIGNATURE

LABOR AMOUNT	52.50
PARTS AMOUNT	20.48
GAS, OIL, LUBE	0.00
WAX/DETAIL AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL	72.98
	0.00
	1.23



June 15, 2004

Volvo Cars of North America, LLC
Attn: Volvo Customer Care Center
7 Volvo Drive
Rockleigh, N.J. 07647

cc: General Manager
Powell Volvo

CUSTOMER RELATIONS

I am writing to express my extreme dissatisfaction with not only my Volvo vehicle but the local dealer, Powell Volvo. My car has been in the service department numerous times over the period that I have owned it. Until recently these were only minor, albeit bothersome, problems.

Recently I took it into Powell Volvo when the emergency, warning and message lights indicated an emission system problem. They replaced the throttle body at a cost of \$922.17. Three weeks later the same problem occurred (same message light, etc.). I took it back in to Powell. This time they said that the spark plugs needed replaced. I thought this was strange since I had asked them to service the car on the original visit. I assumed that this would have been part of the service. In fact when they did service the car, they failed to tighten the cap for the anti-freeze reservoir and several hours after I picked it up the engine coolant light came on and I had to add more anti-freeze to prevent it from overheating.

The charge for the sparkplug visit was around \$100.00, which I thought was a little high, but if it fixed the problem, I could live with it. Six days later the same lights, etc. came on and I could barely make it home it was running so badly. This was on a Friday and I did not drive the car all weekend. I had decided to take it in again on Monday and I did so. When I started it on Monday morning, it ran fine (no message lights, etc.). When I called on Monday afternoon I was told that they could not find a problem. I picked it up and went home. The following week the same thing happened (message light, etc.) to my wife and she limped home.

I called Powell service the next day and asked if we could bring it in, get a loaner, and give them time to keep it and resolve the problem. I was told that since it was out of warranty and that no loaner could be provided. I asked at this point what we could do to resolve the problem with the car since we could not go on like this indefinitely. The service rep said that he would take it to the service manager, Marty Sullivan, and then get back to me. That was on Wednesday and I never heard back until I called today, Friday, June 11, 2004. This was after it not only happened again, but almost caused an accident as I entered the freeway and the engine cut out.

When I called Powell, I waited on hold for 10 minutes for my service rep. Finally, I asked to talk to Mr. Sullivan. He asked what the problem was and I told him. He did not appear to be too interested, but he got the service rep into his office. I was told that the rep had gotten back to me, which is not accurate, and that it could (?) be a problem in the wiring harness.

At this point, I was extremely frustrated, especially after almost causing an accident on the freeway. I felt that Mr. Sullivan's attitude was very condescending to me. I asked him for a way to contact Volvo directly to voice my frustration and he said he did not know how to do this. He said that I should just "look in my owner's manual" for the information. I find it hard to believe that the service manager did not have ready access to this information.

I am a business man and like all business's we operate and are successful because of customer service. I do not feel that I have gotten this at Powell Volvo. I also feel that even though my car is not under warranty, that having to replace the throttle body after only 36,000 miles is unacceptable. However, I could live with that if the problem had been solved. Instead, I have spent over \$1,000 and do not have a resolution to the problem. The same things that happened prior to my outlay are still happening. The same messages and warning lights are still coming on and the same dangerous situations that this creates are still happening. It makes me wonder if the throttle body was actually the problem. Not to be redundant, but if replacing the throttle body at a cost of \$922.00 did not solve the problem, was this money that needed not be spent.

When my car was still in warranty, someone called after every trip to Powell for service. They wanted to make sure everything had been satisfactory. Since this problem has begun, no one has called. Is Volvos policy "out of Warranty out of mind"? When I mentioned to Mr. Sullivan that I was not very impressed with the level of service I had been receiving he told me "Well I'm number 2 in the country in customer satisfaction". Maybe this attitude shows why they are not number one. I would like to make it clear that Lane Rivera, my service rep, has been genuinely interested in trying to resolve the situation.

If the problem is in fact in the wiring harness, or something else to be determined, why did they replace the throttle body which did NOT solve the problem?

I had owned and driven Acura vehicles for many years without any of the type of problems I have encountered with my Volvo. I originally purchased my Volvo based on the idea that I would be driving the safest vehicle money could buy. At this point I may be in one of the most dangerous cars on the road. The only thing more upsetting than this is that Mr. Sullivan, as a representative of not only Powell, but ultimately of Volvo Motors, feels that this is no big deal. When I purchased the car originally they were so excited to introduce me to the "service manager" and tell me that they were there to help should any problem arise no matter how insignificant. Apparently this is not the case when the warranty runs out.

I am not trying to get "something for nothing" or looking for anything unreasonable. I want to get my car fixed so that it is not a danger to me or anyone else. At this point I am very uncomfortable that anyone at Powell Volvo knows what the problem is. They have said bring it in and we will work on it until the problem is resolved. This is with no estimate on the time it will take or the cost involved. This is the "top of the line" S80, the flagship of the Volvo offering. I feel this should be an embarrassment to a respected automobile manufacturer. I am at a loss on what to do now, but do not feel that the money I have spent was justified considering the outcome.

All I am asking is to get my car fixed and move on down the road. Any suggestions?

[REDACTED]
Tempe, Arizona [REDACTED]

[REDACTED] work
[REDACTED]

RECEIVED
JUN 9 2004

CUSTOMER RELATIONS

[REDACTED]
Potomac Falls, VA
Telephone: [REDACTED]

June 8, 2004

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

Reference: Volvo S80T6, Model Year 2000, VIN: YV1T890D3Y [REDACTED]

Dear Mr. President,

I am exceptionally disappointed with the mechanical reliability of my Volvo.

May I start with a positive note? The comfort and performance of the referenced automobile, when it is running, is superb. I purchased this automobile because my previous Volvo, model 960, year 1992 performed exceptionally well with minimal mechanical problems. I traded in the 960 for this S80 with 140,000 miles on it. The primary reason to buy a new Volvo was because the 960 was beginning to have serious and unpredictable electrical problems.

My disappointment with my S80 stems from the fact of too many, unpredictable, mechanical problems in the short 4 years that I have owned it. Seems the frequency of placing the automobile in the shop has increased in the past three months. On the basis of the past two years I predict the automobile will be in the shop more than I will have a chance to drive it. Since May 2000, month of purchase, the following major problems have occurred.

Date	Problem
June 2000	Original battery went dead. Replaced (required 7 days to fix)
Aug 2002	[REDACTED]
Mar 2003	Replaced ignition/steering wheel lock assembly
Aug 2003	Replaced both front shock absorbers
Oct 2003	Replaced air intake sensor unit
Apr 2004	Replaced dead battery
Apr 2004	Replaced throttle body
Jun 2004	Replaced radiator electric fan
Jun 2004	Replaced dead battery

The problems in year 2004 have rendered the automobile unusable. The incident in June 2004 required a tow to the dealer for repair and required 5 days for the repair to be complete. My biggest concern is for my family's safety. An unreliable automobile with the potential to die on the road can be fatal here in the greater Washington DC metropolitan area.

