

MARIA THOMPSON

August 10, 2004

**VIA FACSIMILE (201) 767-4816
& CERTIFIED, RETURN RECEIPT REQUESTED**

Customer Service
Volvo Cars of North America
P.O. Box 915
7 Volvo Drive, Building A
Rockleigh, NJ 07647-0915

**CUSTOMER RELATIONS**

**RE: 1999 VOLVO S70 SEDAN
VIN #YVHJ556D4X**

Dear Sir/Madam:

I have been a loyal Volvo customer since April 1987. Over the years, I have been very pleased with Volvo's excellent safety features, driving performance and customer service.

On Thursday evening, August 5, 2004, I started my 1999 Volvo S70 sedan and within minutes, before going one half of a block, the "ETS" light lit up on the dash. The car drove very sluggish, hesitating and would not accelerate over 15-20 miles per hour while expelling smoke from the exhaust. I pulled over immediately and read my service manual. It indicated that I should "Turn the ignition off and then on again. If the light remains on, the system should be inspected by an authorized Volvo retailer." I turned the car off and restarted it but the "ETS" light came on again and the "check engine" light came on as well. I immediately called The Wynn Group Volvo dealership (610-539-1100), 2049 West Main Street, Nottstown, Pennsylvania 19403. I spoke to Mr. Bill Pyle, Service Consultant, who after listening to my concerns instructed me not to drive the car and have it towed to The Wynn Group for service. Mr. Pyle also informed me that the service technicians were busy, but they could definitely service my car by Monday or Tuesday (August 9th or 10th).

On Monday, August 9, 2004, I received a call from Mr. Adam Myrick, Service Consultant, at The Wynn Group Volvo. Mr. Myrick informed me that after the service mechanic's assessment, my car required a new "electronic throttle" which would cost \$835. I explained to Mr. Myrick my concerns of a car of this magnitude having a severe mechanical problem after five years. I explained further that I wanted to discuss this matter with a regional service manager and requested a telephone number. Mr. Myrick put me on hold for several minutes and when he came back on the line he proceeded to tell me "if you have your manual, the telephone number to the regional manager is in your manual!" Mr. Myrick did not give me a telephone number or the name of anyone to contact. He put me on hold

Volvo Cars of North America

- 2 -

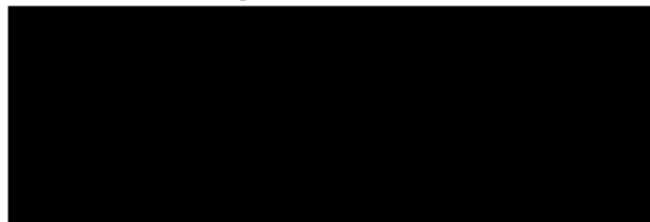
August 10, 2004

again and took me off hold while talking to his manager, who said "if you call the regional office, they are just going to bounce the problem back to this dealership and there is nothing we can do!"

I am very upset about the level of service I received on Monday when I talked to Mr. Myrick in the service department. I found his behavior highly unprofessional and unaccustomed to the type of service that I have received over the past 17 years. I am also very perturbed by the recent performance of my five-year old Volvo with only 36,000 miles. I purchased this Volvo new from The Wynn Group in December 1998. The Wynn Group has performed all of the scheduled maintenance and repairs on my car in a professional businesslike and timely manner. It is hard for me to conceive that my 1999 Volvo S70 sedan that is garage kept, well maintained, never been in an accident, had all scheduled maintenance service and repairs, by The Wynn Group, has failed to perform to its utmost standards of being a reputable, reliable car.

I see your slogan "Volvo for Life" and thought Volvo cars were for life, but I am dismayed by the performance of my S70. I know that mechanical problems can occur, but this seems highly unreasonable for a car that has been well kept and well maintained. I would appreciate some consideration from Volvo in dealing with this absorbent repair cost. I await your response in writing and appreciate your time.

Sincerely,



/mt

Conte

RECEIVED

AUG 15 2004

CUSTOMER CARE

[REDACTED]
Farmington Hills, MI [REDACTED]

August 6, 2004

Volvo Cars of North America, LLC.
Attn: Customer Service
Seven Volvo Drive
Rockleigh, New Jersey 07647

To Whom It May Concern:

Yesterday, our 2000 Volvo S80 (2.9) was taken in for service at Dwyer and Sons, 3055 E. West Maple Road, Commerce Township, MI 48390. The reason for this visit was engine surging, which has been a problem on and off since 2001 or possibly sooner. We purchased this vehicle new (VIN # YV1TS94D1Y [REDACTED]) from Dwyer and Sons on March 10, 2000. It had 10,897 miles on it and we were not given any previous maintenance records.

We are writing this letter in hopes that you will look into this matter and offer some assistance. We are extremely upset and disappointed in our treatment and lack of resolution as relates to this problem. As you will read below, this has been ongoing and we have been given very little relief.

On June 4, 2001, we took our car in because of engine surging and the Mass Air Flow Sensor was replaced under warranty (Invoice VOCS52662). On January 3, 2002, we took the car in for engine surging. At that time, both the Throttle Body and Mass Air Flow Sensor were replaced under warranty (Invoice VOCS62138). On September 26, 2003, we took it in because the engine was surging, the oil pressure light kept coming on when stopped, etc. We were told that the Throttle Body needed to be cleaned and ECM BP software upgraded. We had those repairs done as well as an oil change. Our out-of-pocket expenses for those services were \$263.91 (Invoice VOCS92199). We didn't agree that we should pay for these repairs but against our better judgment, we did.

Having had these repairs done, we were assured that the engine surging and oil pressure problems were fixed. Much to our dismay, while driving to Atlanta Georgia on October 30, 2003 we started experiencing car problems. The car began overheating. So, we found and stopped at the Beechmont Porsche & Volvo Dealership in Cincinnati, OH for assistance. They were not able to fix our problem at the time but they did notice that during our oil change too much oil had been added. So they drained the excess oil out and told us that we should be able to drive the car back home to our servicing Dealership for additional service. Upon our return home, we scheduled an appointment and took the car back to Dwyer and Sons on November 5, 2003. We were told that we needed to replace our Mass Air Flow Sensor, which had caused our car to overheat and our fan motor to go out. We were very upset but again went ahead and paid \$558.58 for the repairs (Invoice VOCS94181).

Unfortunately, this surging engine continues to be a problem !!!!! We took the car in to Dwyer and Sons on August 5, 2004 and were told that we need to replace the Throttle Body, which will cost us \$760.00 (Invoice VOCS107700). It was explained to the Service Writer(s) that this engine surging has been an ongoing problem since the purchase of this vehicle and not because of anything we did or did not do. Not only were our explanations and complaints ignored, we felt we were hurriedly dismissed.

It is unfortunate that we have to write this letter to get the quality products and services that Volvo is known for and it is our desire that we can avoid this in the future. Thank you in advance for your attention this matter. We will be anxiously awaiting your reply. If you need to reach us by telephone, please do so by calling [REDACTED] (Home) or [REDACTED] (Cell).

Sincerely,

[REDACTED]

August 12, 2004

RECEIVED

AUG 25 2004

CUSTOMER CARE

Memorandum

TO: Volvo Customer Care Center

FROM: [REDACTED] customer

RE: Grievance regarding repetitive repair of the Throttle Control Unit of 1999 S70 Volvo

In October of 2003 I was invited to participate in a survey being conducted regarding the servicing and repair service done on my car. The survey was conducted by Quality Surveys of America. I kept that letter and I am glad I did, because it demonstrated to me that Volvo Cars of North America valued customer input. I am forwarding copies of correspondence that I sent Pat Patterson Volvo of Memphis, Tennessee regarding some problems I have had with the replacement of the throttle control unit. The unit was replaced in 2002 and 2003 by Pat Patterson; it has now been replaced for the third time by Smisco Volvo Repair Center. The repair was done outside of a dealership, but the part was a dealer only part and had to be purchased from the dealership.

Contact was made with your Consumer Affair office and a service representative, first name John, was spoken with concerning my problems. He indicated that the first service was warranty and the second was done as a goodwill gesture because it was done within 5,000 miles or so of the first. That is really impossible because the repair was done almost eleven months after the first and I guarantee I drive my car more than 5,000 miles in 11 months. Pat Patterson indicated in the files that it was a "goodwill repair"; I truly appreciate that, and however I am still replacing a part that in a very interval part of my car yearly. John also indicated that the frequency of this repair was unusual, and that is stating it lightly. I purchased this car in January or 2000 and the throttle has been replaced beginning in 2002 yearly. This is problem, I am purchasing a car that is a lemon, the part is a lemon or I have had lemon repair. What ever is the correct answer I feel that I have been deceived and I don't (or at least I hope) this is Volvo's way. The reputation I have always felt best suited Volvo was one based on good service and reliability... now I don't know, but I do feel that the financial liability for this repair work should not be mine's.

So I am forwarding this letter and other information since it relates to the serve I received at one of your dealership.

Memphis, TN

August 12, 2004

**Rob Sigler, Service Manager
Pat Patterson Motor Sales, Inc
2085 Covington Pike
Memphis, 38128**

RE: Replacement and repair of Throttle Control Unit Grievance

Dear Mr. Sigler:

In January of 2000, I purchased a 1999 S-70 from Pat Patterson Volvo. The car had roughly 10,000 miles on it. It has been a good car with only normal upkeep coupled with some minor repairs by me and some warranty work by Pat Patterson. I am writing you for the following reasons: some warranty work that was done on my car was completed by the Service Department of Pat Patterson, the repaired part was a dealer only item and said part was purchased from Pat Patterson.

First how many times should I expect to have my throttle control unit repaired within the first 4 years of ownership. Once (2002), twice (2003) or three (2004) times... the correct answer unfortunately is three times and in the years indicated. The repair work was done in the following order: first time the car repair was done from the original work was by dealer; the second time was "goodwill repair work" by Pat Patterson; and the third time because I was told it was out of warranty was done by an independent certified Volvo repair shop. This time it was repaired by Smisco Volvo Service. I am concerned that the throttle has been replaced as of this date three times to me that seems excessive unless there is some manufacture's defect with this part, my car or the repair.

I feel that I should not be made to pay for bad workmanship or a bad product, because this should not be a yearly concern. I purchased a Volvo because of the reliability of the car and the service record, but this is beyond me. I paid over a thousand dollars to have my car repaired because when Smisco contacted your dealership and they were told of the two previous repairs and that the warranty was out.

Mr. Sigler something is wrong. Volvo consumer line was contacted and we were told that the part should not be going out this-regularly. I feel that there was something wrong with the part or the workmanship on my car and that I should be refunded for the cost of

this last labor. This part should not be going out this consistent. My car has approximately 68k plus miles on it. Is this part only good for about 10,000 or so? I am sending you copies of the repair work and other materials to verify my claim and copying Volvo Consumer Service, because something is surely wrong here and maybe I am not the only victim. Maybe it is just a defective part and your dealership is a victim, too.

I do apologize for not contacting you before all the work was done or earlier, but I felt I had to act on my car myself and then, because it was not working correctly. I felt like I was drowning in repair over a part that had been replaced too many times. I hope that we can come to some sort of agreement that is amenable to all parties. Thank you.

A very frustrated customer,

[REDACTED]
[REDACTED]
[REDACTED]
(home)
(work)

CC: Volvo Consumer Affairs of North America
Self

Addendum

Copies of repair works

Unfortunately, I am unable to locate the paperwork for the repair work done in 2002; however I know that it is noted or recorded in your computer. As a librarian for over 26 years I know the importance of maintaining records, however so it is strange to me that I don't have that paperwork and I have looked for it. I do recall that on one set of warranty work I was not given the paper work because it was covered under my warranty and my car mileage was less than 50,000 miles.

PAT PATTERSON MOTOR SALES, INC.

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

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

ORDER NO. 9470	BY SALES SCOTT	12952	7372	SALES NO. VOC5175230
MEMPHIS, TN	82.00			WRITE/TAN 809440
	99/VOLVO/570 GLTS/40			02/27/99 10, 186
	YV L 56 D IX			07/09/02 REPRINT# 1

DESCRIPTION	UNIT PRICE
DESCRIPTION O-RING KIT CENTRAL GASKET RING SCREW	
JOB # 1 TOTAL PARTS	
JOB # TOTAL LABOR & PARTS	
DESCRIPTION GASKET SEALING RING	
JOB # 2 TOTAL PARTS	
JOB # TOTAL LABOR & PARTS	
DESCRIPTION 4 SILICON GREAS P 2 BRAKE DISC KIT 5 BRAKE PAD KIT 7 BRAKE PAD KIT 6 SERVICE KIT	
JOB # 3 TOTAL PARTS	
JOB # TOTAL LABOR & PARTS	
CONTROL NO	
TOTAL - NRC	

DISCLAIMER OF WARRANTIES
AS IS THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY SPECIFICALLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND FURTHER RELEASES THE BUYER FROM ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART. THE BUYER'S BUYER SHALL NOT BE HELD LIABLE FOR RECOVERY FROM THE SELLER FOR ANY CONSEQUENTIAL DAMAGE, UNLESS IT IS PROVEN THAT THE LOSS OF PROFIT OR LOSS OF OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OF DAMAGE TO CAR OR ARTICLES LEFT IN CARE PLEASE OBTAIN FIRST OR ANY OTHER KIND OF INSURANCE CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
Manufacturing and assembly processes involve the use of chemicals and petroleum products. These materials are subject to strict regulations and may require special handling and disposal. We support these regulations and are committed to proper disposal of these materials. The cost of these disposal charges is included in the price of the parts. The buyer is responsible for the cost of disposal of these materials. The buyer is responsible for the cost of disposal of these materials.

PAID
By *DS*

PAT PATTERSON VOLVO

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

9470

SCOTT
82.00

2952

7372

07/10/02

VOCS175230

46,603

WHITE/TAN

809440

99/VOLVO/S70 GLTS/40

02/27/99

10,186

Y V 1 L S 5 6 0 1 X 1

07/01/02

REPRINT#

MEMPHIS, TN

TOTALS-----

TOTAL LABOR..... 229.60
 TOTAL PARTS..... 332.31
 TOTAL SUBLET..... 0.00
 TOTAL G.O.G..... 0.00
 TOTAL MISC CHG. 9.00
 TOTAL MISC DISC -56.19
 TOTAL TAX..... 43.49

TOTAL INVOICE \$ 658.21

DISCLAIMER OF WARRANTIES
 THE ONLY WARRANTIES APPLY

OF MERCHANTABILITY OF
 PARTICULAR PURPOSE, AND
 NOT AUTHORIZED ANY
 REPAIRS FOR IT ANY TIME

DATE
 ON T

CUSTOMER SIGNATURE

IF THERE IS A LOSS OF
 YOUR RECORDS:

ENVIRONMENTAL COMPLIANCE CHANGES
 Inhibiting and repairing your car inevitably result
 in the use of materials and generation of wastes (e.g.,
 oil, solvents, lead, asbestos, etc.) that are

regulated under the Clean Air Act and other federal and state laws.	and disposed of in accordance with applicable regulations and laws. Because they are so easy to mismanage, they are a major concern.	compliance requirements impose our own special requirements. Our wastes are classified as hazardous.
---	--	---

**PAT
 PATTERSON
 VOLVO**

PAT PATTERSON MOTOR SALES, INC.
 2085 COVINGTON PIKE
 MEMPHIS, TN 38126
 901-373-3000

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

INVOICE NO. 9470	VEHICLE NO. 0182	INT. # 6174	DATE 03/05/03	ORDER NO. 9470
MEMPHIS, TN	MODEL NO. 49,952	MSRP/TAX		
	VEHICLE DESCRIPTION 35601X1	DATE 03/05/03	DELIVERY DATE	
	FINANCIAL AGENCY NO.	FINANCIAL ORDER NO.		
	COMMENTS			

TOTALS

TOTAL LABOR... 41.00
 TOTAL PARTS... 13.00
 TOTAL SALES... 0.00
 TOTAL TAX... 0.00
 TOTAL NISC CHG... 2.00
 TOTAL NISC SDC... 8.00
 TOTAL TAX... 6.00
TOTAL INVOICE \$ 61.70

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

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

ENVIRONMENTAL COMPLIANCE CHANGE
 Maintaining and repairing your car helpfully involves the use of chemicals and generation of wastes (oil, waste oil, coolant, lead, acetone, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided to forego raising its labor rate, to fit a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

CUSTOMER SIGNATURE

[Handwritten signature]

PAID
 MAR 15 2003
[Handwritten signature]

PAT PATTERSON VOLVO

PAT PATTERSON MOTOR SALES, INC.

2085 COVINGTON PIKE
MEMPHIS, TN 38128

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 9470	VEHICLE IDENTIFICATION NO. 6182	MPN # 581	DATE OF PURCHASE 02/27/09	VEHICLE # 000003511
MEMPHIS, TN	LICENSE NO.	MESSAGE \$3,211	WHITE/TAN	000040
	VEHICLE MAKE/MODEL/4D		02/27/09	DELIVERED MSRP
	VEHICLE COLOR 53001X		SELLING DEALER NO.	PRODUCTION QTY
	FEDERAL TAX EXEMPT NO.	FINCHARGE ORDER NO.	02/05/09	

LABOR & PARTS
COOLANT LIGHT STAYING ON
REPLACED COOLANT RESERVOIR
TOPPED COOLANT

PARTS JOB # 1 QTY 1 PP-NUMBER 0683485-3 DESCRIPTION EXPANSION TANK UNIT PRICE 46.00

JOB # 1 TOTAL PARTS 46.00
JOB # 1 TOTAL LABOR & PARTS 87.00

TOTALS
TOTAL LABOR 41.00
TOTAL PARTS 46.00
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX 8.22
TOTAL INVOICE \$ 95.22

DISCLAIMER OF WARRANTY
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (oil, waste, old, coolant, lead, solvents, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help protect a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

CUSTOMER SIGNATURE



PAT PATTERSON VOLVO

ORDER SLIP

CUSTOMER COPY

END OF INVOICE 1163012

SMISCO

VOLVO SERVICE CENTER

DATE

20 2 SYDAMORE VIEW, SUITE 104 MEMPHIS, TN 38124
(901) 372-3716

CUSTOMER INFORMATION

[REDACTED]

Memphis [REDACTED]

[REDACTED]

MAKE	MODEL	YEAR	MILEAGE
[REDACTED]	[REDACTED]	8-70	[REDACTED]

DESCRIPTION	QUANTITY	RATE	
THROTTLE BODY; COMPUTERIZED (1 YEAR WARRANTY)		953.00T	953.00T
CLEAN BANDO FITTING ON CRANK VENTILATION SYSTEM			
\$7.5 K SERVICE		109.95T	109.95T
OIL CHANGE			
FILTER CHANGE			
RESET SERVICE LIGHT			
CK COOLANT LEVEL			
CK BATTERY			
TOP OFF ALL FLUIDS			
CK BRAKE PADS			
CK TIRE PRESSURE			
SHIFTER BUSH		9.95T	9.95T
LABOR		8.00T	8.00T
Sales Tax		99.24	99.24

Customer Signature _____

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

TOTAL



SMISCO

VOLVO SERVICE CENTER

DATE _____

32 SYCAMORE VIEW, SUITE 104 MEMPHIS, TN 38134
 (901) 372-3716

CUSTOMER INFORMATION

Memphis Tn

MAKE	MODEL	YEAR	MILEAGE
VOLVO	S-70	79	68,491

DESCRIPTION	QUANTITY	RATE	AMOUNT
[REDACTED]	5	[REDACTED]	198.00T
[REDACTED]		-37.70	0.00T
[REDACTED]		9.25%	-37.70
[REDACTED]			18.32
[REDACTED]			
[REDACTED]			
[REDACTED]			
[REDACTED]			

Customer Signature _____

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

TOTAL 9176.62

RECEIVED
AUG 19 2004
CUSTOMER CARE

August 12, 2004



Memphis, TN 

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

Dear Customer Service Rep:

I am enclosing several copies of correspondence to deal with a problem I had with repair work done on my 1999 S70 Volvo.

RE: Packet of information regarding Repetitive Repair of Throttle Control Unit

Add:

Letter to Rob Sigler, Service Manager – Pat Patterson Volvo, Memphis, TN
Memo: Replacement and Repair of Throttle Control Unit Grievance
Addendum with bills for repair


Thanks,



August 12, 2004

Memorandum

TO: Volvo Customer Care Center

FROM: Everts Andrews, customer 

RE: Grievance regarding repetitive repair of the Throttle Control Unit of 1999 S70 Volvo

In October of 2003 I was invited to participate in a survey being conducted regarding the servicing and repair service done on my car. The survey was conducted by Quality Surveys of America. I kept that letter and I am glad I did, because it demonstrated to me that Volvo Cars of North America valued customer input. I am forwarding copies of correspondence that I sent Pat Patterson Volvo of Memphis, Tennessee regarding some problems I have had with the replacement of the throttle control unit. The unit was replaced in 2002 and 2003 by Pat Patterson; it has now been replaced for the third time by Smisco Volvo Repair Center. The repair was done outside of a dealership, but the part was a dealer only part and had to be purchased from the dealership.

Contact was made with your Consumer Affairs office and a service representative, first name John, was spoken with concerning my problems. He indicated that the first service was warranty and the second was done as a goodwill gesture because it was done within 5,000 miles or so of the first. That is really impossible because the repair was done almost eleven months after the first and I guarantee I drive my car more than 5,000 miles in 11 months. Pat Patterson indicated in the files that it was a "goodwill repair", I truly appreciate that, and however I am still replacing a part that in a very interval part of my car yearly. John also indicated that the frequency of this repair was unusual, and that is stating it lightly. I purchased this car in January or 2000 and the throttle has been replaced beginning in 2002 yearly. This is a problem, I am purchasing a car that is a lemon, the part is a lemon or I have had lemon repair. What ever is the correct answer I feel that I have been deceived and I don't (or at least I hope) this is Volvo's way. The reputation I have always felt best suited Volvo was one based on good service and reliability... now I don't know, but I do feel that the financial liability for this repair work should not be mine's.

So I am forwarding this letter and other information since it relates to the serve I received at one of your dealership.

[REDACTED]
Memphis, TN [REDACTED]

August 12, 2004

Rob Sigler, Service Manager
[REDACTED]

RE: Replacement and repair of Throttle Control Unit Grievance

Dear Mr. Sigler:

In January of 2000, I purchased a 1999 S-70 from Pat Patterson Volvo. The car had roughly 10,000 miles on it. It has been a good car with only normal upkeep coupled with some minor repairs by me and some warranty work by Pat Patterson. I am writing you for the following reasons: some warranty work that was done on my car was completed by the Service Department of Pat Patterson, the repaired part was a dealer only item and said part was purchased from Pat Patterson.

First how many times should I expect to have my throttle control unit repaired within the first 4 years of ownership. Once (2002), twice (2003) or three (2004) times... the correct answer unfortunately is three times and in the years indicated. The repair work was done in the following order: first time the car repair was done from the original work was by dealer; the second time was "goodwill repair work" by Pat Patterson; and the third time because I was told it was out of warranty was done by an independent certified Volvo repair shop. This time it was repaired by Smisco Volvo Service. I am concerned that the throttle has been replaced as of this date three times to me that seems excessive unless there is some manufacture's defect with this part, my car or the repair.

I feel that I should not be made to pay for bad workmanship or a bad product, because this should not be a yearly concern. I purchased a Volvo because of the reliability of the car and the service record, but this is beyond me. I paid over a thousand dollars to have my car repaired because when Smisco contacted your dealership and they were told of the two previous repairs and that the warranty was out.

Mr. Sigler something is wrong. Volvo consumer line was contacted and we were told that the part should not be going out this regularly. I feel that there was something wrong with the part or the workmanship on my car and that I should be refunded for the cost of

this last labor. This part should not be going out this consistent. My car has approximately 68k plus miles on it. Is this part only good for about 10,000 or so? I am sending you copies of the repair work and other materials to verify my claim and copying Volvo Consumer Service, because something is surely wrong here and maybe I am not the only victim. Maybe it is just a defective part and your dealership is a victim, too.

I do apologize for not contacting you before all the work was done or earlier, but I felt I had to act on my car myself and then, because it was not working correctly. I felt like I was drowning in repair over a part that had been replaced too many times. I hope that we can come to some sort of agreement that is amendable to all parties. Thank you.

A very frustrated customer,

[REDACTED]

(home)

(work)

CC: Volvo Consumer Affairs of North America
Self

Addendum

Copies of repair works

Unfortunately, I am unable to locate the paperwork for the repair work done in 2002; however I know that it is noted or recorded in your computer. As a librarian for over 26 years I know the importance of maintaining records, however so it is strange to me that I don't have that paperwork and I have looked for it. I do recall that on one set of warranty work I was not given the paper work because it was covered under my warranty and my car mileage was less than 50,000 miles.

VOLVO SERVICE CENTER

7/29/2004

203 ANDRE VIEW, SUITE 104 MEMPHIS TN 38134
(901) 372-3718

CUSTOMER INFORMATION


 Memphis, TN


MAKE	MODEL	YEAR	MILEAGE
VOLVO	S-70	99	68,311

DESCRIPTION	QUANTITY	RATE	AMOUNT
THROTTLE BODY, COMPUTORIZED (1-YEAR WARRANTY)	1	931.00	931.00T
CLEAN BAND FITTING ON CRANK VENTILATION SYSTEM			
99.9 K SERVICE	1	109.95	109.95T
OIL CHANGE			
FILTER CHANGE			
RESET SERVICE LIGHT			
CK COOLANT LEVEL			
CK BATTERY			
TOP OFF ALL FLUIDS			
CK BRAKE PADS			
CK TIRE PRESSURE			
SHIFTER BUILT	1	9.35	9.35T
LABOR	1	0.00	0.00T
Sales Tax		9.29%	99.24

Customer Signature _____

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

TOTAL 

SMISCO

VOLVO SERVICE CENTER

DATE
8/11/2004

32 SYCAMORE VIEW, SUITE 104 MEMPHIS, TN 38124
 (901) 372-3716

CUSTOMER INFORMATION

Memphis TN

MAKE	MODEL	YEAR	MILEAGE
	S-70		68,991

DESCRIPTION	QUANTITY	RATE	AMOUNT
REPAIRS	1		196.00T
	1.5		0.00T
	1		-37.70
			15.32

Customer Signature _____

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

TOTAL 15.32

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50

88. COVINGTON PIKE
 MEMPHIS, TN 38128.
 901.470.3500

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

COMP # 9470	SALES SCOTT	12952	7372	DATE ORDERED 07/10/02	PRICE #1 VOCS175230
	82.00		46,603	PLATE WHITE/TAN	YEAR #1 809440
MEMPHIS, TN	99/VOLVO/570 GLTS/40			DELIVERY DATE 02/27/99	REWORK #1 10,186
	YVILS556D1X1			DATE OF WORK 07/09/02	REPRINT # 1

DESCRIPTION..... UNIT PRICE
 O-RING KIT
 ESSENTIAL GASKET
 BENS SEEM
 JOB # 1 TOTAL

DESCRIPTION..... UNIT PRICE
 SEALING RING
 JOB # 2 TOTAL

DESCRIPTION..... UNIT PRICE
 4 SILICON GREAS P
 2 BRAKE DISC KIT
 8 BRAKE PAD KIT
 7 BRAKE PAD KIT
 6 SERVICE KIT
 JOB # 3 TOTAL PARTS
 JOB # 3 TOTAL LABOR & PARTS

TOTAL - NISC

PAID
 By DS

DISCLAIMER OF WARRANTIES
 AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE MANUFACTURER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSEMBLER NOR AUTHORITY ANY OTHER PERSON, IS LIABLE FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART. NEITHER SALES BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE MANUFACTURER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF LIFE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
 NOT RESPONSIBLE FOR LOSS OF DAMAGE TO CAR OR ARTICLES LEFT IN CAR IN CASE OF FIRE THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
 Handling and disposing your car's engine oil, antifreeze, air conditioning and other fluids (oil, antifreeze, air conditioning, etc.) is an essential step in the proper disposal of your car. We support these regulations and we will ensure that customers in our District are kept up-to-date with the latest environmental regulations. Compliance with these regulations may require the use of special tools, which will be charged to the customer. The following has been determined to be the cost of these tools and is included in the price of the service. The following has been determined to be the cost of these tools and is included in the price of the service. The following has been determined to be the cost of these tools and is included in the price of the service.

**PAT
 PATTERSON
 VOLVO**

MEMPHIS, TN 38
901-373-3000

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

ORDER NO. 9470	ADDRESS SCOTT	12952	FIN. NO. 7372	INVOICE DATE 07/10/02	INVOICE NO. VOCS175230
	COPIES 82.00	ORDER NO.	AMOUNT 46,603	COLOR WHITE/TAN	INVOICE NO. 809440
MEMPHIS, TN	YEAR / MAKE / MODEL 99/VOLVO/S70 GLTS/40			DELIVERY DATE 02/27/99	DELIVERY MILES 10,186
	VEHICLE ID NO. YV1LS56D1X1			SALES TAX NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. DATE 07/09/02	REPRINT# 1
	COMMENTS				

TOTALS	
TOTAL LABEL	279.68
TOTAL PARTS	332.32
TOTAL SORLEY	0.00
TOTAL G.C.G.	8.00
TOTAL MISC CHG.	9.00
TOTAL MISC DISC.	-54.18
TOTAL TAX.....	43.69
TOTAL INVOICE \$	568.21

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
AS IS THE ONLY WARRANTY APPLYING TO THIS PARTY ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER 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 THE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER/DISCLAIMER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CHANGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (oil, waste, etc., coolant, fuel, solvents, etc.) that must be stored, managed and disposed of in full compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do so because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Currently, increased costs simply result in an increased hourly labor charge. This charge has resulted in the use of higher labor rates, to fit a congressional charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

**PAT
PATTERSON
VOLVO**

PATTERSON MOTOR SALES, INC.
 2085 COVINGTON PIKE
 MEMPHIS, TN 38128
 901-373-3000

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 9470	SALES ORDER NO. 6182	REF # 5174	DATE 03/01/98	SALES # 65445
MEMPHIS, TN	SALES NO. 49,952	SALES T/TAN	SALES # 322440	
	SALES NO. 55601X1	SALES # 322440	SALES # 322440	
	SALES NO. 32405/03	SALES # 322440	SALES # 322440	

LABOR & PARTS

JOB # 1

JOB # 2

JOB # 3

JOB # 4

JOB # 5

JOB # 6

JOB # 7

JOB # 8

JOB # 9

JOB # 10

JOB # 11

JOB # 12

JOB # 13

JOB # 14

JOB # 15

JOB # 16

JOB # 17

JOB # 18

JOB # 19

JOB # 20

JOB # 21

JOB # 22

JOB # 23

JOB # 24

JOB # 25

JOB # 26

JOB # 27

JOB # 28

JOB # 29

JOB # 30

JOB # 31

JOB # 32

JOB # 33

JOB # 34

JOB # 35

JOB # 36

JOB # 37

JOB # 38

JOB # 39

JOB # 40

JOB # 41

JOB # 42

JOB # 43

JOB # 44

JOB # 45

JOB # 46

JOB # 47

JOB # 48

JOB # 49

JOB # 50

JOB # 51

JOB # 52

JOB # 53

JOB # 54

JOB # 55

JOB # 56

JOB # 57

JOB # 58

JOB # 59

JOB # 60

JOB # 61

JOB # 62

JOB # 63

JOB # 64

JOB # 65

JOB # 66

JOB # 67

JOB # 68

JOB # 69

JOB # 70

JOB # 71

JOB # 72

JOB # 73

JOB # 74

JOB # 75

JOB # 76

JOB # 77

JOB # 78

JOB # 79

JOB # 80

JOB # 81

JOB # 82

JOB # 83

JOB # 84

JOB # 85

JOB # 86

JOB # 87

JOB # 88

JOB # 89

JOB # 90

JOB # 91

JOB # 92

JOB # 93

JOB # 94

JOB # 95

JOB # 96

JOB # 97

JOB # 98

JOB # 99

JOB # 100

EXPLANATION OF WARRANTY

THIS IS THE ONLY WARRANTY APPLYING TO THIS PARTS AND THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLER DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER 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 THIS PARTS AND/OR SERVICE. SELLER SHALL NOT BE HELD LIABLE TO RECOVER FROM THE SELLER UNDER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CLAIMS

Maintaining and repairing your car correctly involves the use of chemicals and generation of wastes (oil, grease, air, coolant, lead, batteries, etc.) that must be stored, managed and disposed of properly. Compliance with federal, state and local environmental regulations. We suggest these regulations and also follow our guidelines to be certain they help create a safe, healthy environment for everyone. Complying with these regulations increases the cost of repairs. Our policy: treatment costs slight shifts in the budgeted charge later charge. This adjustment has shifted in the of selling to your side. In the compliance charge on appropriate device like batteries we believe our customers would be unaware to have they are helping to pay for a cleaner environment.

QTY	DESCRIPTION	CONTROL NO.	PRICE
1	SS GRIP SUPPLIES		2.00
TOTAL - MISC			2.00
JOB # 3 TOTAL LABOR & PARTS			13.41

COMMENTS:
 RADIO CODE 5644

**PAT
 PATTERSON
 VOLVO**

PAT PATTERSON MOTOR SALES, INC.
 2085 COVINGTON PIKE
 MEMPHIS, TN 38128
 901-373-3000

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 9470	SALES REP. 0182	HW# 174	DATE 03/05/03	ORDER# 000003443
ADDRESS MEMPHIS, TN	QUANTITY 1	UNIT PRICE 49,952	TAXES/TAN	ORDER# 000040
	SALES TAX			DATE 03/05/03
	MODEL S 560 1 X 1			DATE 03/05/03
	PERSONAL USE EXEMPT NO.	PURCHASE ORDER NO.		PRODUCTION DISC.

CUSTOMER SIGNATURE

TOTAL LABOR... 41.00
 TOTAL PARTS... 15.00
 TOTAL SOBLET... 0.00
 TOTAL S.O.G... 0.00
 TOTAL MISC CHG... 2.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 0.00
TOTAL INVOICE \$ 61.70

DISCLAIMER OF WARRANTIES
 AS IS - THE ONLY WARRANTIES APPLIED TO THIS PARTICLE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER DEALER NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTON AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER OR DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER ECONOMIC DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CRASH
 Maintaining and repairing your car responsibly involves the use of chemicals and quantities of wastes (oils, fluids, filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Our rates increased to help offset the cost of service. Our rates include labor charge. This company has decided to do its part to help pay for a cleaner environment. We believe our customers would be interested to know they are helping to pay for a cleaner environment.

PAID
 MAR 05 2003
[Signature]

PAT PATTERSON VOLVO

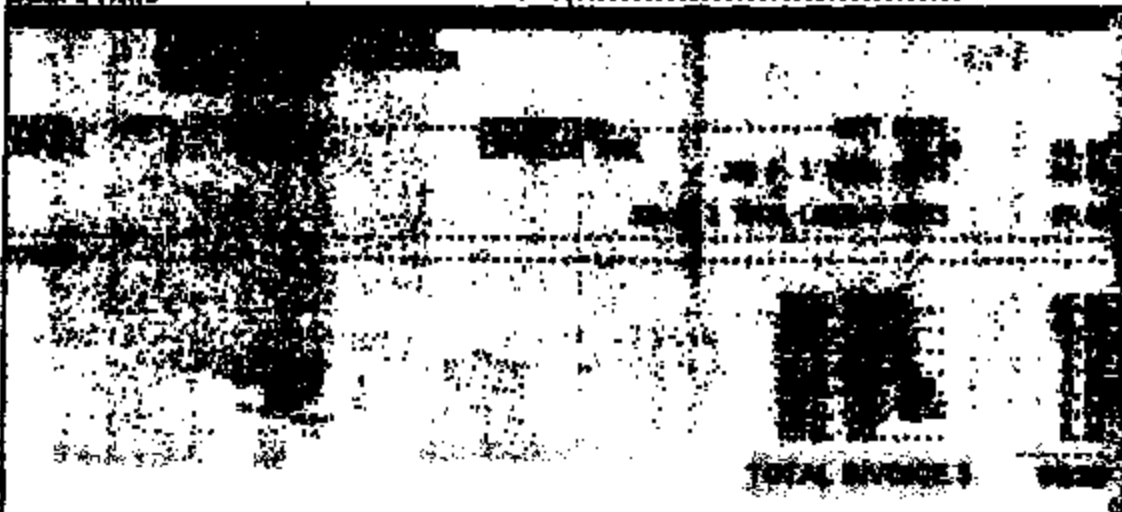
PAT PATTERSON MOTOR SALES, INC.