My disappointment is additionally based on the fact that Volvo Cars of North America, Inc. has known of this reliability problem with my automobile, but has failed to notify the owners or do anything else to solve the problem. This level of refutation is unacceptable.

I regret to say that I am actively seeking a replacement for the S80. Not with another Volvo. Additionally, if anyone should ask me, I will do my best to discourage the purchase of a Volvo.


Cc: Cary Schwab, General Manager, Fairfax Volvo, Fairfax, VA

parto@middlebro-covenant.org
www.middlebro-covenant.org

Rev. John W. B...
[Redacted]

June 21, 2004

Volvo,

If you care about customer satisfaction, I hope you will take the time to read this letter carefully and respond promptly.

I purchased a used 1999 Volvo S-80 at one of the most reputable used car dealerships in Louisville, Kentucky in August of 2003. Less than 24-hours later, I had a serious problem: pressing the gas pedal would actually cause the car to decelerate rather than accelerate (intermittently). In the subsequent 10 months, the car has been worked on no less than 8 times for the very same problem (at two separate Volvo dealerships).

The problem persists to this day, so I am stuck with an inefficient automobile and a seriously dangerous car (I have even been advised by a Volvo service personnel *not* to drive the car). If the problem persists, how can I *not* drive the car? It is my only automobile. Every time I merge onto an interstate or attempt to pass a car, I put my wife and child at risk—that the car will decelerate and not accelerate. I am an accident waiting to happen!

Oh, I know you are going to tell me that I should have purchased a certified used Volvo from an official Volvo dealership, but the car has been and is being serviced by Volvo mechanics with Volvo parts. I mean, the C.D player went out one day (\$300), the device which controls the dimmer on the rear-view mirror "died" (\$700), adjusting the seat on the passenger's side one day the knob broke off (\$325)...it's just one thing after another—like some child put the car together with rubber cement! It has become a joke to the congregation I serve.

[Redacted]
Middleboro, Kentucky
Office:
Fax:

You should know that my S-80 is the most comfortable and fun to drive car I have ever owned. I am a minister and do a lot of traveling to hospitals, meetings, etc. I was impressed, of course, with the Volvo safety record, but even the Volvo dealership certified mechanics cannot seem to solve my problem. It is interesting to me, too, that each time I visit the service department "customer satisfaction" seems to be the most important thing. Obviously, this is in "lip service" only. You should know that your reputation of making a quality car and servicing it properly is in peril. Our attorney has already informed my wife that the dealership and/or Volvo will be responsible if I am injured or killed in an accident directly related to driving an unsafe automobile. An automobile that Volvo, for some reason, is unwilling to properly repair.

My wife suffers from Multiple Sclerosis. I am needed at home to assist her and to help care for our two-year old son. Going back and forth to the dealership (200 miles one way) and to certified Volvo mechanics again and again and again is more than inconvenient—it is ridiculous! Is it possible that the mechanics are inept? Is it possible that there is a "cover up" of a flaw in the model and make of my car (which has been suggested by a car professional) and Volvo is unwilling to admit and repair it (due to the expense of repair or of your very reputation)? I have had 2 new transmissions, at least 3 new oxygen sensors, an electronic throttle module replaced, and the computer reset at least three times (if not more). Still, the problem persists.

It is unfortunate that I have had so much trouble with such a respected automobile manufacturer. Upon stepping into the service department at any authorized Volvo dealership one would assume that great service is the only acceptable outcome. This has not been my experience (though employees have always been quite courteous). I hope, in the future, you will own up to your failures and not only concentrate on a safe or fun to drive car—but one that actually runs well. I will not seek to purchase another Volvo nor will I suggest it to any friends. In fact, I will do the opposite: encourage others not to buy a Volvo.



July 6, 2004
Volvo Cars of North America, LLC
Attn: Mr. Victor Doolan
One Premier Place
Irvine, CA 92618-2922



CUSTOMER RELATIONS

Dear Mr. Doolan:

We are leasing a 2001 Volvo V70XC (vin# YV1SZ58D211[REDACTED]) We love our Volvo, however we have had several problems with our car, & we are asking for your help.

Attached are copies of the work that has been done on the car in the past 2 years, by Westside Automotive Group in Cleveland, OH. From June 2002 through June 2004 we have been to the dealership for repairs 13-times. Only one of these visits was for regular maintenance only. We have had to replace many major items: rear drive shafts, shock absorbers, electronic throttle, clutch & ball bearings, etc.

Most of the repairs were under warranty, except for items such as new tires & new brake pads & rotors. However we now have 54,000 miles on the car, so the warranty has run out. And now, at only 54,000 miles, the car would not start & we were told the alternator needed replaced.

We had it replaced at a cost of \$623.27. Our dealership gave us a 10% discount, but we felt we should not have to pay at all due to the incredible amount of problems we have had. Westside Automotive said that since the warranty had run out, there was nothing more they could do.

Our original intention was to buy the car when our lease ends in a few months, but due to all the problems we will not be purchasing it. Therefore, we also made the decision not to purchase the extended warranty. We feel that as a goodwill gesture Volvo should reimburse the \$623.27 cost to replace the alternator.

Since the first day we took possession of our car we have come to love Volvo & everything your company stands for. We own Volvo hats, coffee thermoses, & even have a picture of our Cross Country as the screen saver on our computer. However we have become disillusioned due to our experience, & are seriously considering an Audi or Infiniti for our next vehicle. Even after all of our problems we don't want to make this change, however we have to be realistic.

We look forward to your response.

Sincerely,
[REDACTED]

1000464

11346



INVOICE

8800 Brookpark Road - 1-480 at Tiedeman Road
Cleveland, Oh 44129
(216) 381-9888

PAGE 1

CLEVELAND, OH

HOME:

BUS:

VOLVO

SERVICE ADVISOR: 9270 JOHN W. CROSS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	TAG
	01	VOLVO V70	YV1258021		25294/25294	T863
322052000					0.00 CASH	06JUN2002
17:00 06JUN02 OPTIONS: B5244T3						

LINE	ORCODE	TECH	TYPE	HOURS	LIST	EXT	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHEN RAINS HEARS A GRUNTING NOISE DOES NOT KNOW FROM FRONT OR REAR, THINKS FROM ALL WHEEL DR UNIT ?
10 TIRES ARE MAKING ALOT OF NOISE , DRIVE TRANS SEEMS OK AT THIS TIME

6750 CV 0.00 0.00

B CUSTOMER STATES RT TURN SIGNAL WILL NOT WORK ALL THE TIME
CAUSE: 10

35130-2 BULB TURN SIGNAL LAMP FRONT REPLACE (C)

6750 WV (N/C)
1 8662985 LAMP SOCKET (N/C)

FC: 1058
PART#: 8662985
COUNT:
CLAIM TYPE: 01
AUTH CODE:

C CUSTOMER STATES LEFT TURN SIGNAL LENS IS LOOSE
POO PART ON ORDER

6750 CV 0.00 0.00

D RECALL 104A

CAUSE: 03

104A RECALL 104A

6750 WV (N/C)

FC: 03 PART#: COUNT:
CLAIM TYPE: 104A
AUTH CODE:

E RECALL 103

CAUSE: 02

103 RECALL 103

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 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DECLARER

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

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
TAXES AMOUNT	
MISC. CHARGES	
TOTAL CHARGE	
LESS INSURANCE	
SALES TAX	
PLATE/FAY	
TOTAL AMOUNT	

NAME: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE

CUSTOMER COPY

1000464

11832



INVOICE

8600 Brookpark Road - 1-480 at Tiedeman Road
Cleveland, Oh 44129
(216) 351-8888

CLEVELAND, OH 4

PAGE 1

HOME:

PLB:

SERVICE ADVISOR: 9270 JOHN W. CROSS

VOLVO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAD
BLACK	01	VOLVO V70	YF112321		26390/26390	7974

31AUG2000	17:00	01JUL02	0.00	CASH	02JUL2002
A.O. OPENED	READY	OPTIONS: B5244T3			

07:39 01JUL02 17:23 02JUL02

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

A CUSTOMER STATES HEARS A NOISE REAR LEFT TIRE , ONLY HEARS WHEN TURNING

CAUSE: 10

46616-2 REMOVE-INSTALL/REPLACE REAR DRIVE SHAFTS

(B)

9512 WV

(N/C)

2 274193 BALL JOINT KIT

(N/C)

1 8601891 AXLE SHAFT, EX

(N/C)

61002-2 FRONT END WEAR CHECK (B)

9512 WV

(N/C)

61256-2 BALL JOINT LOWER 2 SIDES REPLACE (C)

9512 WV

(N/C)

FC: 101A

PART#: 294000

COUNT:

CLAIM TYPE: 01

AUTH CODE:

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE
NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT
PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
VOLVO SERVICE; JIM OZELLO AT JAGUAR SERVICE;
MEL CHARLES OR CRISTA ASAD AT LAND ROVER SER-
VICE. THANKYOU! IAN W. FREIBERG, SERVICE DIR.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

1000464

13813



INVOICE

8600 Brookpark Road - 1-480 at Tideman Road
Cleveland, Oh 44128
(216) 361-8888

PAGE 1

CLEVELAND, OH

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 9270 JOHN W. CROSS

VOLVO

MODEL	VIN	LICENSE	IN PAGE	IN/OUT	TAG
BROWN 01 VOLVO V70	YV18758D21				30881/30881
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	ACTUAL	PAYMENT
31AUG2000			17:00	20SEP02	0.00 CASH
R.O. OPENED	READY	SPRINGS	LSM: B5244T3		

14:49 20SEP02 17:08 20SEP02

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PERFORM VOLVO 30,000 MILE SERVICE							
10 PERFORM VOLVO 30,000 MILE SERVICE							
	9512		CV			440.00	440.00
1	9204626		PARTICULATE FI		23.05	23.05	23.05
1	9437434		BRAKE FLUID		12.09	12.09	12.09
1	1275810		FILTER INSERT		8.03	8.03	8.03
1	977751		GASKET		1.24	1.24	1.24
1	8692071		SPARK PLUG KIT		15.60	15.60	15.60
1	9454647		FILTER INSERT		26.07	26.07	26.07
8	10N30V		MOTOR OIL		1.60	1.60	12.80

B CUSTOMER STATES A/C WILL SHUT OFF AFTER 5 MIN OF RUNNING , TEMP GAUGE WENT UP ALSO

26362-2 MOTOR ENGINE COOLING FAN (FC) REPLACE (B)

1	9512						(N/C)
1	8649634		ELECTRICAL FAN				(N/C)

SHOP SUPPLIES

25.00

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE
NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT
PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
VOLVO SERVICE; JIM OZELLO AT JAGUAR SERVICE;
MEL CHARLES OR CRISTA ASAD AT LAND ROVER SER-
VICE. THANKYOU! IAN W. FREIBERG, SERVICE DIR.

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 above warranty constitutes all of the warranties which pertain to the sale of this equipment. The dealer hereby expressly disclaims all other express or implied warranties, including any implied warranty of merchantability or fitness for a particular purpose. Such other warranties are assumed by other parties to whom the car is sold in connection with the sale of the hardware.

LASHR AMOUNT	440.00
PARTS AMOUNT	98.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES	25.00
TOTAL CHARGE	563.88
LESS INSURANCE	0.00
SALES TAX	39.47
PLEASE PAY THIS AMOUNT	603.35

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1000464

17463



INVOICE

9800 Brookpark Road · 1-480 at Tiedeman Road
Cleveland, Oh 44129
(216) 361-8889

CLEVELAND, OH

PAGE 1

HOME: [REDACTED] BOB: [REDACTED]

VOLVO

SERVICE ADVISOR: 1236 MIKE DICHIRO

BOOK	01	VOLVO V70	YV1258D211	35864/35864	T831
------	----	-----------	------------	-------------	------

11ADG2000		17:00 01FEB93		0.00	CASH	01FEB93003
-----------	--	---------------	--	------	------	------------

		OPTIONS:	12:25244T3			
--	--	----------	------------	--	--	--

11:00 01FEB93	15:10 01FEB93					
LINE OPTION TECH THREE HOURS				LIST	NET	TOTAL

A CUST STATES RATTLEING OVER BUMPS
10 ADJUSTED SPLASHSHIELD AS NEEDED

814 CV		0.00	0.00
--------	--	------	------

B CUST STATES HIGH PITCH WHINE COMING FROM TIRES WHEN RAINING
10 SEE LINE C

814 CV		0.00	0.00
--------	--	------	------

C QUOTE TIRES
10 MOUNT AND BALANCE 4 NEW PIRELLI SCORPION TIRES
OEM

814 CV		80.00	80.00
4 128800 215/65/16 SCORPION		123.75	495.00

14V VOLVO WESTSIDE COMPUTERIZED/DIGITAL STATE OF THE ART AIR WASH
814 CV 129.95

D WESTSIDE AUTOMOTIVE COMPLIMENTARY AIR WASH
CCW WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE

2222 CV		0.00	0.00
---------	--	------	------

SHOP SUPPLIES 21.00

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT VOLVO; JIM OZELLO OR PAT MACKAY AT JAGUAR MEL CHARLES OR JANELLE GOETZ AT LANDROVER THANK YOU! IAN W. FREIBERG, SERVICE DIRECTOR

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

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

STATEMENT OF DECLARER
The undersigned hereby certifies that the information contained on the reverse side of this invoice is true and correct. The undersigned hereby expressly certifies that no warranty, either express or implied, is being made by the undersigned in connection with the sale of this equipment.