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

VISIT OUR WEBSITE AT: WWW.PATTERSONVOLVO.COM

CUSTOMER NO. 9470	FINANCE REFERENCE NO. 6182	FIN # 581	DATE 02/26/03	VEHICLE # 3511
MEMPHIS, TN	SALES PRICE 33,000	FINANCE CHARGE 53,211	TAXES/TAN 800440	DELIVERY 800440
	REGISTRATION 300			
	SALES TAX 356.1X			
	SALES TAX CREDIT NO.	FINANCE CREDIT NO.	DEALER NO. 02/26/03	PRODUCTION DATE

LABOR & PARTS -



DISCLAIMER OF WARRANTY
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES NOT TO AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, EXPENSES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car correctly involves the use of chemicals and petroleum products (greases, oils, coolants, fuel, antifreeze, etc.) that must be stored, managed and disposed of in accordance with federal, state and local environmental regulations. We support these regulations and also help our customers do the same by helping them to better understand and comply with these regulations. Compliance with these regulations increases the cost of service. Carefully increased costs simply result in an increased repair bill charge. This charge is included in the cost of labor and parts to help a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

CUSTOMER SIGNATURE

P A I D
MAR

PAT PATTERSON

RECEIVED

AUG 19 2004

CUSTOMER CARE

1201 Yale Place, Apt 1203
Minneapolis, MN 55403

August 16, 2004

Volvo Cars of North America, Inc.
Eunice Stern, Director Customer Service
One Volvo Drive
Rockleigh, NJ 07647

Re: Request for Warranty Consideration

Dear Ms. Stern:


On August 10, 2004 my 2001 Volvo V70XC was diagnosed with an internal fault in the throttle unit, requiring replacement of the throttle body. Please see the attached work order from Borton Volvo, Minneapolis.

Although I appreciate the "goodwill" consideration provided by Borton and Volvo, resulting in approximately 50% savings over the full, quoted price of the repair, I am greatly disappointed with the failure of such an expensive component only a few thousand miles over the warranty limit. I have also learned, on the V70XC website www.volvoxc.com, that this failure in the 50 to 60,000 mile range is apparently not uncommon in the 2001 models. I believe owners should have been advised of this potential problem earlier, or at least the general warranty extended for this particular part replacement. Accordingly, I feel we should be reimbursed for the entire amount of this repair, or \$532.73. I believe the unique nature of the throttle unit failure, and the significant cost of replacement, justifies the repair as warranty work.

I have owned Volvos for over 35 years; a total of eight, including a 122, two P1800s, a 145, three 240s, and now the V70XC. I'm a long time member of Volvo Club of America and formerly a member of VSA. My wife and I are strong advocates for Volvo and its standards for safety, quality and durability. We want to remain loyal Volvo owners, and hope this situation will be rectified to our satisfaction.

Thank you for your consideration.

Sincerely, 


Copy to:
Borton Volvo

Kjell Bergh's Borton Volvo

Dedicated to Excellence Since 1987

www.borton.com

5428 Lyndale Avenue South
Minneapolis, MN 55419

906 Hampshire Avenue
Golden Valley, MN 55426

Service Direct

1-800-648-3113

MAIN (612) 827-3666

CUSTOMER NO. 17147	DATE 08/10/04	SALES REP 301-25461
LABOR RATE	SALES TAX	SALES TAX
MINNEAPOLIS, MN	SALES TAX	SALES TAX
VEHICLE NO. 1-380911	REG NO.	PRODUCT OR DATA
COMMENTS		

LABOR & PARTS

JOB # 1 1940ZZ ENGINE LIGHT UNITS: TECH(S): 4907
 CUSTOMER STATES: CHECK ENGINE LIGHT ON, PERFORMANCE
 REDUCED MESSAGE AND SERVICE URGENT MESSAGE, IDLE
 ERRATIC, EST.
 CODE 9040 AND 91A7 THROTTLE UNIT INTERNAL FAULT
 REPLACED THROTTLE UNIT AND DOWNLOADED SOFTWARE
 (CUSTOMER PAYS WARRANTY PRICE ON PARTS + TX, GOODWILL, ONE
 TIME ONLY PER VOLVO)
 (NT: 360020.1)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8644347-0	THROTTLE BODY	471.06	471.06
JOB # 1	1	9494714-0	ETN RELIAD	25.00	25.00
JOB # 1	1	8636753-9	GASKET	1.81	1.81
JOB # 1 TOTAL PARTS					497.87
JOB # 1 TOTAL LABOR & PARTS					497.87

DEALER CODE 8108/8108

Any warranties on the products sold hereby are those made by the manufacturer. Borton Volvo, Inc. hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for the particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$550.00 (+TAX)

COMMENTS
 WAITER

TOTALS

VOLVO PARTS & ACCESSORIES ARE WARRANTED 1-YR (UNLIMITED MI.)
 SERVICE DROP OFF OPEN 24HRS-365 DAYS PER YEAR.
 PARTS DEPARTMENT HOURS: M-F 7.30 AM - 5.30 PM

TOTAL LABOR....	0.00
TOTAL PARTS....	497.87
TOTAL SUBLET....	0.00
TOTAL B.D.S....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	34.26
TOTAL INVOICE \$	632.73

PAYMENT METHOD

INTERNAL CHARGE	CHECK #	
CASH	MASTERCARD	
VISA	DINERS CLUB	
DISCOVER	CC#	
AMERICAN EX		

Did the Service Advisor call you and explain all the work and associated charges? YES NO
 << Thank you for choosing Kjell Bergh's BORTON VOLVO. >>

CUSTOMER SIGNATURE



IMPORTANT

PLEASE PRINT NAME AND ADDRESS OF THE PERSON TO WHOM THIS INVOICE IS TO BE SENT. IF YOU ARE THE PERSON TO WHOM THIS INVOICE IS TO BE SENT, PLEASE PRINT YOUR NAME AND ADDRESS.

NAME _____
 ADDRESS _____
 CITY _____ STATE _____ ZIP _____

WE THANK YOU FOR YOUR BUSINESS

Copyright © 2004 Borton Volvo, Inc. All rights reserved. BORTON VOLVO

Handwritten notes on lined paper, possibly a page from a notebook. The text is mirrored across the center fold, suggesting bleed-through from the reverse side. The handwriting is cursive and somewhat obscured by a vertical shadow or crease down the middle. The text is mostly illegible due to the high contrast and noise of the scan, but some words like "Thank you" and "butterfly" are faintly visible.



SUBARU

RECEIVED

AUG 30 2004

VOLVO

SUBARU

CUSTOMER CARE

5920 MARKET STREET • WILMINGTON, NC 28405 • (910) 392-4888 • (800) 424-9434

CUSTOMER NO. 15819	NAME JIMMY LATHAM	AGE 169	TAG NO. 561	REGISTRATION DATE 07/02/04	REGISTRATION NO. VOCS101889
ADDRESS WILMINGTON, DE	PHONE	EMAIL	SALES PRICE \$2,549	SALES TAX	REGISTRATION
			MODEL 01/VOLVO/V70/S DOOR WAGON	DELIVERY DATE	DELIVERY MILE
			VIN YV1B58D011	DELIVERY LOCATION	RESERVED MILE
			YEAR	DATE 07/01/04	
					NO: 52551

JOB# 1 CHARGES

LABOR

J# 1 10V0Z * DRIVEABILITY HOURS: 2.80 TECH(S):2222 224.00

REDUCED PERFORMANCE MESSAGE HAS BEEN POPPING ON. ENGINE SERVICE MESSAGE HAS BEEN COMING ON. CUST. STATES THE GAS CAP WAS TIGHTENED AND LIGHT WENT AWAY. CAR HAS BEEN SURGING AND STALLING AS THEY DRIVE. ADVISE. TECH NOTED THE CAR HAD CODES FOR A FAULT IN THE THROTTLE UNIT. IT HAS INTERNAL ELECTRICAL FAILURE. TECH REMOVED AND REPLACED THE THROTTLE UNIT AND PERFORMED NEEDED DOWNLOADS TO ADAPT THE UNIT.

\$ 896.12 TOTAL

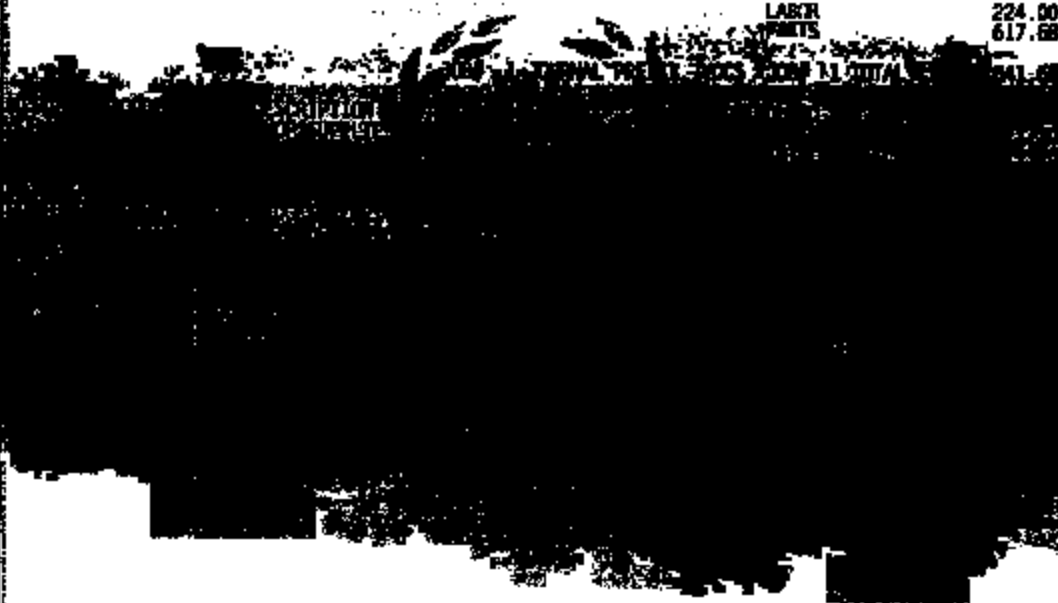
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	8644347-0	THROTTLE BODY	579.17		579.17
	1	8636753-9	GASKET	3.10		3.10
	1	9494714-0	ETH RELOAD	33.00		33.00
	1	30637865-4	SEALING RING	2.41		2.41
				TOTAL - PARTS		

JOB# 1 TOTALS

LABOR 224.00

PARTS 617.68

TOTAL 841.68



TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

... (small, illegible text) ...

VOLVO

for life

43.24 tax (On 2nd page not paid)

Thank You

896.12 total

PARKWAY

VOLVO SUBARU

www.parkwayvolvosubaru.com

10/10/04

ADVISED BY LISA M HARTZEL	1210	PLANT NO. 6361	ORDER DATE 07/06/04	WORKER NO. VOC8482595
LABOR RATE		SALES NO. 53174	CO. OR NAUTIC BLUE	STOCK NO.
VEHICLE MAKE / MODEL 01/06LVB/V70/WAGON		DELIVERY DATE 07/29/00	DELIVERY MILE 00055	PRODUCTION DATE
VEHICLE NO. YU18W58B011		SALES OFFICER NO. UPP	DATE NOTED 07/06/04	MECHAN CODE PO1 53174
COUNTRY		ZONE NO.		

LABOR & PARTS
JM 1 47VOZEX PRIOR TO EXTERIOR REPAIRS...
 CUSTOMER STATES TO REPLACE...
 ON BOTH SIDES 8 1/2" x 2 1/4"

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	3992660-9	TRIM MOLD	
JOB # 1	1	3992674-5	TRIM MOLD	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

WARRANTY
WARRANTY
0.00

JM 2 77VOZEECDIAG ELECTRICAL DIAGNOSIS HOURS: TECH(S) W000
 CUSTOMER STATES THE VEHICLE WAS OVER HEATING AND
 WOULD HAVE TO STOP AND COOL DOWN/ CUSTOMER HAD
 TO ADD ABOUT A QUART OF ANTIFREEZE
 CHECKED FOR VEHICLE OVER HEATING
 FOUND COOLING FAN NOT WORKING
 REPLACED COOLING FAN AND RECHECKED OK

89.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	30236445-6	ELECTRICAL	304.53
JOB # 2 TOTAL PARTS				304.53
JOB # 2 TOTAL LABOR & PARTS				393.53

304.53
304.53
393.53

TOTALS				TOTAL LABOR	89.00
*****				TOTAL PARTS	304.53
SERVICE HOURS 7AM - 6PM MON - FRI				TOTAL SUBLET	0.00
* Saturday Service *BMW & Honda Every Sat 9am - 1pm *				TOTAL G.O.C.	0.00
* Pontiac & GMC Truck 2nd & last Saturday of mth 8-1 *				TOTAL MISC CHG.	0.00
* If you are not completely satisfied with your *				TOTAL MISC DISC	0.00
* service visit please contact us @ (302) 658-7245 *				TOTAL TAX	0.00
* Thank You for allowing us to serve you Drive Safely *					
***** Payment Method *****					
* [] Cash [] Credit Card [] M.C. [] Visa [] Amer *					
* [] Check [] Other Pay Method ***** *					
* Labor Rates Based on Flat Rate Book Ties *					
* [] Customer Requests Used Parts *					
* [] Customer Does Not Request Old Parts *					

UNION PARK WILMINGTON, DE 19800

CUST SIGNATURE

WILM, DE	44073	TRAFFIC BLUE	STOCK NO
	01700LV070/WAGON	07/29/00	DELIVERY DATE 00055
	VITEH380011	UPP	PRODUCTION DATE
		12/18/03	DATE MONTO
			DEALER CODE 44073

JOB # 1 PARTS LATCHES LATCHES INOP/BIND HOURS: TECH(S):1000 0.00
 CUSTOMER STATES THE TRUNK LOCK IS STICKING
 LUBRICATED HATCH LATCH TO CORRECT CONCERN, TESTED SEVEPAL
 TIMES AND IS WORKING PROPERLY

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

JOB # 2 78V0ZZLEAK LEAK/SQUEAK/RATTLE HOURS: 0.50 TECH(S):1000 WARRANTY
 CUSTOMER STATES THERE IS OIL LEAKING FROM THE VEHICLE
 CHECKED AND VERIFIED CONCERN, FOUND POWER STEERING
 FLUID LOW AND LEAKING AT THE ROSE
 RETORQUED CLAMP AND PRESBURE TEST POWER STEERING SYSTEM
 64539-07.5

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

JOB # 3 75V0ZINTERIOR INTERIOR TRIM HOURS: TECH(S):1000 0.00
 CUSTOMER STATES THE REAR PASSENGER SEAT BELT WILL NOT
 RELEASE
 FOUND RIGHT REAR SEAT BELT TWISTED. REPAIRED SEAT BELT
 AND RECHECKED OK

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

JOB # 4 82V0ZACCESSORIE ACCESSORIE HOURS: 0.10 TECH(S):1000 WARRANTY
 CUSTOMER STATES THERE IS A CUP HOLDER HERE TO INSTALL
 CUP HOLDER WILL NOT RETRACT PROPERLY
 INSTALLED NEW CUP HOLDER
 89012-2.71

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	30664894-5	30664894- CUP HOLDE	JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS
 SHUTTLE TO FAIRFAX

CONFIRMED	(42)YJ7	NRWILL BLLE
01/VOLVO/V70/WAGON	DELIVERY DATE	07/29/00
701245800	DELIVERY MILE	00055
TYPE	PRODUCTION DATE	UPP
COMMENTS	DATE NOTIFIED	01/09/04
	DEALER CODE	NO1 45939

LABOR & PARTS		TECH(S):V000		123.55
JN 1 01V0Z99F	PACKAGE "B" SERVICE HOURS:	PERFORM 45,000 MILE MAINTENANCE SERVICE	26199.95	
		PERFORMED PACKAGE "B" MAINTENANCE SERVICE - CHANGED OIL AND FILTER, CHECKED AND CORRECTED COOLANT LEVEL, RESET SERVICE REMINDER INDICATOR, TOPPED WASHING SOLVENT, CHECKED POWER STEERING FLUID AND ADJUSTED AS NEEDED, CHECKED AND ADJUSTED BRAKE FLUID LEVEL, INSPECTED BRAKE PADS FOR WEAR, CHECKED TIRE PRESSURE, WEAR AND CONDITION, ROTATED TIRES, PERFORMED MULTIPLE POINT INSPECTION, CLEANED AND LUBRICATED POWER ANTENNA AS APPLICABLE, CHECKED AND CHARGED BATTERY AS NEEDED, INSPECTED REAR/FRONT (AND VEHICLES), INSPECT EXTERIOR LIGHTING, CHECK AND ADJUSTED PARKING BRAKE, REPLACED CABIN AIR FILTER, TORQUE FRONT/REAR SUSPENSION BUSHETS, CLEARED DIAGNOSTIC TROUBLE CODES		
		THANK YOU FOR SERVING US. PLEASE CALL US AT 800-4-A-CAR-RENTAL		
		UNION PARK		
		WILMINGTON, DE		
		1189943-2	10.70	
		9204226-7	1.56	
		10430	4.70	
		30649037-6	28.24	
		8624235-1	1.40	
		30649037- CHECK VAL	7.35	
		WASHER NOZZLE	14.05	
		JOB # 1 TOTAL PARTS		76.40
		JOB # 1 TOTAL LABOR & PARTS		199.95

JN 2 12V0Z8TE	STEERING DIAGNOSIS HOURS:	0.60	TECH(S):V000	WARRANTY
	CUSTOMER STATES THERE IS STILL A FLUID LEAK - JUST HAD POWER STEERING REPAIRED.			
	REPLACED TURBO CHARGER RETURN LINE SEALS			
	25537-2/.4			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	30637866-2	30637866- SEALING R	
JOB # 2	1	3514546-5	GASKET	
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

JN 3 10V0ZZL	LATCHES INOP/BIND HOURS:	0.40	TECH(S):V000	WARRANTY
	CUSTOMER STATES THE REAR HATCH IS STICKING STILL - HAD LUBRICATED ON LAST VISIT.			
	REPLACED REAR HATCH LATCH LOCK ASSEMBLY - REPAIRED LOCK ROD			
	83434-2/.4			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	8643067-5	LOCK	
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

JN 4 01V0ZZA	ALIGN 4 HOURS:		TECH(S):V000	0.00
	CUSTOMER STATES THE VEHICLE IS DRIFTING TO THE RIGHT.			
	ROADTESTED VEHICLE - ALIGNMENT FEELS FINE AT THIS TIME			
	VEHICLE FOLLOWS ROAD CROWN - ALIGNMENT NOT NEEDED AT THIS TIME			

Original Estimate (Parts & Labor)	Authorized Additional Repairs	Additional Repairs (incl. tax)	Lube, Oil & Filter
\$	\$		
			Other
			SUB-TOTAL
			Tax

I hereby authorize the repair work hereunder not only to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any claims caused by unavailability of parts or damage to parts originating by the supplier or transporter. I hereby grant you and/or your employees permission to repair the vehicle herein described on roads, highways or elsewhere for the purpose of having easier repairs. An express warranty is hereby acknowledged on items which require the repair of parts.

YEAR/MAKE/MODEL	01/VOLVO/V70/WAGON
VIN	YV1SN58D01
DATE	06/22/04

WILM, DE

LABOR & PARTS
JOB # 1 01V0Z29A

PACKAGE "A" SERVICE HOURS: TECH(S):V000
 PERFORM 52,500 MILE MAINTENANCE SERVICE - \$159.95
 IF VEHICLE USED FOR TOWING, TRANSMISSION SERVICE ADDITIONAL.
 PERFORMED PACKAGE "A" MAINTENANCE SERVICE - CHANGED OIL AND
 FILTER; CHECKED AND CORRECTED COOLANT LEVEL; CLEARED SERVICE
 REMINDER INDICATOR; TIPPED OFF WASHER SOLVENT; CHECKED AND
 ADJUSTED BRAKE FLUID; ROTATED TIRES AND CHECKED FOR WEAR;
 PERFORMED MULTIPLE POINT INSPECTION; CLEARED DIAGNOSTIC
 TROUBLE CODES

152.84

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKINSERT	EXPRESS INSERT SERV	4.22	4.22
JOB # 1	1	977751-7	GASKET	1.62	1.62
JOB # 1	1	1275910-0	METER INSERT	11.03	11.03
JOB # 1	1	10W30	OIL QUART	1.40	9.80
JOB # 1	1	1189943-2	W/ SOLVENT	4.94	4.84
JOB # 1 TOTAL PARTS					27.29
JOB # 1 TOTAL LABOR & PARTS					159.95

JOB # 2 *7V0ZLE21021 ELECTRONIC SPEED/...
 ... ON THE FRONT

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	965828-4	DIRECTION INDIC	45.91	45.91
JOB # 2	1	965828-7	BULB	3.61	3.61
JOB # 2 TOTAL PARTS					49.52
JOB # 2 TOTAL LABOR & PARTS					49.52

JOB # 3 47V0ZLXTERIOR EXTERIOR REPAIRS HOURS: TECH(S):V000
 CUSTOMER STATES THAT THE DRIP HOLDINGS ARE DISCOLORING -
 PLEASE ORDER REPLACEMENT PARTS IF NOT IN STOCK.
 ORDERED NEW DRIP RAIL HOLDINGS - APPOINTMENT SET FOR
 07-12-04 TO HAVE HOLDINGS INSTALLED

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	0	39992660-9	39992660- TRIM MOLD	186.81	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 3	0	39992676-8	39992676- TRIM MOLD	186.81	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 3 TOTAL PARTS					0.00

JOB # 4 78V0ZZLEAK2 LEAK/SQUEAK/RATTLE HOURS: TECH(S):V000
 CUSTOMER STATES THAT THERE IS A RATTLE NOISE COMING FROM THE
 REAR. ANY SPEEDS OVER 50MPH.
 VERIFIED CONCERN COMING FROM THE VEHICLE INSPECTED DURING
 ROADTEST AND FOUND NOISE COMING FROM THE JACK ASSEMBLY.
 TIGHTENED JACK ASSEMBLY AND ALL TOOLS AND THEN RE-ROADTEST
 NOISE IS GONE.

0.00

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

RECEIVED

AUG 23 2004

CUSTOMER CARE

[REDACTED]
Salisbury, MA [REDACTED]

August 12, 2004

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

Dear Sir or Madam,

I am writing to the Volvo Customer Care department in regard to my 2000 Volvo V70 XC and its factory warranty

Last fall, immediately following a scheduled maintenance visit to our local Volvo dealer, the car developed a problem where the engine would turn on, but immediately stall out. At times it would take a few tries to get the car to stay running, and at other times we would have to leave it for some time until it would start. As can be noted on our service records, we brought it back to Jaffarian Volvo, but they were unable to diagnose or fix the problem. They performed a couple of software upgrades, but that did not help. Eventually as the fall progressed the problem diminished and eventually went away in the winter. In July of this year, we brought the car in for another scheduled maintenance just before going on vacation. Two days after the service, on the way to vacation, the car developed the exact same problem - stalling out immediately after starting. Upon our return from vacation, the car would not start for a few days at all. We eventually got it started and were able to get it over to Jaffarian to be checked out. This time, they were able to determine causes of the problem... for a total repair of \$487.88.

It does seem to be a strange coincidence that the problem has occurred twice now, both times immediately following the scheduled service. I would also contest that since the problem started in the fall of last year, but the service technicians were unable to diagnose it at that point, that these repairs should be covered by the original factory warranty, which was still in effect at that point. I have enclosed copies of the service record from last November, as well as our recent service record and ask that you look into this problem and please consider reimbursing us for these repairs under our original factory warranty.

Thank you very much for your consideration.

Sincerely,

[REDACTED]
[REDACTED] (home)

[REDACTED] (email)



SALES • SERVICE • LEASING
 800 RIVER STREET
 HAVERHILL, MA 01830-3208
 (978) 372-8661
 www.jaffarian.com
 SERVICE DIRECT LINES
 1-800-362-6662 1-978-372-8582

VOLVO TOYOTA

CUSTOMER NO. 46333	NAME JOAQUIN LUCIANO JR	AGE 83	DATE 11/22/03	VEHICLE NO. VOCS192084
ADDRESS SALISBURY, MA	PHONE 80.00	LEASE 38,987	COLOR GREY/	STOCK NO.
	YEAR MAKE MODEL 00/VOLVO/V70 SERIES/WAGON		DATE OF SALE 04/26/00	TELEPHONE MILE
	VEHICLE ID NO. YV1L256D1Y2		SALES REP. 3677	FIN. INCU. ON GAP
	FIN. NO.		DATE 11/12/03	
	LABOR			NO: 18487

WARRANTY
 CUSTOMER STATES THE VEHICLE STALLS OUT AFTER IT STARTS
 COULD NOT DUPLICATE CONDITION AT THIS TIME
 PERFORMED TWO SOFTWARE UPDATES ECU ETCN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	30877005:8	30877005 UPGRADE ECU		
JOB # 1	1	30677007:4	30677007 UPGRADE ECU		
JOB # 1 TOTAL PARTS					0.00
TOTAL LABOR & PARTS					0.00

PLEASE REMEMBER THAT YOUR FEEDBACK IS VERY IMPORTANT TO US. PLEASE CALL FROM VOLVO... IT IS A PERSONAL MATTER TO ME AS YOUR SERVICE ADVISOR.
 THIS SURVEY IS A DIRECT REFLECTION ON MY PERFORMANCE AS YOUR SERVICE ADVISOR AND MY FUTURE TRAINING.
 A "10" AND "YES" ARE THE ONLY PASSING SCORES.
 PLEASE IF FOR ANY REASON YOU DO NOT FEEL THAT I PERFORMED IN A MANNER THAT DESERVES A "10" PLEASE CALL ME. THANK YOU

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

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00

CONVERTER
 MOTTING

Copyright © 1998 The Edmunds and Associates, Inc. All rights reserved. 03/00/00000000



JAFFARIAN

SALES • SERVICE • LEASING
600 RIVER STREET
HAVERHILL, MA 01832-8206
(978) 872-8881
www.jaffarian.com
SERVICE DIRECT LINES
1-800-353-8882 1-878-872-8882

VOLVO TOYOTA

CUSTOMER NO 46333	NAME JOAQUIN LUCIANO JR	AGE 83	DATE 11/12/03	INVOICE NO VCS192064
ADDRESS SALISBURY, MA	PHONE 80-00	MSRP 38,987	COLOR GREY	SALES NO
	MODEL 00/VOLVO/V70 SERIES/WAGON		DATE 04/26/00	CUSTOMER SIGNATURE
	VIN VY1LZ5601Y		SALES TAX NO 1677	SALES TAX NO
			DATE 11/12/03	
	AGREEMENTS	COMMENTS		NO: 38987

TOTALS:

 THANK YOU FOR VISITING JAFFARIAN VOLVO TOYOTA SERVICE
 WE STRIVE FOR EXCELLENCE AND COMPLETE SATISFACTION
 VOLVO PHONE SERVICE'S RECIPE: A "10" ON THE JAFFARIAN
 PLEASE CALL US IF FOR ANY REASON YOU DO NOT FEEL THAT
 WE SCORED A "10"
 THANK YOU FOR YOUR BUSINESS THROUGH THE PAST YEAR
 WE LOOK FORWARD TO SERVING YOU THROUGH THE NEXT YEAR
 ESPECIALLY IN OUR NEW STATE OF THE ART FACILITY
 JAFFARIAN VOLVO TOYOTA

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.C.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC OYR.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICES.....	0.00

CUSTOMER SIGNATURE

.....

CUSTOMER COPY

August 17, 2004

RECEIVED
AUG 24 2004
CUSTOMER CARE

Volvo Action Service
P.O. Box 26113
Greensboro, NC 27402-6113

To Whom It May Concern:

I am writing in regards to a 1999 Volvo S80 vehicle I own Vin #YV1TS97DJK1 [REDACTED] I have owned this car two years and it has been nothing but trouble, it's been one repair after another. One of Volvo's own Service Managers (here in Utah) has told me that this auto is a "LEMON!" Believe me this auto is a lemon. I can't believe a car that is supposed to be so well built is such a piece of crap. Then there's the price of these cars, they're expensive, way overpriced for the quality. Here are some of the items I've had replaced in just the last year:

11/20/03 - Car needed a new steering switch module \$516.16

3/10/04 - Car had strut mounts replaced, sway bar links replaced and the torque arm bushing replaced. This was all completed at Ken Garff Volvo for approx. \$1700. They have record on their computer (I lost mine) and for some reason won't send me duplicate.

7/22/04 - Car needed an Oxygen Sensor and Throttle Body \$1504.40

8/4/04 - Mass Air Flow Sensor was replaced \$351.12

8/12/04 - New fuel pump \$259.67

With all the recent repairs in just the last 30 days the "CHECK ENGINE" light is still on, who knows if it will ever go off! Along with the above mentioned repairs I have had all the scheduled maintenance completed and new front brakes added.

Since Volvo "Is for Life" why don't you refund the cost of all these body parts to me so I have cash to get the "check engine" light turned off, this would be appreciated.

[REDACTED]

Salt Lake City, Utah

[REDACTED]

Invoice No.
131119006

Page 1

Order Date 11/18/03 03:19 p
Paid: 11/24/03 06:20 pm

5851 South State Street
Murray, UT 84107
Phone: (801) 743-0558 FAX: 743-2813

VISIT OUR WEB SITE AT ALEXSAUTOHAUS.COM

Fenn, Marianne
1291 Morning Sun Dr.

Murray UT 84123
Hm: 801-238-8963
Wk: 801-396-8707 1085_

99 Volvo S80
46475 MI
Lic: [REDACTED] Cyl 2.9 Eng
Vin: YV1T397DXX [REDACTED]
Equipment:
Profile:

Quotes
1 11/20/03 04:34pm 900.00
Marianne by phone 801-698-8707

Job01 Diagnose Electrical Problem

Labor: \$179.65

Needs a new steering switch module.

Job Subtotal: \$179.65

Job02 Install Steering Switch Module

Labor: \$93.42

8182779	Module	1.0 @	102.96 =	.02.99	102.99
					Job Subtotal: \$196.41

Job03 Program Module

Labor: \$0.00

137423	Download	1.0 @	99.96 =	99.96	99.96
					Job Subtotal: \$99.96

Any expenses on the professional fee are those made by manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and other conditions and warranties by other parties to ensure the fit, any liability in connection with the sale of said product; therefore, with respect to the vehicle, the manufacturer and "As Is" and the dealer risk as to quality and performance of the product is with the proper dealer representative, and if the product proves defective after purchase, the proper dealer representative, and the dealer, shall remain the entire cost of all necessary servicing or repair.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for the purpose of my use. In addition, or damage to vehicle or completion of work.

No express or implied warranty is made by the dealer in connection with the amount of repairs shown. It is understood that you will not be held responsible for any damage to the vehicle in excess of the amount of your contract. A storage fee of \$20 a day will apply beginning the business day after completion of work.

A finance charge of 1.5% will be added monthly to all unpaid accounts after 30 days. I assume full responsibility for payment of any amount due. In the event I fail to pay any amount due, I agree to pay all costs or agency fees, reasonable attorney fees, and court costs that may arise or accrue from enforcing my agreement to pay whatever amount, including collection costs, without suit or recourse or after judgment.

Payments to Alex's Autohaus, Inc.
Status: Paid Work Order

Payments: \$516.16
1 11/24/03 516.16 Visa

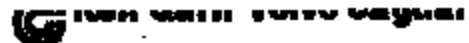
Cost Summary

Labor	273.07
Parts	202.94
MiscShopSupplie	8.19
Tax	31.96
Total	\$516.16
Payments	516.16
Bal Due	0.00

Thank you for choosing Alex's Autohaus, Inc.

856788

145319



VOLVO



INVOICE

531 S. STATE STREET
P.O. BOX 4110
SALT LAKE CITY, UTAH 84110-4110
(801) 267-3830

PAGE 1

SERVICE ADVISOR: 543 ROBERT HOLMES

SLC, UT
HOME: [REDACTED]

BUS: [REDACTED]

DATE	TIME	MARK, MODEL	VIN	PLATE	MANAGE 'N E.T.I.	TRD
05APR1999	13:48	VOLVO VOLVO 680	XVLT897000	FLAT	CASH	04AUG2004
		OPTIONS: STE.V9067				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
400							
SURGES (AFTERMARKET SHOP REPLACED THROTTLE BODY AND WE							
400 TEST/INSPECT AND REPLACE MASS AIR FLOW SENSOR							
1 8670263 6 MASS AIR FLOW							
					225.16	225.16	225.16

55798 CONTAINED APT CODE TO PROTECT FROM THEFT. CAR WILL NOT START. CAR TO STALL, PULLED CODES, ECM 4439, 4309, 261A, 271A. CHECKED MAP RAD. POSSIBLE MAP CAN STALL CAR. REPLACED MAP.

400 SE LINE A							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

55798 RELATED TO LINE A

YOUR SATISFACTION IS IMPORTANT TO US !!
IF YOUR SERVICE WAS NOT EXCELLENT WE WANT TO
KNOW PLEASE CALL PD PASQUALE AT 267-1511 OR
E-MAIL AT edpasquale@slc.com

DISCLAIMER OF WARRANTIES

The only warranties applying to any highlighted part or parts are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither dealer nor authorized body shop shall be liable in connection with the sale of any part or part and/or service. Dealer shall not be entitled to recover from the selling dealer any consequential damages, damage to property, charges for loss of use, loss of time, loss of profit, or income, or any incidental damages.

TERMS: A SERVICE CHARGE OF 1% PER MONTH WHICH IS 1% PER ANNUAL PERCENTAGE RATE WILL BE CHARGED ON ALL ACCOUNTS 30 DAYS PAST DUE. TITLE TO THE PROPERTY REMAINS UNCHANGED, AND ANY ADDITIONS OR SUBSTITUTIONS SHALL REMAIN IN THE SELLER'S NAME UNTIL PAID FULL AND THE PURCHASER AGREES TO PAY ALL EXPENSES, CHARGES AND COSTS INCLUDING A REASONABLE ATTORNEY'S FEE IN THE EVENT IT BECOMES NECESSARY FOR SELLER TO PLACE THIS ACCOUNT FOR COLLECTION.

LABOR AMOUNT	95.50
PARTS AMOUNT	225.16
SAS, OIL, FLUID	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.72
TOTAL CHARGES	329.38
LESS INSURANCE	0.00
SALES TAX	21.74
PLEASE PAY	

AUG 23 2004 :56AM VAS

Ken Garff Volvo Jaguar

856788

145511

INVOICE

VOLVO



831 S. STATE STREET
P.O. BOX 4110
SALT LAKE CITY, UTAH 84110-4110
(801) 287-8830

PAGE 1

SEC, DT
HOME:

BUS:

SERVICE ADVISOR: 543 ROBERT HILLMAN

INSTRUMENT	55	VOLVO V40	880	VY00970KT	56005/85007	03192
DATE						
08/23/2004		15:54	12AUG04		PLAT PD	12AUG1004
Options: STR:V9067						

LINE	DESCRIPTION	LIST	NET	TOTAL
100	TEST INSPECT AND REPLACE FUEL PUMP			
1	30636490 2 PUMP UNIT	314.20	314.20	314.20

2.5 BROUGHT BACK TO SHOP AND FOUND FUEL PRESSURE DUMPING ON FULL ACCEL.
REPLACE FUEL PUMP

NO CHARGE
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 96.50 108D004 08:38 SA: 543

SUPPLIES AND HAZARDOUS MATERIAL DISPOSAL FEE 9.65
YOUR SATISFACTION IS IMPORTANT TO US
IF YOUR SERVICE WAS NOT EXCELLENT WE WANT TO
E-MAIL AT edp@kengarff.com

DISCLAIMER OF WARRANTIES

The only warranties applying to any replacement part or parts are those which may be affixed by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any limited warranties of merchantability, fit, fitness for a particular purpose, and whether written or oral, which may otherwise be made by any other person in connection with the sale of any part or part and/or service. Buyer shall not be entitled to recover from the seller under any consequential damages, except to the extent of the purchase price of the part or parts, or any business contract.

TERMS: A SERVICE CHARGE OF 1.5% PER MONTH WHICH IS 18% PER ANNUM FINANCE CHARGE RATE WILL BE CHARGED ON ALL ACCOUNTS 30 DAYS PAST DUE. TITLE TO THE PROPERTY HEREIN DESCRIBED, AND ANY ACCESSORIES OR SUBSTITUTIONS, SHALL REMAIN IN THE SELLER'S NAME UNTIL PAID FULL AND THE PURCHASER AGREES TO PAY ALL EXPENSES, CHARGES AND COSTS INCLUDING A REASONABLE ATTORNEY'S FEE IN THE EVENT IT BECOMES NECESSARY FOR SELLER TO PLACE THIS ACCOUNT FOR COLLECTION.