CUSTOMER SIGNATURE: [REDACTED]

LABOR AMOUNT	209.95
PARTS AMOUNT	495.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	21.00
TOTAL CHARGES	725.95
LESS INSURANCE	0.00
SALES TAX	50.82
PLEASE PAY THIS AMOUNT	725.95

CUSTOMER COPY

1000464

18006



INVOICE

8600 Brookpark Road - 1-480 at Tindeman Road
Cleveland, Oh 44130
(216) 881-8999

PAGE 1

CLEVELAND, OH
HOME: [REDACTED]

TUS: [REDACTED]

SERVICE ADVISOR: 9270 JOHN W. CROSS

VOLVO

COLOR	YEAR	MAKE/MODEL	VIN	HOME	MI/AGE IN/OUT	TAX
BROWN	02	VOLVO V70	YV18K58D21	[REDACTED]	37413/37413	
PROD. DATE	WARR. EXP.	PROMISED	30	PAID	TOTAL	DATE
31AUG2000	17:00	25FEB03		0.00	COUP	25FEB2003
FLD. OPENED	READY	OPTIONS:	ENG: B5244T3			

09:37 25FEB03 17:10 25FEB03

LINE	OPCODE	TRCH	TYPE	HOURS	LIST	RMT	TOTAL
A	PERFORM		VOLVO	37,500 MILE SERVICE			
	10	PERFORM	VOLVO	37,500 MILE SERVICE			
			3566	CV		132.00	132.00
		1	1275810	FILTER INSERT	8.23	8.23	8.23
		1	977751	GASKET	1.24	1.24	1.24
		6	10W30V	MOTOR OIL	2.00	2.00	12.00

B	CUSTOMER STATES HEARS NOISE UNDER CAR		SFO				
	86310-2	SPLASH GUARD REMOVE	INSTALL/REPLACE	(C)			
			3566	WV			(N/C)
		1	9451784	PROTECTING PLA			(N/C)

SHOP SUPPLIES

13.20

 WE WOULD REQUEST YOUR CUSTOMER!!!
 BE KEPT IN THE LOOP IF YOU'RE
 VISITING WITH YOUR SERVICE VISIT
 PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
 VOLVO; JIM OZELLO OR PAT MACKAY AT JAGUAR
 MEL CHELLES OR JANELLE GOETZ AT LANDROVER
 THANK YOU! IAN W. FREIBERG, SERVICE DIRECTOR

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

STATEMENT OF DISCLAIMER

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

LABOR AMOUNT	132.00
PARTS AMOUNT	21.47
GAS, OIL, LUBE	0.00
TRIPLET AMOUNT	0.00
SALES TAX	13.20
TOTAL	166.67
LESS INSURANCE	15.00
SALES TAX	11.66
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

1000464

20471



INVOICE

2800 Brookpark Road - 1-480 at Timberline Road
Cleveland, Oh 44128
(216) 381-8888

CLEVELAND, OH

PAGE 1

HOME: [REDACTED] BOB: [REDACTED]

SERVICE ADVISOR: 9270 JOHN W. CROSS

VOLVO

DE. DATE	PROD. DATE	WARR. EXP.	PROMISE	PO NO.	DATE	PROJECT	REV. DATE
31AUG2000			17:00 21MAY03		0.00	CASH	21MAY2003

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
	35112-2		BULB	TAIL LAMP REPLACE (1)			(N/C)
			2222	WV			(N/C)
	1		965826	BULB			

B							
				10 TIRES ARE MAKING NOISE			
			2222	CV		0.00	0.00

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
 EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE
 NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT
 PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
 VOLVO; JIM GZELLO OR PAT MACKAY AT JAGUAR
 MEL CHARLES OR MATTHEW MCGUIRE AT LANDROVER
 THANK YOU! IAN W. FREIBERG, SERVICE DIRECTOR



1000464

2 2 2 6 2



INVOICE

8000 Brookpark Road - 1-480 at Tinkerman Road
Cleveland, Oh 44129
(216) 351-9988

PAGE 1

CLEVELAND, OH
HOME BUS:

SERVICE ADVISOR 9270 JOHN W. CROSS

VOLVO

MODEL	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION / DUTY	TAX	
BRONX	01	VOLVO V70	YV16258D211		42905/42905		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31ADQ2000			17:00 15JUL03		0.00	COUP	16JUL2003
NO. OPENED	READY	OPTIONS	ENG:B5244T3				

LINE	OPER CODE	TECH	TYPE	BOURS	LIST	NET	TOTAL
A CUSTOMER STATES PASS FRONT TIRE MAKES A NOISE							
	77320-2	FRONT WHEEL HUB 1 SIDE REPLACE (3)					
		3566 WV					(N/C)
		1 8672371 FRONT WHEEL HU					(N/C)

B PERFORM VOLVO 45,000 MILE SERVICE

45,000 PERFORM VOLVO 45,000 MILE SERVICE

3566 CV			264.00	264.00
1 9204626 PARTICULATE FI	23.62	23.62	23.62	23.62
1 1275810 FILTER INSERT	8.23	8.23	8.23	8.23
1 977751 GASKET	1.24	1.24	1.24	1.24
6 10W30V MOTOR OIL	2.00	2.00	12.00	12.00
1 9437434 BRAKE FLUID	12.39	12.39	12.39	12.39
2 272403 BRAKE DISC KIT	111.20	111.20	222.20	222.20
51B. REAR FRONT BRAKE PADS & ROTORS, CLEAN & LUBE				
CALIPER SLIDES			5.00	176.00
3566 CV				
1 8634921 BRAKE PAD KIT	70.95	3.95	70.95	70.95
1 1161325 SILICON GREASE	14.27	4.27	14.27	14.27

485.42

C CUSTOMER STATES DRIP RAILS ARE DISCOLORING

POO PART ON ORDER

3566 CV			0.00	0.00
---------	--	--	------	------

SHOP SUPPLIES 25.00

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
 EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE
 NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT
 PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
 VOLVO; JIM OZELLO OR PAT MACKAY AT JAGUAR
 MEL CHARLES OR MATTHEW MCGUIRE AT LANDROVER
 THANK YOU! LAN N. FEEBBERG, SERVICE DIRECTOR

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

STATEMENT OF DISCLOSURE
 The heavy warranty conditions of all the vehicles with respect to the sale of this inventory. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The dealer neither approves nor endorses any other person to sell any other vehicle in connection with the sale of this inventory.