DESCRIPTION	TOTAL
LABOR AMOUNT	241.25
PARTS AMOUNT	314.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.65
TOTAL CHARGES	565.10
LESS INSURANCE	321.66
SALES TAX	16.23
PLEASE PAY THIS AMOUNT	

Accepted Signature

RECEIVED

AUG 29 2004

CUSTOMER CARE

Jersey City, NJ

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

Re: Vehicle Identification YV1TS94D6Y

Dear Customer Representative:

I fell in love with the new design of the Volvo S80 and, of course, knowing that Volvo stands for safety and quality made the love affair even greater. So I saved and saved until I purchased my 2000 S80 with 21,000 miles in July, 2003.

My Volvo has been serviced right on schedule. I am now extremely distressed that at 42,439 miles that I had such an expensive major repair. My research tells me that it should not be necessary to replace a "Throttle Body" on a vehicle with such low mileage.

I would appreciate a resolution to my concern. I thank you in advance for your response.

Sincerely,

RECEIVED

SEP 7 2004

August 30, 2004

CUSTOMER CARE

To Whom It Make Concern:

On June of 2000, my wife and I decided to buy our first foreign car, a Volvo S80. The side impact air bags and side air curtain were large factors in this decision—i.e. we put car safety as a priority. Of some concern before buying was Volvo's reliability rating in many car magazine reports. However, our salesman, Kent Carpenter, assured us that Volvo was only having problems with marker lights and head light bulbs. We picked up our S80 and drove off to enjoy our new car.

The salesman was correct. We began experiencing repeated bulb failures. Since we live 30 miles west of Best Motors, this was a frequent nuisance, but not a deal breaker since we loved the S80.

At 24,012 miles, we experienced engine surging at idle/low speeds which required a software update.

At 31,067 miles the transmission shuttered. Test drives confirmed a shutter at the 2-3 shift pattern. We returned the car for a new solenoid.

At 39,391 miles the engine was surging with erratic RPM's at all speeds, therefore a trip to Best Motors for a soft-ware up date. At the same time the AM/station 1180 had so much static you had to turn the station off once you drove approximately 25 miles from Rochester where the station originated. Repair report: @ \$15.60—no abnormal reception noted. (This, despite the fact that our two other cars could travel approximately 100 miles from Rochester and still receive good reception.) Therefore we stopped listening to AM 1180 in the Volvo.

At 41,576 miles the engine started surging again—airflow meter reading out of bounds—software update. Radio still did not work, but we did not mention it to Volvo Service as the last time we paid \$15.60 and were told the radio was fine.

Now at 61,942 miles the engine surged so dramatically that it knocked out the cruise control—the fix - \$878.43 for a new throttle body electronic control.

When checking in at the Service desk, my wife mentioned that the radio was still not working for AM stations. Evidently the expensive repair bill initiated a check into the radio problem and the repair report stated that "swapped in amplifier and tem (sic)

RECEIVED

SEP 13 2004

CUSTOMER CARE

September 4, 2004

[REDACTED]
Houston, Texas [REDACTED]

**Volvo Cars of North America, LLC
Seven Volvo Drive
Rockleigh, New Jersey 07647**

Dear Customer Service Representative,

I am requesting some reimbursement for the \$889.57 cost of a new electronic throttle module by my Volvo dealer on 8/31/04. The invoice is attached. Although my Volvo is slightly out of warranty on mileage and age (70,075 miles and 4 and one half years old) I purchased a Volvo due to its reputation for safety and reliability. I also plan to purchase Volvos in the future since I have been very satisfied with this car up to now.

I do not feel that a car which is 20,000 miles and a half year out of warranty should void the spirit of the 4 year/50000 miles warranty especially on a luxury car.

Thank You,

[REDACTED]

RECEIVED

SEP 13 2004

CUSTOMER CARE

September 4, 2004

Houston, Texas

**Volvo Cars of North America, LLC
Seven Volvo Drive
Rockleigh, New Jersey 07647**

Dear Customer Service Representative,

I am requesting some reimbursement for the \$889.57 cost of a new electronic throttle module by my Volvo dealer on 8/31/04. The invoice is attached. Although my Volvo is slightly out of warranty on mileage and age (70,075 miles and 4 and one half years old) I purchased a Volvo due to its reputation for safety and reliability. I also plan to purchase Volvos in the future since I have been very satisfied with this car up to now.

I do not feel that a car which is 20,000 miles and a half year out of warranty should void the spirit of the 4 year/50000 miles warranty especially on a luxury car.

Thank You,

[Redacted]
Overland Park, KS
[Redacted] (day)

RECEIVED
SEP 14 2004
CUSTOMER CARE

September 10, 2004

Volvo Cars of North America, LLC
Attn: Volvo Customer Car Center
7 Volvo Drive
Rockdale, NJ 07847

Dear Sir or Madam:

I purchased my second Volvo in March 2004, putting trust into Volvo's reputation for safety and reliability. Not only was this trust in Volvo completely misplaced, but also Volvo's standing behind its product is disappointing to say the least. My 2000 C-70 with 43,000 miles went off warranty on July 17th and within a month it was diagnosed with three equipment malfunctions at a combined cost of \$1,823 to fix.

The first malfunction actually occurred before the warranty expired, but I mistakenly took the car to the dealer (Superior Volvo in Kansas City) 10 days after the warranty expired, as I thought the warranty lasted until August. The motor for the headlight wiper cost \$405 to fix. When I got home from the dealer, the driver's door would not open from the inside. Obviously, this is a frustrating problem to have. Since I thought it was odd the door broke seemingly while at the dealer, they did look at the problem at no cost. The part broke due to wear and tear (again disappointed with Volvo) and not from something the dealer did. Fair enough, but I was told it would be \$289 to fix.

A few DAYS later the ETS warning light came on while driving to work. I called Volvo customer service to find out to what extent the company would stand behind its product. Again, I was disappointed to find out the company would not care how its products performed after 4 yrs or 50,000 miles or how it may impact its customers. As you are aware, I was told Volvo would not stand behind its product, but maybe the dealer would do something. The dealer did offer to diagnose it at no charge and reduced the cost of the parts by \$25. This still leaves me with yet another bill for a relatively new car of \$1,129.

I am 31 and haven't even reached your targeted demographic. The treatment by Volvo and the quality of its product does not bode well for my future as a Volvo customer or my reference for the company. I understand "things happen", but it is how such instances are handled by which a company is judged. Spending \$1,823 on three separate repairs within a month of Volvo turning its back on its product and customer is simply not acceptable. Additionally, the dealer continuing to make an excellent profit margin (\$95/hr plus mark-up on parts) on its services does not seem right when such events occur.

I draw this situation to your attention so you may review your firm's reaction and commitment (or lack thereof). Additionally, I am sending it to Volvo North America and the dealer as I believe neither organization acted in good faith toward a customer and don't want each organization to simply blame the other. If you (or combined) would like to offer a way to improve this customer's outlook toward your product and customer service and my financial outlays, I would be open. My daytime phone number is [Redacted] and VIN # is YV1NC56D0Y. [Redacted]

Sincerely,
[Redacted Signature]

CC: Barry Erickson, General Manager Superior Volvo in Kansas City

[REDACTED]
Myrtle Beach, SC [REDACTED]

Customer Service Department
Volvo Cars of North America, Inc.
Post Office Box 914
Rockleigh, New Jersey 07767-0914

RECEIVED

SEP 21 2004

CUSTOMER CARE

Gentlemen:

May I, as the owner of a 2001 S80 Volvo (31,000 miles), bring to your attention the car's recent unsatisfactory performance because of faulty parts—axel, throttle, and fuel pump--now replaced as described in the enclosed invoices from Beach Volvo Service. In addition to the danger represented by the broken axel and the inconvenience of being stranded because of a faulty throttle and subsequently a failed fuel pump, I was obliged to assume the cost of towing to Beach Volvo. (The tow truck driver, assigned by Volvo Road Assistance, after having been asked to wait five minutes for me to arrive, left before I arrived. These major difficulties have occurred during the past two months. Other less major ones have occurred as well.

While I have owned nearly all General Motors cars over the past half century, I have experienced no major difficulties with any of them. Obviously, *I now own a Volvo that does not meet Volvo's traditional, well-known high standards of performance and reputation for excellence. I look forward to hearing from you.*

Sincerely,

[REDACTED]



BEACH

Hwy. 17 Bypass P.O. Box 3809
 MYRTLE BEACH, S.C. 29576
 Telephone (843) 626-3888 (800) 948-01
 E-MAIL: beachford@sc.ford.com
 FORD WEBSITE: www.beachfordinc.co
 LINCOLN WEBSITE: www.beachlincoln.com
 VOLVO WEBSITE: www.beachvolvo.co



VOLVO

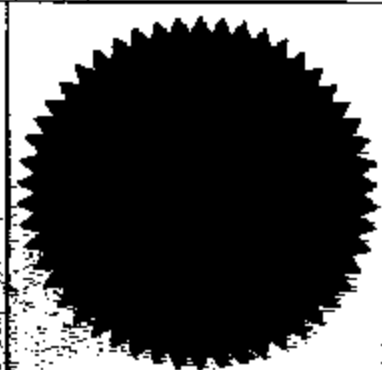
CUSTOMER # 63901	ADDRESS LARRY BOLLEA 6885 LICENSE NO 77-0 YEAR MAKE MODEL 2001 VOLVO V40 2.0L 4-DR SEDAN 1.8L 2.0L X1	PHONE DATE 8222804 02/28/01 COLOR WHITE REG. STATE SC BILLING CODE AD280 P.O. BOX 0222804	VIN YV4B2200228012801
MYRTLE BEACH, SC	COMMENTS # 2151567	MO-31212	MO-31212

LABOR & PARTS # 172003

ENG CONTROL TECH(S): 77642 WARRANTY

63901-043077/01/01/01/01/01
 CUSTOMER STATES VEHICLE WILL NOT CRANK
 VERIFIED PROBLEM NO FUEL PRESSURE, REPLACED FUEL PUMP
 TEST DROVE O.K.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
30-1	1	3038000-2 9442900-7	FUEL PUMP (AMP UNIT) O-RING		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00



TOTAL LABOR	\$ 0.00
TOTAL PARTS	\$ 0.00
TOTAL SALES TAX	\$ 0.00
TOTAL DISCOUNT	\$ 0.00
TOTAL TAX	\$ 0.00
TOTAL DISCOUNT	\$ 0.00
TOTAL TOTAL	\$ 0.00

WARRANTY DECISION:
 This repair order is for the replacement of the fuel pump on the engine. The vehicle was driven to the shop and the fuel pump was replaced. The vehicle was test driven and the problem was resolved. The vehicle is being returned to the customer in good condition. The customer is responsible for the cost of the repair.

THE REMOVED VEHICLE WILL BE HELD ONLY DURING REGULAR BUSINESS HOURS AND THEREAFTER. ALL UNRECORDED QUANTITIES PERSON AUTHORIZING REPAIRS:

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

SHOP MATERIALS
 2% of a maximum of \$6.00
 This figure incorporates supplies used in servicing your vehicle which includes oil, grease, antifreeze, shop towels, etc. A full list of these supplies is available for your inspection at the shop's desk.

HAZARDOUS WASTE CHARGE
 \$1.00
 This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle. A full list of these supplies is available for your inspection at the shop's desk.



BEACH

Hwy. 17 By-Pass P.O. Box 1901
 MYRTLE BEACH, S.C. 78
 Telephone (843) 626-3688 (8
 M.

FORD WEBSITE: www.ford.com
 LINC-MERC WEBSITE: www.lincolnmotorcars.com
 VOLVO WEBSITE: www.volvocars.com



Motorcraft
 FAST LUBE

VOLVO

53001

LARRY GILLESPIE 8888 54

0702014 100P2011

77.00 131070

WARRANTY

011001 MYRTLE BEACH 29A SR SERIAN

0223001 85

VOLV994HX11

45788

MYRTLE BEACH, SC 2

0612904 100-31084

BE 216188Z

LABOR & PARTS

ENG CONTROLS
 66665-8434070510075002
 CUSTOMER STATES VEHICLE
 VOLS TEST FOUND THRO
 REPLACED THROTTLE BODY

ECHO(S): 76085

WARRANTY

RUNS ROUGH CUTS OFF
 E MODULE PERMANENT FAIL
 TEST DRIVE RETESTED O.J.

QTY	FP-NUMBER	DESCRIPTION	NET PRICE
1	8645387-0	THROTTLE BODY	
1	9436290-0	ETH RELOAD	

WARRANTY

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

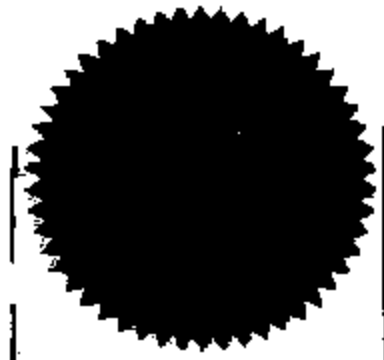
TOTALS

CHECK... CASH... CHANGE... CREDIT CARD.....

CHECK #.....

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

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

**WARRANTY DISCLAIMER**

Any warranties on the items/sales sold hereby are those made by the manufacturer. The seller, BEACH FORD LINCOLN MERCURY VOLVO, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. BEACH FORD LINCOLN MERCURY VOLVO neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of the items/sales.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

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

SHOP MATERIALS

to a maximum of \$5.00

Incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

HAZARDOUS WASTE CHARGE

applies

CUSTOMER SIGNATURE

PLEASE RETURN



BEACH

Hwy. 17 By-Pass P.O. Box 3808
 MYRTLE BEACH, S.C. 29578
 Telephone (843) 626-3666 (800) 948-0632
 E-MAIL: beachford@sc.ford.com
 FORD WEBSITE: www.beachfordm.com
 LINCOLN-MERC WEBSITE: www.beachlincoln.com
 VOLVO WEBSITE: www.beachvolvo.com

VOLVO

**Motorcraft
FAST LUBE**

CUSTOMER NO 63901	ADVISOR KRSTI 41833	TAG NO. 380	WORKS DATE 02/24/04	WORKS NO. VOCP189771
	LABOR RATE 88.00	RELEASE 28322	COLOR WHITE/TP	STOCK NO
	YEAR / MAKE / MODEL 0100LVOLVYOUS80 2.0A SR SEDAN		DELIVERY DATE 02/23/01	DELIVE 6451
MYRTLE BEACH, SC	VIN YV1B940X11 1		BELTING COUNTRY 48288	PRICE OR CMT
	F. T. E. NO.		A. O. DATE 01/31/04	NO: 28324
	COMMENTS FR 2151567			RELEASE OUT

LABOR & PARTS

WHEEL SUSP & STEERING HOURS: 2.40 TECH(S): 54383
 #1633-8434970910854383
 CHECK FOR NOISE IN LEFT FRONT WHILE DRIVING (GRINDING)
 HUB AND AXLE
 CHECK AND REPLACE LEFT FRONT HUB AND AXLE

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	963267-3	AXLE SHFT. EXC	
JOB # 1	1	963072-0	SEMS SCREEN	

WARRANTY
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

272.00

JOB # 2-71NDZ50K 30K SERVICE (M)
 PERFORM 30K SERVICE
 COMPLETE SERVICE HOURS: 4.00 TECH(S): 54383

PART	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB		PK30RC2000-	30K SERV FOR 2000-	123.75
JOB		PR-1	BRAKE FLUID	4.14
JOB		1775610-B	FILTER INSERT	25.00
JOB		977751-7	DISKET	10.35
JOB		865110-2	OIL ADDITIVE	5.20
JOB		86208	FUEL FLUSH	12.00
JOB		86209	RAD FLUSH	12.00
JOB		E2FZ-19549-AA	E2FZ-1954 ANTIFREEZ	12.00
JOB		10438	CASTROL 15W30	17.00
JOB		8642561-6	SPARK PLUG KIT	4.14
JOB		840098-1	DISKET	25.00
JOB		9106301-3	FILTER INSERT	10.35
JOB		86311	TRANS CONDITION	5.20
JOB		1188843-2	WASH SOLVENT	12.00
JOB		E2FZ-19549-AA	E2FZ-1954 ANTIFREEZ	12.00

123.75

4.14

25.00

10.35

5.20

12.00

12.00

17.00

4.14

25.00

10.35

5.20

12.00

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

470.04

JOB # 3-78V0Z BODY FRAMEWORKS HOURS: 1.80 TECH(S): 54383
 #1633-8434970910854383
 CHECK BOTH HEADLIGHTS HAVE MOISTURE INSIDE
 HEADLIGHT ASSEMBLY
 REPLACE BOTH HEADLIGHT ASSEMBLY

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB	1	862552-3	HEADLAMP - LEFT	
JOB	1	862552-4	HEADLAMP - RIGHT	
JOB	1	979678-6	BLIND RIVET	

WARRANTY

WARRANTY

WARRANTY

PART ON SPECIAL ORDER

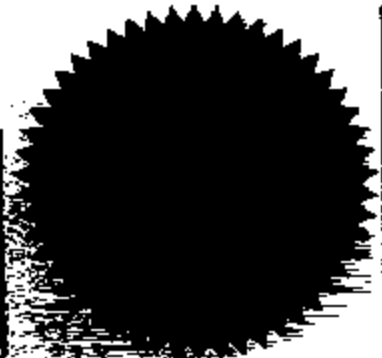
QUANTITY 14 IS SPECIAL ORDERED **

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

6.00

0.00



WARRANTY DISCLAIMER
 Any warranties on the hardware sold hereby are those made by the manufacturer. The seller, BEACH FORD LINCOLN MERCURY VOLVO, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BEACH FORD LINCOLN MERCURY VOLVO neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

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

SHOP MATERIALS
 5% to a maximum of \$5.00
 This figure incorporates supplies used in servicing your vehicle which includes cleaning, special lube, shop towels, etc. A full list of these supplies is available for your inspection at the counter's desk.

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

PLEASE SEE REVERSE SIDE

RECEIVED

SEP 23 2004

CUSTOMER CARE

[REDACTED]
Gaithersburg, MD [REDACTED]
September 20, 2004

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

Dear Sir,

I am writing you because I have been having serious mechanical problems with my 2000 Volvo S-80 and I hope you can help me. I bought the Volvo S-80 because I had a 1985 Volvo 740 GLE that was a fantastically reliable car—I had it for 13 years, and put 235,000 miles on it. The last 5 years I owned it, I mainly performed normal maintenance on it. I then bought the S-80 and gave the 740 to my daughter who drove it for 3 years and then she gave it to a friend.

My Volvo S-80 has been anything but reliable. In the last year that I have owned it from 08/19/03 to 08/20/04 the car has had 3 major failures—a Failed Engine Cooling Fan, a Failed Throttle Body and Air Mass Sensor, and a Steering Column Rack and Pinnion that leaked power steering fluid—resulting in repairs totaling over \$3,000. All three failures occurred after the car had 50,000 miles on it—technically out of the warranty period. The third failure should never occur on any properly designed car—power steering fluid leaking from the steering column. I have never heard of such a failure, have never had anything like this in over thirty 30 years of driving and none of my friends have ever experienced such a failure or heard of someone else having such a failure.

I think that Volvo is responsible for these failures and should pay for the last three repairs. I have enclosed a spread sheet of all the mechanical problems that I have had with the car since I bought it. As you can see, there has been a lot of work done on this car under warranty. This number of repairs indicates either poor design of the mechanical equipment in the car or poor quality control. I am also providing you with the service repair receipts that show the work performed at Don Byer Volvo in Falls Church, VA, and DARCARS of Rockville, MD.

Sincerely,

[REDACTED]
[REDACTED]
(H)
(W)

Purchased: December 1999

Date	Mileage	Work Description	Cost	
01/04/00	265		Warranty	Don Beyer Volvo-Falls Church
11/13/00	16,910		Warranty	
11/13/00	16,910	Fixed back left door (hard to close)	Warranty	Don Beyer Volvo-Falls Church
12/18/00	18,282	Adjusted Noisy disk brake backing plate	Warranty	Don Beyer Volvo-Falls Church
12/18/00	18,282	Replaced Faulty Front Door Molding	Warranty	Don Beyer Volvo-Falls Church
05/10/01	23,872	Repaired Faulty Front Door Molding	Warranty	
09/10/01	31,798	Clock still runs slow-similar problem with 1999 model; software to correct for 2000 model not available	Warranty	Don Beyer Volvo-Falls Church
03/21/02	41,136	Replaced Faulty Steering Stop Rotors	Warranty	Don Beyer Volvo-Falls Church
03/21/02	41,136	Replaced Defective Compressed Subframe "O" Rings	Warranty	Don Beyer Volvo-Falls Church
03/21/02	41,136	Replaced Faulty Air Mass Meter	Warranty	Don Beyer Volvo-Falls Church
10/02/02	43,303	Replaced Car Electrical Wiring Harness	Warranty	Don Beyer Volvo-Falls Church
05/07/03	48,424	Replaced Faulty left door edge light	Warranty	Don Beyer Volvo-Falls Church
06/18/03	53,415		\$572.94	
12/29/03	55,722	Replaced Faulty Throttle Body and Air Mass Sensor	\$1,223.69	DARCARS of Rockyville
08/20/04	63,501	Replaced Power Steering Rack and Pinion - Power Steering Fluid Leaking	\$1,352.80	Don Beyer Volvo-Falls Church

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 CABINER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1221 W. Broad Street Falls Church, VA 22044

Phone Service: (703) 297-6040

Appointments: (703) 297-8000

CUSTOMER NO. 14734	SALES CRAIG BIRAN	FINANCE 41136	SALES 8575	SALES DATE 08/19/03	SALES NO. VOCS282805
GAITHERSBURG, MD	SALES PRICE [REDACTED]	SALES TAX 53,415	COLOR SILVE/	DELIVERY DATE	DELIVERY TIME
	MODEL 2003 VOLVO S80	FINANCE PRICE [REDACTED]	DELIVERY DATE	PRODUCTION DATE	
	VIN YV1TS94D3Y1	FINANCE PRICE [REDACTED]	SALES DATE 08/19/03		
	COMMENTS				NO: 53417

TOTALS

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

TOTAL LABOR....	188.00
TOTAL PARTS....	358.58
TOTAL SUBLET....	0.00
TOTAL B.O.B....	0.00
TOTAL MISC CHG.	18.75
TOTAL MISC DISC	-9.40
TOTAL TAX.....	16.56
TOTAL INVOICE \$	572.49

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. DON
 BEYER VOLVO HONORS VOLUME
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
 WE APPRECIATE
 YOUR BUSINESS

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

D. B. Beyer
 8/19/03
 11:30
 GE

SERVICE HOURS:
MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
CASHER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
SATURDAY 8:00 AM TO 1:00 PM

db Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1821 W. Broad Street Falls Church, VA 22048

Phone Service: (703) 237-8040

Appointments: (703) 237-8000

COPIES OF 14734	ADVISOR CRAIG BERAN 41136	TRUCK NO. 8575	WORK ORDER DATE 08/19/03	WORK ORDER NO. VOCS282805
[REDACTED]	LICENSE NO. [REDACTED]	SALES PRICE 53,415	COLOR SILVER	STOCK NO.
GAITHERSBURG, MD	YEAR / MAKE / MODEL 00/VOLVO/S80		DELIVERY DATE	SALESY MAN
	VIN YV1TS94D3Y1 [REDACTED]		SELLER DEALER NO.	PRODUCTION DATE
	P.Y. END		DATE 08/19/03	
	COMMENTS			NO: 53417

LABOR & PARTS
 JOB # 1 3490Z HEATING + COOLING HOURS: TECH(S):5122 189.00
 CUSTOMER STATES THAT VEHICLE IS OVERHEATING
 STEAM HAD BEEN SEEN COMING FROM THE COOLANT RESERVOIR
 AND GAUGE BEGAN CREEPING TO THE RED - AFTER SHUTTING
 A/C DOWN, GAUGE BEGAN TO RETURN TO NORMAL RANGE. WHILE
 CAR STOPPED AT IDLE, GAUGE BEGAN GETTING CLOSER TO THE
 RED.
 TECH FOUND THE ELECTRIC ENGINE COOLING FAN HAD SHORTED AND
 FAILED.
 REPLACED FAILED ENGINE COOLING FAN AND TESTED OPERATION.

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. DON
 BEYER VOLVO HONORS LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
**WE APPRECIATE
 YOUR BUSINESS**

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	30636446-6	ELECTRICAL FAN	340.20		340.20
JOB # 1	1	8651136-7	COVER	12.10	12.10	12.10
JOB # 1	3	900882-5	CABLE TIE	1.02	1.02	3.06
JOB # 1	2	923662-8	CABLE TIE	0.62	0.62	1.24
JOB # 1	1	9148344-6	CLIP	1.98	1.98	1.98
JOB # 1 TOTAL PARTS						358.58
JOB # 1 TOTAL LABOR & PARTS						546.58

JOB # 2 3640Z002 A/C SERVICE HOURS: TECH(S):5122 0.00
 CUSTOMER REQUEST CHECK A/C SYSTEM
 THE AC IS NOT WORKING PROPERLY UNLESS ON LOW TEMPERATURE
 SEE LINE #1.
PARTS-----**QTY**-----**FP-NUMBER**-----**DESCRIPTION**-----**LIST PRICE**-**UNIT PRICE**-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	DBV1	ACCT BALANCE		9.40
JOB # A	DBV	ACCTG BALANCE		-9.40
JOB # A	HAZ	HAZARDOUS WASTE		2.98
JOB # A	SS	SHOP SUPPLIES		6.37
TOTAL MISC				9.35

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

COMMENTS
 LS 08/18 NO LOANER/WILL NEED RIDE TO TYSONS

VOLVO**DARCARS OF ROCKVILLE**

15401 FREDERICK RD.
 ROCKVILLE, MD 20855
 (301) 309-3900
 www.darcars.com

VOLVO

CUSTOMER NO. 189514	BRANCH JEREMY BRANCH	2404	7762 NO. 2566	DATE 12/29/03	WORK ORDER NO. VOC5398043
	LABOR RATE \$9.90		MESSAGE 56,722	COLOR SILVER/	EXCESS MILE
GAITHERSBURG, MD	VEHICLE MAKE / MODEL 00/VOLVO/S80/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILE
	VEHICLE NO. VV1Y S 9 4 0 3 Y 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.S. REL.			DATE 12/26/03	
	COMMENTS				NO: 56730

THANK YOU FOR SERVICING YOUR VEHICLE AT DARCARS VOLVO. WE WELCOME YOUR COMMENTS REGARDING OUR SERVICE DEPARTMENT AS WE ARE STRIVING TO BE THE VERY BEST. PLEASE CALL MR. SCOTT JENKINS, SERVICE MANAGER WITH ANY COMMENTS OR SUGGESTIONS AT 301-309-3900. ALL OF OUR STAFF AT DARCARS VOLVO HOPE YOUR EXPERIENCE HAS BEEN AN EXCELLENT ONE.

TOTAL LABOR....	359.60
TOTAL PARTS....	794.98
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	41.05

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

TOTAL INVOICE \$ 1223.59

 DID YOU FULLY UNDERSTAND THE EXPLANATION OF REPAIRS TO YOUR VOLVO? PLEASE CIRCLE YES OR NO. IF YOU HAVE ANSWERED NO, PLEASE SEE YOUR SERVICE ADVISOR OR THE SERVICE MANAGER FOR AN EXPLANATION. THANK YOU

FOR YOUR INFORMATION AND ACTION (EXEMPT):

WARRANTY GUILT ON DELIVERY
 Prices are based on list price manual unless specified otherwise. Depreciation, shop, and time charges will be a minimum of one half year or the longest time unit if work is done on vehicle.

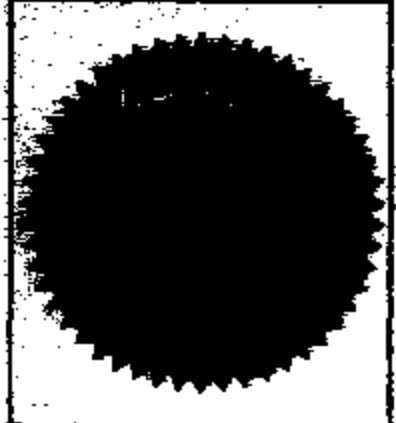
Environmental & Materials: A charge equivalent to 10% of total repair order charges is included for environmental and disposal and materials used on your vehicle. Applicable supply items are nuts, bolts, washers, pins, and spacers, solvent, battery cleaners, wheel weights etc.

UNLESS OTHERWISE SPECIFIED, LABOR TIME SHALL BE PLAT RATE TIME ESTIMATED FOR EACH JOB BY MECHANIC INCHARGE AND NOT ACTUAL TIME SPENT.

CUSTOMER SIGNATURE

PAID
DEC 29 2003

CUSTOMER SIGNATURE
 DO NOT SIGN UNLESS YOU HAVE THIS INVOICE
 THANK YOU

**PLEASE SEE REVERSE SIDE**

VOLVO**DARCARS OF ROCKVILLE**

15401 FREDERICK RD.
 ROCKVILLE, MD 20855
 (301) 309-3900
 www.darcars.com

VOLVO

CUSTOMER NO. 189514	JEREMY BRANCH	2404	2566	12/25/03	VOC5398043
	89.95		56,722	SILVER/	
GAITHERSBURG, MD	00/VOLVO/S80/4 DOOR SEDAN				
	YVITS94D3Y1				
				12/26/03	
					NO: 56730

JOB# 1 CHANGES

LABOR: 359.60
 30 I OIWOZ INSPECTIONS UNITS: 4.00 TECH(S):394 VBOX
 CUSTOMER STATES CAR WILL START BUT WILL NOT STAY TOOL
 PLEASE CALL ON CELL @ WITH UPDATES
 RAN DIAGNOSTIC, CODES ECM 1200-900F AIR MASS SENSOR
 RANGE TOO LOW.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	8644347-0	THROTTLE BODY	572.45
	1	8636763-9	GASKET	3.09
	1	8670263-8	MASS AIR FLOW S	219.44
TOTAL - PARTS				794.98

MISC: 25.96
 VSS SHOP SUPPLIES

JOB# 1 TOTALS

LABOR	359.60
PARTS	794.98
MISC	25.96
JOB# 1 JOURNAL PREFIX VOC5 JOB# 1 TOTAL	1180.54

MISC: 2.00
 JOB # A VEPA E.P.A. COMPLIANCE CHARGE

ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1210.00 (+TAX)

COMMENTS: CASEY 2000 S80 TOM IN

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

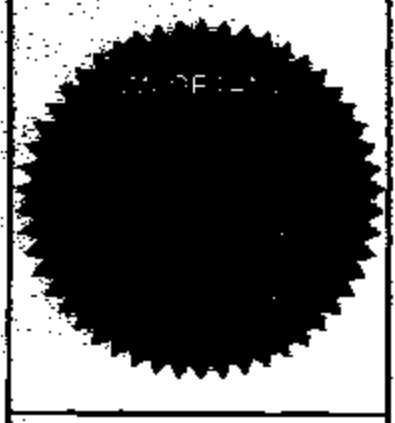
FOR YOUR INFORMATION AND ACKNOWLEDGMENT:

TERMS- CASH ON DELIVERY
 Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is decided on vehicle.

Environmental & Materials: A charge equivalent to 10% of total repair order charges is included for environmental and disposal and materials used on your vehicle. Applicable supply items are nuts, bolts, washers, pins, zero sprays, solvent, battery cleaners, wheel weights, etc.

UNLESS OTHERWISE SPECIFIED, LABOR TIME BASED ON FLAT RATE TIME ESTIMATED FOR EACH JOB BY INDUSTRY MANUALS AND NOT ACTUAL TIME SPENT.

CUSTOMER'S SIGNATURE
 NO CLAIMS WITHOUT THIS INVOICE
 THANK YOU!



SERVICE HOURS:
MONDAY THRU FRIDAY
7:00 AM TO 6:00 PM
CARRIER AND CUSTOMER PICK-UP
7:00 AM TO 7:30 PM
SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1321 W. Broad Street Falls Church, VA 22048
 Phone Service: (703) 237-6040
 Appointments: (703) 237-8000

INVOICE NO. 14734	ADVISOR CRAIG BERAN	YR. NO. 1136	INVOICE DATE 08/20/04	INVOICE NO. VOCS343273
	CARVIN NO. [REDACTED]	MS. PRICE 63,500	COLOR SILVE/	STOCK NO.
GAITHERSBURG, MD	YEAR / MAKE / MODEL 00/VOLVO/S80		DELIVERY DATE	DELIVERY MILE
	VIN YV1TS94D3Y		VOLVO DEALER NO.	
	P. S. NO.		P. S. DATE 08/18/04	
	COPIES			NO: 63510

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] OTHER *

TOTAL LABOR....	579.95
TOTAL PARTS....	706.71
TOTAL SUBLET....	0.00
TOTAL G. O. G....	0.00
TOTAL MISC CHG.	61.93
TOTAL MISC DTSC	-29.00
TOTAL TAX.....	33.29
TOTAL INVOICE \$	1352.88

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. DON
 BEYER VOLVO HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
 WE APPRECIATE
 YOUR BUSINESS

THANK YOU FOR YOUR BUSINESS!!