LABOR AMOUNT	440.00
PARTS AMOUNT	364.90
GAR. OR. LUBE	0.00
SALE TAX AMOUNT	0.00
TAXES CHARGES	25.00
	829.90
	80.00 (COUP)
	66.39

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

1000464

22442



INVOICE

9800 Brookpark Road - 1-480 at Tiedeman Road
Cleveland, Oh 44128
(216) 361-8888

CLEVELAND, OH

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1435 MICHAEL DICHIRO

VOLVO

MODEL	YEAR	MAKE	MODEL	PLATE	PLATE	LICENSE	RELEASE IN/OUT	TAG
EC200	01	VOLVO	V70	[REDACTED]	[REDACTED]		43112/43112	T526
31ADG2000				17:00	18:00	0.00	CSH	19 JUL 2003
OPTIONS: ENG:E5244T3								

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A COST STATES REDUCE POWER LIGHT IS ON AND CAR HESITATES ON ACCELERATION AT HIGHWAY SPEEDS							
25128-2 ELECTRONIC THROTTLE MODULE INTAKE MANIFOLD REMOVE INSTALL/REPLACE (2)							
				9793	WV		(N/C)
	1	8644347	THROTTLE BODY				(N/C)
	1	8636753	GASKET				(N/C)
	1	9494714	BTM RELOAD				(N/C)
36001-2 DIAGNOSTIC TROUBLE CODES (DTCs) READING/RESETTING VST/VCT (2)							
				9793	WV		(N/C)
36002-3 SOFTWARE CONTROL MODULE DOWNLOADING (3)							
				9793	WV		(N/C)
28461-3 FAULT TRACE BCM 91A7							
				9793	WV		(N/C)

B WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE							
CCW WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE							
				2222	CV	0.00	0.00

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
 EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT VOLVO; JIM OZELLO OR PAT MACKAY AT JAGUAR MEL CHARLES OR MATTHEW MCGUIRE AT LANDROVER THANK YOU! IAN W. FREIBERG, SERVICE DIRECTOR

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 HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.	DESCRIPTION	TOTAL
		LABOR AMOUNT	0.00
		PAINT AMOUNT	0.00
		GAS, OIL, LIQUID	0.00
		WHEEL AMOUNT	0.00
		MECH. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		TAXES*	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	DATE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
			0.00

CUSTOMER COPY

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25114



INVOICE

PAGE 1

9800 Brookpark Road - 1-480 at Tiedeman Road
Cleveland, Oh 44128
(216) 881-8888
www.westsideautomotivegroup.com

CLEVELAND OH
HOME

HUS:

SERVICE ADVISOR: 1435 MICHAEL DICHIRO

COLR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	TAG	
BROWN	01	VOLVO V70	YV1258D21		45698/45698	T861	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC RD.	DATE	PAYMENT	INV. DATE
31AUG2000			17:00	07OCT03		0.00 CASH	07OCT2003

OPTIONS: ENG:B5244T3

09:41 07OCT03 11:24 07OCT03

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

A COST STATES DRIP RAILS ARE DISCOLORED

84170-2 TRIM STRIP/DRIP MOLDING 1 SIDE REPLACE

(1)

3566	WV						(N/C)
1	39992696	TRIM MOULDING,					(N/C)
1	39992712	TRIM MOULDING,					(N/C)
1	39992727	TRIM MOULDING,					(N/C)
1	39992742	TRIM MOULDING,					(N/C)
1	39992757	TRIM MOULDING,					(N/C)
1	39992772	TRIM MOULDING,					(N/C)
1	39992787	END PIECE, LEF					(N/C)
1	39974958	END PIECE, RIG					(N/C)
6	30678009	CLIP					(N/C)
24	8622906	CLIP					(N/C)

84170-2 TRIM STRIP/DRIP MOLDING 1 SIDE REPLACE

(1)

3566	WV						(N/C)
------	----	--	--	--	--	--	-------

B REPLACE WIPER BLADES

RWB REPLACE WIPER BLADES

3566	CV				8.80	8.80	
1	30655498	WIPER BLADE		12.45	12.45	12.45	
1	30655499	WIPER BLADE		11.54	11.54	11.54	

C WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE

CCW WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS

EXTERIOR WASH SERVICE

2222	CV				0.00	0.00	
------	----	--	--	--	------	------	--

WARRANTY STATEMENT AND DISCLAIMER:
THE DEALER HEREBY DISCLAIMS ALL WARRANTIES,
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND NEITHER ASSURES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY
PARTS OR THIS SERVICE. THIS DISCLAIMER IN NO WAY
AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR
OTHER SUPPLIER WARRANTIES.

SHOP SUPPLY CHARGE: We have added a charge
equal to 10% of the cost of labor, not to exceed
\$20.00 to the Repair Order for shop supplies
used in connection with the repair.

ALL PARTS ORDERED ARE NEW UNLESS
OTHERWISE INDICATED.

LABOR AMOUNT	
PARTS AMOUNT	
S&M CH. LHM	
SHOP SUPPLY	
MSDC CHARGE	
TOTAL CHARGE	
LESS PAYMENT	
SALES TAX	
PLS PAY THIS AMOUNT	

1000464

25114



INVOICE

9900 Brookpark Road - 1-480 at Theeman Road
Cleveland, Oh 44128
(216) 361-8808
www.westsideautomotivegroup.com

CLEVELAND, OH

PAGE 2

HOME:

BOS:

SERVICE ADVISOR: 1435 MICHAEL DICHIRO

ROWN	01	VOLVO V70	YV	858D21	45638/48638	TRE1
DEL. DATE						
31AUG2000		17:00	07OCT03		0.00	CASH
				OPTIONS:		BEG:B5244T3

09:41	07OCT03	11:24	07OCT03
LINE	OPER	TECH	TYPE
			HOURS

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

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
 EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE
 NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT
 PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
 VOLVO; JIM OZELLO OR PAT NACKEY AT JAGUAR
 MEL CHARLES OR MATTHEW MCGUIRE AT LANDROVER
 THANK YOU! IAN W. FREIBERG, SERVICE DIRECTOR

VOLVO

WARRANTY STATEMENT AND DISCLAIMER:
 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES,
 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
 WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
 PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
 AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY
 PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY
 AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR
 OTHER SUPPLIER'S WARRANTY.

SHOP SUPPLY COSTS: We have added a charge
 equal to 10% of the cost of labor, not to exceed
 \$25.00, to the Repair Order for shop supplies
 used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS
 OTHERWISE INDICATED.