 CUSTOMER SIGNATURE

PAID
 08-20-04
[Signature]

OPERATING HOURS:
MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
CAMPER AND CUSTOMER PICK-UP
 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1021 W. Broad Street Falls Church, VA 22046

Phone Service: (703) 237-5040

Appointments: (703) 237-5000

CUSTOMER NO. 14734	ADDRESS CRAIG BERAN	TAX NO. 41136 749	PRICE DATE 08/20/04	WV REG NO. VOCS343273
LABOR RATE		LEASE	STOCK NO.	
VEHICLE MAKE / MODEL 00/VOLVO/S80		63,501	SILVE/	
VEHICLE ID NO. YV1T:59403Y1			DELIVERY DATE	
P.O. NO.			PREDICTION DATE	
COMMENTS			08/18/04	
			NO: 63510	

LABOR & PARTS
J# 1 44V02 **STEERING + SUSPENSION HOURS:** **TECH(S): 69610** **490.00**
 CUST. STATES THAT THERE IS POWER STEERING LEAK, KEEPS FILLIN
 IT UP. CUST. HAS BELLY SHIELD IN TRUNK PLEASE REINSTALL.
 CUST. HAS POWER STEERING FLUID ON FRONT SEAT.
 POWER STEERING RACK AND PINION IS LEAKING
 REPLACED POWER STEERING RACK AND PINION.
 SEE JOB #2 FOR ALIGNMENT REQUIRED AFTER REPLACEMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	RACK878	S80 SS RACK	880.00	880.00	880.00
JOB # 1	1	1161529-1	POWER STEERING	22.11	22.11	22.11
JOB # 1	1	969092-6	O-RING	0.99	0.99	0.99
JOB # 1	1	969093-4	O-RING	1.50	1.50	1.50
JOB # 1	1	1161529-1	POWER STEERING	22.11	22.11	22.11
JOB # 1	-1	RACK878	CORE RETURN	200.00	200.00	-200.00
JOB # 1 TOTAL PARTS						706.71

JOB # 1 TOTAL LABOR & PARTS **1196.71**

J# 2-12V02 **FOUR WHEEL ALIGNMENT HOURS:** **TECH(S): 69610** **89.95**
 REPLACEMENT RACK AND PINION ON
 PERFORM FOUR WHEEL ALIGNMENT USING "HUNTER" COMPUTERIZED
 ALIGNMENT EQUIPMENT

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

JOB # 2 TOTAL LABOR & PARTS **89.95**

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	DNVL	ACCT BALANCE		29.00
JOB # A	DBV	ACCTG BALANCE		29.00
JOB # A	HAZ	HAZARDOUS WASTE		2.99
JOB # A	SS	SHOP SUPPLIES		29.95
TOTAL MISC				32.93

COMMENTS:
 AS

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 RELEASE RESTRICTION DON
 BEYER VOLVO HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
**WE APPRECIATE
 YOUR BUSINESS**

WORK PERFORMED UNDER WARRANTY

ORDER NO. 14734 [REDACTED]	ORDER DATE [REDACTED]	ORDER NO. [REDACTED]	ORDER DATE [REDACTED]	ORDER NO. [REDACTED]	ORDER DATE [REDACTED]
CUSTOMER NAME BATHINGEN, M. [REDACTED]			CUSTOMER ADDRESS [REDACTED]		
ORDER NO. [REDACTED]			ORDER DATE [REDACTED]		

QTY	PT	NUMBER	DESCRIPTION	LIST PRICE	NET PRICE	WARRANTY
JOB # 1 [REDACTED]						
1		7	WARRANTY			0.00
JOB # 1 TOTAL LABOR & PARTS						0.00
JOB # 2 [REDACTED]						
1		7	WARRANTY			0.00
JOB # 2 TOTAL LABOR & PARTS						0.00
JOB # 3 [REDACTED]						
1		7	WARRANTY			0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

(CONTINUED ON NEXT PAGE)

SERVICE HOURS:

MONDAY THRU FRIDAY

7:00 AM TO 5:00 PM

CASHER AND CUSTOMER PICK-UP

7:00 AM TO 7:30 PM

SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1291 W. Broad Street Falls Church, VA 22046

Phone Service: (703) 237-6040

Appointments: (703) 237-6000

CUSTOMER NO. 14734	ADVISOR CRAIG BERAN	TAG NO. 41136	3749	WORK DATE 12/18/00	WARRANTY NO. VOC5131982
	UNION RATE	SALE PRICE 18,282	COLOR SILVE/	STOCK NO.	
GAITHERSBURG, MD	YEAR / MAKE / MODEL 00/VOLVO/S80	DELIVERY DATE	DELIVERY MILE		
	VEHICLE ID. NO. YVITS94D3Y1	SELLING DEALER NO.	PRODUCTION DATE		
	P.T.E. NO.	P.S. NO.	P.A. DATE 12/18/00		
COMMENTS					NO: 18284

LABOR & PARTS

CUSTOMER STATES THE DRIVERS SIDE FRD DOOR HOLDING IS DEFORMED
CUST HAS HAD PART ORDERED
BOTH FRONT DOOR HOLDINGS NEED REPLACEMENT.
TECH VERIFIED OWNERS' CONCERN - FOUND HOLDING DEFORMED.
REPAIRED FAULTY LEFT FRONT DOOR HOLDING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	8626930-5	SEALING STRIP.			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00
<p>MP-2-TRIP... LOWER CAR... SUPPLY CUSTOMER WITH COURTESY TRANSPORTATION VEHICLE PROVIDED LOWER CAR-NO COST TO CUSTOMER</p>						
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00
<p>CUSTOMER STATES THAT SINCE DRIVING THE CAR JOINT RESULT THERE IS A METAL TO METAL SCREAMING SOUND COMING FROM THE RIGHT FRONT TECHNICIAN FOUND THE LEFT FRONT DRIVE ROTOR BACKING PLATE SCRAPING AGAINST THE DISC. CORRECTLY ADJUSTED BACKING PLATE.</p>						
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00
COMMENTS						
DD						
TECHNICIAN CERTIFICATION						
26605		ARTURO S. MIRANDA		26605		

UNITED WARRANTY.
VOLVO PARTS 12 MONTHS NO
MILEAGE RESTRICTION. DON
BEYER VOLVO HEREBY LIMITS
IMPLIED WARRANTIES TO THE
SAME PERIOD.

Thank You!
WE APPRECIATE
YOUR BUSINESS

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 CASHIER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM



"AMERICA'S FAVORITE VOLVO DEALER"

1251 W. Broad Street Falls Church, VA 22048
 Phone Service: (703) 237-6040
 Appointments: (703) 237-6000

ORDER NO. 14734	SALES REP. CRAIG BERAN	MSRP 750K	DATE 11/13/00	WARRANTY NO. VOCS127058
ADDRESS [REDACTED]	PHONE NO. [REDACTED]	PRICE 16,910	COLOR SILVER/	SECURITY NO.
CITY [REDACTED]	VEHICLE TYPE 00/VOLVO/S80	VEHICLE NO. YV1TS94D3Y1	DELIVERY DATE	DELIVERY MILE
STATE [REDACTED]	VEHICLE NO. YV1TS94D3Y1	VEHICLE NO. [REDACTED]	DELIVERY DATE 11/13/00	PRODUCTION MILE
ZIP [REDACTED]	COMMENTS			NO: 16911

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1 84V0Z	1	274185-6	BALL JOINT KIT			
			HOURS: 1.50 TECH(S): 21312			
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00
JOB # 2 01V0Z			MENU SERVICE			
			HOURS: TECH(S): 21312			
			CUSTOMER STATES RUBBER PIECE UNDER THE HOOD KEEPS FALLING OFF. CUSTOMER HAS THE PIECE. REMOVED TRANSIT/SHIPPING PROTECTIVE STRIP AND DISCARDED.			0.00
			JOB # 2 TOTAL PARTS			0.00
			JOB # 2 TOTAL LABOR & PARTS			0.00
JOB # 3 48V0Z			TOP CORNER.			
			NEW DOOR IS CLOSED. PART UNAVAILABLE AT THIS TIME - SPECIAL ORDERED. OWNER WILL BE NOTIFIED UPON ARRIVAL.			
JOB # 3	0	948999-0	GUIDE MOUNTING.	55.82	55.82	0.00
			PART ON SPECIAL ORDER			
			** QUANTITY 1 IS SPECIAL ORDERED **			
JOB # 3	0	948900-6	GUIDE MOUNTING.	53.76	53.76	0.00
			PART ON SPECIAL ORDER			
			** QUANTITY 1 IS SPECIAL ORDERED **			
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			0.00
JOB # 4 50V0Z			PROPERLY.			
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			0.00
JOB # 5 00V0Z			RECOMMENDED MAINT			
			HOURS: 0.00 TECH(S): 21312			
			OWNER REQUESTED THE SERVICE REMINDER LIGHT BE RESET.			0.00

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO
 MILEAGE RESTRICTION. DON
 BEYER VOLVO HEREBY LIMITS
 IMPLIED WARRANTIES TO THE
 SAME PERIOD.

Thank You!
 WE APPRECIATE
 YOUR BUSINESS

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 5:00 PM
 CASHIER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1881 W. Grand Street Falls Church, VA 22046
 Phone Service: (703) 237-8040
 Appointments: (703) 237-0000

CUSTOMER NO. 14734	ADDRESS CRAIG BERAN	CITY 41136	STATE E	INVOICE DATE 05/10/01	INVOICE NO. VOCS152118
[REDACTED]		LINE PRICE 23,872	COLOR SILVE/	[REDACTED]	
GAITHERSBURG, MD		YEAR / MAKE / MODEL 00/VOLVO/S80	DEALER NAME	DEALER PHONE	
[REDACTED]		VEHICLE ID. NO. YV1TS94D3Y1	SELLING DEALER NO.	PROCESSED DATE	
[REDACTED]		P.T.E. NO.	DATE	05/10/01	
[REDACTED]				MO: 23872	

JOB # 1 1040Z TIRE + WHEEL HOURS: TECH(S):26605
 NEEDS TO REPLACE TIRE MOUNTED AND BALANCED NEW RIGHT REAR TIRE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	9485641-6	TIRE	274.32	274.32	274.32
JOB # 1	1	A68B	VALVE STEM	1.95	1.95	1.95
JOB # 1 TOTAL PARTS						276.27
JOB # 1 TOTAL LABOR & PARTS						276.27

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO MILEAGE RESTRICTION. DON BEYER VOLVO HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

Thank You!
 WE APPRECIATE YOUR BUSINESS

JOB # 2 460Z TRIM + BODY EXTERIOR HOURS: TECH(S):26606
 THE CUSTOMER STATES THE DRIVERS SIDE MOULDING IS COMING OFF AGAIN WEATHER STRIP ON DOOR APPLIED WEATHERSTRIP ADHESIVE TO TRIM AND ANCHORED WITH TAPE WHICH CAN REMOVED IN AN HOUR OR SO.

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

COMMENTS: [REDACTED]

TECHNICIAN CERTIFICATION:
 26605 ARTURO S. MIRANDA 26606

TOTALS:

TOTAL LABOR	0.00
TOTAL PARTS	276.27
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	12.44
TOTAL INVOICE \$	288.71

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

P 5/10/01 [Signature]

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 6:00 PM
 CASHIER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1221 W. Broad Street Falls Church, VA 22048
 Phone Service: (703) 237-5040
 Appointments: (703) 237-5000

Customer No: 14734	SALES REP: CRAG BERAN	SALES NO: 41136	FACTORY: 0603	DATE: 09/18/01	VIN: V0C5L7L033
ADDRESS: GAITHERSBURG, MD	LABOR RATE: [REDACTED]	SALES TAX: 31.796	PRICE: SILVE/	STOCK NO:	
	MODEL: 80/VOLVO/S80		DELIVERY DATE: [REDACTED]	DELIVERY MILE:	
	VIN: VV1T394D3V1		DELIVERED TO: [REDACTED]	PRODUCTION DATE:	
				09/07/01	
					NO: 31798

JOB # 1: 20KZ **TECH: 31:30941**
AIR CONDITIONING **HOURS:**
 CUSTOMER STATES THAT AC CONTROLS GET EXTREMELY HOT AFTER DRIVING FOR ABOUT 45 MINUTES WITH AIR ON. TECHNICIAN FOUND NO PROBLEM WITH THE PANEL OR HEAT GENERATED FROM THE A/C PANEL - BETWEEN THE PANEL LIGHTS AND THE ACTIVATION OF A/C CONTROLS. HEAT GENERATION IS CONSIDERED NORMAL.

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

JOB # 2: 20KZ **TECH: 31:30941**
 [REDACTED]

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

JOB # 3: 20KZ **TECH: 31:30941**
 [REDACTED]

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

JOB # 4: 30,000 MILE SERVICE **TECH: 31:30941** **259.28**
 CUSTOMER REQUESTS 30,000 MILE SERVICE
 RESET SERVICE LIGHT
 NO ROTATE AND BALANCE
 P/A 428.00
 OIL AND FILTER CHANGE, 10,000 MILE INTERNAL ADJUSTMENTS,
 REPLACED SPARK PLUGS, AIR FILTER, BRAKE FLUID,
 LUBRICATE BELT TENSIONER AND CHECK DRIVE BELT, ACOUSTIC
 CODE CHECK, CERTAIN NOISES-ADJUST VALVES, TIRE
 ROTATION OF TIRES, TIRE BALANCING FRONT, INSPECT CASTER AND
 FILTER AND RECOMMEND REPLACING IF DIRTY. RESET SERVICE LIGHT

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	PK38C24	80 SERIES 30K		
1	A1830	10000 OIL	2.98	2.98
2	1381184-9	BRAKE FLUID	14.43	14.43
1	97751-7	GASKET	1.65	1.65
1	94006-1	GASKET	2.88	2.88

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTH NO
 RELEASE RESTRICTIVE. DON
 BEYER VOLVO HONORRY CHAIR
 REPAIR WARRANTY TO THE
 SAME PERIOD.

Thank You!
 WE APPRECIATE
 YOUR BUSINESS

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 AM TO 8:00 PM
 CASHIER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
 SATURDAY 8:00 AM TO 1:00 PM

Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1231 W. Broad Street Falls Church, VA 22044
 Phone Service: (703) 237-8040
 Appointments: (703) 237-8000

Control #	14734	SALES	CRAIG BERMAN	41136	INVENTORY	8575	DATE	03/21/02	WARRANTY NO	VOCS200337
		MODEL			PRICE	37,551	CLASS	SILVE/	FINANCE	
	GATHERSBURG, MD	YEAR	00	VOLVO	580		FINANCE GROUP NO		WARRANTY DATE	
		VIN	YV1TS94D3Y1				DATE	03/21/02		
										NO: 3/563

JOB # 1 38VWCEL CHECK ENGINE LIGHT HOURS: 0.50 TEST # 35887
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON
 TECHNICIAN RETRIEVED ECM CODES 262A & 272A - FAULT TRACKER
 PATENT AIR MASS SENSOR

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	863883-6	MASS AIR FLOW S			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

JOB # 2 44WZ STEERING + SUSPENSION HOURS: 0.70 TEST # 35887
 OWNER STATES A RUCKING NOISE CAN BE HEARD FROM UNDER THE
 FRONT SUSPENSION ON UNEVEN Pavement OR BUMPING
 THROUGH POTHOLE DUMPS. CONCERN ON ROAD TEST

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	2	982982-3	LONG SCREW			0.00
JOB # 2	2	863885-3	O-RING			0.00
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

JOB # 3 44WZ STEERING STRIKE HOURS: 0.50 TEST # 35887
 OWNER HEARS RUCKING TYPE OF CLUNKING NOISE AFTER TURNING
 WHEEL FULLY EITHER DIRECTION

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	1191694-4	GREASE			0.00
JOB # 3	2	9473287-0	ROLLER			0.00
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

JOB # 4 82WZ GRUBS HOURS: TEST # 35887
 OWNER ALSO HEARS A GRONING NOISE FROM THE REAR OF THE CAR
 WHEN SLOWING TO A STOP FROM 20-30 MPH.
 TECHNICIAN UNABLE AT THIS TIME TO DUPLICATE ANY TYPE OF
 GRONING NOISE FROM REAR SUSPENSION AND/OR BRAKING SYSTEM
 AFTER OTHER REPAIRS HAD BEEN COMPLETED.

LIMITED WARRANTY.
 VOLVO PARTS TO REMAIN NO
 BEYOND ORIGINAL OVR
 BEYOND VOLVO WARRANTY LIMITS
 BEYOND WARRANTED TO THE
 SAME PERIOD.

Thank You!
 WE APPRECIATE
 YOUR BUSINESS

SERVICE HOURS
MONDAY THROUGH SATURDAY
7:00 AM TO 6:00 PM
DEPART AND CUSTOMER PICK-UP
7:00 AM TO 7:30 PM
SATURDAY 9:00 AM TO 1:00 PM

db Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1231 W. Broad Street Falls Church, VA 22048

Phone Service: (703) 237-8098

Appointments: (703) 237-3000

ORDER NO. 14734	ADVISOR CRAIG BERAN	41138	VEH NO. 7551	SERVICE DATE 10/02/02	INVOICE NO. VOC5231446
LABOR RATE		3,303	COLOR SILVE/	BOOK NO.	
VEH / MAKE / MODEL 00/VOLVO/S80		DELIVERY DATE		DELIVERY MILE	
VIN/REG. NO. YV1TS94D3Y		P.O. NO.		PRODUCTION SN	
P.T. NO.		P.O. NO.		P.O. DATE 09/27/02	
Comments					NO: 43314

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY																																				
J# 1 28V0Z	ELECTRICAL OWNER STATES WHEN ATTEMPTING TO UNLOCK THE DOORS, AFTER PRESSING THE SECOND TIME TO UNLOCK PASSENGER DOOR, THE TRUNK POPS OPEN EVERY TIME. TECHNICIAN FOUND A SHORT IN THE TRUNK RELEASE MECHANISM WIRING HARNESS.	2.40	26605	WARRANTY																																				
<table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>LIST PRICE</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 1</td> <td>3</td> <td>9468278-8</td> <td>CLIP</td> <td></td> <td></td> </tr> <tr> <td>JOB # 1</td> <td>1</td> <td>9162551-7</td> <td>WIRING HARNESS</td> <td></td> <td></td> </tr> <tr> <td>JOB # 1</td> <td>1</td> <td>9159082-8</td> <td>SCREW</td> <td></td> <td></td> </tr> <tr> <td colspan="4"></td> <td>JOB # 1 TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 1 TOTAL LABOR & PARTS</td> <td>0.80</td> </tr> </tbody> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	JOB # 1	3	9468278-8	CLIP			JOB # 1	1	9162551-7	WIRING HARNESS			JOB # 1	1	9159082-8	SCREW							JOB # 1 TOTAL PARTS	0.00					JOB # 1 TOTAL LABOR & PARTS	0.80	LIMITED WARRANTY. VOLVO PARTS 12 MONTHS NO MILEAGE RESTRICTIONS. DON Beyer VOLVO SERVICE LISTS IMPLIED WARRANTIES TO THE SAME PERIOD. <i>Thank You!</i> WE APPRECIATE YOUR BUSINESS
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																			
JOB # 1	3	9468278-8	CLIP																																					
JOB # 1	1	9162551-7	WIRING HARNESS																																					
JOB # 1	1	9159082-8	SCREW																																					
				JOB # 1 TOTAL PARTS	0.00																																			
				JOB # 1 TOTAL LABOR & PARTS	0.80																																			
J# 2 18V0Z	RATTLE+SQUEAK+NOISE THERE IS A NOISE WHEN BRAKING AND TURNING AT LOW SPEEDS BETWEEN 10-20 MPH. NOISE COMING FROM THE REAR. AFTER TRUNK WIRING HARNESS REPAIR HAD BEEN COMPLETED, TRUNK WOULD STAY PROPERLY CLOSED AND ELIMINATE NOISE BEING HEARD.		26605	WARRANTY																																				
<table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>LIST PRICE</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="4"></td> <td>JOB # 2 TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 2 TOTAL LABOR & PARTS</td> <td>0.00</td> </tr> </tbody> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 2 TOTAL PARTS	0.00					JOB # 2 TOTAL LABOR & PARTS	0.00																			
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																																			
				JOB # 2 TOTAL PARTS	0.00																																			
				JOB # 2 TOTAL LABOR & PARTS	0.00																																			
J# 3 34V0Z	HEATING + COOLING THE INSIDE IS FOGGING UP IN THE MORNINGS HE MUST RUN THE DEFROSTER TO MAKE IT GOING AWAY. CHECK FOR A POSSIBLE HEATER CORE LEAK. FAN SPEED REQUIRES ADJUSTMENT LOWER.		26605	WARRANTY																																				

<table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>LIST PRICE</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="4"></td> <td>JOB # 3 TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 3 TOTAL LABOR & PARTS</td> <td>0.00</td> </tr> </tbody> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 3 TOTAL PARTS	0.00					JOB # 3 TOTAL LABOR & PARTS	0.00	
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																	
				JOB # 3 TOTAL PARTS	0.00																	
				JOB # 3 TOTAL LABOR & PARTS	0.00																	
J# 4 40V0Z																						
<table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>LIST PRICE</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="4"></td> <td>JOB # 4 TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 4 TOTAL LABOR & PARTS</td> <td>0.00</td> </tr> </tbody> </table>				PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE					JOB # 4 TOTAL PARTS	0.00					JOB # 4 TOTAL LABOR & PARTS	0.00	
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE																	
				JOB # 4 TOTAL PARTS	0.00																	
				JOB # 4 TOTAL LABOR & PARTS	0.00																	
J# 5-06V02006	BUILD TECHNICIAN FOUND BOTH TAG LIGHT BULBS BURNED OUT. REPLACED BOTH BURNED OUT TAG LIGHT BULBS.	0.00	26605	WARRANTY																		

SERVICE HOURS:
MONDAY THRU FRIDAY
 7:00 AM TO 5:00 PM
CASHIER AND CUSTOMER PICK-UP
 7:00 AM TO 7:30 PM
SATURDAY 8:00 AM TO 1:00 PM

db Don Beyer Volvo

"AMERICA'S FAVORITE VOLVO DEALER"

1201 W. Broad Street Falls Church, VA 22046
 Phone Service: (703) 237-6040
 Appointments: (703) 237-6000

CONSUMER NO. 14734	SALES REP. CRAIG BERAN	FIN. NO. 41136	FIN. INT. 8575	WORK DATES 05/07/03	WORKER NO. VOCS265013
ADDRESS GAITHERSBURG, MD		LABOR RATE	MSRP 49,424	COLOR SILVE/	STOCK NO.
YEAR / MAKE / MODEL 00/VOLVO/S80		VEHICLE ID NO. YV1YS94D3Y1		DELIVERY DATE	DELIVERY MILE
MILEAGE		BILLING PLAN NO.		PRODUCTION DATE	
				DATE 05/07/03	
					NO: 49440

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 2840Z	ELECTRICAL CONING OFF THE LEFT REAR DOOR	0.20	26605	
CRACKED AND WEAKEND, REPLACED FAULTY LEFT				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 1	1	9178328-2	MARKING LAMP	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 2240Z	BRAKES		TECH(S):26605	
THERE IS STILL A INTERMIT RUBBING NOISE WHEN BRAKING AT SPEEDS OF 30 MPH & LOWER CORNERING TO THE RIGHT, AND APPLYING, LETTING OFF AND REAPPLYING BRAKE PEDAL, A VERY SLIGHT NOISE SIMILAR TO OWNERS' CONCERN HAD BEEN HEARD - UNABLE AT THIS TIME TO DETERMINE CAUSE. SHOULD NOISE BECOME LOUDER OR MORE FREQUENT, TECH CAN ATTEMPT ANOTHER DIAGNOSTS.				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3 4440Z	STEERING + SUSPENSION		TECH(S):26605	
OWNER STATES A SLIGHT VIBRATION IN THE STEERING WHEEL AT HIGHWAY SPEEDS - TIRES ARE NEW - HAD BEEN RE-BALANCED. OWNER HAD BEEN TOLD THE TIRES ARE NOT OUT-OF-ROUND AND THAT THE WHEELS ARE O.K. - PLEASE CHECK & ADVISE, VIBRATION MAY PERHAPS BE ATTRIBUTED TO A MORE AGGRESSIVE TREAD OF THE ALL-WEATHER TIRE.				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4 7440Z	COURTESY VEHICLE	0.00	TECH(S):26605	
SUPPLY CUSTOMER WITH COURTESY TRANSPORTATION VEHICLE. CUSTOMER PROVIDED COURTESY VEHICLE AT NO CHARGE.				
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00
J# 5 2440Z	ENGINE MINDR		TECH(S):26605	
OWNER STATES INTERMITTENTLY, A NOTICEABLE VIBRATION IS FELT THROUGH THE STEERING WHEEL WHEN STOPPED AT A TRAFFIC LIGHT. CLIMATE CONTROL SYSTEM IS ALWAYS SET ON "AUTO", BUT THE IDLE DOES NOT FLUCTUATE.				

LIMITED WARRANTY.
 VOLVO PARTS 12 MONTHS NO MILEAGE RESTRICTION. DON BEYER VOLVO HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

Thank You!
WE APPRECIATE YOUR BUSINESS

Certified

September 21, 2004

[REDACTED]
Evansville, Indiana

Telephone: [REDACTED]

Fax: [REDACTED]

RECEIVED
SEP 24 2004
CUSTOMER CARE

Volvo Cars of North American, LLC
Attn: Volvo Customer Care Center
7 Volvo Dr.
Rockleigh, NJ 07647

To whom it may concern:

I own a 2000 Volvo S80 T6, with slightly less than 43,000 miles. This is the fourth Volvo I have owned, so obviously I have been pleased with the product – until now.

All of my Volvos were purchased from Kenny Kent Volvo (Evansville, IN) under the ownership of Robbie Kent. Robbie sold the dealership shortly after I purchased my car in 2000, and the dealership was sold again (to Chrysler) a couple of years ago. The service at Kenny Kent was always terrific, including under the first other ownership.

Since Chrysler purchased the dealership, I have had the car in and out of the service department more times than I care to count. I don't know if the problem is Chrysler or the car, but I have never had any significant service problems with any of my other Volvos. It's been everything from the DSTC warning light coming on repeatedly (multiple trips back for service), a persistent rattle (again multiple trips to service), the car suddenly dying (back to service, but no solution), and culminating with the "engine system service urgent" warning light last week that resulted in a \$1,113.75 repair bill.

Given the history with my other cars, I frankly find the problems with this car extraordinary. Quite apart from the significant expenses I have incurred, the time I have spent going back and forth to the service department is an additional factor. Lexus is looking better and better!

I have enclosed copies of service documents from Chrysler, and would appreciate your response regarding these multiple problems.

Very truly yours,
[REDACTED]

YEAR / MAKE / MODEL	00 / VOLVO / S80	PRODUCTION DATE	03/31/00	STOCK NO.		LICENSE NO.		RO. NO.	43191
VIN	Y V L T S P C D 2 Y 1	CUSTOMER NO.	9749	COLOR	BLK	DELIVERY MILE	25051	REG. DATE	12/16/02
DEALER		SALES CONTRACT		IN. SCK	019/LIGHT	EXPIRATION DATE		EXPIRATION MILE	
<h2 style="text-align: center;">KENNY KENT MAZDA-VOLVO</h2> <p style="text-align: center;">4400 DIVISION ST. AUTO PLAZA EVANSVILLE, INDIANA 47715 PHONE: (812) 477-1100</p> <div style="text-align: right; font-size: 2em; border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block;">26932</div>									
STATE REG. #	4	LABOR RATE	72.00	<div style="display: flex; justify-content: space-between;"> MAZDA VOLVO </div>					

ORIGINAL CUSTOMER ESTIMATE #	PARTS	LABOR	TOTAL
X			
M 42507	FRAME SUSPENSION CUSTOMER STATES RATTLE IN RIGHT FRONT SUSPENSION INSTALL B.O. SHOCKS AND STRUTS Replace both steering stops - loose - 6 hrs Install springs on both rear sub frame bushings 1913 1743 (close)		
M 432503	W.L.C. 876 CUSTOMER STATES CHECK FUEL MILEAGE COMPUTER FOR PROPER OPERATION - CUSTOMER STATES MILES TO EMPTY OIL HIGH. System not operating correctly - fuel no problem here - checked OK to Volvo specs		

order Right Front Shock

SERVICE CONTRACT CO. (11)

POLICY NUMBER: 1111

INSURANCE CO. VIAVO

WAS VEHICLE PURCHASED HERE? YES NO

I hereby authorize the repair work described on this order to be done with the necessary and proper parts that you are not responsible for loss or damage to vehicle or contents left in vehicle in a fire, theft or any other cause beyond your control or for any delay caused by unavailability of or delays in parts shipment by the supplier or transporter. I hereby grant you and your employees the right to operate the vehicle (when directed by you) for repairs or adjustments for the purpose of testing and diagnosis of a problem. I warrant that I am the owner of the vehicle and that I am not a lessee or a financee of the vehicle.

IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR THE COST OF REPAIRS AND FOR THE REMOVAL OF THE VEHICLE FROM YOUR PREMISES. I AGREE ALL REPAIRS WILL BE ACCORDING TO THE WORK ORDER.

I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF THE LABOR AND COST OF THE SERVICES TO BE PROVIDED HEREIN STRICTLY IN ACCORDANCE WITH THE TERMS STRICTLY CASE, UNLESS ARRANGEMENTS MADE.

CUSTOMER SIGNATURE: _____



*The manufacturer's warranty constitutes all of the warranties respect to the sale of this item. The dealer, KENNY KENT MAZDA-VOLVO hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fit for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.

ORIGINAL ESTIMATE	ATTACHED ORIGINAL NUMBER	ADDITIONAL WORKING DATE BY
LEAF #		DATE
PARTS #		TIME
TOTAL #		

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

THANK YOU!

TERMS	VEHICLE NO. V V 1 Y 5 9 0 B 2 Y 1	YEAR / MAKE / MODEL 00 / VOLVO / S80	PRODUCTION DATE 07/31/00	STOCK NO.	LICENS NO.	K.O. NO. 436771
ORDER LINE CHECK PRICE APPROVAL ORDER		00 / VOLVO / S80	07/31/00			
ONE HOUR READY		CUSTOMER NO. 3743	COLOR BLACK	DELIVERY YEAR 25	SELLING DEALER NO. 25071	ACC. DATE 01/09/03
<input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT	COPIES	EXPIRATION DATE	EXPIRATION MILE	ADVISOR
APPOINTMENT	EVANSVILLE, IN	<h2 style="text-align: center;">KENNY KENT MAZDA-VOLVO</h2> <p style="text-align: center;">4400 DIVISION ST. AUTO PLAZA EVANSVILLE, INDIANA 47715 PHONE: (812) 477-1100</p> <div style="display: flex; justify-content: space-around;">   </div>				TAG NO. 84-
<input type="checkbox"/> YES <input type="checkbox"/> NO						TAG NO. 151
						TAG NO. 27699
						TAG NO. A
	09:07am	01/09/03	01:00pm			APR. COND. Y
	STATE REGN 4		72.00			TURBO Y

27701
DOPM

ORIGINAL CUSTOMER ESTIMATE #	PARTS	LABOR	TOTAL
#4260Z	FRAME SUSPENSION INSTALL R.D. RIGHT FRONT SHOCK (HARKIND NOISE WHEN DRIVING)		
G.C. 10 S.C. 1A	Replace Right Front Strut (check absorber)		
	Internal Photo		
			76/62 .9 4/13

REPOSE CONTRACT NO.	9	
IDENT NUMBER		
ADMINISTRATION NO.	0150	
AUTHORIZED BY:		
<p>WAS VEHICLE PURCHASED HERE? YES NO</p> <p>I hereby authorize the repair work hereafter and both to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or damage to parts attributable to the weather or improper. I hereby grant you and/or your employees permission to operate the vehicle from downtown streets, highways or elsewhere for the purpose of testing and/or inspection. An explicit understanding has been acknowledged on above vehicle to cover the amount of repair work.</p> <p>IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES. I HEREBY WAIVE ALL OF MY RIGHTS WHICH ARE ACCIDENTALLY DISCOVERED HEREON.</p> <p><input type="checkbox"/> I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF THE EXTENT, NATURE AND COST OF THE SERVICES TO BE PROVIDED.</p> <p>TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE.</p>		
CUSTOMER SIGNATURE		
<p>"The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item. The seller, KENNY KENT MAZDA-VOLVO hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product."</p>		
ORIGINAL ESTIMATE	ADDITIONAL REPAIRS	ADDITIONAL REPAIRS (Est. by)
LABOR \$	\$	
PARTS \$	\$	
TOTAL \$	\$	
<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p> <p>REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.</p> <p>SAVE REPLACED PARTS YES <input type="checkbox"/> NO <input type="checkbox"/> OTHER</p>		
<p>_____ MILE/GUARANTEE MAINTENANCE SERVICE</p> <p><input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> WARRANTY <input type="checkbox"/> INTERNAL <input type="checkbox"/> SERVICE AGREEMENT</p>		
<h1 style="font-size: 2em;">THANK YOU!</h1>		



Evansville

CHRYSLER

142511



4000 Division St. Auto Plaza
EVANSVILLE, INDIANA 47715
Telephone (812) 473-0215

RECOMMENDED SERVICES

DATE	DESCRIPTION	AMOUNT	REMARKS	DATE	DESCRIPTION	AMOUNT	REMARKS

SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	AMOUNT	REMARKS	DATE	MILEAGE	DESCRIPTION	AMOUNT	REMARKS
01/09/03	43677K	27689	846	VM00	W	42VOZ	FRAME SUSPENSION		
12/16/02	434918K	26830	846	VM00	W	42VOZ	FRAME SUSPENSION		
11/08/02	431756K	25543	846	VM00	W	32VOZ	ELEC. SYS.		
07/22/02	420724K	36458	846	VM00	W	01VOZVP2C	ENGINE OIL/FILTER		
				VM00	W	45VOZ	SQUEAKS & RATTLES		
				VM00	W	10VOZ-17	22,500 MILE SERVICE		

SALESPERSON NO. 169

SERVICE

<input type="checkbox"/> CASH	<input type="checkbox"/> CHRYSLER	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> CALL WHEN READY	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> AGREEMENT	
VIN: YV1TS90D2Y		DESCRIPTION: 00/VOLVO/S80 SERIES/4DR		PRODUCTION DATE: 03/31/00	BOOK NO.:	LICENSE NO. 82A984	P.C. NO. 14251
EVANSVILLE, IN		DATE OF SALE: 03/31/00	SALESMAN: 25	WARRANTY: 25	WARRANTY TYPE: 25	WARRANTY NO.:	WARRANTY DATE:
BLACK D19/LIGHT S		MILEAGE: 30,416		ADVISOR NO. 20068	ADVISOR JAMES GASTON	TAG NO.:	
TIME RECEIVED: 08:04am		DATE RECEIVED: 04/23/03		TIME: 06:30pm		LABOR RATE: 72.00	
5000		LABOR RATE: 72.00		TOTAL: 72.00		TAX: 0.00	

G 01CHZMISC MISC
CUSTOMER STATES THAT THEY WOULD LIKE THE 30,000 MILE SERVICE AND INSPECTION

Completed 30,000 mile service. Top oil fluids, changed oil, drained and filled coolant, rotated tires, cabin air filter replaced, added techton

5-1
367-28

DATE 5

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

We guarantee that our repair or replacement parts are normal service within that period will be free of charge. Parts and Labor.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
REPLACEMENT PARTS WILL BE OBTAINED UNLESS SPECIFIED.
SAVE REPLACEMENT PARTS YES NO

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU! 142511



4000 Division St. Auto Plaza
EVANSVILLE, INDIANA 47718
Telephone (812) 473-0218

RECOMMENDED SERVICES

10VOZ-7	35000 MILE SERVICE	MO					
---------	--------------------	----	--	--	--	--	--

SERVICE HISTORY

DATE	VEHICLE ID	ODOMETER	TIME	TECHNICIAN	WORK	DESCRIPTION
01/08/03	436777K	27699	048	VMOD	C	01CRWISC 42VOZ
12/16/02	434918K	26830	045	VMOD	W	42VOZ
11/08/02	431756K	25543	046	VMOD	C	99VOZDUMY 99VOZDUMY 45VOZ
					C	MISC FRAME SUSPENSION FRAME SUSPENSION E.H.C.U. E.H.C.U. SQUEAKS & RATTLES

SALESPERSON NO. 169

SERVICE

<input type="checkbox"/> CASH	YVITS90D2Y	VEHICLE MODEL	00/VOLVO/S80 SERIES/4DR	PRODUCTION DATE	03/31/00	STOCK NO.		LICENSE NO.	82A984	F.O.B. NO.	43982
<input type="checkbox"/> CHANGE		VEHICLE ID	501851	SALES CONTRACT	05/31/00	DELIVERY DATE	25	SELLING DEALERSHIP	25051	F.O.B. DATE	05/27/03
<input type="checkbox"/> CREDIT CARD		LOCATION	EVANSVILLE, IN	CONTRACT NO.		EXPIRATION DATE		EXPIRATION MONTH		YEAR	
<input type="checkbox"/> CALL SIGN		TYPE	VOZZ	ANTICID.	Y	TRIP	A	PRICE	31,365	ADVICE NO.	18321
<input type="checkbox"/> YES <input type="checkbox"/> NO		SALE		SALE ADDRESS		SALE		SALE		SALE	JEREMY ELLIOTT
APPOINTMENT		DATE	01:14pm 05/27/03	TIME	06:30pm	PRICE					
		LABOR COST	72.00								

1 W 08VOZINOP
CUSTOMER STATES DRIVER SIDE BRAKE LAMP BOP (TOP)
1996 Replaced both brake
LAMP bulbs

I hereby authorize the repair with hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you under your authorized provisions to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and repairing. An express warranty that is hereby authorized on

PREPARED BY	SALES
DATE	TIME
ALL PAPERS ARE NOW UNDER OTHERWISE INDICATED.	
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.	
SAVE REPLACED PARTS	YES <input type="checkbox"/> NO <input type="checkbox"/> UNK <input type="checkbox"/>

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately. THANK YOU! 143982



4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47715 TEL. (812) 473-0215

RECOMMENDED SERVICES

10VOZ-8	40000 MILE SERVICE	MO					
---------	--------------------	----	--	--	--	--	--

SERVICE HISTORY

DATE	MILEAGE	WORK ORDER NO.	DESCRIPTION	TECHNICIAN	STATUS	REMARKS
05/27/03	148982	31365	18321	19968	W	08VOZINOP
04/23/03	142511	30416	20064	19968	C	01CHZMISC
01/09/03	436777K	27600	846	VM00	W	42VOZ
12/18/02	434918K	26830	846	VM00	W	42VOZ
				VM00	C	99VOZDUMMY
11/08/02	431756K	25543	846	VM00	C	99VOZDUMMY

SALESPERSON NO. 169

SERVICE

<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> DELIVERY FEE	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> APPROVED	<input type="checkbox"/> TIME	<input type="checkbox"/> DATE	<input type="checkbox"/> TIME	<input type="checkbox"/> DATE	<input type="checkbox"/> TIME	<input type="checkbox"/> DATE
VIN: YV1TS80DZY		YEAR/MODEL: 03/VOLVO/S60 SERIES/4DR		DATE: 03/31/00		OFFICE NO.:		LICENSING NO.:		AGENCY:	
EVANSVILLE, IN		501851		03/31/00		25		25051		030403	
BLACK 019/LIGHT S		33,604		18321		JEREMY ELLIOTT					
07:16am		09/04/03		06:30pm		72.00					

- C 08VOZCHECK CHECK ENGINE LIGHT**
CUSTOMER STATES CHECK ENGINE LIGHT IS ON MSG CENTER DISPLAYS
EMISSION SYSTEM SERVICE REQUIRED
Ordered oxygen sensor ✓
- C 02VOZNOISE NOISE**
CUSTOMER STATES GOING OVER BUMPS, THERE IS A RATTLE
Replaced Left front strut mount and ordered Left front strut
WRO

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

TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE.

CLIENT'S SIGNATURE: _____

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of charge. Parts and Labor.

DISCLAIMER OF WARRANTY
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THIS DISCLAIMER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.
DASH REPLACED PARTS YES NO

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.
THANK YOU 148587

CHRYSLER



149891

MAZDA VOLVO

149891

4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47716 TEL. (812) 473-0215

RECOMMENDED SERVICES

10V02-8	40000 MILE SERVICE	NO					
---------	--------------------	----	--	--	--	--	--

SERVICE HISTORY

09/04/03	148587	39604	18321	19967	C	08V02CHECK	CHECK ENGINE LIGHT
05/27/03	143982	31365	18321	19967	W	02V02NOISE	NOISE
04/23/03	142511	30418	20068	19968	W	08V02WOP	WOP
01/09/03	436777K	27899	848	19968	C	01C02MISC	MISC
12/18/02	434918K	26830	846	VM00	W	42V02	FRAME SUSPENSION FRAME SUSPENSION

SALESPERSON NO. 169

SERVICE

<input type="checkbox"/> CASH	YV1TS90D2Y	00/VOLVO/S60 SERIES/4DR	03/31/00	BOOK NO.	224984	49891
<input type="checkbox"/> CHARGED		501851	03/31/00	DELIVERY DATE	25	100803
<input type="checkbox"/> CREDIT CARD	EVANSVILLE, IN	BLACK D19/LIGHT S		DELIVERY MILE	25051	
<input type="checkbox"/> CALL HOME				REGISTRATION DATE		
<input type="checkbox"/> YES <input type="checkbox"/> NO	819	VOZZ	Y	Y	A	34,408
<input type="checkbox"/> YES <input type="checkbox"/> NO						258
<input type="checkbox"/> YES <input type="checkbox"/> NO						EDWARD J SOUTHWICK
<input type="checkbox"/> YES <input type="checkbox"/> NO	09:43am	10/06/03	06:30pm			
<input type="checkbox"/> YES <input type="checkbox"/> NO						72.00

01 08V02CHECK CHECK ENGINE LIGHT
 CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON
 AND THE EMISSION SYSTEM SERVICE REQUIRED LIGHT IS ON
 INSTALL SPECIAL ORDERED OXYGEN SENSOR

Replaced rear oxygen sensor

WAS

02 02V02NOISE NOISE
 CUSTOMER STATES THERE IS A RATTLE NOISE OVER BUMPS
 INSTALL SPECIAL ORDERED LEFT FRONT STRUT

Replaced left front strut assembly

WAS

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

ALL TAKEN CARE OF

THANKS

DRAC 5

HARD COPY

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not please tell us immediately.
 THANK YOU 149891



150013
Mazda
Volvo

150013

4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47715 TEL. (812) 473-0215

RECOMMENDED SERVICES

10VOZ-B	40000 MILE SERVICE	MO					
---------	--------------------	----	--	--	--	--	--

SERVICE HISTORY

DATE	ODOMETER	TIME	WORK	WARRANTY	W	W	W	W	W	W	W	W	W	W	W	W	W	W
10/05/03	14881	34408	268	19967	W	W	W	W	W	W	W	W	W	W	W	W	W	W
09/04/03	14857	33604	18321	19967	W	W	W	W	W	W	W	W	W	W	W	W	W	W
05/27/03	14882	31385	18321	19967	W	W	W	W	W	W	W	W	W	W	W	W	W	W
04/23/03	142511	30416	20068	19968	W	W	W	W	W	W	W	W	W	W	W	W	W	W

SALESPERSON NO. T69

SERVICE

<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> MAIL SERVICE	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> APPROVED	<input checked="" type="checkbox"/> X
VIN: YV1TS80D2Y		YEAR/MODEL: 00/VOLVO/S80 SERIES/4DR		PRODUCTION DATE: 03/31/00	PRICE: 34,448	ADJUSTED: 268	SALES: HOWARD J SOUTHWICK
EVANSVILLE, IN		CUSTOMER NO: 501851	WARRANTY CONTRACT: BLACK 019/LIGHT S	DELIVERY DATE: 03/31/00	DELIVERY MILE: 25	BILLING ORALOR NO: 25051	R.O. DATE: 10/08/03
459 6819		TIME: 02:34pm	DATE: 10/08/03	TIME: 06:30pm	PRICE: 72.00		

C* 08VOZCHECK CHECK ENGINE LIGHT
CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON
SEE FILE

17/9927
Reading - holding mass air
Flow sensor

I hereby authorize the repair work hereunder set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delay in parts shipment by the supplier or transporter. I reserve

READY ON HILL

SO FAR SO GOOD

DRAC 8

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE ENCASED UNLESS SPECIFIED.

PARTS REPLACED UNDER YES NO OTHER

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU 150013



156552

**MAZDA
VOLVO**

156552

4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47715 TEL. (812) 473-0215

DATE	DESCRIPTION	AMOUNT	PAID	DATE	DESCRIPTION	AMOUNT	PAID
10/02-9	45K SERVICE 98/UP		NO	10/02-10	52.5K SERVICE 98/UP		NO

SERVICE HISTORY

DATE	REPAIR ORDER	MI/CL	ADDRESS	TECHNICIAN	TYPE	DESCRIPTION	OPERATION/DESCRIPTION
10/08/03	150013	34448	248	19967	W	08VOZCHECK	CHECK ENGINE LIGHT
10/06/03	149891	34408	248	19967	W	08VOZCHECK	CHECK ENGINE LIGHT
09/04/03	148547	33604	18321	19967	C	02VOZNOISE	NOISE
05/27/03	143982	31365	18321	19967	W	08VOZCHECK	CHECK ENGINE LIGHT
				19968	W	02VOZNOISE	NOISE
					W	08VOZINOP	INOP

SALESPERSON NO. 169

SERVICE

CASH CHARGE CREDIT CARD OTHER

VEHICLE IDENTIFICATION NO. **TVTTS90D2Y** VIN **007VOLVO/S80 SERIES/ADR** REGISTRATION NO. **03/31/00** STOCK NO. **82A984** PLATE NO. **TS6552**

DATE OF SERVICE **03/31/00** DELIVERY MILEAGE **2525031** MILEAGE DECLARATION

ADDRESS **EVANSVILLE, IN** CUSTOMER NO. **501851** SERVICE CONTRACT

ORDER NO. **BLACK 019/LIGHT S** ORDER TYPE NO.

TELEPHONE NO. **VOZZ** APPOINTMENT Y/N **Y** TRADE IN **A** MILEAGE **38,914** MILEAGE **20346** SERVICE BY **DENNIS WATHEN**

DATE OF SERVICE **03/24/04** TIME **06:30pm** NIGHT

LABOR **72.00**

DIAGNOSIS
 CUSTOMER STATES DTSC JOINT CAME ON COUPLE TIMES NOW IS GONE ADVISE
Ordered Sensor ✓

WORK
 2 C 10VOZ-3 37.5K SERVICE 98/UP
 CUSTOMER STATES CHANGE OIL & FILTER. ROTATE TIRES. ADD TECHRON FUEL ADDITIVE. CHECK BATTERY FLUID LEVEL, CHARGE & MOUNTING. CLEAR AND RESET DIAGNOSTIC & SERVICE REMINDER LIGHTS. CHECK & ADJUST ALL FLUID LEVELS. INSPECT WIPERS AND FILL WASHER. CHECK EXHAUST FOR LEAKS OR DAMAGE. CHECK TIRE PRESSURE, WEAR, & CONDITION. CHECK EXTERIOR LIGHTING & CONTROLS. INSPECT STEERING & SUSPENSION. INSPECT REAR SUSPENSION FOR WEAR. CHECK DRIVE SHAFT JOINT FOR WEAR OR PLAY. CHECK DRIVE SHAFT BOOTS. CHECK PROPELLER SHAFT, PILOT BEARING, & U-JOINTS FOR WEAR.

4 10/10
8 57.60

Front Brake Pads Fed me 1.8 / 72.00

DISCLAIMER OF WARRANTY
 ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THIS DISCLAIMER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

PRE-SELECTED SERVICE PARTS, MATERIALS & LABOR

ADDITIONAL WORK

CALLER BY PHONE IN PERSON

DATE

PERFORMED BY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES NO RETAIL

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU 156552

HARD COPY

CHRYSLER

KIA



157066

MAZDA VOLVO

157066

4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47715 TEL. (812) 473-0215

RECOMMENDED SERVICES

Table with columns for date, description, and status. Row 1: 10VOZZ-10, 52,5K SERVICE 99/UP, MO.

SERVICE HISTORY

Table with columns for date, mileage, odometer, and description. Rows include 03/24/04 and 10/08/03.

SALESPERSON NO. 169

SERVICE

Service form containing customer info, vehicle details, and technician info. Includes VIN YV1T890DZY and dealer name EVANSVILLE, IN.

Handwritten notes: 'Replaced Both Right side Tail lamp bulbs', 'Replaced A/C Sensor', 'Pleasant to deal with in service', '10 THANKS READY IN TIME'.

Warranty disclaimer text: 'I hereby authorize the repair work... and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle...'.

Authorized signature area with fields for name, title, and date. Includes 'ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED'.

...RD COPY

157066



162431
MAZDA
VOLVO

162431

4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47715 TEL. (812) 473-0215

RECOMMENDED SERVICES

10VOZZ-10	52.5K SERVICE 99/UP	MO							
-----------	---------------------	----	--	--	--	--	--	--	--

SERVICE HISTORY

DATE	TIME	ODOMETER	WORK ORDER NO.	OPERATION	DIAGNOSIS
07/15/04	161231	41613	20346	21010 W 21010 W 21010 W	08VOZDIAC DIAGNOSIS NOISE
04/06/04	157066	39151	211	21010 W 21010 W	09VOZNOISE DIAGNOSIS NOISE
03/24/04	156552	38914	20346	21010 W 21010 C	08VOZCHECK DIAGNOSIS CHECK ENGINE LIGHT

SALESPERSON NO. 169

SERVICE

<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> VISA	<input type="checkbox"/> MC	<input checked="" type="checkbox"/> APPOINTMENT
VIN: YV11S90D2Y		MODEL: 00/YOZLAD/580 SERIES/4DR		PRODUCTION DATE: 03/31/00	STOCK NO: 62431
EVANSVILLE, IN		501851	03/31/00	25	04/1/04
		BLACK OIL/LIGHTS		42069	ADAM DIMMETT
TIME RECEIVED: 03:18pm		SERVICE START: 08/11/04		SERVICE END: 06:30pm	
		78.00			

1 C * 08VOZCHECK CHECK ENGINE LIGHT
 CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON.

Reset Service Light on.

2 C * 08VOZMISC1 MISC
 CUSTOMER STATES WAS DRIVING CAR TODAY CAR DIED. SERVICE ENG
 LIGHT WAS NOT WHEN DIED.

waiting for oil at this time

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

Whichever comes first, if our repair or replacement is in normal service within that period we'll fix it free of charge. Parts and Labor.

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THERE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FURTHER AGREES NOT TO AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THIS DISCLAIMER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

APPROVED BY	DATE	SALESPERSON

ALL PARTS AND NEW WORKS OTHERWISE SPECIFIED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES NO

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory call your friends, if not, please tell us immediately.

THANK YOU



4000 DIVISION ST. AUTO PLAZA EVANSVILLE, IN. 47715 TEL. (812) 473-0215

CONTRACT NO. 501851	CUSTOMER NAME CHRIS WATHEN	20346	DATE 09/20/04	VIN# 00CS163935
EVANSVILLE, IN	73.00	42,862	BLACK 019/L	MO: 42864
	00/VOLVO/S80 SERIES/4DR		03/31/00	
	VVIT590D2Y1		05/17/04	

JOB 1: BONDING...
 CUSTOMER SERVICE...
 DID OUR SERVICE...
 REPLACE...
 CRACK CASE...
 JOB 2: OIL...
 LIT. PLATE...
 REPLACED...
 TOTAL INVOICE \$ 1113.75

RECEIVED

SEP 27 2004

CUSTOMER CARE

[REDACTED]
Westford, MA [REDACTED]
[REDACTED] (home)

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

Re: 2000 Volvo S80

Gentlepersons:

I purchased a Volvo S80 2.9 from 128 Volvo Sales in August, 2000. The car now has only about 56,000 miles on it, and I am very concerned about its deteriorating quality and the rapidly-escalating cost of maintaining the vehicle. Here are some of my concerns:

- To begin with, the dealer could not deliver the car I wanted in working condition. I had wanted the S80 in Moon dust Metallic, but when I arrived at the dealer to take delivery, the selected car wouldn't start. (Rather than risk taking a defective vehicle (I'm not sure who might have ended up buying it), I took a working one in Silver Metallic, and ended up paying extra for larger alloy wheels, as that was the only vehicle left with the other equipment level I wanted.
- I am now on my third set of tires for the car. I understand that original equipment tires are not always the best, but I was surprised that I had to replace them at only 35,500 miles. The second set of replacement tires, less than 10,000 miles later, was necessitated by some sort of suspension problem that I never would have guessed would afflict a car that early. That repair, and the new set of tires, cost me \$516.

Suspension and steering as a whole seem to be an issue. The car has had front ball joints replaced, a power steering leak repaired, and replacement front stabilizer end links. Although some of this work was done under warranty, there's still the inconvenience involved in getting it to and from the shop more often than desired.

- At only 39,000 miles, I had to have brake pads and rotors replaced on all four wheels, at a cost of \$830.

- A few weeks ago, I brought the car in when the air conditioning was not working, and it was prone to overheating whenever the car sat at idle – city driving had become untenable. The cooling fan was replaced, which I understand is now the subject of a recall. The dealer is working to try to find a way for me to get a refund for the fan replacement, but again, 50,000+ miles seems extremely early for something like that to fail. This part of the bill came to \$521.
- On the same visit, a “throttle service” was performed, at a cost of \$225, because the idle speed was “hunting” or surging. With the emissions work done today (see below), I now wonder if this was redundant work, because the idle wasn’t completely corrected until today’s emissions work was completed.
- I returned from the dealership today with another bill for \$566. This time, the mass air flow sensor had to be replaced, and more suspension work done (a worn tie rod and resulting 4-wheel alignment). Even if the suspension work is “normal” at this point, it seems very early for an emission system part to fail. I know this particular one is only warranted for 50,000 miles, but it seems way too soon to fail completely.

I have always tried to take good care of the car, and am religious about oil changes every 3000 miles. For most of my cars (and certainly for my wife’s Toyota), that seems to suffice. Despite this, the above repairs and replacements, many of which I find unacceptable for a car with this few miles on it, now amount to over \$2500, and I have no idea what will come next.

When I first purchased the Volvo, if asked how I liked it, I would tell people that it was the best car I’ve ever owned – the ride, roominess, power, equipment level and styling all impressed me. Now, if asked, I certainly cannot recommend a Volvo, due its high maintenance costs.

I hear others tell stories of driving their Volvos for 200,000 miles, then passing them on to their children, who then drive them into the ground. I doubt seriously that I will keep this one anywhere near that long, and certainly would not want to saddle one of my children with the ongoing expenses that I’m experiencing today.

I’m not sure what your corporate quality standards are, but I hope they are better than I am seeing, and I welcome a discussion of whether or not what I’m seeing is “normal”, or whether perhaps I have a “lemon” on my hands. I can be reached at the address and phone number at the top of this letter.

Sincerely,



RECEIVED

SEP 30 2004

CUSTOMER CARE

September 25, 2004

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

Please review my complaint and the visits listed to 128 Volvo in Reading, MA:

1. Service date April 22, 2003: Car was surging and stalling. Throttle body was replaced. Work was guaranteed for one year.
2. Service date April 20, 2004: While throttle body was still under warranty, car surged and stalled as above. I identified the throttle body as the problem when I brought the vehicle in for service – this is the reason why "ETM was replaced 4-22-03" is noted on the invoice. Cost: \$69.05 for a mere diagnosis.
3. Service date July 18, 2004: "Check Engine" light was on, and the car still stalled and surged. Oxygen sensors replaced. Stalling problem persisted. Cost: \$367.17
4. Service date August 2, 2004: "Check Engine" light was on again and car still stalled. The J-Hose was replaced. Stalling problem persisted. Cost: \$146.22.
5. Service date August 31, 2004: Still, car surged and stalled. None of the work done in #3 or #4 above corrected the problem. FINALLY, 128 Volvo agreed that it was the throttle body, my original identification of the problem on April 20, 2004 while the part was still within warranty. Cost: \$275.00. This is a discounted price, but the ETM should have been replaced without charge.

I have a long service record with this dealership and am disappointed with the way this repair was handled. This cost \$582.44 (in addition to the final bill) for three service visits that failed to correct the original problem, as well as many hours of missed time at work.

Your prompt reply is appreciated. I request a refund for \$275.00 to cover the service performed on August 31, 2004.

Sincerely,





(781) 944-7760
88-98 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867

(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01887
(978) 986-2300

VEHICLE NO. 35046	OWNER YVNETTE VONKRIEGE	REG NO. 848	VIN NO. 890	WARRANTY NO. VOCP314744
	REGISTRATION 85.00	TITLE 64,228	COLOR EMERALD GRN	STOCK NO 9082
IPSWICH, MA	YEAR/MAKE/MODEL 99/VOLVO/S70/S70A	DELIVERY DATE 10/19/98	DELIVERY VOLS 82	
	VEHICLE ID NO Y.V 1 L S S 5 A 4 X 2	SALES OFFICER	PRODUCT CODE	
			DATE 03/22/03	
COMMENTS 917-996-9109				

WARRANTY
CUSTOMER STATES VEHICLE STALLS WHEN SLOWING TO A STOP AND SURGES ON AND OFF ALL THE TIME WAS TOLD IT COULD BE A THROTTLE BODY ISSUE
INTERNAL FAULT IN ECM CANNOT COMMUNICATE WITH ETH
REPLACED ETH WITH SOFTWARE ENGINE PERFORMING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8644347-0	THROTTLE BODY		WARRANTY
JOB # 1	1	8636783-9	GASKET		WARRANTY
JOB # 1	1	9438298-3	ETH RELOAD		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2: OIL CHANGES & RELEASE
PLEASE GET OUTGOING MILEAGE AND FILL IN HERE
MILEAGE RECORDED
INSERT OUTGOING MILEAGE HERE
64232 LV

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

COMMENTS: 617-864-6658

TOTALS		TOTAL LABOR	0.00	
*****THE 1 2 8 PLEDGE*****		TOTAL PARTS	0.00	
WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION. 100% SATISFACTION IS OUR GOAL.		TOTAL SUBLET	0.00	
IF YOU ARE NOT "COMPLETELY SATISFIED" OR COULD NOT "DEFINITELY RECOMMEND" OUR SERVICE DEPARTMENT, CONTACT US		TOTAL G.O.G.	0.00	
FORD	CHERYL RILEY	AT 781-944-7760	TOTAL MISC CHG.	0.00
VOLVO	BRIAN DENN	AT 781-224-3700	TOTAL MISC DISC	0.00
* WE NEVER FORGET YOU HAVE A CHOICE * THANK YOU FOR CHOOSING 128 SALES AND SERVICE		TOTAL TAX	0.00	
		TOTAL INVOICE \$	0.00	

CALLED

4:25 PM

CUSTOMER SIGNATURE



(781) 944-7780
88-88 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01897
(978) 985-2300

WORK ORDER NO. 35046	ADVISOR JEFFREY LONG	LABOR RATE 85.00	LABOR HRS 213	RELEASE 5350	WORK DATE [REDACTED]	WORK NO VOCP363331
IPSWICH, MA	YEAR/MAKE/MODEL 99/VOLVO/S70/4 DOOR SEDAN	YEAR/MAKE/MODEL 99/VOLVO/S70/4 DOOR SEDAN	RELEASE 75.259	WORKER EMERALD GRN	DELIVERY DATE 10/19/98	DELIVERY HRS 82
	VEHICLE NO. YV1LS55A4X2	VEHICLE NO. YV1LS55A4X2		DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]	
	P.Y. NO.	P.Y. NO.		R.S. DATE 04/20/04		
	COLLECTOR					MD: 75259

JOB # 1 LABOR DRIVABILITY ANALYSIS HOURS: TECH(S): 246 68.00
 CAR HESITATES AND STUMBLES ESP WARM ON HIGHWAY THEN COME TO A STOP ENG STALLS OUT IT WILL RESTART BUT HAS NO POW NO ACCE
 ETW WAS REPLACED 4-22-03 BY 314744 AT 642202425
 MAY BE ANOTHER COMPONENT AS ENG WILL NOT RUN SMOOTH
 NO DTC OR TROUBLE CODES SET CAR NEEDS MAINT FUEL SYSTEM SVC AND TUNEUP WITH FILTERS CUST SAID ALREADY DONE BUT HE NEED TO PERFORM AND CONTINUE TESTING CUST DECLINED ANY WORK WILL DO ON THERE OWN
 This was written in per my identification of the problem

JOB # 2 6000MILEAGE	MILEAGE	HOURS:	JOB # 1 TOTAL LABOR & PARTS	68.00
PLEASE GET OUTGOING MILEAGE AND FILL IN HERE			TECH(S): 246	0.00
MILEAGE RECORDED				
INSERT OUTGOING MILEAGE HERE			JOB # 2 TOTAL LABOR & PARTS	0.00
75259 JL			CONTROL NO	
			TOTAL - MISC	1.00
				1.00

COMMENTS
CALL 9-806-0709
DELETED OPERATION(S)
00V0Z SCHEDULED MAINT.
RECOMMENDATIONS
NO RECORD OF 60000 CR DUE FOR 75000
CUST PERFORMS OWN MAINT SO THEY WILL CONTINUE ON

JEANNE NICHOLSON

Protect Your Investment!

Utilize our Service Maintenance Packages to save both time and money!
10% OFF
your next complete maintenance pkg. with this coupon!

Ask your service advisor for the Maintenance Schedule specific to your vehicle.

Dealer's Name: 128 REPORTS P.O./Invoice No: VOCP363331

Coupon Expires: June 30, 2004

Can be also
← Transmits this not package

Trans from Jeff Long

CALLED



(781) 944-7760
88-88 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
814 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
814 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

2

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01897
(978) 988-2800

CUSTOMER NO. 35046	ADDRESS JEFFREY LONG	CITY/STATE 213	ZIP CODE 535D	PHONE NO. [REDACTED]	PRICE NO. VOCP363331
[REDACTED]	LABOR RATE 85.00	LEASER NO.	SALES TAX 75,259	COLOR EMERALD GRN	STOCK NO.
IPSWICH, MA	YEAR/MAKE/MODEL 99/VOLVO/S70/4 DOOR SEDAN			DELIVERY DATE 10/19/98	DELIVERY MILE 82
	VEHICLE ID. NO. YV1LS55A4X2			SELLER DEALER NO.	PRODUCTION NO.
	P.Y.E. NO.			P.O. DATE 04/20/04	
	COMMENTS				NO: 75259

***** THE 1 2 8 PLEDGE *****
WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION.
100% SATISFACTION IS OUR GOAL.
IF YOU ARE NOT "COMPLETELY SATISFIED" OR COULD NOT
"DEFINITELY RECOMMEND" OUR SERVICE DEPARTMENT, CONTACT US
FORD CHERYL RILEY AT 781-944-7760
VOLVO BREAK DERRN AT 781-224-3700
" WE NEVER FORGET YOU HAVE A CHOICE "
THANK YOU FOR CHOOSING 128
SALES AND SERVICE

TOTAL LABOR.... 68.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 9.05

TOTAL INVOICE \$ 69.05

CUSTOMER SIGNATURE

RECEIVED *Vici*
128 SALES, INC.

APR 20 2004

All Work Guaranteed For
90 Days or 4,000 miles

Copyright 1998 The Mercury and Neptune Companies, Inc. All Rights Reserved.



3



(781) 944-7760
88-98 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WALWINGTON, MA 01887
(978) 888-2300

CUSTOMER NO. 35046	ADVISOR LYNETTE VONKRIEGE	TRK. NO. 848	INVOICE DATE 776M	INVOICE NO. VOCP374205
	LABOR RATE 90.00	DESIGNATED	SALES TAX 78.297	STOCK NO.
IPSWICH, MA	VEH. MAKE / MODEL 99/VOLVO/570/4 DOOR SEDAN		DELIVERY DATE 10/19/98	DELIVERY MILE 82
	VEHICULAR NO. YV1L355A4X2		SALES DEPARTMENT	PRODUCTION DATE
	P.T.E. NO.		R.O. DATE 07/19/04	
COMMENTS				MO: 78303

LABOR & PARTS
JOB # 1 18VQZ008 CHECK ENGINE LIGHT HOURS: TECH(S):137 135.00
CUSTOMER STATES THAT CHECK ENGINE LIGHT ON
FOUND ECH 2110 FRONT HEATED HO2 SENSOR NEED TO REPLACE
REPLACED FRONT O2 SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	9125583-6	HEATED OXYGEN S	214.36
JOB # 1 TOTAL PARTS				214.36
JOB # 1 TOTAL LABOR & PARTS				349.36

JOB # 2 24VQZ ENGINE MINOR HOURS: TECH(S):137 0.00
CUSTOMER STATES THAT ENGINE STALLS SURGES AND HESITATES
SEE LINE 1
CAR DUE FOR 75K SERVICE RESET SERVICE LIGHT

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

JOB # 3 60VOMILEAGE MILEAGE HOURS: TECH(S):137 0.04
PLEASE SET OUTGOING MILEAGE
AND FILL IN HERE
MILEAGE RECORDED
INSERT OUTGOING MILEAGE HERE
78303 LV

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

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SS	HAZ/WASTE/MISC/SUPPLIES	
TOTAL - MISC			6.75
			6.75

COMMENTS---
NATT



(781) 944-7760
 68-98 Walkers Br. Dr.
 P.O. Box 487
 READING, MA 01867



(781) 224-3700
 614 North Ave.
 P.O. Box 586
 WAKEFIELD, MA 01890



(781) 224-3700
 614 North Ave.
 P.O. Box 586
 WAKEFIELD, MA 01890

128 COLLISION CENTER
 275 MAIN ST.
 WILMINGTON, MA 01897
 (978) 908-2300

PLATE NO 35046	ADVISOR LYNNETTE VONKRIEGE	TYPE NO 848	INVOICE DATE 07/19/04	INVOICE NO. VOCP374205
	LAUNCH RATE 90.00	MESSAGE 78,297	COLOR EMERALD GRN	STOCK NO.
IPSWICH, MA	VEHICLE MAKE / MODEL 99/VOLVO/S70/4 DOOR SEDAN		DELIVERY DATE 10/19/98	MILNBY BUCK 82
	VEHICLE ID NO. YV1LS55A4X2		DELIVERY DEPARTMENT NO.	PRODUCTION DATE
	P. T. E. NO.	P. C. NO.	S. O. DATE 07/19/04	
	COMMENTS			MO: 78303

TOTALS

***** THE 1 2 8 PLEDGE *****
 WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION.
 100% SATISFACTION IS OUR GOAL.
 IF YOU ARE NOT "COMPLETELY SATISFIED" OR COULD NOT
 "DEFINITELY RECOMMEND" OUR SERVICE DEPARTMENT, CONTACT US

FORD CHERYL RILEY AT 781-944-7760
 VOLVO BRIAN DENN AT 781-224-3700

" WE NEVER FORGET YOU HAVE A CHOICE "
 THANK YOU FOR CHOOSING 128
 SALES AND SERVICE

TOTAL LABOR.... 135.00
 TOTAL PARTS.... 234.36
 TOTAL SUBLET... 0.00
 TOTAL S.O.G.... 0.00
 TOTAL MISC CHG. 6.75
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 11.00

TOTAL INVOICE \$ 367.17

CUSTOMER SIGNATURE

RECEIVED *Check #157*
128 SALES, INC
 JUL 19 2004

All Work Guaranteed For
 90 Days or 4,000 miles



(781) 944-7760
88-88 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

4

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01867
(978) 888-2300

CUSTOMER NO. 35046	NAME THOMAS ROBINSON	FAZ NO. 319 357W	INVOICE DATE 08/02/04	INVOICE NO. VOCP375895
ADDRESS [REDACTED]	LABOR RATE 90.00	LIQWR NO.	COLOR EMERALD GRN	STOCK NO.
IPSWICH, MA	YEAR/MAKE/MODEL 99/VOLVO/S70/4 DOOR SEDAN	SAVAGE 78,659	DELIVERY DATE 10/19/98	DELIVERY MILE 82
	VEHICLE I.D. NO. JEV1LS55A4X2		SALE/RENTAL DEALER NO.	PRODUCTION DATE
	R.T. & NO.		R.O. DATE 08/02/04	
COMMENTS				MO: 78659

LABOR & PARTS
JOB # 1 18VDZ008 CHECK ENGINE LIGHT HOURS: 1.20 TECH(S):137 108.00
CUSTOMER STATES THAT CHECK ENGINE LIGHT ON STATES HAD RECENT OXYGEN SENSOR REPLACEMENT SEE RD 374205, FRONT O2 SENSOR FOUND CODE EDM308, LARGE LEAK, RAN QUICK TEST & FAILED FOUND "J" NOSE LEAKING AT CARBISTER SHUT OFF VALVE. REPLACED HOSE & CLAMPS & RETESTED. OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	9443308-3	HOSE	26.42	26.42
JOB # 1	2	988024-6	HOSE CLAMP	2.29	4.58
JOB # 1 TOTAL PARTS					31.00
JOB # 1 TOTAL LABOR & PARTS					139.00

J# 2 60W/MILEAGE NILEAGE HOURS TECH(S):137 0.00
PLEASE GET OUTGOING NILEAGE AND FILL IN HERE
NILEAGE RECORDED
INSERT OUTGOING NILEAGE HERE
78659 TR

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	HAZ/WASTE/MISC/SUPPLIES		5.40
TOTAL - MISC				5.40

COMMENTS
WAITING

RECOMMENDATIONS
THANK YOU, YOUR NEXT SCHEDULED SERVICE IS AT 82500



(781) 944-7760
88-98 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01887
(978) 866-2300

CUSTOMER NO. 35046	ADDRESS THOMAS ROBINSON	TAX NO. 319 357W	INVOICE DATE 08/02/04	PHONE NO. VOC237589
	LAUNCH PARTS 90.00	LICENSE NO.	COLOR EMERALD GRN	STOCK NO.
	YEAR / MAKE / MODEL 99/VOLVO/S70/4 DOOR SEDAN	MSRP 78,659	DELIVERY DATE 10/19/98	DELIVERY MILES 82
IPSWICH, MA	VEHICLE ID. NO. YV11S55A4X2		BILLING DEPT. NO.	PRODUCTION DATE
	P. T. & TEL.	P. O. NO.	P. I. DATE 08/02/04	
COMMENTS				NO: 78655

TOTALS

***** THE 1 2 8 PLEDGE *****

WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION.
100% SATISFACTION IS OUR GOAL.
IF YOU ARE NOT "COMPLETELY SATISFIED" OR COULD NOT
DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT, CONTACT US

FORD CHERYL RILEY AT 781-944-7760
VOLVO BRIAN DENR AT 781-224-3700

" WE NEVER FORGET YOU HAVE A CHOICE "
THANK YOU FOR CHOOSING 128
SALES AND SERVICE

TOTAL LABOR.... 108.00
TOTAL PARTS.... 31.90
TOTAL SUBLET... 0.90
TOTAL G.D.E.... 0.00
TOTAL MISC CHG. 5.40
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.92

TOTAL INVOICE \$ 146.22

CUSTOMER SIGNATURE

RECEIVED *Chick #962*
128 SALES, INC.

AUG 02 2004

All Work Guaranteed For
90 Days or 4,000 miles

Copyright © 1999 Volvo Cars of North America, Inc. All rights reserved. 128 is a registered trademark of Volvo Cars of North America, Inc.



(781) 844-7780
88-88 Walkers Br. Dr.
P.O. Box 487
READING, MA 01867



(781) 224-3700
814 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 586
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01887
(728) 985-2800

35046	ADVISOR THOMAS ROBINSON	TAB NO. 319	INVOICE DATE 08/31/04	WORKER NO. VOC2379631
	LABOR RATE 90.00	INVOICE NO. 79,130	COLOR EMERALD GRN	STOCK NO.
IPSWICH, MA	YEAR/MAKE/MODEL 99/VOLVO/S70/4 DOOR SEDAN	DELIVERY DATE 10/19/98	DELIVERY/DELS 82	PRODUCTION DATE
	VEHICLE ID. NO. YV11555A4X	SELLING DEALER NO.	REPRINT# 1	
	P. T. E. NO.	R. O. DATE 08/31/04		
	COMMENTS			

MO: 79130

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1 24W02			ENGINE MINOR HOURS: 8.80 TECH(S):485		36.08
			SPLIT CUSTOMER = 50.00X WARRANTY = 50.00X		WARRANTY
			CUSTOMER STATES THROTTLE BODY PREVIOUSLY DIAGNOSED AS		
			FAULTY PART SET ASIDE BY ARTHUR ROPS		
			VERIFIED CONDITION.		
			INSTALLED ORDERED ETH COST SPLIT 50/50 WARRANTY &		
			CUSTOMER PER JOHN BROGAN & ARTHUR.		
JOB # 1	1	8644347-0	THROTTLE BODY	282.64	282.64
			SPLIT CUSTOMER = 50.00X WARRANTY = 50.00X		WARRANTY
JOB # 1	1	8636753-9	BASKET	1.94	1.94
			SPLIT CUSTOMER = 50.00X WARRANTY = 50.00X		WARRANTY
JOB # 1	1	9438298-3	ETH RELOAD	19.50	19.50
			SPLIT CUSTOMER = 50.00X WARRANTY = 50.00X		WARRANTY
			JOB # 1 TOTAL PARTS		304.08
			JOB # 1 TOTAL LABOR & PARTS		340.08
JOB # 2 6W0MILEAGE			MILEAGE HOURS: TECH(S):485		0.00
			PLEASE GET OUTGOING MILEAGE		
			AND FILL IN HERE		
			MILEAGE RECORDED		
			INSERT OUTGOING MILEAGE HERE		
			79130 TR		
JOB # 2			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00
JOB # A			MISC CODE DESCRIPTION CONTROL NO.		
JOB # 1	SS	HAZ/WASTE/MISC/SUPPLIES			1.80
	VP	VOLVO POLICY ADJUSTMENT			82.17
			TOTAL MISC		80.37

COMMENTS
WAITING

RECOMMENDATIONS
THANK YOU, YOUR NEXT SCHEDULED SERVICE IS AT 82500



(781) 944-7760
88-88 Walkers Br. Dr.
P.O. Box 487
READING, MA 01887



(781) 224-3700
614 North Ave.
P.O. Box 588
WAKEFIELD, MA 01880



(781) 224-3700
614 North Ave.
P.O. Box 588
WAKEFIELD, MA 01880

128 COLLISION CENTER
275 MAIN ST.
WILMINGTON, MA 01887
(978) 888-2300

35046		ADVISOR THOMAS ROBINSON	TRK NO. 319	INVOICE DATE 08/31/04	INVOICE NO. VOC#379631
IPSWICH, MA		LABOR RATE 90.00	RELEASE 79.130	COLOR EMERALD GRN	STOCK NO.
		YEAR / MAKE / MODEL 99/VOLVO/S70/4 DOOR SEDAN	DELIVERY DATE 10/19/98	DELIVERY MILES 82	PRODUCTION DATE
		VEHICLE ID. NO. YV1LS55A4X2	SELLER DEALER NO.	REPRINT# 1	MO: 79130
		P.T.S. NO.	P.C. NO.	R.O. DATE 08/31/04	
		COMMENTS			

TOTALS

***** THE 1 2 8 PLEDGE *****

WE ARE RESPONSIBLE FOR YOUR TOTAL SERVICE SATISFACTION.
100% SATISFACTION IS OUR GOAL.
IF YOU ARE NOT "COMPLETELY SATISFIED" OR COULD NOT
"DEFINITELY RECOMMEND" OUR SERVICE DEPARTMENT, CONTACT US

FORD CHERYL RILEY AT 781-944-7760
VOLVO BRIAN DENR AT 781-224-3700

" WE NEVER FORGET YOU HAVE A CHOICE "
THANK YOU FOR CHOOSING 128
SALES AND SERVICE

TOTAL LABOR..... 36.00
TOTAL PARTS..... 304.08
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.80
TOTAL MISC DISC .82.17
TOTAL TAX..... 15.29

TOTAL INVOICE \$ 275.00

CUSTOMER SIGNATURE

RECEIVED # 967
128 SALES, INC.
AUG 31 2004

All Work Guaranteed For
90 Days or 4,000 miles

Certified



RECEIVED
OCT 5 2004
CUSTOMER CARE

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

September 27, 2004

To Whom It May Concern:

Please find attached a recent repair bill, dated October 25, 2004, on my 2000 Volvo S-80. The repair was handled at Englewood Volvo in the amount of \$1008.06 as described on the enclosed bill. Please note the reason the repair was made.