LABOR AMOUNT	8.80
PARTS AMOUNT	23.99
	0.00
SUBLET AMOUNT	0.00
	0.00
	32.79
LESS INSURANCE	0.00
SALES TAX	2.25

1000464

29175

INVOICE



8500 Brookpark Road • 1-480 at Tiedeman Road
Cleveland, Oh 44129
(216) 381-8888
www.westsideautomotivegroup.com

PAGE 1

SERVICE ADVISOR: 9270 JOHN W CROSS

CLEVELAND, OH

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	YAS
	01	VOLVO V70	VV385021		48083/48061	7513
31A0K2000		18:00 10FEB04		6.80 CASH	19FEB2004	
OPTICOR: HEG:BS244T9						

17:12 10FEB04 25:23 19FEB04

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

A CUSTOMER STATES HEARS A NOISE WHIL DRIVING , SEEMS TO BE FROM REAR

46527-2 VISCOUS COUPLING UNIT REMOVE INSTALL /

REPLACE (3)

3051 WV

1 9463311 CLUTCH

1 9445857 BALL BEARING

1 981924 WASHER

3 946671 FLANGE SCREW

1 946752 FLANGE SCREW

1 977109 WASHER

1 1385077 SEALING RING

1 1161620 REAR AXLE OIL

1 9480702 PROPELLER SHAF

45104-2 PROPELLER SHAF ASSEMBLY REMOVE INSTALL /

REPLACE

3051

46541-3 REPLACE VISCOUS COUPLING UNIT (3)

3051

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)



B PERFORM VOLVO 52,500 MILE SERVICE

52,500 PERFORM VOLVO 52,500 MILE SERVICE

3051 CV

1 1275810 FILTER INSERT

1 977751 GASKET

6 10W30V MOTOR OIL

	132.00	132.00	
7.67	7.67	7.67	
1.16	1.16	1.16	
2.00	2.00	12.00	

C WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE

CCW WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS

EXTERIOR WASH SERVICE

2222 CV

0.00 0.00

SHOP SUPPLIES

13.20

<p>WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THE REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER'S WARRANTIES.</p>	<p>SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with the repair.</p>	LABOR AMOUNT	
	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	SPARE PARTS	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

1000464

29175



INVOICE

8900 Brookpark Road - 1-480 at Tiedeman Road
Cleveland, Oh 44128
(216) 381-9898
www.westsideautomotivegroup.com

PAGE 2

CLEVELAND, OH

HOME: [REDACTED] POS: [REDACTED]

SERVICE ADVISOR: [REDACTED]

DATE	TIME	DESCRIPTION	AMOUNT	PAYMENT	DATE
01		VOLVO V70			
		YV1 [REDACTED]			
		18:00 10FEB04	0.00	CASH	19FEB2004
		OPTIONS: [REDACTED]			
17:12	10FEB04	16:23 19FEB04			
		LIST NET TOTAL			

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
EXCELLENCE IN SERVICE IS OUR GOAL. IF YOU'RE
NOT TOTALLY SATISFIED WITH YOUR SERVICE VISIT
PLEASE CONTACT: MIKE DICHIRO OR JOHN CROSS AT
VOLVO; JIM OZELLO OR PAT MACKAY AT JAGUAR
NEL CHEMLES OR KAREN MOYER AT LANDROVER
THANK YOU! IAN W. FREIBERG, SERVICE DIRECTOR

VOLVO

WARRANTY STATEMENT AND DISCLAIMER:
THE DEALER HEREBY DISCLAIMS ALL WARRANTIES,
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND FURTHER ASSUMES NOR
AUTHORIZED ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY
PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY
AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR
OTHER SUPPLIER'S WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge
equal to 10% of the cost of labor, not to exceed
\$25.00, to the Repair Order for shop supplies
used in connection with the repair.

ALL PARTS RECALLED ARE NEW UNLESS
OTHERWISE INDICATED.

LABOR AMOUNT	132.00
PARTS AMOUNT	20.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.20
TOTAL CHARGES	166.03
LESS INSURANCE	0.00
SALES TAX	13.29
PLEASE PAY THIS AMOUNT	179.32

CUSTOMER COPY

1000464

34025



INVOICE

DUPLICATE 2
PAGE 1

9600 Brookpark Road - 1-480 at Tiedeman Road
Cleveland, Oh 44128
(216) 361-9999

www.westsideautomotivegroup.com

CLEVELAND, OH
HOME: [REDACTED]

BOS: [REDACTED]

SERVICE ADVISOR: 1435 MICHAEL DICHIRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	YAB
	01	VOLVO V70	VY18358D21		54270/54270	IT126
PROG. DATE	WARR. EXP.	PROMISE	DATE	PAYMENT	DATE	REV. DATE
5/10/03		17:00	26JUN04	0.00	COPY	26JUN2004

15:56 24JUN04 12:54 26JUN04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES CAR NEEDS ALT							
10				REPLACED ALT WITH REMAN VOLVO ALT.			
				1366 CV		247.50	247.50
1				8251071 GENERATOR, HXC0503	369.67	369.67	369.67

B WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE							
CCW WESTSIDE AUTOMOTIVE COMPLIMENTARY BRUSHLESS EXTERIOR WASH SERVICE							
				2222 CV		0.00	0.00

C CAR RENTAL							
CR CAR RENTAL							
				2222 IVR			(N/C)
SUB RENTAL							
				IVR			(N/C)

SHOP SUPPLIES							
							24.75

TO OUR VALUED WESTSIDE AUTOMOTIVE CUSTOMER!!!
 OUR GOAL IS TO REMAIN #1 IN CUSTOMER SATISFACTION! PLEASE COMPLETE THE FACTORY SURVEY YOU WILL RECEIVE WITH OUTSTANDING OR "10'S" IN YOUR RESPONSES. THIS IS OUR REPORT CARD. IF YOU BELIEVE WE HAVEN'T MET YOUR EXPECTATIONS, CALL ME! IAN W. FREIBERG, SERVICE DIRECTOR.