I am writing to you to ask several questions regarding the cost involved. To begin, why did this happen to a reputable, reliable and well-designed automobile? Our friends and family were shocked to hear that this happened to such a "reliable automobile." Next, there were only 44,489 miles on the car. With such low miles on the car, my wife and I were upset to learn of our problem. No warning lights-no notice-and no clarification from service representatives. Lastly, I did not renew the new car 4-year warranty after the 4 years because I was under the impression that such a prestigious, well built, and trustworthy car would ever need to be warranted beyond 4 years.

I was impressed with Volvo's reputation (prior to this incident) that we recently purchased a Volvo S-60. I was very upset and shocked knowing that after 4 years such a malfunction would happen. I am hoping that changes were made to my new 2004; otherwise, there may be a problem and this time it will *not* be mine.

Due to this misfortune, which I am irate over, I have submitted an extended new car warranty with Volvo, my automobile is now covered. I have been a loyal customer to Englewood Volvo I would have thought that they would honor my loyalty with a discount of some sort or some other form of compensation. I will share my story with friends who have purchased Volvo's keeping them abreast of how I was treated and about the malfunction.

I will wait to hear from you before submitting my letter and written complaint to Consumer Protection of Bergen County. I am hoping that this letter will alter your professionalism and loyalty to your customers in the future, and I expect to hear back from you with a solution to my mishap, (other than a \$1008.06 bill and enrolling in an extended warranty) I think the owner of 2 Volvo's deserves more.

Sincerely,



Cc: Consumer Protection Of Bergen County of Bergen
One Bergen County Plaza
Hackensack, NJ 07601
3rd Floor



86 Route 17 North • HARBROUCK HTS., NJ 07804
 SALES: 201-288-8884 SERVICE: 201-288-7117
 PARTS: 201-288-8886 FAX: 201-288-7893
 www.KUNDERT.com

280 Terrace Ave. • HARBROUCK HTS., NJ 07804
 SALES: 201-288-7044 FAX: 201-288-4883
 www.volvoontheterrace.com

188 Engle Street • ENGLEWOOD, NJ 07831
 SALES: 201-667-2300 SERVICE: 201-667-4340
 PARTS: 201-667-3133 FAX: 201-667-9206
 BODY SHOP: 201-667-9333
 www.engagewoodvolvo.com

CUSTOMER NO. 21075	ADVISOR JOHN WHIDDEN	MO. NO. 640	INVOICE DATE 08/25/04	INVOICE NO. vics194355
	UNDERWRITE	44,489	COLOR MYSTIC SILV	STOCK NO. 201275
HARRINGTON PARK, NJ	YEAR / MAKE / MODEL 00/VOLVO/S80/4DR/SNRF		DELIVERY DATE 05/23/00	DELIVERY MILE
	VEHICLE ID. NO. YV1TS94D2Y1		DEALER NO.	REGISTRATION DATE
	P. C. NO.		R. G. DATE 08/25/04	
	COMMENTS CR 129723			MO 44493

TEAM COLORS] BLUE TEAM

LABOR & PARTS

JOB # 1 02V02Z: CUSTOMER A MESSAGE IN THE DISPLAY HAI SAYS ENGINE PERFORMANCE REDUCED; IDLE IS FLUCTUATING WITH A/C ON, AND CAR STALLED ONCE WHILE DRIVING. TECHNICIAN VERIFIED CUSTOMER CONCERN; FOUND DTC'S CEM-E000, CEM-1A5D, CEM-1A61, AND TCM-E000. FAULT TRACED AND FOUND FAULTY ETM (THROTTLE BODY), AND ALSO FOUND VEHICLE ELIGIBLE FOR ECM AND TCM SOFTWARE UPGRADES. REPLACED ELECTRONIC THROTTLE MODULE; PERFORMED ECM AND TCM SOFTWARE UPGRADES; ERASED DTC'S; ROAD TESTED. ALL OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	8644347-0	THROTTLE BODY	606.75	606.75	606.75
JOB # 1	1	8636753-9	GASKET	3.35	3.35	3.35
JOB # 1	1	9438290-0	ETM RELOAD	33.60	33.60	33.60
JOB # 1	1	30677021-5	30677021 UPGRADE E	22.40	22.40	22.40
JOB # 1	1	30677036-3	30677036 UPGRADE T	22.40	22.40	22.40
JOB # 1 TOTAL PARTS						688.50
JOB # 1 TOTAL LABOR & PARTS						951.00

JOB # 2-12V02ZASH EXTERIOR WASH (HYDROBLASTING) (16:15) 0.00
 Added Operation (JONATHAN (8/25/2004 16:15))
 COURTESY CAR WASH PROVIDED AT NO CHARGE TO CUSTOMER
 ENGLEWOOD VOLVO TARGET "10" FOR EXCELLENCE
 COURTESY CAR WASH COUPON PROVIDED: "DEDICATED TO EXCELLENCE"

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

TOTALS:

CASH []	VISA/M/C []		TOTAL LABOR	262.50
			TOTAL PARTS	688.50
			TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	57.06
TOTAL INVOICE \$				1008.06

CUSTOMER SIGNATURE

AUG 26

22 SEP 04 2:24

CHAIRMAN'S C.

RECEIVED
OCT 6 2004
CUSTOMER RL

Jay

William Clay Ford Jr.
President and CEO
Ford Motor Company

September 16, 2004

I have been a Volvo owner for over 10 years

I AM VERY UPSET. Apparently, I have just been made aware by a close friend at a prestigious volvo club that the 2000 S80 VOLVO which I own HAS A DEFECTIVE THROTTLE BODY ACCORDING TO THE VOLVO REPAIR CENTER. THIS IS A KNOWN AND WIDE SPREAD DEFECT. IT CAUSES THE ENGINE TO SURGE SPORADICALLY OR TO DIE. VOLVO HAD ISSUED A BULLETIN TO ALL SERVICE CENTERS ADVISING THEM OF THE DEFECT. My friend had his throttle body replaced out of warranty free of charge when it died on him after he found out about the bulletin. I always had issue with the car's performance after the 1st year of ownership and was told nothing by my dealer about this defect. I was led to believe that this is how the car runs.

I recently paid \$800 to have this replaced and now the car runs better than when I bought it. I demand that a repair refund be given to me for this known defect which could have been taken care of under warranty if my concerns were taken more seriously.

Thank You

[REDACTED]
New Hope, PA [REDACTED]
[REDACTED]

58231

44584

VOLVO KEYSTONE

238 S. Main St.
Cockeysville, PA 18601
SERVICE (215) 348-8443
SALES (215) 348-8438
PARTS 1-800-282-8203
BODY SHOP 1-888-231-8807
www.keystonemotors.com

INVOICE

PAGE 1

SERVICE ADVISOR: 226 TOM MULLOCK

NEW HOPE, PA
HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LIC/REG	MILEAGE IN/OUT	TAG
WHITE	00	VOLVO S80T6 SEDAN	YV1TB94DSY		74813/74815	T765
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	KEY	PAYMENT	REV. DATE
03/07/2004	11/20/2003	31.00	04/20/04	0.00	CASH	04/20/04
OP FROM: ENG: B62946						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS EXPRESS SERVICE LUBE, OIL, AND FILTER CHANGE							
KLOP CUSTOMER REQUESTS EXPRESS SERVICE LUBE, OIL.							
			182	CPV		16.45	16.45
			1	SOIL MTR OIL	13.50	13.50	13.50
PARTS:	21.00	LABOR:	16.45	OTHER:	0.00	TOTAL LINE A:	37.45

99 DIAGNOSTIC, TRACE FAULT, REPLACE THROTTLE							
MODULE, ALSO, CODE FOUR IMMOBILIZER, REPLACE IMMOBILIZER, CLEAR CODES, RETEST.							
			1	8644347 THROTTLE BODY	551.99	551.99	551.99
			1	8673073 ANTENNA	34.85	34.85	34.85
PARTS:	619.02	LABOR:	179.50	OTHER:	0.00	TOTAL LINE B:	798.52

81 CUSTOMER REQUESTS WE PERFORM THE PA STATE							
			182	CPV		26.00	26.00
D** PERFORM ENHANCED PENNSYLVANIA EMISSION TEST							
			182	CPV		48.95	48.95
PARTS:	0.00	LABOR:	48.95	OTHER:			

*PAID
PK # 2525*

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MINC. CHARGE	
TOTAL CHARGE	
TAX INSURANCE	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

October 9, 2004
CUSTOMER CARE

Dear Mr. Lescroart,

I writing to you regarding our telephone call on Oct 6, 2004 regarding a repair to my family's 2000 XC V70(Vin YV1LZ56D5Y2 [REDACTED]) Our car required a new throttle control module due to significant malfunction.

The car was purchased on Dec 2, 2000 from Pitcarin Volvo. I have attached the sales receipt and odometer certificate). At the time of purchase I was told we were purchasing the car with a full warranty. I called Pitcarin to try and resolve our warranty coverage, and they confirmed that the in service date was Dec 2, 2000(Person I spoke to was Tim Hercom). Apparently the dealer has been changed ownership and the sales person has left the dealer. Volvo of NA claims the in service date is May 31, 2000.

Our car has 40,546 miles and is 3.5 years old(from when we purchased the car). We have always had the car serviced by Volvo(oil changes, and regular service). I have included the receipts from both Prestige Volvo in Whippany(I could not find the 15,000 miles service receipt, but it was done at Prestige) and Baltique Volvo in France. We are currently located in France on temporary assignment and shipped the car to France with us.

The replacement of the electronic module cost us 712.25 Euros or \$854.70(see highlighted lines on receipt).

We have always followed all the recommended maintenance and had all maintenance work done by Volvo, and do not feel that a \$854.70 repair is our responsibility.

Especially considering the car is 3.5 years old and maintained as per Volvo recommendations.

I would like reimbursement of the repair in the amount of \$854.70 to be covered by Volvo as per the warranty.

Please contact at me at:

[REDACTED]
Mountain Lakes, New Jersey [REDACTED]

E:mail: [REDACTED]

Phone in France is [REDACTED]

Thank you for your assistance in this matter

Sincerely

[REDACTED]

ORIGINAL

Facture client N 2A1664
Date Facture : 07/10/2004
OR No : AVG001358
Numero client : 414060



PAYÉ

38330 MONTBONNOT ST MARTIN

No Immat : 179BYD38 Date MEC : 15.04.2000
Marque : VOLVO Chassis : 0000693300
Modele : V70 XC (4WD) 5 CYL 2 KILOMETRAGE: 40546

Votre conseiller service: Gilles BARRAGO
Reglement le : 07/10/2004 Espèces Mo INTRACOMMUNAUTAIRE

REF	DESIGNATION	PUHT	QTE	rem	TOTAL HT
	reinit.				
	déposer/passer/remplacer				
K00117510	Huile moteur et filtre vidange	55,50	0,30		16,65
K00117327	Vérifications client options d'entretien	55,50	0,30		16,65
K001177067	Roue x4 rotation	55,50	0,40		22,20
107530	TXI 5W-30	10,16	6,00		60,96
1375810	CARTOUCHE FILTRE	7,80	1,00		7,80

M. PONSARD et son équipe vous remercient de votre visite.

Taux	Base	Montant	Montant Pieces :	686,66
0,00	0,00		Montant MO :	149,85
5,50	0,00		Divers :	0,00
19,60	775,55	152,01	Total Net HT:	836,51
	0,00		Total TVA:	163,96
9,80	0,00		Net a payer : 1 000,47 E	
19,60	60,96	11,95		

Pénalités de retard: 1,5 fois le taux d'intérêt légal.
 Paiement effectué par: ESP - CHQ - CB

38330

Aux conditions générales de vente portées au verso du présent formulaire



DATE	DESCRIPTION	AMOUNT	TOTAL

ORDER # 10074
 PART # 10074
 PART # 10074
 PART # 10074
 PART # 10074
 PART # 10074

ORDER # 10075
 PART # 10075
 PART # 10075
 PART # 10075
 PART # 10075

ORDER # 10076
 PART # 10076
 PART # 10076
 PART # 10076
 PART # 10076

ORDER # 10077
 PART # 10077
 PART # 10077
 PART # 10077
 PART # 10077

ORDER # 10078
 PART # 10078
 PART # 10078
 PART # 10078
 PART # 10078

ORDER # 10079
 PART # 10079
 PART # 10079
 PART # 10079
 PART # 10079



"Your Authorized Dealer Of Excellence"
 265 E. ROUTE 40 • E. HANOVER, NJ 07836
 973-884-2400
 CUSTOMER COPY (CONTINUED ON NEXT PAGE)

11226	PATRICIA SOMMERVEL 672	2655	10/08/01	UDCS143890
	LABOR RATE	18450	BLU/	
	VEH/VOL/DO/DOCK	00/VOL/00/470XCASR	DELIVERY DATE	05/31/00
	VEHICLE ID NO.	7V1LZ56D5Y2	DEALER NO.	7354
MOUNTAIN LAKES, N.	PTR NO.	#2 NO.	NO. DATE	10/08/01
				TIME: 18450

LABOR & PARTS
 JOB # 1 02V0Z0 INSPECT ENG FUEL/IGN HOURS: 0.10 TECH(8)1661
 #672-97398389420661
 CUST. STATES DOOR TO GAS TANK WILL NOT OPEN & DOOR LOCKS
 INOPERABLE FROM DRIVER'S MASTER SWITCH.
 INOP FROM MASTER SWITCH.
 FAULT TRACE AND FOUND R/F WINDOW SWITCH STUCK.
 REPLACED R/F WINDOW SWITCH.

WARRANT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	8637142-4	SWITCH	
				JOB # 1 TOTAL PARTS
				JOB # 1 TOTAL LABOR & PARTS

WARRANT
 0.0
 0.0

COMMENTS
 WAITER

TOTALS	
TOTAL LABOR....	0.0
TOTAL PARTS....	0.0
TOTAL SUBLET....	0.0
TOTAL G.O.G....	0.0
TOTAL MISC CHG.	0.0
TOTAL MISC DISC	0.0
TOTAL TAX.....	0.0
TOTAL INVOICE \$	0.0

*** "EXCELLENT" THE ONLY ANSWER THAT COUNTS! ***

ANY COMMENTS OR SUGGESTIONS PLEASE CONTACT
 MARK CAMERON, SVC MANAGER 973 884-2400

THANKS FOR YOUR CONTINUED LOYALTY!!

880 + 4 hours

"Your Authorized Dealer Of Excellence"

N° FACTURE : 2320472
 DATE FACTURE : 20.05.2003 à 19h14
 N° O.E. : 2395704
 N° CLIENT : 410003
 REF. CLIENT :



30330 MORSBURNOT ST MARTIN

N° IMMAT : 17 38 DATE 1ère IMMAT : 1.01.2000
 MODELE : V7 N° CHASSIS : 0009693300
 ANNEE MODELE : 20 KILOMETRAGE : 31196
 REMARQUE :
 VOTRE CONSEILLER ICH: GILLES BARRAGO

RENDRE-VOUS DU : 20.05.2003

ENGAGEMENT LE : 20.05.2003-COMPTANT N° INTRACOMMUNAUTAIRE :

OPERATION	DESIGNATION	TEMPS	PR. NET HT	PRIX NET	MONTANT COU
	REFERENCE DESIGNATION	QTE	UNIT. HT	UNIT. HT	HT HT TVA
17510	HUILE MOTEUR ET FILTRE VIDANGE	0,30	53,50	53,50	16,05 5
17327	VERIFICATIONS CLIENT OPTIONS DESTRETIEN	0,30	53,50	53,50	16,05 5
55102	FRENIL A MAIN REGLAGE	0,30	53,50	53,50	16,05 5
51104	FLAQUETTES DE FREIN AVANT, 2 ROUES, REMPLACE	0,70	53,50	53,50	37,45 5
	1275610-0 CARTOUCHE FILTRE	1,0	7,00	7,00	7,00 5
	977751-7 JOINT	1,0	1,00	1,00	1,00 5
	105965 HUILE MOTEUR	3,0	20,33	20,33	60,99 6
	9485593-9 JEU FLAQUETTES	1,0	63,40	63,40	63,40 5

USURE PREUS AVANT-ARRIERE TROP IMPORTANTE=RISQUE DEVIATION VISCO-COL
 PLUR.

PREUS ARRIERE=STRUCTURE DIFFERENTE
 PREUS AVANT A REMPLACER AVEC GEOMETRIE
 MANQUE CROCHET BROROTAGE AV

*****FRAIS RECYCLAGE SACS ET OPPERT PAR LA COMMISSION*****

TOTAL TEMPS

TOTAL N.C. : 215,60
 TOTAL NET HT : 132,19
 SOUS TRAITANCE :

COTE TVA : 5 6
 TAUX : 19,60 19,60
 TAUX : 157,00 60,99
 MONTANT : 30,23 11,95

SOUS TRAITANCE
 TOTAL NET HT : 210,79
 TOTAL T.V.A : 42,00
 NET A PAYER -EVROS- : 261,67
 NET A PAYER[SE FAS] : 1716,44

ME FRANS GENIN , ET SON EQUIPE VUS REMERCIENT DE VOTRE VISITE.

Aux conditions générales de vente portées au verso du présent formulaire

Belleque Automobiles
 24, avenue
 de la Noëlle Blanche
 38170 MORSBURNOT

Téléphone
 04 76 84 52 52

Télécopie
 04 76 84 16 28
 E-mail
 Bellequeautomobiles@wanadoo.fr

BC Granville
 B-003 905 185
 SIRET
 003 905 185 0019

Surt un capital de
 91469,41 €
 APE
 301 Z

N° FACTURE : 2320064
 DATE FACTURE : 20.01.2003 à 17h29
 N° C.R. : 2395056
 N° CLIENT : 410003
 REF. CLIENT :

BOZIK

N° INMAT : 7779901-NJ DATE 1ère INMAT : 1.03.2000
 MODELE : V70XC N° CHASSIS : 0000693300
 ANNEE MODELE : 2000 KILOMETRAGE : 26874
 REMARQUE :
 VOTRE CONSEILLER SERVICE: GILLES BARRAGO

RENDRE-VOUS DU : 13.01.2003

REGLEMENT LE : 20.01.2003-COMPTANT

N° INTRACOMMUNAUTAIRE :

OPERATION	DESIGNATION	TRMPS	QTE	PR. BRUT REG. UNIT. HT	PRIX NET UNIT. HT	KONTANT NET HT	KONTANT CODE TVA
10	BARQUAGES LETTRE PLAQUE CONSTRUCTEUR					20,00	5
17510	HUILE MOTEUR ET FILTRE VINASSE	0,30		51,00	51,00	15,30	5
17327	VERIFICATIONS CLIENT	0,30		51,00	51,00	15,30	5
	OPTIONS CONTRATIER						
35229	PIECES DE PHARE=MODIFICATION PRIER	3,00		51,00	51,00	153,00	5
	105969 HUILE MOTEUR		3,0	20,33	20,33	60,99	6
	1275010-8 CARTOUCHES FILTR		1,0	7,40	7,40	7,40	5
	11990-2 JOINT VIDANGE		1,0	1,10	1,10	1,10	5
	9430738 BARNISS		2,0	16,20	16,20	32,40	5
	949671-2 AMPoule de 5W		2,0	1,30	1,30	2,60	5
	9169375 PORT-LAMPE		2,0	18,70	18,70	37,40	5
	979623-6 AMPoule 850		2,0	2,35	2,35	4,70	5
	9187727 CROCHET 170		1,0	1,95	1,95	1,95	5
	945026-1 AMP 12V 21W 50		1,0	2,35	2,35	2,35	5
35230	BLOC OPTIQUE AV REMPLACEMENT	0,20		51,00	51,00	10,20	5
35228	VHRES DE PHARE X2, REMPLACE	0,00		51,00	51,00	40,00	5
35325	PRE ARRINXE SUPERIEUR/INFERIEUR	1,00		51,00	51,00	51,00	5
	DEPOSES-POSES/REMPLECS						
	9043107-3 BOITIER LAMPE		1,0	60,20	60,20	60,20	5
	9043101-1 BOITIER LAMPE		1,0	60,20	60,20	60,20	5
	9169346-5 VEHIC PHARE		1,0	76,40	76,40	76,40	5
	9169347-3 VEHIC D AVTOS		1,0	76,40	76,40	76,40	5
	9169472 CARTER, D		1,0	142,50	142,50	142,50	5
	9169473 CARTER, D		1,0	142,50	142,50	142,50	5
	9312424-7 FBS AR INF G		1,0	80,60	80,60	80,60	5
	3512427 CARTER, D		1,0	80,60	80,60	80,60	5

TOTAL TRMPS : 5,60

TOTAL N.O. : 285,60

TOTAL PIECES : 879,29

GENES DIVERSES :

CCDH TVA : 5
 TAUX : 19,60 19,60
 BAVS : 1114,90 60,99
 KONTANT : 230,52 1,45

SOUS-DEBENCHER : 20,00

TOTAL NET HT : 1175,89

TOTAL T.V.A. : 230,47

NET A PAYER - BRUS- : 1406,36

NET A PAYER (N FRS) : 925,12

RE FRANK GENIE ET SON EQUIPE VOUS RESSERVENT VOTRE VISITE.

Aux conditions générales de vente portées au verso du présent facture

Bellique Automobiles
 24, avenue
 de la Haute Blanche
 35170 BEYSSINET

Téléphone
 04 76 84 22 32

Télécopie
 04 76 84 16 20
 E-mail
 Belliqueautomobiles@wanadoo.fr

IBC Grenoble
 B 403 905 183
 STREET
 403 905 183 0019

Capital de
 91409,41 €
 APE
 901 Z

STEL VOIUN 300
ORIGINAL
 Numéro client N° : 220957
 Date facture : 03/08/2008
 DE NO : AUG000930
 Numéro client : A14030



1830 MONTMAGNY ST MARCEL

No Fact : 123456 Date : 15.08.2008
 Adresse : VOIUN
 Adresse : 123456789012345678901234567890

Votre fournisseur : Service Gilles S...
 No INTRACOMPTABLE :

DESCRIPTION	QUANTITE	PUR	PCC	MT	MT
révision complète	1	146,00	0,00	146,00	
TXT 50-20	1	10,00	0,00	10,00	
CAPUCHON FILTRE	1	7,00	0,00	7,00	
VOIUN	1	0,00	0,00	0,00	
Bois de service	1	50,50	0,00	50,50	
Kit de réparation	1	0,00	0,00	0,00	
KIT ESCAPER-ROSC	1	33,40	1,50	34,90	
Manivelle bois	1	33,00	0,00	33,00	
Manivelle bois	1	0,00	0,00	0,00	
Kit de réparation	1	33,20	0,00	33,20	
Kit de réparation	1	33,20	0,00	33,20	
Kit de réparation	1	0,00	0,00	0,00	
FILTRE	1	20,00	0,00	20,00	
BOUCHE BOUCHE	1	0,00	0,00	0,00	
BOUCHE BOUCHE	1	0,00	0,00	0,00	

M. PONSARD et son équipe vous remercient de votre visite.

Taux	Base	Montant	Montant	Pièces :	146,06
0,00	0,00			Montant HT :	77,70
5,50	0,00			Divers :	0,00
10,00	0,00			Total Net HT :	224,56
0,00	0,00				44,04
10,00	0,00			Total à payer :	268,60

Répartition de montants : 1,00 sur le compte bancaire
 Règlement effectué : 0000 0000 0000 0000

PITCAIRN

MOTOR CAR COMPANY

1882 E. LINCOLN HWY. • LANGHORNE, PA 19047
(215) 741-4100 (NY/NJ) 1-800-343-2748

Tim
Herborn

EDUCATION	DATE	12/02/88
DEPT.	DEPT. DATE	12/02/88
EMPLOYER	DEPT. TIME	
TITLE	TITLE IN BOTH NAMES?	YES <input type="checkbox"/> NO <input type="checkbox"/>

SALE PRICE AMT. **34119.78**

TYPE **XC**

FACTORY INSTALLED OPTIONS: COLOR: **BLUE** RELEASE: **7,233**

ALL SALES ARE FINAL X

DEALER INSTALLED OPTIONS	FACTORY M.S.R.P.
	1) CASH PRICE (INC. FACT. INSTALLED OPTIONS) 33999
	2) OTHER DEALER INSTALLED OPTIONS
	3) ADJUSTED LIST PRICE (1 PLUS 2) 33999
	4) LESS GROSS ALLOWANCE FOR TRADE-IN
	5) NET TOTAL (3 MINUS 4) 33999
	6) SERVICE CONTRACT PLAN <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>
	7) TAXABLE TOTAL 33999
	8) SALES TAX 2833
	9) OTHER TAX
	10) C.L.R. (\$12.78 - PA ONLY)
	11) DOCUMENTARY FEE 66.00
	12) D.O.L.R. (\$10.00 - PA ONLY)
	13) PA TITLE TAX
	14) NET TO BE PAID BY CUSTOMER 34119.78
	15) ADD: PAYOFF ON TRADE N/A
	16) TOTAL DUE (LINES 7 THRU 15) 35119.78
	17) LESS: NON-REFUNDABLE DEPOSIT 2000.00
	18) AMOUNT DUE AT DELIVERY 34119.78
	19) BALANCE FINANCED THERE 34119.78

TRADE-IN INFORMATION

YEAR: **N/A** MAKE: **N/A** MODEL: **N/A** COLOR: **N/A**

SELLER: **N/A**

BALANCE TO: **N/A**

ADDRESS: **N/A**

ACCOUNT NO.: **N/A**

PAYOFF AMT.: **N/A** PAYOFF GOOD TO: **N/A**

PERSON CONTACTED: **N/A** PHONE: **N/A**

DEAL. CO. NY MANUFACTURER: **N/A** POLICY NO. **N/A**

DEAL. ADDR: **N/A** PHONE: **N/A**

CONTRACT COLL. **N/A** LIABILITY **N/A**

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE.

By executing this Order, Purchaser acknowledges having read and agrees to be bound by all of its terms and has received a full explanation. Purchaser will handle retail installment sale, this contract is subject to the terms and conditions of the sales agreement.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties or merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby assumes any such risks.

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this form.

DEALER'S AUTHORIZED SIGNATURE: _____ DATE: _____

BUSINESS OR SIGNATURE: _____ DATE: **12-2-88**

CUSTOMER'S SIGNATURE: _____ DATE: **12-2-88**

*CASH EQUIVALENTS OVER \$10,000 REQUIRE FILING OF IRS FORM 8300

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

PITCAIRN ENTERPRISES INC.
(Seller/Donor Name (Print))

state that the odometer now reads 7,293 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
 - (2) I hereby certify that the odometer reading is NOT the actual mileage.
- WARNING - ODOMETER DISCREPENCY.**



X
TRANSFEROR'S SIGNATURE

PITCAIRN ENTERPRISES INC

PRINTED NAME

1862 E LINCOLN HIGHWAY

TRANSFEROR'S ADDRESS (STREET)

LANSHIRE, PA 19407

CITY STATE ZIP

12/02/00

DATE

[REDACTED]

TRANSFEREE'S NAME

B J. NEWOLD I, JR

TRANSFEREE'S ADDRESS (STREET)

MILITARY LKS NJ 07046

CITY STATE ZIP

YVILE 56D572199 00 2000 VOL Y70 WAGON

STANDARD

2

20.00 12-21-2000

7293 A

86601 21271 0002

MOUNTAIN LKS NJ

I, THE REGISTRAR OF MOTOR VEHICLES, OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT THE ABOVE IS A TRUE AND CORRECT COPY OF THE RECORDS OF THE DIVISION OF MOTOR VEHICLES, AS OF THE DATE INDICATED THEREON.

1779901

C. Richard K.

State of New Jersey

DEPARTMENT OF TREASURY



DL 8020003560073

RECEIVED
OCT 21 2004
CUSTOMER CARE

[REDACTED]
Kennewick, WA
October 17, 2004

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

Dear Sir:

I own a 2000 Volvo S80 that I took to Jaguar Land Rover Volvo of Spokane to Spokane, Washington (closest dealership) for a specific problem I was having with the car as well as routine oil change. The car was surging as if it was running out of gas, as if the fuel filter was clogged...it was performing terribly. I took a day off and brought the car in at 9am Friday, September 10, 2004. I was there until early afternoon but I am unsure if they drove the car to duplicate the problem I was experiencing, or how long they actually worked on the vehicle. They did not charge me for the diagnostics, but then they did not find the problem, either. They said that the car was fine.

I asked the service department staff if the car was safe to drive back home to Kennewick and to Everett the following weekend to which he replied that there was nothing wrong with the car, yes it was safe. He stated that there are times when the air conditioning causes the surging, and if it continued on my way home, turn off the air and see if that "fixes" the problem.

The surging continued during my drive back to Kennewick, to Everett and on my return from Everett, I lost power and was stranded on I-405 outside of Bellevue, Washington.

I realize that you cannot predict some of the problems with an automobile, but I do expect that the service department would be capable of finding the source of this major problem during a 4 hour service call; especially when I described it in such detail. I would have expected that the service department at Spokane would have had someone drive the car to try to duplicate the problem and that they would have not merely 'loaded the software and checked for codes in the system.'

It was by choice that I selected to purchase a Volvo and I did understand that there was no local dealership to service the automobile. I also realize that it is my responsibility to ensure that the service is provided by an authorized dealer. But I do expect that the authorized dealer be trained and knowledgeable enough to identify the problems as they arise and to provide adequate service commensurate to the consumer expectations for a luxury automobile. Why the Spokane dealership did not drive the car to better understand the problem, or why they could not match my descriptions with the problem is still beyond me. It is also a surprise that the service department would suggest that the car might surge if the air conditioner was operating.

Barrier Volvo, Bellevue where the car was towed 09/19/04 identified the problem early Monday morning and told me that the problems I described in my write up to them, and again on the phone were exactly those they expect to hear when a fuel throttle module defect. They stated that there were many messages in the computer that indicated the problem was the throttle module. I drove back to Bellevue the following weekend in order to pick up the car.

I can't tell you what I expect from conveying this story to you, other than perhaps some corrective actions with the training and servicing department at the Spokane Dealership. I was terribly disappointed in their lack of concern and even more so when their failed service left me stranded on a Sunday in an unfamiliar area.

The Volvo warranty was for the first 50k miles and as you can see, the mileage when I originally took the car in was 54,345. I am covered for road-side service, the towing, and related expenses for the rental car and the trip back to Bellevue to pick up my car following the repairs. I have included copies of all of those expenses with this letter.

My phone calls into the road side service department were recorded under two phone numbers: [REDACTED] Please let me know if you have any additional questions, or need additional information to process this reimbursement.

Thank you,

[REDACTED]
YV1TS94D4Y [REDACTED]

Attachments: Barrier Invoice
Jaguar Land Rover Volvo Invoice
Towing Invoice
Rental Car Invoice
Refueling Charges

cc: Jaguar Land Rover Volvo Spokane, Inc.
1310 West 3rd Avenue
Spokane, WA 99201

Barrier Volvo
11850 Bellevue-Redmond Road
Bellevue, Washington 98005



JAGUAR LAND ROVER SPOKANE

1310 W. 3rd AVE.

SPOKANE, WA 99201

(509) 892-9200 * Fax (509) 892-9201

WORKER NO. 4458

NAME DAVE

73

DATE 09/10/04

WORKER NO. VOCS14640

LABOR RATE 85.00

AMOUNT 54,345

COLOR WHITE/

KENNIWICK, WA

00/VOLVO/580

YV1TS94D4Y

09/10/04

NO: 54341

LABOR	DESCRIPTION	HOURS	TECHS	AMOUNT
J# 1 1.00Z	FUEL SYSTEM CUST STATES FEELS A SURGE AT A STEADY SPEED 60/65 MPH COULD NOT DUPLICATE COND ALL SOFTWARE LOADED AT THIS TIME NO CODES IN SYSTEM	0.60	01	51.00
J# 2 01R0Z	OIL SERVICE ONLY PERFORM LUBRICATION AND MAINTENANCE. INSPECT ALL LIGHTS AND BRAKES. TOP OFF ALL FLUIDS MAINTENANCE COMPLETED	0.60	01	51.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 2	1	127601	FILTER INSER	7.91	7.91
JOB # 2	1	977781	BASKET	1.20	1.20
TOTAL - PARTS					9.11

G.O.G. & SUPPLIES	DESCRIPTION	QTY	UNIT	AMOUNT
JOB # 2	6.2 OIL, BULK	0.250	UNIT	15.75
TOTAL GOG				15.75

CODE	DESCRIPTION	CONTROL NO.	AMOUNT
JOB # A	21 HAZARDOUS WASTE HANDLING FEE		1.00
JOB # A	1 SHOP SUPPLIES		1.00
TOTAL MISC			2.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$100.00 (+TAX)
 TOTALS

IMPORTANT!
 You may receive a telephone
 call from Land Rover in the
 next few days. If for any
 reason you cannot grade us
 EXCELLENT, please contact me
 Tom Grainger, Service Manager

THANK YOU
LAND ROVER SPOKANE

LOANER CARS NOW AVAILABLE FOR
 OUR "PREFERRED CUSTOMERS"
 Check out our Web-Site
www.landroverspokane.com

TOTAL LABOR....	19.00
TOTAL PARTS....	9.11
TOTAL SUBLET....	0.00
TOTAL G.O.G....	15.75
TOTAL MISC CHG....	2.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	2.99
TOTAL INVOICE \$	38.85

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends to visit us on Kingsway. Our complete line of parts and products for LAND ROVER is available at our "EXCLUSIVE" store.

SALES TAX AND FINANCIAL FACTORS
 The amount of sales tax is not shown on this invoice which will be added by the appropriate tax authority. Other taxes, such as license, title, etc., are not included in this invoice. If you are a resident of another state, you may be liable for other taxes. If you are a resident of another state, you may be liable for other taxes. If you are a resident of another state, you may be liable for other taxes.

The information contained on this estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS
 NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
 PARTS RETURNED SUBJECT TO 25% HANDLING CHARGE.
 NO RETURNS WITHOUT THIS INVOICE.
 NO REFUNDS AFTER 15 DAYS.
 SPECIAL ORDER PARTS MUST BE PAID FOR IN ADVANCE.
 PACKAGING MUST BE IN NEW OR LIKE NEW CONDITION.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF ENVIRONMENTAL WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATR, ETC.

CUSTOMER SIGNATURE

Thank You

72052

185871

BARRIER VOLVO

11880 Bellevue-Fishers Road, Bellevue, Washington 98006
(425) 485-8822

INVOICE

KENN, WA
HOME:

BUS

PAGE 1

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES ON OUR OWN EXPERIENCE.

SERVICE ADVISOR: 30511 REECE WILKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	00	VOLVO S80	YV1TS94D4		54874/54874	T0523	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000			17:00 20SEP04		95.00	CASH	20SEP2004
R.D. OPENED		READY	DLR:N/A ENC:B6294S-2.9 Liter				

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

A C/S THERE IS A REDUCED PERFORMANCE MESSAGE, CUSTOMER TOOK IT TO VOLVO SHOP IN SPOKANE THAT COULD'T FIND PROBLEM CHECK AND ADVISE

4241	CPV				340.00		340.00
1	8636753	9	GASKET		5.16	5.16	5.16
1	976561	1	HOSE CLAMP		5.16	5.16	5.16
LABOR					340.00	0.00	340.00
TOTAL LINE A:							990.07

ECM-91B7//ECM-91A7//ECM-9150// ECM-9160// ECM-904C//ECM-903F/////
REPLACED ECM CONTROL MODULES. CHANGES CODES TESTED. OK DONE RELOADED SOFTWARE

B VEHICLE VISUAL INSPECTION

4241	CPV				75.00		75.00
1	8634921	4	BRAKE PAD KIT		3.25	3.25	3.25
LABOR					0.00	0.00	0.00
TOTAL LINE B:							153.25

REAR VISUAL INSPECTION DONE ALSO REPLACED FRONT BRAKE PADS--TESTED OK DONE

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 10.00

OUR GOAL IS TO RATE A "10" ANYTHING LESS IS A FAILURE TO US.

THANK YOU, from your Volvo Service staff--
Steve Nevard, Dave Paris, Steve Nelson,
Glen Hansen, Reece Wilkins, Keith Redd and
ANYONE THAT

Any controversy or claim arising out of or relating to this contract or breach thereof, shall be settled in accordance with the arbitration rules of the consumer-business arbitration tribunal of the Better Business Bureau.

The factory warranty constitutes all of the warranties with respect to the sale of the item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. The information contained on the estimate, worksheet, and/or repair order is incorporated here in by reference.

DESCRIPTION	TOTAL
LABOR AMOUNT	415.00
	737.49
GAS, OR, LUBE	0.00
SUBLET AMOUNT	0.00
SHC CHARGES	10.00
TOTAL CHARGES	1162.49
LESS REPAIRANCE	0.00
SALES TAX	102.30
PLEASE PAY THIS AMOUNT	3264.79

CUSTOMER SIGNATURE

CUSTOMER COPY

"The Purple People Puller"

Eastside Towing Service, Inc.

12818 NE 21st Place - Bellevue, WA 98005
(425) 747-3181 FAX (425) 883-1350 (425) 883-1050

185282

Date 9/19/04

RO _____

PO _____

Bill To: [Redacted]
Owner: [Redacted] Tel: H [Redacted]
Address: [Redacted] Tel: W [Redacted]

Vehicle Information:
COLOR White MAKE Volvo MODEL S80 LIC [Redacted]
VIN YV1TS54D4K1 CO 54574
DRIVER 102 TRUCK 102 CLASS 102 WSP ACC PVT X MP PD

Tow From 10920 Northrup Way 162.00
Tow To Basic Volvo
2nd Tow

JUMPSTART LOCKOUT DOLLY TIRE CHANGE
WINCHING DRIVELINE STANDBY 2ND HOOKUP

DAYS @		Per Day	
Date In	Out	Rate	
Mileage To			
Mileage Towed	<u>2</u>		<u>00</u>
Billed Mile			

Comments:
pd 107
07
Meth / Pol # ?

Authorized to tow and pay direct X
CASH CHECK CREDIT CARD CHARGE



TERMS WILL BE SHOWN ON ROAD SIGNAGE
 (800) 451-8884

No. NV-14030

RATES DO NOT INCLUDE GAS
 DATE IN 9/24/01 TIME 9:30 AM
 DATE OUT 9/19/04 TIME 2:30 PM

WHITE 1991M MAZDA PROTEGE
 28750
 37720
 730
 500
 70

100 MILES
 100 HOURS
 499 DAYS
 165 WEEKS
 FULL YES NO
 GAS NOT INCLUDED

TERMS REVERSE SIDE
 RENTERS OWN INSURANCE
 PRIMARY
 07
 STATE

DAMAGE PROTECTION
 SUB TOTAL 104.25
 STATE TAX 14.73
 TOTAL CHARGES 118.98
 GAS CHARGES (E)
 DAMAGES
 LESS
 NET BILL BEFORE DISCOUNT 113.98
 LESS DISCOUNT
 NET AMOUNT COLLECTED
 NET AMOUNT REMINDED
 DATE RMT

CREDIT CARD
 AUTHORIZES THE USE OF MY CREDIT CARD TO FULFILL MY CONTRACTUAL OBLIGATIONS AND MY COLLISION DEDUCTIBLE IN THE EVENT OF AN ACCIDENT
 CUSTOMER RESPONSIBLE FOR ALL PARKING LOCAL INSURANCE TOLLS IF CAR IS OVERSEAS

CHARGES SUBJECT TO FINAL AUDIT
THANK YOU!

RENT-A-CAR
15268 BEL-RED RD.
RECONO WA 98052
425-562-1850

DATE: 09/24/84 TIME: 09:30:24
REF: 0001 BATCH: 187
CO TYPE: VI TR TYPE: PR

REF: 0001 BATCH: 187
CO TYPE: VI TR TYPE: PR

A L : \$123.53

ACCT: 4400047810001603 EXP: 0386
AP: 024938
NAME: DIANNE T JACKSON

... RECEIVED ACKNOWLEDGES RECEIPT OF
... AND/OR SERVICES IN THE AMOUNT OF
... THE TOTAL SHOWING HEREON AND AGREES TO
... THE OBLIGATION HEREBY INCURRED BY THE
... MEMBER WITH THE ISSUING



Wayway
1906 NW Buck n HI
Silverdale WA
98383
STORE NO: 1680

XXXXXX1603
Visa
Appr #: 025241
Trans: Purchase
Inv #: 90001746
Pump #: 10-PRM
Vol: 12.6160
Price/G: \$2.099
Total: \$26.48

DATE 09/24/84
TIME 09:35:59 AM

Costco Wholesale 486
8505 West Gate Blvd
Kennewick, WA.

Invoice # 0069208
Date 09/23/84
Time 05:10PM
Auth # 680141

Account # 0001
34000000001007
Exp. Date 04/85

Pump Gallons Pric
12 10.431 \$1.92

Product Amount
Unleaded \$20.1

Total Sale \$20.1

SALE - Card Swiped
APPROVED
Refer # 0010010930

We appreciate your
Costco Membership.



FOUR SEASONS
CAR WASH
425-455-0223

09/24/84 09:25
STN # 00032660
VISA

ITHM 02499
CV # 684292
CREDIT
GALLONS 7.32
\$2.049/GAL
UEL \$14.9

NOTAK \$14.9
TOTAL \$14.9

THANK YOU
PLEASE COME
AGAIN

RECEIVED
OCT 21 2004
CUSTOMER CARE

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

October 18, 2004

Dear Customer Service,

In July 2000, I purchased my very first Volvo, a 2000 V70/XC from Brentwood Volvo in St. Louis, Missouri. Several weeks ago I wrote to John Weiss, the owner at Brentwood Volvo. I have not yet hear from anyone at Brentwood Volvo, and I am now writing essentially the same letter to you. My purchase was made solely on the strong reputation Volvo has had over the years, supported by the high recommendations of personal friends who have been driving Volvo's for decades. As a business owner, I recognize that customers are our very best form of advertisement. In fact, my business actually made the purchase for this vehicle and I was quite proud to be driving this elegant looking vehicle as our company car. Even though this was a company purchase, I am the sole driving of this vehicle, and we have used this for family purposes as well. Perhaps I should mention that buying a new Volvo was a unique experience for us. We (business and family combined), currently own the following vehicles:

1986 Chevrolet Celebrity sedan currently 62,000 miles
1994 Chevrolet Cargo van currently with 286,000 miles
1997 Toyota Rav4 currently 54,000 miles
1999 GMC Truck currently 42,000 miles?
2000 Volvo V70/XC currently 53,000 miles
2004 Toyota Corolla currently 6,000 miles

As you can probably tell, we keep our cars quite awhile, and had always felt if they were well maintained, they would perform well.

I am writing you as my next step in the process of letting folks know my dissatisfaction with my Volvo V70/XC. I have expressed my concern to the service department a number of times, but after the last diagnosis I wrote directly to the owner at Brentwood Volvo and now am writing to you. Unfortunately, I have had more trouble with this vehicle than any of my other vehicles combined. I have religiously followed the maintenance and recall records and call for an appointment every time a check engine, or malfunctioning light comes on.

The serial number on my Volvo is YV1LZ56D8Y2 [REDACTED], and we are identified as customer V0582. I realize you can probably make more sense of our history by pulling up the records on your system, but I would like to sum up just a few of the annoyances.

Problem with cooling system

Leaking gas-loose fuel sender
Problems with turn signals/flashers
Numerous problems with third seat latch and inside tailgate panel insert in back hatch area.
Upper engine mount broken
Problems with catalytic converter
Engine control module fault-resetting VST/VCT- this happened more than once.
Problems with windows operating-replaced panel and driver door module
Driver door panel loose
Coolant problems-replaced expansion tank coolant
Replace Turbo drain tube seals
Replaced in car temp sensor for climate control
Rear wiper arm replaced
ETS light on-replaced electronic throttle module intake manifold
Check engine light- Evap valve replace & expansion tank replaced
Problems with fuses blown
ABS light indicating defective ABS control module (not under warranty)

The above does not include items that were normal wear and tear; brakes, bulbs, strut mount, etc. What it does include is a very long list of things that I would never have considered normal for a Volvo. I can honestly say that I felt Volvo was in another class of vehicles than the other cars mentioned above that we own. I expected more performance and less maintenance, but the opposite has been true. Perhaps the most irritating and frightening moment was when I was on Highway 40 and the engine light came on and the car lost all power, reducing my speed to only 25 mph and performing terribly.

I would like your opinion on the maintenance record of my vehicle, and more specifically the 2000 V70 XC. As the first year of this model, are there other common complaints? To date, only my immediate family and co-workers are aware of the numerous problems I have had with this vehicle. My warranty is now up and I am wondering what to do. I am not sure I could sell this car with a good conscience believing it does not hold up to the Volvo 'standard'. Yet, I do not care to continue to have numerous repairs. I look forward to your response before I consider any other action. I have included my home address and daytime phone number below.

Sincerely,

[REDACTED]
[REDACTED]
St. Louis, MO
[REDACTED]
[REDACTED]

RECEIVED

OCT 22 2004

CUSTOMER CARE

Volvo Cars of North America
Corporate Offices
Customer Service
P.O. Box 915
7 Volvo Drive
Building A
Rockleigh, NJ 07647-0915

September 25, 2004

To Whom It May Concern:

I have been a Volvo customer since 1999. I purchased a Volvo 70 series station wagon in 1999 and have had it serviced according to schedule exclusively by the Stamford Connecticut Volvo dealership. This past summer I have had a very upsetting experience with Volvo. I went to the dealership for a routine oil change on April 28, 2004 and spent \$190.28. I returned on July 7, 2004 for another scheduled oil change. At this time, the representative urged me to have a tune up performed even though I was not at the 90,000 mile suggested tune up. I was shy by 2000 miles. I agreed reluctantly. Two days later I went off on a vacation trip with my family at which time my husband noticed that there was something wrong with the car. The engine was surging and he was very angry since we had just spent \$686.45 on a tune up when we were having no problems with the car.

When returning from vacation, I returned to the dealership. They said they would give me a free diagnostic look at the car and determined that I needed an additional \$1400.00 in repairs. Needless to say, that I was very upset and angry. After having spent \$700, and additional \$1400 was outrageous. The representative was not helpful at all and told me that Volvos are expensive to maintain. This is **NOT GOOD CUSTOMER SERVICE!!!** I have been a customer for 5 years and I do not want to be ignored! He told me, "It was just a coincidence" and that I was harping on dates. I told him that I was harping on \$2100.00 in repairs in a month and that it was uncalled for! I believe that the mechanic must have incorrectly performed this tune up or mistakenly caused damage that resulted in my \$1400 repair.

What is even more upsetting, is the fact that this **EXACT** scenario has occurred with two other customers of Volvo in the Westport dealership. I can assure you that when the time comes for my family to purchase a new vehicle, that Volvo may not be considered as an option. After having spent over \$35,000 on a brand new car, one should not have to expect to have to spend over \$2100 in maintenance charges in a month.

I would like Volvo to look into this situation and reimburse me for this error that has obviously been caused by the dealership. I can be reached at [REDACTED] Thank you for your assistance in this matter. I am very anxious to hear from you.

Sincerely,

[REDACTED]
New Canaan, CT
[REDACTED]

RECEIVED

OCT 25 2004

CUSTOMER CARE

[REDACTED]
Egg Harbor City, NJ [REDACTED]

Phone 809-804-3173

October 19, 2004

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

I am writing this letter to express my frustration and anger at the performance and expense of repair of both the S70 and S60 that I've owned. As background, the XC 90 Cross Country we purchased in December of 2003 was the 7th Volvo we've owned. I will not buy another feeling the way I do now.

The latest issue involved my S60. I was traveling, the car lost speed and performance and I received a message of "reduced performance". I had it towed to a service station I was familiar with (the local Volvo dealership is more than 40 miles away) only to have the computer tell me it was a "throttle control" but they couldn't fix it because Volvo would not provide the codes. I then had to take it to the dealership and have the repair completed. Volvo did pay 1/2 of the *full margin* of the repair but it still cost me \$590 for this problem. In my investigation of this throttle control problem, I learned that this problem is well documented on the Internet and with repair facilities (including several Volvo dealerships) in S60's & S80's and should be a recall item. My car had less than 90K miles on it when this problem occurred.

My frustration is this; my S70, driving less than 110K miles while I owned it, cost me well over \$6,000 in repairs including \$1,900 for air conditioning alone. This total does not include normal maintenance or the very high cost of replacing bulbs. My S80 developed several cosmetic issues (leather seats cracking, a strip running from front to back on the roof tearing) as well as several major repair issues and again the high cost of bulbs all within 120K miles. This is not the performance I expected from Volvo. I will not have the same experience again with my S60 and buy another Volvo. I expect a check for the \$590 for this repair and authorization for a yearly allowance for bulbs of \$300.

I have attached copies of the latest repair and can furnish details of repairs on my S70, S80 and 740 if necessary.

Respectfully,
[REDACTED]

CC: Victor Doolan, President Volvo America

5250618

75221



SOUTH SHORE AUTO WORLD
Route 9, Marlboro Route 48, Mays Landing
609-350-9000 609-625-6700

INVOICE

PAGE 1

OCEAN CITY, NJ

HOME:

HUS

SERVICE ADVISOR

900 TAMMY MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GOLD	01	VOLVO S60	YF1R588281		89142/89149	T2116
DEL DATE	PRSD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14MAY2001			17:00 04OCT04			CASH
R.O. OPENED	READY	OPTIONS	ENG: B5244T3			

07:34 04OCT04 16:51 04OCT04

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

A CUSTOMER STATES VEHICLE STALLS AND MESSAGE SAYING REDUCED PERFORMANCE

CAUSE: 10

25128 REPLACE THROTTLE UNIT /X 70PETROL TURBO

876 LENTZ, WILLIAM P LIC#: 5954

WV

(N/C)

1 8644347 THROTTLE BODY

(N/C)

M REPLACED THROTTLE MODULE AND DOWNLOADED SOFTWARE

876 LENTZ, WILLIAM P LIC#: 5954

CV

1 8645425 STM RELOAD

39.00 212.50 212.50

1 8636753 GASKET

2.90 39.00 39.00

FC: 10SM

PART#: 8644347

COUNT:

CLAIM TYPE: 05

AUTH CODE: 5G31

CUSTOMER PAY EPA/SHOP CHARGES FOR REPAIR ORDER

3.50

WE APPRECIATE YOUR BUSINESS

VISIT OUR WEB SITE

WWW.SOUTHSHOREAUTOWORLD.COM

WE WELCOME YOUR QUESTIONS OR CONCERNS

YOUR COMPLETE SATISFACTION IS OUR GOAL

Customer to pay 1/2 cost of throttle module -> 235.53

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 DECLARER

The declarer hereby certifies as of the date of this invoice, each signed by the declarer, that the information contained herein is true and correct. The declarer hereby certifies that the information contained herein is true and correct. The declarer hereby certifies that the information contained herein is true and correct. The declarer hereby certifies that the information contained herein is true and correct.

DESCRIPTION	
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL LUBE	
SMILEY AMOUNT	
MISC CHARGE	
TOTAL CHARGE	251.00
LESS PAYMENT	
SALES TAX	15.47
PLEASE PAY THIS AMOUNT	235.53

FOR SIGNATURE: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

AUTO PLAZA, INC.

Cashier -> VISA 07:40 17:24

6122 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NJ 08234
(609) 646-2447

CUSTOMER COPY

CUSTOMER COPY

CUSTOMER NO. 242210	LICENSE # [REDACTED]	STOCK # [REDACTED]	DEALER # 999	INVOICE DATE 09/28/2004	INVOICE # 030481
CUSTOMER NAME & ADDRESS [REDACTED]	MILEAGE IN 89091M	MILEAGE OUT 89093M	LOAN #PART #	COLOR SLVR	DELIVERY DATE 01/01/1999
	YEAR/MAKE/MODEL 01VOLVO S60			PROD. DATE 09/28/2004	R.D. DATE 09/28/2004
OCEAN CITY NJ [REDACTED]	VEHICLE ID # YV1R658D81 [REDACTED]		TECH #		R.O. #
	OVERIDE	SERVICE WRITE UP 3676	S.W. IN. EST		
EXTENDED WARRANTY CO.	POLICY #	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	SERVICE WARRIOR DELIVERY SIGNATURE			
CP	FA	FL	GA	IL	IN

A **CCDCA REDUCED PERFORMANCE LITE CAME ON AND LOST POWER**

5057C

HOOKED UP SCANNER AND CHECKED CODES, BCM 8806, 9150, 9160, 904C, 904D, 903F AND 982A, POSSIBLE THROTTLE BODY, CLEARED CODES	75.00
Shop Supplies	2.00
Job A Total Parts & Labor	75.00
Sales Tax	4.62

 * THANK YOU FOR CHOOSING THE AUTO PLAZA AT ENGLISH CREEK! *
 * OUR GOAL IS 100% CUSTOMER SATISFACTION...HOW DID WE DO? *
 * LET HOLLY KNOW CALL : 609-646-2447 *

Total Labor	75.00
Total Parts	0.00
Total Sublet	0.00
Total Deductible	0.00
Total Misc.	2.00
Hazard/Oth	0.00
Total Tax	4.62

EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON 15 MINUTE HOURS UNLESS OTHERWISE NOTED	FINAL EST. DATE	TOTAL CUSTOMER PAY 81.62
-----------------------	----------------------	--	-----------------	------------------------------------

Customer Signature **X** _____
 FORM SOLUTIONS, INC. 800-343-8999
 P/N 2000 6/02

RECEIVED

OCT 26 2004

CUSTOMER CARE

[REDACTED]
Massapequa, NY [REDACTED]

Volvo Cars of NA
Customer Relations
Rockleigh, NJ 07647

October 21, 2004

Dear Sir or Madam,

I bought my 2000 S70 Volvo sedan brand new from Volvoville in Massapequa, NY. Since that day, the car has been brought in for several repairs. These include: a new turbo, a piston cooling valve, new steering wheel, radio, brake light module, turning signal module, cracked console (twice). After replacing the center console for the second time, the mechanic evidently cut or crushed the wires to the console lights. Back to the dealer one more time. All these repairs were done under warranty.

In April, I had the car back yet again, but this time after the warranty had expired. It was determined that I needed a new Electronic Throttle System for a cost of \$1100. Immediately after that repair was done, my car overheated because they had neglected to reattach the engine fan. They charged me another diagnostic fee for that and then charged me for the repair saying that the wires were dirty. I think we both know that's not true. (I diagnosed the problem for them and shouldn't have had to pay the diagnostic fee in the first place.). Now 6 months and 8000 miles later, the same problem is back again. I call my trusted Volvo dealer service center and was told that since I did not have my car maintained and serviced by them, they were not responsible and there was nothing they would do for me. I could bring it in again for yet another fee. My car has been impeccably maintained privately. The oil has been changed on average every 4000miles. I have had two sets of brakes and rotors. The plugs have been changed every 25,000 miles. I have had a full set of new tires. The fluids and tires are checked regularly.

It amazes me that a company that prides itself on superior workmanship and engineering, and claims to be tops in the area of safety does not stand behind its product. Your warranty coverage is the poorest I've ever encountered. My other cars have cost half what I paid for the Volvo and now have three times the mileage I now have on the Volvo and have never given me a minutes concern or problem. I never expected to own a luxury car and have such trouble with only 70,000 miles on it. You should advertise it as a High Maintenance Vehicle. That would be truth in adverting.

As evidenced by the numerous complaints lodged against you at a Customer Relations website, I don't expect an answer to this letter. Just rest assured that this is the first and last Volvo I will ever own. I thought it was a better car and better company than this.

A very disappointed Volvo owner,
[REDACTED]

RECEIVED
OCT 28 2004
CUSTOMER CARE

[REDACTED]

21 October 2004

Mr. Victor Doolan, President
Volvo Cars of North America
7 Volvo Drive
Rockleigh, New Jersey 07647

RE: Volvo is not the Company I was expecting.

Dear Mr. Doolan:

I am very disappointed in Volvo as a company and as a car.

I own a 2000 Volvo S80. It has had significant problems in its life requiring replacement of major parts – transmission (twice), struts and suspension that are not sturdy enough to support the substantial weight of the car (4 replacements in 3 years) and most disappointingly, the exterior metal is of such light gauge that an acorn falling from a tree can dent it.

Up until recently, I could at least rely on pretty reliable service to repair things that should not have been going on in a car of such reliable reputation.

Recently, I passed the 50,000 mile point and have rolled over into the 24 month extended warranty I purchased with the vehicle. Now I am in new and extremely frustrating territory. While I was led to believe that the extended warranty plan was a service provided by Volvo and I could at least expect honest and fair treatment, I have now discovered that Volvo has farmed out responsibility for its extended services to its customers to a third party that really has no appreciation for building customer loyalty through fair business practices. I'm dealing with an insurance company named VIP or Western General Insurance that seems to be driven by denying claims to Volvo's good customers.

As if my car had not disappoint me enough already, I recently was subject to the failure of my engine's electronic throttle module. Aside from the inconvenience, I have been advised that this part which is integral to the operation of the engine is not covered by my Volvo Certified Limited Warranty even though its failure is not attributable to any operating condition of mine because it is not specifically listed under the "Engine" or "Electrical" sections of my Warranty. I am not an expert on car mechanics, but would any normal customer be expected to differentiate between one or the other integral part of an engine or electrical system? This part is not one that is customarily serviced on a regular basis. IT ALSO COSTS \$850 TO REPLACE. I wonder how many individual parts constitute a Volvo Engine or Electrical system and more to the point, why Volvo and its "for hire" insurance company discriminates between those that should be covered

[REDACTED]

Atlanta, Georgia

[REDACTED]

RECEIVED

NOV 4 2004

CUSTOMER CARE

October 28, 2004

Customer Service Manager
Volvo Cars of North America
7 Volvo Drive
Rockleigh NJ 07647

My husband and I are quite distressed to say the least, over all of the service issues with our Volvo S80 T6, The VIN # of our vehicle is #YV1TS90D311 [REDACTED] Please feel free to check the service history on our vehicle. We have been rebuilding this vehicle since we purchased it.

On July 9, 2004 we incurred a \$1943.99 expenditure due to the need to replace a mass air flow module, throttle body gasket and heated oxygen module. The service rep stated that "they have never seen 3 things go at once." (Copy enclosed)

Our latest fiasco was \$1000. We were told that we needed a brake booster sensor, Once again the tech stated that "he had not seen this before." (Copy enclosed)

Within the past 3 months we have spent \$3000 on this vehicle. A vehicle of this price and purported quality should not exhibit this type of service record. We purchased this vehicle due to the touted Volvo reputation for engineering excellence.

We would like to know what can be done to remunerate us for these performance issues. Perhaps an extended warranty would be in order. Please review our service history. We await your reply. Thank you.

Sincerely,

[REDACTED]
Algonquin, IL

[REDACTED]
cell
home

X1966

101254

VOLVO

FIELDS VOLVO OF LAKE COUNTY

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 382-9200 FAX: (847) 918-7222

ALGONQUIN, IL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 40 SHAIN DEBOSE

DESCRIPTION	YEAR	MAKE/MODEL	VIN	LICENSE #	DATE	TAX	
BLACK	01	VOLVO S80 T-6	YV1TS90D31	62232/62233		TS71	
DEL. DATE	PROD. DATE	WARR. EXP.	PROCESSED	PNRNO.	RATE	PAYMENT	
30APR2001					0.00	COUP	
R.O. OPTED	READY	OPTIONS:	STR:X1966 DLR:FIELDS ENG:C*100.9.5 03				
			(1)C*100.11.19.02 2)				
98:18	98:18	98:18	98:18	98:18	98:18	98:18	
LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A INR #19

LMR LOANER CAR FOR CUSTOMERS WHO PURCHASED ABOVE VEHICLE FROM THIS STORE.

99 SHOP TECH LIC#: 99

CP

0.00 0.00

B COST STATES REPLACE FUEL FILTER AND SPARK PLUGS

- REPLACED SPARK PLUGS AND FUEL FILTER

9 DAVELLIS, PETE LIC#: 009

CP

1 8692072 5 SPARK PLUG RPT

150.00 150.00

1 30817997 7 FUEL FILTER

44.85 44.85

40.19 40.19

C COST STATES CHECK ENGINE LIGHT IS ON ** SERVICE URGENT MESSAGE IS ON PERFORMANCE REDUCED VEHICLE SEEMS TO HESITATE AND SEEMS LIKE IT RUNS INTO A HEAD WIND

- REPLACED SIM AND UPDATED SOFTWARE, REPLACE MASS

AIR FLOW SENSOR AND REPLACED FRONT BANK ONE

O2 SENSOR AND CLEANED BANK O2 FITTINGS.

9 DAVELLIS, PETE LIC#: 009

CM

1 8644347 0 THROTTLE BODY

900.00 900.00

1 8636753 9 GASKET

551.59 551.59

1 8670113 3 MASS AIR FLOW

3.35 3.35

1 8631643 7 HEATED OXYGEN

239.29 239.29

1 9458535 3 GASKET

234.76 234.76

2 947282 0 GASKET

17.94 17.94

3.96 3.96 7.92

GAVE 320.00 OFF COUP OER JIM

NETTERSTROM VOLVO SERVICE

MANAGER

VOLVO

Service Dept. Hours:

Monday - Friday 7:00 a.m. - 8:00 p.m.

SATURDAY 8:00 a.m. - 3:00 p.m.

It is recommended that you have your Volvo inspected by a Volvo technician at the time of your purchase. This is to ensure that you are aware of any potential problems with your new Volvo. The factory warranty covers all parts and labor for 3 years or 50,000 miles, whichever comes first. The factory warranty also covers all parts and labor for 3 years or 50,000 miles, whichever comes first. The factory warranty also covers all parts and labor for 3 years or 50,000 miles, whichever comes first.

STATEMENT OF DISCLAIMER

The factory warranty covers all parts and labor for 3 years or 50,000 miles, whichever comes first. The factory warranty also covers all parts and labor for 3 years or 50,000 miles, whichever comes first. The factory warranty also covers all parts and labor for 3 years or 50,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	1050.00
PARTS AMOUNT	1139.89
GAS, OIL, LUBE	0.00
SALES TAX	0.00
TOTAL CHARGES	2189.89
LESS ADJUSTMENTS	320.00
SALES TAX	74.10
PLEASE PAY THIS AMOUNT	1843.99

CUSTOMER SIGNATURE

At Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.

VOLVO

X1966

103583

FIELDS VOLVO OF LAKE COUNTY

NIT# X1966

INVOICE

1121 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048

(847) 382-9200 FAX: (847) 918-7222

PAGE 2

LGOROUIN, I

SERVICE ADVISOR: BO DAVID PARCELL

NAME
TEL

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAI
BLACK	01	VOLVO S80 T-6	YV1T890D31		60242/66243	T937
DATE	PROBATE WORK	PROBES	POW	RATE	PAYMENT	INV. DATE
08PRO1 IS		08OCT04		0.00	000P	11OCT2004
OPTINS: STK:X1966 DLR:FIELDS ENG:C*100.5 5.01						
S. 18 08OCT04 13:46 11OCT04						
1)C*100.11.19.02 2)						

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

- REPLACED BOTH LICENSE PLATE BULBS & RIGHT FRONT PARKING BULB

25 SANDERS, WILLIAM LIC#: 25

IP

3 949671 2 BULB

(N/C)
(N/C)

CUST STATES PLEASE CHECK BRAKES-IF ANY WORK NECESSARY, PLEASE SAVE "OLD PARTS"

- DIAG ABS 00B1-WARNING LIGHTS ON DURING TEST DRIVE-REPLACED BRAKE BOOSTER, & BLEED BRAKES

25 SANDERS, WILLIAM LIC#: 25

CP

1 8649492 9 POWER CYLINDER
1 9437434 5 BRAKE FLUID

500.00 500.00
472.77 472.77
14.28 14.28 14.28

** UPON INSPECTION TECH, NOTES LEFT BALL JOINT WORN (LOOSE)

- REPLACED LEFT FRONT BALL JOINT

25 SANDERS, WILLIAM LIC#: 25

CP

1 274548 7 BALL JOINT KIT

100.00 100.00
38.42 38.42 38.42

** CUST STATES REPLACE WIPER BLADES

- REPLACED WIPER BLADES, GOODWILL GESTURE.

25 SANDERS, WILLIAM LIC#: 25

IP

1 274481 1 WIPER BLADE KI

(N/C)
(N/C)

GAVE DISCOUNT PER VOLVO SERVICE MANAGER.

VOLVO

Service Dept. Hours:
Monday - Friday 7:00 a.m. - 6:00 p.m.
SATURDAY 9:00 a.m. - 3:00 p.m.

Fields Volvo is a registered trademark of Volvo Group. This document is the property of Volvo Group. It is not to be used for any other purpose without the written consent of Volvo Group. All rights reserved. Volvo Group is not responsible for any damage or loss of data caused by the use of this document. The user hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. Volvo neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

Fields Volvo we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.

Thank You.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	600.00
PARTS AMOUNT	525.47
GAS, OIL, LUBE	0.00
BUSLET AMOUNT	0.00
DETAIL	0.00
TOTAL CHARGES	1125.47
	159.63
SALES TAX	34.16
PLEASE PAY THIS AMOUNT	1000.00

CUSTOMER COPY

RECEIVED

NOV 3 2004

CUSTOMER CARE

October 28, 2004

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

Dear Sirs,

Two weeks ago, my wife's 2000 V70 XC broke down on I-95 north of Ft. Lauderdale. She was returning from dropping our 8-month old daughter with her Grandmother in Vero Beach. We always drive our daughter in the Volvo because it has been our belief that these are safe and dependable cars. Having been in the far left lane, she lost all acceleration and engine power. She narrowly made it to the right shoulder of the highway. Hysterical, she called me and I coordinated AAA to come tow the vehicle.

We had it towed to our local Volvo dealer in Coral Gables, Deel Volvo. They ran diagnostics on the vehicle and told us that we had a fault in the throttle module unit. They said that this was not from build up or even from any normal wear and tear on the vehicle, just that the unit had defected. They also told me that the Volvo Certified Limited Warranty Program did not cover this particular part, even though we are still under warranty and below 50,000 miles. We were also told that under the original warranty, this part would have been covered.

I spoke to Northpoint Volvo in Atlanta, Georgia where we had initially purchased the car as a Certified Pre Owned Vehicle. They said that they had run into this issue before and that Volvo should replace it, and that a different warranty company in Atlanta was aware of the problem and normally paid for the replacement. They also said that under original warranty, with the car's current mileage and age, this part would have been covered.

My wife is on her third Volvo stationwagon. I am disappointed that the car that I specifically purchased for dependability failed in such a dangerous fashion. I know that malfunctions do occur, and I was just happy that no one was hurt. I am astonished, though, to learn that since I purchased a car with one previous owner from a reputable Volvo dealership who had certified the condition of the car and provided me a warranty to this degree, that fundamental parts of the working engine are not covered after being inspection that would have been covered originally.

This seems counterintuitive and wrong to me, and I have been misled. I ask that you reimburse me for the amount of the replacement, \$906.21, receipt and address details attached, and I will await your apology for the oversight in this manner.

Sincerely,




VOLVO

DEEL SALES INC.
3650 BIRD ROAD
MIAMI FL 33133

Authorized Volvo Cars Retailer
3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2222 * www.deelvolvo.com

C. GASTON, FL

SERVICE ADVISOR: GEORGE SANCHEZ

MV-00414

MVR-04100110

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	VEHICLE NO.	INSTR.	REG. NO.	DATE	REG. NO.
15OCT04		YVLLZ56D8Y		T1535		18OCT04	73B074
TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	DATE	REG. NO.	TIME	REG. NO.
07:58	00	VOLVO V70		85.00	01JAN50	95	3353
ISSUE IN	ISSUE OUT	CHECK NO.					
49451	49452						

WTS LIGHT ON/CAR WONT START OR RUN
 07 FAULT TRACED AND REPLACED THROTTLE
 BODY UNIT AND DOWNLOADED SOFTWARE

3247	C	3.08	255.00	255.00
1 8644347	THROTTLE BODY	740.23	551.59	551.59
1 8696753	GASKET	7.00	2.50	2.50
1 9438298	ETK RELOAD	25.00	25.00	25.00
EXT WARR				
NOTE SEE NOTE				
3247	C	0.00	0.00	0.00
CUSTOMER PAY SHOP CHARGES FOR REPAIR ORDER				12.75

PAID
 OCT 10 2004
 CHECK # 1151A
 J-D

LABOR AMOUNT	255.00
PARTS AMOUNT	579.17
GRAND TOTAL	834.17
TAX	59.29
TOTAL DEDUCTION	0.00
NET AMOUNT DUE	893.46
CASH	
CHECK	
CREDIT	
CUSTOMER SIGNATURE	

WARRANTY: THE NEW VEHICLES OF DEEL SALES INC. ARE COVERED BY A LIMITED WARRANTY. THE SALES PERSONNEL AT DEEL SALES INC. ARE NOT EMPLOYEES OF VOLVO. THE SALES PERSONNEL AT DEEL SALES INC. ARE NOT EMPLOYEES OF VOLVO. THE SALES PERSONNEL AT DEEL SALES INC. ARE NOT EMPLOYEES OF VOLVO.

THIS CHARGE REPRESENTS COSTS AND PROFITS, NOT EXCEEDING \$20.00, REASONABLY RELATED TO THE VEHICLE REPAIR FACILITY, FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL AT A RATE OF 5% OF LABOR SALES

DEEL SALES INC. IS NOT RESPONSIBLE FOR THE ACCURACY OF THE INFORMATION CONTAINED HEREIN. THE INFORMATION CONTAINED HEREIN IS FOR INFORMATIONAL PURPOSES ONLY. THE INFORMATION CONTAINED HEREIN IS NOT INTENDED TO BE USED AS A BASIS FOR ANY INVESTMENT DECISION. THE INFORMATION CONTAINED HEREIN IS NOT INTENDED TO BE USED AS A BASIS FOR ANY INVESTMENT DECISION. THE INFORMATION CONTAINED HEREIN IS NOT INTENDED TO BE USED AS A BASIS FOR ANY INVESTMENT DECISION.

Volvo Certified Limited Warranty Program

- To obtain Service, simply return to your selling retailer during normal service hours, and present your Volvo Certified Limited Warranty Identification Card at the service department. If your vehicle is a long distance from the retail facility, contact 1-800-83VOLVO for the nearest authorized Volvo Retailer, or call the toll-free Volvo Certified customer assistance number: 1-800-325-8763, and press 1.



CUSTOMER NAME	PLAN YEAR
[REDACTED]	01
VEHICLE IDENTIFICATION NUMBER	YOUR MILEAGE
YV1LZ56D8V3 [REDACTED]	72/74,000
DATE PLAN BEGINS	PLAN TYPE
10/16/2005	CERTIFIED
YOUR PRICE	DEDUCTIBLE
	\$0.00

[REDACTED]
ATLANTA, GA [REDACTED]

This is Your Volvo Certified Limited Warranty Identification Card. Please Detach and Keep With You.

and write the correct information in its place. Mail this card to Volvo Certified Administrative Offices, 5230 Las Virgenes, Suite 100, Calabasas, CA 91302-3447 Or fax to 818-880-1382 and we will take care of the rest.

Each time you bring your Volvo in for repairs or service to your authorized Volvo retailer, you drive away with peace of mind - knowing that our factory-trained technicians have performed the right work every time. Just present your Identification Card to your Retailer prior to repairs and we will do the rest.

It is our sincere hope that this Volvo Certified Warranty Plan will not only help enhance the value of your vehicle, but will enhance your ownership experience.

Drive Safely.