Handwritten signature

DESCRIPTION	TOTALS
LABOR AMOUNT	247.50
PARTS AMOUNT	369.67
SALE TAX	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	24.75
TOTAL	641.92
SALES TAX	70.00
TOTAL	711.92
PLEASE PAY THIS AMOUNT	

WARRANTY STATEMENT AND DISCLAIMER:
 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER'S WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge equal to 50% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

Volvo Cars of North America, Inc.
Customer Service Department
P.O. Box 914
Rockdale, NJ 07647-0914

0771404

RECEIVED
JUL 19 2007

CUSTOMER RELATIONS

[REDACTED]
Westborough, MA
[REDACTED]

To Whom It May Concern:

On 05/05/04 with about 58,800 miles on my 2000 Volvo S-80, that car just plain quit. In 46 years of driving in over 20 cars that I have owned, I have never had a car break down. This was 800 miles and 5 weeks after the full warranty had run out. I was driving through Georgia at the time and had the repair work done there so I could get home after a one day delay. The cost was \$287.62. (Invoice enclosed)

I have since had an oil change at my Volvo dealer in Worcester Massachusetts. They informed me that the part that was replaced is guaranteed for 7 years or 70,000 miles. (Page 46 of manual enclosed)

While this puts a different light on my claim that the work should have been done under warranty, I maintain that the work should have been done under warranty anyhow. At 49,433 miles I had the car checked at Coast Volvo in Sarasota Florida for an acceleration problem. (Invoice enclosed)

Please consider this as a serious claim and respond at your earliest convenience.

[REDACTED]

Emission Warranty

Model Year 2000 Emission Parts List

California, Massachusetts and Vermont

The components listed in the chart below are covered under the California, Massachusetts and Vermont Emission System Warranty for warrantable repairs up to seven (7) years or 70,000 miles, whichever occurs first.

Parts	Comments
Intake Manifold	All
Exhaust Manifold	All
Three-Way Catalytic Converter (TWC)	All
Engine Control Module (ECM)	All
Fuel Tank	All
Fuel Expansion Tank	All Wheel Drive
Turbocharger	Turbo Models
Charge Air Cooler (CAC)	Turbo Models
Throttle Housing	S40V40 only
Electronic Throttle Module	*Not Applicable to S40V40
Fuel Injectors	S80 only except T-6
Fuel Pump	All except S80
Transmission Control Module	All
ABS Control Module	*Not Applicable to S40V40

S40V40 models not equipped with Electronic Throttle Module
 *S40V40 does not have ABS as an optional related integration

Emission Warranty

California Emission Parts List * 1998 and EARLIER

The following components are covered under the California Emission System Warranty for warrantable repairs up to 7 years/70,000 miles (whichever occurs first)

Parts	Comments
Multi-Port Fuel Injectors	All
ECM and IM	

Model Year 1999 Emission Parts List

California, Massachusetts

The components listed in the chart below are covered under the California and Massachusetts Emission System Warranty for warrantable repairs up to seven (7) years or 70,000 miles, whichever occurs first.

Parts	Comments
Intake Manifold	All
Exhaust Manifold	All
Three-Way Catalytic Converter (TWC)	All
Engine Control Module (ECM)	All
Fuel Tank	All
Fuel Expansion Tank	All Wheel Drive
Turbocharger	Turbo Models
Charge Air Cooler (CAC)	Turbo Models
Throttle Housing	All
Electronic Throttle Module	All
Fuel Pump	S80, S70V70 All Wheel Drive
Transmission Control Module	All
Continuously Variable Valve	S80, C70 all
Turbo Drive (CVVT)	S70V70C70 Turbo only

* Includes 995, 1996

VOLVO



STATE OF FLORIDA
REGISTRATION: MV-09603

Coast

VOLVO

2124 BEE RIDGE ROAD • SARASOTA, FLORIDA 34239
(941) 924-1211
www.sunwestgroup.com



HOURS:
7:30 A.M. - 5:00 P.M. MONDAY-FRIDAY

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

39269	ALAN AVER	158 205	03/23/04	VOC5272872
		49,433	SILVER MET/	
VEHICLE, FL	00/VOLVO/80 SERIES/S-80 SEDAN		03/29/00	02
	Y V L T 5 9 4 D O Y 1			
			03/23/04	

JOB #	DESCRIPTION	TECH(S)	UNIT PRICE	TOTAL
JOB # 1	5,000 MI SERVICE 5,000 MI SERVICE RESET SERVICE LIGHT SERVICE REQUESTED PERFORMED 5,000 MI SERVICE TO FACTORY SPECS	375	15.00	
JOB # 1	PARTS			
JOB # 1	QTY: 1 FP NUMBER: P50 DESCRIPTION: OIL CHANGE 30W UNIT PRICE: 15.95		15.95	
JOB # 1	QTY: 1 FP NUMBER: 127610-8 DESCRIPTION: FILTER INSERT UNIT PRICE: 0.00		0.00	
JOB # 1	QTY: 1 FP NUMBER: 97751-7 DESCRIPTION: GASKET UNIT PRICE: 0.00		0.00	
JOB # 1	QTY: 1 FP NUMBER: V0 DESCRIPTION: OIL UNIT PRICE: 0.00		0.00	
	JOB # 1 TOTAL PARTS		15.95	
	JOB # 1 TOTAL LABOR & PARTS		24.95	
JOB # 2	REPLACE CABIN FILTER REPLACE CABIN FILTER PERIODIC MAINT REPLACE VEHICLE CABIN FILTER	375	26.25	
JOB # 2	PARTS			
JOB # 2	QTY: 3 FP NUMBER: 586426-7 DESCRIPTION: PARTICULATE FIL UNIT PRICE: 30.30		90.90	
	JOB # 2 TOTAL PARTS		90.90	
	JOB # 2 TOTAL LABOR & PARTS		56.87	
JOB # 3	MISC. INT. TRIM C/S L/R DOOR SLIGHTLY HARDER TO CLOSE/LATCH OUT OF ADJUSTMENT. ADJUSTED BEST POSSIBLE	375	0.00	
JOB # 3	PARTS			
JOB # 3	QTY: 1 FP NUMBER: DESCRIPTION: UNIT PRICE: 0.00		0.00	
	JOB # 3 TOTAL PARTS		0.00	
	JOB # 3 TOTAL LABOR & PARTS		0.00	
JOB # 4	TRIMS: RIDER C/S 1ST TO SECOND SHIFT JUMP, MODERATE ACCELERATION CHECK FG CHECKED COMPUTER FOR FAULT CODES, NONE STORED (DST DRIVE UNABLE TO DUPLICATE ON THIS VISIT)	375	0.00	
JOB # 4	PARTS			
JOB # 4	QTY: 1 FP NUMBER: DESCRIPTION: UNIT PRICE: 0.00		0.00	
	JOB # 4 TOTAL PARTS		0.00	
	JOB # 4 TOTAL LABOR & PARTS		0.00	
JOB # A	MISC. CODE: 55 SUPPLIES		5.16	
	TOTAL - MISC		5.16	

Copyright 1998 Volvo Group and SunWest Group. Multi-line Car Wash. 02/00/04

40321

36656

VOLVO of Savannah

Savannah International Motors, Inc.
8301 White Bluff Road Savannah, Georgia 31416
Fax: ID# 98-1097034
Savannah 917-4741 or Toll Free 1-800-473-6419
Fax (912) 928-6343

INVOICE

PAGE 1

HOME

HUS:

SERVICE ADVISOR 88 JUSTIN POWLER

YEAR	MAKE	MODEL	VIN	DATE	TIME
00	VOLVO	S80	YV4E84D0	50954/50955	T520
2000					

LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL				
A COST STATES THAT THE CAR WILL SHUT OFF AFTER DRIVING FOR ABOUT 20-30 MINS STARTS TO SPIT AND SPUTTER ADVISE											
STR. ARE TECHNICAL EXPLANATION											
			1	CC		212.50	212.50				
	1	8641347	0	THROTTLE BODY	606.75	606.75	606.75				
	1	8636753	9	GASKET	2.71	2.71	2.71				
	1	8641347	0	THROTTLE BODY	27.50	27.50	27.50				
PARTS:					636.96	LABOR:	212.50	OTHER:	0.00	TOTAL LINE A:	849.46

50955 PULLED CODES BCM-904D,9150,9160,904C,903F REPLACED FAULTY ECM

MODULE PERFORMED SOFTWARE DOWNLOAD

THANK YOU

MAID

MAY 20 2004

WE APPRECIATE YOUR BUSINESS! YOU MAY RECEIVE A PHONE CALL TO RATE OUR PERFORMANCE. IF FOR ANY REASON YOU CAN NOT RATE US AS EXCELLENT AND EXCEEDING YOUR EXPECTATIONS, PLEASE LET US KNOW. IN OUR QUEST TO BE THE BEST DEALER, A 'VERY GOOD' OR LESS IS UNACCEPTABLE. YOUR COMMENTS WILL HELP US ATTAIN OUR GOALS. THANKS

The factory warranty constitutes all of the warranties with respect to the sale of this automobile. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this automobile. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

I hereby authorize the 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 the car or truck to secure the amount of repairs thereto.

All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CASH AMOUNT	
PAYEE AMOUNT	
GAS, OIL, LUBE	0.00
WAX/FLUIDS	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	
LESS PAYMENT	
SALES TAX	38.27
PLEASE PAY THIS AMOUNT	887.68

CUSTOMER SIGNATURE

CUSTOMER COPY

VOLVO NORTH AMERICA
CUSTOMER RELATIONS

RECEIVED
NO. 4-

SCITUATE MA
[REDACTED]

DEAR SIR/MADAM, CUSTOMER RELATIONS 6 AUG 04

I OWN A 2001 VOLVO S-60 WH CH I PURCHASED
NEW. I WAS VERY PLEASED WITH MY FIRST VOLVO
SINCE THE 1965 AND 1967 MODELS THAT I ALSO
PURCHASED NEW.

HOWEVER, AT 72,000 MILES I HAD A THROTTLE BODY
REPLACED AT AN EXORBITANT COST OF \$1016.50.

OBVIOUSLY, I WAS UPSET WHEN TOLD THE
WARRANTY ON THIS ITEM EXPIRED AT 70,000
MILES.

THE AUTO HAD A COMPUTER CHECK AT
70,000 MILES AT WHICH TIME THIS ITEM WAS
MENTIONED.

I AM WRITING TO ASK VOLVO TO CONSIDER
PICKING UP SOME OF THE COST OF THE
REPAIR. THANK YOU FOR YOUR ATTENTION
TO THIS MATTER.

[REDACTED]

VOLVO

SOUTH SHORE VOLVO
 75 POND STREET
 NORWELL, MA 02061
 781-828-3110
 www.sscsfs.com

VOLVO

32205	DAMA	902	06/30/04	VOC5280684
	2022FM	70,237	VENETIAN RE	
	01/VOLVO/560/4 DOOR SEDAN		02/27/01	L37
	YV185580312		06/30/04	
				NO: 70237

JOB 1 LABOR

LABOR 90.00

SP 1 22VOC PRICES TERM(S):127

CUSTOMER STATES A BEEPING ALARM IS CONTIN FROM DASH WHEN APPLYING BRAKES AT APPROX. 12 MPH... UNABLE TO VERIFY WARNING AT THIS TIME. PERFORMED WABS SYSTEM DIAGNOSTICS AND ROAD TESTED. FOUR FAULTS FOUND IN MEMORY INCLUDING ECM-SOME 138A, 910E AND 9387. FAULTY SIGNAL FROM THE BRK PEDAL SENSOR HAS BEEN LOGGED BUT SENSOR OPERATING AT THIS TIME. NO FAULTS BUILDING ROAD TESTS.

JOB 1 TOTALS

LABOR 90.00

JOB 1 JOURNAL PRICES VOC5 JOB 1 TOTAL 90.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

BRK PEDAL SENSOR REPLACEMENT WOULD COST APPROX. \$135.06 (INST.)

TOTALS

[] CASH [] CHECK [] CREDIT CARD REC BY []

DEAR CUSTOMER:

YOU MAY BE CONTACTED BY THE FACTORY REGARDING THIS SENSOR. IF YOU CANNOT RATE OUR SERVICE AS EXCELLENT PLEASE LET US KNOW SO THAT WE CAN RAISE YOUR LEVEL OF SATISFACTION.

TOTAL LABOR 90.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.D.C. 0.00
TOTAL HISC CHG. 0.00
TOTAL WISC DISC 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 90.00

OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR EXPECTATIONS. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

CUSTOMER SIGNATURE

PAGE 1 OF 1

CUSTOMER COPY

(END OF INVOICE 1824677

SOUTH SHORE VOLVO
 75 POND STREET
 NORWELL, MA 02061
 781-828-3110
 www.sscars.com

32205	J334	283	08/06/04	VOC5284154
SCITUATE, MA	01/06/04	72,433	VENETIAN RE	137
	5-8-03-1		08/06/04	
				MO: 72437

LABOR	QTY	FR NUMBER	DESCRIPTION	UNIT PRICE	PRICE
PORTABILITY ANALYST					360.00
C/S CAR STRIPPED OUT SEVERAL TIMES					
RESTART EVERYTHING. MAINT. HESITATION INSTALLED					
REMOVED UP COMPUTER SET CODES FOR THROTTLE BODY					
REPLACED THROTTLE BODY AS NEEDED					
RESET COMPUTER AND INSTALLED SOFTWARE					
THROTTLE BODY	1	943643-8		59.17	59.17
CASKET	1	943781-9		2.71	2.71
FTN RELOAD	1	943228-8		31.50	31.50
TOTAL - PARTS					93.38
LABOR					360.00
PARTS					93.38
TOTAL					453.38
MISC					12.00
TOTAL - MISC					12.00
TOTAL INVOICE					465.38



CUSTOMER SIGNATURE

OUR GOAL IS TO PROVIDE QUALITY SERVICE AND WE WELCOME YOUR FEEDBACK. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.