Volvo Cars of North America

[REDACTED]
ATLANTA, GA [REDACTED]

YV1LZ56D8V [REDACTED]
NORTH POINT VOLVO
1570 MANSELL ROAD
ALPHARETTA, GA 30004
(678) 365-0600

November 11, 2004

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

RECEIVED
NOV 15 2004
CUSTOMER CARE

Attn: Volvo Customer Care Center

After a reasonable amount of research and a referral from a friend a few years ago, my wife and I purchased a new 2000 model year Volvo S80. You will be happy to know that we have generally been extremely satisfied with the vehicle and have nearly sworn off our old provider of vehicles entirely - Mercedes Benz. (We have also delighted our local dealer by bringing it in for all scheduled service which has proven not to be inexpensive, as I'm sure you appreciate, but provides my wife with with a very high level of confidence in the mechanical integrity of the vehicle).

I would point out two areas of frustration, however, which I believe diminish the otherwise stellar equipment and service Volvo provides.

First, it is interesting to note that my local Volvo dealer has historically refused my request to have warranty items taken care of - two out of three times they referred me to "wherever you bought the car...we can't deal with it". Fortunately, that only required an extra 25 minute drive to the dealer (in Bridgewater, NJ) where we purchased the car rather than Summit, NJ which is nearer our current residence. Now that the warranty has expired, I find no such trouble getting the car serviced anywhere(!) I don't know what the incentive is for avoiding warranty work, but we accepted this inconvenience because we had better things to worry about and got great service in Bridgewater, NJ.

Second, however, I refer you to an incident we encountered approximately three weeks ago while driving from New Jersey to Georgia. At approximately 2am we began encountering mechanical trouble not unlike the mechanical trouble we experienced approximately one year earlier. At low idling speeds (e.g. approaching -or stopped at- a stoplight, when starting the car again, etc.) the car would stall and, after a few such incidents, could not be started or driven at all.

On our trip three weeks ago, this problem made itself obvious when we stopped for gas and the car stalled as we attempted to start it again, stalled again as we got it started and stopped at a light to get back on the highway, and then stalled again as we slowed somewhat to merge onto the highway. Despite getting the car started again at 50mph while merging onto the highway (there's a fun time to remember!) and assuming we could make it to our destination without having to stop again, we remembered the implication of this problem last year: the problem starts off as an "inconvenience" but quickly becomes completely disabling if you have to operate at low engine speeds. So we got off the highway in Fredericksburg, VA, made it to a motel and called the local Volvo service center early the next morning.

I will spare you some of the details, but on October 17, 2003 (the previous year) we had to have the same car towed to the Bridgewater Volvo dealer to have it serviced for this same problem - this was during the car's original warranty period. Imagine our extreme joy at 2am on October 28, 2004 to find that very same system again failed - and precisely 11 days after the 1-year warranty on the new part expired! (What do you imagine the odds are of that?!)

We were told by the Fredericksburg, VA service representative who assisted us in the morning that we should expect to replace this part every 7-10 years, not every 375 days, and that we should call the national customer service center to request financial assistance since he could not fix it under the warranty which had expired 11 days earlier. We made the call, and the Volvo representative seemed to be agreeable to negotiating something. However, when he discovered that not only had the part already been replaced, but it had been replaced free of charge, he became less sympathetic and told us there was nothing that could be done because

"you were lucky it failed during the warranty period last time" and "the last time it didn't cost [you] anything". After arguing the point with no success, I paid the bill in full and got back on the road, having already been delayed by half a day (at this point it was 1pm on Saturday afternoon).

I will spare you a full description of my frustration at the time, but you can imagine the disappointment I take from this experience:

- disappointment at being considered "lucky" to have had the part fail on the car last year while it could be replaced under the car's original warranty (of course, I had the pleasure of paying to have it towed 30 miles since my local dealer didn't fix warranty items for cars not purchased from his lot)
- disappointment that an \$800 part has now failed TWICE (what are the odds) within 12 1/2 months and on this occasion lasted only 242 hours past its 1-year warranty
- disappointment knowing that I may have to pay to replace this same part every 1 year or so as long as I choose to own the car, as history suggests the part isn't particularly reliable

The only certainty resulting from this episode is that if I have the pleasure of fully funding the replacement of this seemingly short-tempered part, this will definitely prove to be the last "throttle body and mass airflow sensor" I ever purchase - the prospect of buying another car containing expensive equipment with short useful lives and an even shorter warranty period is financially unappealing, potentially unsafe and highly inconvenient.

You will find enclosed the copies of the service records for the replacement of this part in October 2003 as well as our invoice for the replacement of the part from October 2004 (where the final bill I paid was \$1,003.38 - of which \$130.96 seems to be for a part unrelated to this problem). I remain hopeful there is something you can do to assist us with the financial cost of this unfortunate (and presumably unlikely) event.

I look forward to hearing from you at your convenience and am happy to discuss any aspect of this situation which might prove helpful.

Sincerely,

[REDACTED]

Chatham, NJ

[REDACTED]

VOLVO PART WARRANTY
1-800-458-1552

VOC892697

VOC892697

DEALERHIP DOESN'T HAVE
ANY RECORDS.



18796

JAMES COLE 43 12:5
100.00 JLV54G
00/VOLVO/900/4DR SDN 2.8 AT SR
V V I T S 9 4 D 6 Y

10/17/03 VOC892697
BLK/LIGHT S 20:36:3
10/28/99
10/17/03

CHATHAM, NJ

LABOR	TECH(S)	TIME	CHARGES	TOTAL
JOB# 1 CHARGES				
LABOR				
JOB# 1 SERVICE	TECH(S):225			0.00
C/S BRAKES GRIND BRAKE SERVICE LIGHT CAME ON BRIEFLY CHECK BRAKE FRONT GRN REAR LUMN BRAKE ARE GOOD				
JOB# 1 TOTALS				0.00
JOB# 2 CHARGES				0.00
JOB# 2 JOURNAL PREFIX VOCS JOB# 2 TOTAL				0.00
JOB# 2 CHARGES				
LABOR				
JOB# 2 DOWNLOAD	TECH(S):99			0.00
WAITING CUSTOMER				
JOB# 2 TOTALS				0.00
JOB# 3 CHARGES				0.00
JOB# 3 JOURNAL PREFIX VOCS JOB# 3 TOTAL				0.00
JOB# 3 CHARGES				
LABOR				
JOB# 3 DOWNLOAD	TECH(S):225			0.00
EMISSION LIGHT 2094-87200517100125 C/S EMISSION LITE ON FAULT TRACE TO IEDN 150A, E50A, B51A, F70A, 271A THROTTLE BODY AND MAP SENSOR FAULTY REPLACED THROTTLE BODY AND MAP SENSOR DOWNLOAD SOFTWARE				
QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	267268-6	MASS AIR FLOW S		
1	264347-6	THROTTLE BODY		
1	264347-6	GASSET		
1	263890-6	CTR RELIAD		
			TOTAL - PARTS	0.00
JOB# 3 TOTALS				0.00
JOB# 4 CHARGES				0.00
JOB# 4 JOURNAL PREFIX VOCS JOB# 4 TOTAL				0.00
JOB# 4 CHARGES				
LABOR				
JOB# 4 21W02	TECH(S):225			0.00
ENGINE CUSTOMER STATES WHEN ACCEL FROM DEAD STOP--GET MUFFLER TYPE NOISE UNDER LF FOOT UNABLE TO VERIFY THIS CONDITION				
JOB# 4 TOTALS				0.00
JOB# 4 JOURNAL PREFIX VOCS JOB# 4 TOTAL				0.00



Mercedes-Benz

NOBLE CARS, Inc.

75 Cambridge Street
Telephone 540-373-0200
FLEMINGSBURG, VA 22408
MERCEDES-VOLVO SALES, SERVICE, PARTS

VOLVO

PLEASE ADVISE: WEATED OIL PARTS AND LABOR ARE GUARANTEED IN DAYS OR (48 HRS) WHICHEVER COMES FIRST. LABOR CHARGES ARE COMPUTED BY FLAT RATE WHEELS AND ARE BASED ON INDUSTRY ACCEPTED RATES.

ORDER NUMBER 11606	ADVISOR H. TODD GREEN	EST. NO. 109 1499	INVOICE DATE 10/29/04	INVOICE NO. VOCS75029
CHATHAM, NJ	LABOR RATE	RELEASE	75,530	COLOR BLACK/BEIGE
	YEAR / MAKE / MODEL 00/VOLVO/S80 2.9			DELIVERY DATE
	VEHICLE ID. NO. YV1TS94D6Y1			DELIVERY MILE
	F.T.C. NO.			
MO: 75533				

LABOR

ECM-9040 PEDAL POSS. SENSOR FAULTY SIGNAL
REPLACE PEDAL POSS. SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	944337-0	THROTTLE BODY	562.62	562.62
JOB # 1	1	944338-0	SNIPET	4.39	4.39
JOB # 1	1	944339-0	ETH RELOAD	36.00	36.00
				JOB # 1 TOTAL PARTS	603.01
				JOB # 1 TOTAL LABOR & PARTS	624.01

FOUND ADDITIONAL CODE STORED
ECM-9040 PEDAL POSS. SENSOR FAULTY SIGNAL
REPLACE PEDAL POSS. SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	9441116-2	SENSOR	88.46	88.46
				JOB # 2 TOTAL PARTS	88.46
				JOB # 2 TOTAL LABOR & PARTS	130.96

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		13.18	
				TOTAL - MISC	13.18

NOTICE

1. Vehicle left over 24 hrs. subject to storage charge @ \$45.00 per day subsequent only if confirmed in 30 days.

GENUINE Mercedes Benz And Volvo Parts are warranted for one year unlimited mileage, warranty replacement parts are warranted for the remainder of the factory warranty.

TOTALS	TOTAL LABOR....	263.50
	TOTAL PARTS....	691.47
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	13.18
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	35.23
	TOTAL INVOICE \$	1003.38

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

Thank You!

Copyright © 1999 The Reynolds and Reynolds Company
Customer's Business Card

November 19, 2004

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

Attn: Volvo Customer Care Center

Thank you for your prompt response to my recent correspondence (a copy of which is enclosed). I understand that your position is that there is no flexibility relating to your replacement policy for parts which fail well before the end of their presumed service lives, even though the very same component of my car has failed twice within just over a year (most recently, 11 days after the expiration of the inspiring one-year warranty).

Given my high level of satisfaction with our Volvo S80 prior to this point, you can imagine my disappointment to hear there is nothing Volvo is willing to do to assist in sharing, to any degree whatsoever, the financial burden of replacing an obviously unreliable part. That kind of commitment to customer service and support for the quality of Volvo parts is simply outstanding.

Incidentally, my wife and I are planning to replace our 1987 Mercedes next spring. We had been considering the Volvo XC90, the Acura MDX and the Lexus RS300...but I suppose the decision just got a little bit easier?

If you believe I am missing something obvious here, or that there is a compelling reason for me to feel good about my current situation as a Volvo customer, please do feel free to share your perspective. Otherwise, I trust you will understand that my confidence in Volvo's commitment to quality and customer service has been unfortunately impaired. In any event, I appreciate your time and attention and wish things could have turned out differently.

[REDACTED]
Chatham, NJ
[REDACTED]

RECEIVED

NOV 22 2004

CUSTOMER CARE

November 11, 2004

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

Attn: Volvo Customer Care Center

After a reasonable amount of research and a referral from a friend a few years ago, my wife and I purchased a new 2000 model year Volvo S80. You will be happy to know that we have generally been extremely satisfied with the vehicle and have nearly sworn off our old provider of vehicles entirely - Mercedes Benz. (We have also delighted our local dealer by bringing it in for all scheduled service which has proven not to be inexpensive, as I'm sure you appreciate, but provides my wife with with a very high level of confidence in the mechanical integrity of the vehicle).

I would point out two areas of frustration, however, which I believe diminish the otherwise stellar equipment and service Volvo provides.

First, it is interesting to note that my local Volvo dealer has historically refused my request to have warranty items taken care of - two out of three times they referred me to "wherever you bought the car...we can't deal with it". Fortunately, that only required an extra 25 minute drive to the dealer (In Bridgewater, NJ) where we purchased the car rather than Summit, NJ which is nearer our current residence. Now that the warranty has expired, I find no such trouble getting the car serviced anywhere(!) I don't know what the incentive is for avoiding warranty work, but we accepted this inconvenience because we had better things to worry about and got great service in Bridgewater, NJ.

Second, however, I refer you to an incident we encountered approximately three weeks ago while driving from New Jersey to Georgia. At approximately 2am we began encountering mechanical trouble not unlike the mechanical trouble we experienced approximately one year earlier. At low idling speeds (e.g. approaching -or stopped at- a stoplight, when starting the car again, etc.) the car would stall and, after a few such incidents, could not be started or driven at all.

On our trip three weeks ago, this problem made itself obvious when we stopped for gas and the car stalled as we attempted to start it again, stalled again as we got it started and stopped at a light to get back on the highway, and then stalled again as we slowed somewhat to merge onto the highway. Despite getting the car started again at 50mph while merging onto the highway (there's a fun time to remember!) and assuming we could make it to our destination without having to stop again, we remembered the implication of this problem last year: the problem starts off as an "inconvenience" but quickly becomes completely disabling if you have to operate at low engine speeds. So we got off the highway in Fredericksburg, VA, made it to a motel and called the local Volvo service center early the next morning.

I will spare you some of the details, but on October 17, 2003 (the previous year) we had to have the same car towed to the Bridgewater Volvo dealer to have it serviced for this same problem - this was during the car's original warranty period. Imagine our extreme joy at 2am on October 28, 2004 to find that very same system again failed - and precisely 11 days after the 1-year warranty on the new part expired! (What do you imagine the odds are of that?!)7

We were told by the Fredericksburg, VA service representative who assisted us in the morning that we should expect to replace this part every 7-10 years, not every 376 days, and that we should call the national customer service center to request financial assistance since he could not fix it under the warranty which had expired 11 days earlier. We made the call, and the Volvo representative seemed to be agreeable to negotiating something. However, when he discovered that not only had the part already been replaced, but it had been replaced free of charge, he became less sympathetic and told us there was nothing that could be done because

"you were lucky it failed during the warranty period last time" and "the last time it didn't cost [you] anything". After arguing the point with no success, I paid the bill in full and got back on the road, having already been delayed by half a day (at this point it was 1pm on Saturday afternoon).

I will spare you a full description of my frustration at the time, but you can imagine the disappointment I take from this experience:

- disappointment at being considered "lucky" to have had the part fail on the car last year while it could be replaced under the car's original warranty (of course, I had the pleasure of paying to have it towed 30 miles since my local dealer didn't fix warranty items for cars not purchased from his lot)

disappointment that an \$800 part has now failed TWICE (what are the odds) within 12 1/2 months and on this occasion lasted only 242 hours past its 1-year warranty

disappointment knowing that I may have to pay to replace this same part every 1 year or so as long as I choose to own the car, as history suggests the part isn't particularly reliable

The only certainty resulting from this episode is that if I have the pleasure of fully funding the replacement of this seemingly short-tempered part, this will definitely prove to be the last "throttle body and mass airflow sensor" I ever purchase - the prospect of buying another car containing expensive equipment with short useful lives and an even shorter warranty period is financially unappealing, potentially unsafe and highly inconvenient.

You will find enclosed the copies of the service records for the replacement of this part in October 2003 as well as our invoice for the replacement of the part from October 2004 (where the final bill I paid was \$1,003.38 - of which \$130.96 seems to be for a part unrelated to this problem). I remain hopeful there is something you can do to assist us with the financial cost of this unfortunate (and presumably unlikely) event.

I look forward to hearing from you at your convenience and am happy to discuss any aspect of this situation which might prove helpful.

Sincerely,

[REDACTED]

Chatham, NJ [REDACTED]

[REDACTED]

VOC592697

VOC592697

VOLVO PART WARRANTY
1-800-458-1552

DEALERSHIP DOES NOT HAVE
ANY RECORDS.

1 YEAR WARRANTY FROM ORIGINAL PURCHASE DATE OR 100,000 MILES WHICHEVER COMES FIRST

02011VOC000007

18796

JAMES COLE 43 1245 10/17/09 VOC592697
100.00 JLV54G BLK/LIGHT S 2036J
00/VOLVO/380/4DR SDN 2.9 AT SR 10/28/99
Y V 1 T S 9 4 D 6 Y 1

CHATHAM, NJ

10/17/03

LABOR
JOB 1 BRVZ 0.00
C/S BRVZS BRVZ
BRAKE SERVICE LIGHT CAME ON BELIEFELY
CHECK BRVZS FRONT AND REAR 100% BRVZS ARE GOOD

JOB 1 TOTALS
JOB 1 JOURNAL PREFIX VOC5 JOB 1 TOTAL 0.00

LABOR
JOB 2 BRVZ 0.00
WAITING CUSTOMER

JOB 2 TOTALS
JOB 2 JOURNAL PREFIX VOC5 JOB 2 TOTAL 0.00

LABOR
JOB 3 BRVZ 0.00
EMISSION LIGHT
C/S EMISSION LITE ON
FAULT TRACE TO ECM 130A, 260A, D51A, 270A, 271A THROTTLE BODY
AND MAP SENSOR FAULTY
REPLACED THROTTLE BODY AND MAP SENSOR DOWNLOAD SOFTWARE

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	067863-6	MASS AIR FLOW S			WARRANTY
	1	0644347-0	THROTTLE BODY			WARRANTY
	1	0536783-9	GASKET			WARRANTY
	1	0430200-0	ETV RELOAD			WARRANTY
TOTAL - PARTS					0.00	

JOB 3 TOTALS
JOB 3 JOURNAL PREFIX VOC5 JOB 3 TOTAL 0.00

LABOR
JOB 4 BRVZ 0.00
ENGINE

CUSTOMER STATES WHEN ACCEL FROM DEAD STOP - GET MUFFLER
TYPE NOISE UNDER LF FOOT
UNABLE TO VERIFY THIS CONDITION

JOB 4 TOTALS
JOB 4 JOURNAL PREFIX VOC5 JOB 4 TOTAL 0.00



Mercedes-Benz

NOBLE CARS, Inc.

78 Courthouse Street

Telephone 540-373-5300

FREDERICKSBURG, VA 22401

MERCEDES-VOLVO SALES, SERVICE, PARTS

VOLVO

UNLESS OTHERWISE SPECIFIED, OUR PARTS AND LABOR ARE GUARANTEED BY DATE OF USE. ALSO, PLEASE RECHECK COVER PRICE. LABOR CHARGES ARE COMPUTED BY FLAT RATE SCHEDULE AND ARE BASED ON REPUTABLE ACCEPTED SOURCES.

DATE OF SALE 11606	SALES H. TODD GREEN	SALES NO. 109	DATE OF SALE 10/29/04	SALES NO. VOC575029
ADDRESS CHATHAM, NJ	SALES PRICE 75,530	MODEL BLACK/BETGE	SALES TAX 10/29/04	SALES TAX 10/29/04
REGISTRATION 00/VOLVO/580 2.9	SALES TAX Y V 1 T E 9 4 D 6 Y 1	WARRANTY PLAN NO.	WARRANTY DATE	

NO: 75533

LABOR & PARTS

REPLACE THROTTLE BODY
REPLACE THROTTLE UNIT
REPLACE THROTTLE UNIT
REPLACE THROTTLE UNIT

PARTS	QTY	FP	DESCRIPTION	UNIT PRICE	
JOB # 1	1	804247-0	THROTTLE BODY	652.00	652.00
JOB # 1	1	804253-0	THROTTLE	4.00	4.00
JOB # 1	1	958228-0	ETH RELAND	20.00	20.00
				JOB # 1 TOTAL PARTS	676.00
				JOB # 1 TOTAL LABOR & PARTS	684.81

REPAIRS

THROTTLE BODY CODE 8100
THROTTLE UNIT CODE 8100
REPLACE THROTTLE BODY
REPLACE THROTTLE UNIT

PARTS	QTY	FP	DESCRIPTION	UNIT PRICE	
JOB # 2	1	841116-2	SENSOR	130.00	130.00
				JOB # 2 TOTAL PARTS	130.00
				JOB # 2 TOTAL LABOR & PARTS	130.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	85	SHOP SUPPLIES		13.18	
				TOTAL - MISC	13.18

TOTALS

TOTAL LABOR	20.00
TOTAL PARTS	684.81
TOTAL TAX	9.00
TOTAL S.O.S.	15.18
TOTAL MISC CHG.	13.18
TOTAL TAX	36.26
TOTAL INVOICE \$	1003.23

GENUINE Mercedes-Benz And Volvo Parts are warranted for one year unlimited mileage. **warranty replacement parts** are warranted for the remainder of the factory warranty.

THANK YOU FOR YOUR BUSINESS!!

GEORGE STANTINE

Thank You!

9/2004 FRI 11:09 FAX 9086287778 Bridgewater Volvo



volvocountry.com

REGULAR CUSTOMER COPY

BRIDGEWATER VOLVO, INC.

1028 ROUTE 22
SOMERVILLE, N.J. 08876
(908) 528-7700



18796	JAMES COLE	43	1245	10/17/03	VOC82887
	100.00		49,370	BLK/LIGHT 5	2003
CHATMAN, NJ	60/VOLVO/580/4DR EDN 2.9 AT SR			10/28/00	
	YV1T59405Y1			10/17/03	
					NO: 48370

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

COMMENTS

TOTALS

VOLVO
TOP 1170

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL MERCH	0.00
TOTAL S.D.C.	0.00
TOTAL AISC 603C	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

VOLVO
EXCELLENCE
nothing less...

SERVICES PROVIDED AT BRIDGEWATER VOLVO, SOMERVILLE, NJ

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[REDACTED]
Clayton, NC
[REDACTED]

RECEIVED
NOV 15 2004
VOLVO CARE OF NORTH AMERICA LLC
GENERAL COUNSEL

RECEIVED
NOV 16 2004
CUSTOMER CARE

November 3, 2004

Volvo Group North America
570 Lexington Avenue, 20th Floor
New York, NY 10022
Attn: Customer Service

VIN# YV1INC56D5X [REDACTED]

To whom it may concern:

I am writing to you a second time, the first of which I received no response. I am writing about a different matter, the first of which was my 30,000 service in which situation I was badly treated at the Winston-Salem dealership.

While I know Volvo prides itself in safety and quality, I would at least expect a response to this letter.

Attached is an invoice that addresses the "Throttle body" part which recently had to be replaced on my Volvo. My question is was this part a recall and I didn't know about it, or should I have expected this to go bad with only 37,000 on my car? I spoke with the technician who was going to repair the vehicle, and he asked if I made lots of short trips and perhaps that could cause the part to go bad. The answer is no, I may weekly trips back and forth to Winston-Salem from Clayton, NC.

While I am the second owner of this vehicle and purchased from a friend with only 9,999 miles on it, that is why there is no warranty. This is not the first problem I have had. Several months ago in Winston-Salem a sensor that would have cost \$300 was replaced at no charge because of the low miles on the car. At this time I might add I was treated very well at the Winston-Salem dealership.

Is there any type of relief or reimbursement you can give me, I love the car, and would buy another Volvo, however, I do not feel that I should have the exorbitant expense of \$1055.00 with only 37,000 miles on the vehicle. The Weaver Brothers dealership was not as generous and offered no help.

Sincerely,
[REDACTED]

COMPLETED

9193592264

88006

Weaver Bros., Inc.

Authorized Volvo Sales & Service
4409 CAPITAL BLVD. RALEIGH, N.C. 27604

919-878-8811

INVOICE

PAGE 1

CLAYTON, NC

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 104 RAYMOND ALVES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	99	VOLVO C70 COUPE	YV1NC56D5X1		37066/37068		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUN1999	05JUN2003	17:48	01NOV04		80.00	CASH	02NOV2004
R.O. OPENED		READY	OPTIONS: DLR: 7734 ENG: B5254T 1) R.C. 2126				

14:03 01NOV04 10:40 02NOV04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES ETS LIGHT CAME ON							
ST ENGINE DIAGNOSTICS FOR CODES ECM 903C AND 91A7							
			250	CV		40.00	40.00
ST REPLACED THROTTLE UNIT							
			250	CV		200.00	200.00
	1	8644347	0	THROTTLE BODY	551.59	551.59	551.59
	1	8636753	9	GASKET	2.58	2.58	2.58
ST THROTTLE UNIT DOWNLOAD							
			250	CV		40.00	40.00
	1	9438298	3	EIM RELOAD	30.00	30.00	30.00
ST CLEANED PCV SYSTEM							
			250	CV		120.00	120.00
	1	9458534	6	GASKET	12.11	12.11	12.11
PARTS:		596.28	LABOR:		400.00	OTHER: 0.00	
						TOTAL LINE A:	996.28

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

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

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

DESCRIPTION	AMOUNT
LABOR AMOUNT	400.00
PARTS AMOUNT	596.28
GAS, OIL, LUBE	
SMILEY AMOUNT	
OTHER LABOR & MATERIALS	
TOTAL CHARGES	996.28
SALES TAX	41.74
PLEASE PAY THIS AMOUNT	1055.00

X

CUSTOMER COPY

Volvo Cars of North America, Inc.
Seven Volvo Drive
Rockleigh, N.J. 07647

RECEIVED

NOV 18 2004

CUSTOMER CARE

[REDACTED]
Bridgewater, N.J. [REDACTED]

November, 17, 2004

Volvo Cars:

I purchased my first Volvo, a 2001 C70, after performing a significant amount of research regarding which vehicle would best serve me from a performance and reliability standpoint. In understanding that a car's performance is also based on my attentiveness to its needs, I have ensured that I met every scheduled service that the Volvo service manual recommends.

On September, 26th, the car was towed to the Bridgewater dealership after it had ceased from running while I was driving it. The indicator 'ETS' light had come on just previous to the vehicle stalling. I was informed by the service department at the dealership that the fault trace codes indicated that the throttle module was defective and needed to be replaced. This is a major component of the vehicle and I am disappointed that work of this nature needed to transpire on a vehicle that had less than 47,000 miles.

In addition, I was informed that the replacement of this module would cost me close to \$1,000.00. To be specific, the total charge was \$1,276.53. The warranty on the vehicle had just expired the month prior in August—had it been in effect, the total cost would have been absorbed by Volvo, but it was now total out-of-pocket to me. When I picked the vehicle up, I discussed this situation with the appropriate people at the dealership. In consideration, they gave me 10% off the total charges (\$119.61) which brought my total to \$1,156.92. I appreciated their intention, but conveyed that due to the low mileage on the vehicle and the part that needed to be replaced, the reimbursement they offered did not substantiate the size of the cost involved. Their response back to me was that this was all that they could do.

I am directing this situation to your attention as I believe it does warrant special consideration that exceeds a 10% reimbursement ratio and I am seeking your regard concerning this matter. I can be reached at [REDACTED] during the day should any additional information need to be provided.

[REDACTED]

RECEIVED

NOV 23 2004

CUSTOMER CARE

Sharon, MA
November 15, 2004

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

This letter is long overdue but the latest diagnosis of my 2000 Volvo XC's problems has pushed me to the end of my frustration.

I have been a Volvo owner since 1993 and my husband an owner, since the 1980s.

My problems began with a musty odor whenever the A.C. was turned on. Supposedly the filters were changed but the problem was never corrected, so I learned to live with it.

In November of 2001, both the driver's and the passengers's windows became inoperable.

October 2002, the sunroof rattled so much as to become an annoyance. Again it was "replaced" but continued to rattle.

In April 2003, my frustrations continued to a point of whether I'd ever own a Volvo again. Between April 2003 and August 2003, I was left by the side of the road eight times. Twice I had the car towed to South Shore Volvo in Norwell, Massachusetts. Both times they told me, they could find nothing wrong as it started as soon as the tow brought the car into S.S. Volvo.

In desperation, I contacted Volvo Cars of North America on July 29, 2003. The gentleman, to whom I spoke suggested I call S.S. Volvo and request alternate transportation until this problem is solved. An appointment was set up. In the meantime, this problem happened while visiting my niece, whose husband (without looking under the hood) said it was the starter.

When I dropped the car off at S.S. Volvo, I suggested that it might be the starter. They thanked me for the recommendation and said they would check it out. Guess what—it was the starter and the problem was solved.

In October 2003, the tie rods needed to be replaced (was this due to the tows?) along with a new set of tires. These tires had only 20,000+/- miles on them.

The following December 2003, there was a faulty throttle modular.

Now the diagnosis for the engine light that is on, indicates that the catalytic converter needs to be replaced. I understand this is a costly expense.

I am a Senior Citizen, living on a fixed income. It was immediately after hip replacement in 2003, that I had the problem with the starter and could not walk very far.

As you know word of mouth is your best advertisement and I'm hoping you'll find a way to ease my frustrations, as I find this car very comfortable and great in the snow.

Sincerely,



More Imported Cars, Inc.

75 Pond Street
Norwell, MA 02061
781-829-3000

678 Washington Street
Hanover, MA 02339
781-829-3000

www.mci.com



CUSTOMER NO. 29678	ARRIVAL AUG 18	SALE NO.	INVOICE NO. 702802	INVOICE NO. WGS221724
[REDACTED]	LABOR RATE [REDACTED]	WARRANTY NO. 42138	COLOR BLUE/SLANT	STOCK NO.
SHARDON, MA [REDACTED]	VEHICLE TO. NO. YV1L2688Y	VEHICLE TO. NO. [REDACTED]	DELIVERY DATE 07/28/02	PRODUCTION DATE
[REDACTED]	P. O. NO.	P. O. NO.	P. O. DATE 10/28/02	
[REDACTED]	COMMENTS	NO: 42138		

JOB 1 CHARGES

LABOR
JOB 1 COVERED 37,500 PERFORM 37,500 MILE SERVICE FOR 99- VOLVO SCHEDULED MAINTENANCE PERFORMED 37,500 MILE SERVICE TECH(S):672 75.00

PARTS	QTY	FR	DESCRIPTION	UNIT PRICE	
			TOOL 5/8"	29.95	29.95
			WASHER	0000	0000
			BASKET	0000	0000
			W/ 10/38	0000	0000
			FILTER INSERT	0000	0000
			SOLVENT	0000	0000
TOTAL - PARTS				29.95	

JOB 1 TOTALS
LABOR 75.00
PARTS 29.95
JOB 1 JOURNAL PREFIX WGS JOB 1 TOTAL 104.95

JOB 2 CHARGES
LABOR # 2 LABOR [REDACTED] WARRANTY
[REDACTED] IS THE SPECIALIZED REFLECTOR
[REDACTED] IN THE DEFLECTOR WHO RESULTS AS
[REDACTED]

				89.95	
				60.00	
				00.00	
TOTAL - PARTS				60.00	

JOB 3 TOTALS
LABOR 89.95
PARTS 60.00
JOB 3 JOURNAL PREFIX WGS JOB 3 TOTAL 149.95

*Ordering
new reflector
on your part*

South Shore Imported Cars, Inc.

VOXVO
76 Pond Street
Norwell, MA 02061
781-829-3000

578 Washington Street
Hanover, MA 02339
781-829-3000

JEEP
CHRYSLER
Volkswagen

scorp.com

Customer No. 29878	Vehicle MAKE: VOXVO MODEL: STATION WAGON YEAR: 1997	Vehicle MAKE: CHRYSLER MODEL: PT CRUISER YEAR: 1997	Vehicle No. 70C822448 Stock No. 18 Production Date 11/28/97
Dealer No. [REDACTED]	License No. [REDACTED]	VIN 7VE26606Y2	Dealer Name South Shore Imported Cars, Inc.
Dealer Address [REDACTED]	Dealer Phone [REDACTED]	Dealer Fax [REDACTED]	Dealer City [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
 JP 1 46XOZ **REPAIRMAN** **TECH(S):572** **WARRANTY**

REPAIRMAN
AND IN STOCK
FOR YOUR CONVENIENCE
CALL 781-829-3000

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	684636-B	WIND-UP LOCKING		
	1	954029-D	CROSS-RECESSOR		
TOTAL PARTS					0.00

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

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL S.O.S....	0.00
TOTAL DISC....	0.00
TOTAL HISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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

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

 CUSTOMER SIGNATURE

[Handwritten Signature]

South Shore Imported Cars, Inc.

76 Pond Street
Norwell, MA 02061
781-829-3000

578 Washington Street
Haverhill, MA 02333
781-829-3000

JEEP
CHRYSLER / Plymouth
Volkswagen

CUSTOMER NO.
28878
[REDACTED]
[REDACTED]
SHARON, MA [REDACTED]

NAME: KILBOUR 624
LAST DATE: [REDACTED] 86390
VEHICLE NO: [REDACTED]
VEHICLE TYPE: [REDACTED]
VEHICLE MAKE: [REDACTED]
VEHICLE MODEL: [REDACTED]
VEHICLE YEAR: [REDACTED]
VEHICLE COLOR: [REDACTED]
VEHICLE VIN: [REDACTED]
VEHICLE REG. NO.: [REDACTED]

ISSUE DATE: 11/28/01
ISSUE BY: BLUELIGHT
ISSUE DATE: 07/28/00
ISSUE DEALER NO:
ISSUE DATE: 11/28/01

ISSUE NO.: VOC819084
ISSUE NO.:
DELIVERY AMOUNT: 18
PRODUCTION DATE:

COMMENTS

MD: 25400

JOB# 1 CHARGES-

LABOR	ELECTRICAL	TECH(S): 9LD	WARRANTY
JOB# 1 28878	CUSTOMER STATES DRIVERS AND PASSENGER WINDOW INOP. TEST CIRCUIT AND REPLACE MASTER SWITCH ASSEMBLY.		

PARTS-	QTY-	FP-NUMBER-	DESCRIPTION-	UNIT PRICE	WARRANTY
	1	8638452-6	SWITCH	TOTAL - PARTS	0.00

JOB# 1 TOTALS--

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 0.00

TOTALS--

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

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

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

TOTAL LABOR....	00
TOTAL PARTS....	00
TOTAL SUBLET....	00
TOTAL O.O.G....	00
TOTAL MISC CHG....	00
TOTAL MISC DISC....	00
TOTAL TAX.....	00
TOTAL INVOICE \$	00

.....
CUSTOMER SIGNATURE

VOLVO

SOUTH SHORE VOLVO
 75 POND STREET
 NORWELL, MA 02061
 781-829-3110
 WWW.BSCARS.COM

VOLVO

CUSTOMER NO. 29676	902	CAR NO. 04711/03	PRICE NO. VDCS237060
[REDACTED]	49,405	COLOR BLUE/LIGHT	STOCK NO.
SHARON, MA [REDACTED]	VOLVO/V70/5 DOOR WAGON	07726/00	DELIVERY MILES 18
	VVINLZ56D6Y	SELLING DEALER NO.	PRODUCTION DATE
	F. T. S. NO.	P. O. NO.	06710/03
	QUANTITY		MO: 49405

JOB# 1 CHARGES**LABOR**

CUST STATES VEHICLE WILL NOT START, TON TRUCK TRIED TO JUMP VEHICLE BUT IT WOULDN'T TAKE A JUMP, TON IN. UNABLE TO VERIFY CONCERN AT THIS TIME. VEHICLE TURNED OVER AND STARTED IMMEDIATELY ON ARRIVAL BY RAMP TRUCK. CHECKED STARTING CIRCUIT, BATTERY, AND INSPECTED HARNESSSES FOR CORROSION WITH NO PROBLEMS FOUND. PERFORMED VDCS SYSTEM DIAGNOSTICS WITH NO FAULTS PRESENT OR IN MEMORY.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VDCS JOB# 1 TOTAL 0.00

COMMENTS
 6179091219

TOTALS

CASH CHECK CREDIT CARD REC BY []

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL KISC CHG. 0.00
 TOTAL KISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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

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

CUSTOMER SIGNATURE

South Shore Volvo

South Shore Volvo
 Authorized Volvo Cars Retailer
 75 Pond Street
 Norwell, MA 02061
 Tel: 781-829-3100
 Fax: 781-829-3111
 southshorevolvo.com

VOLVO

VOLVO

SOUTH SHORE VOLVO
 75 POND STREET
 NORWELL, MA 02061
 781-829-3110
 www.sscars.com

VOLVO

C/m h# 2:25pm

29676

PLATE NO.	902	TAG NO.	126G	WORK DATE	07/15/03	PHONE NO.	VOCS246645
ARCH NO.		REPLACE	50,942	COLOR	BLUE/LIGHT	STOCK NO.	
APPROXIMATE MILEAGE		MODEL	00/VOLVO/V70/S DOOR WAGON	DELIVERY DATE	07/26/00	CHASSIS MILES	18
		VIN	YV3L25606Y2				

SHARON, MA

2/03

MO 50945

JOB# 1 CHARGES

LABOR
 # 1 12V02 PORTABILITY ANALYSIS TECH(S):127 WARRANTY

CUSTOMER STATES VEHICLE INTERMITTANTLY DOES NOT TURN OVER.
 STARTED IMMEDIATELY FOR TOM DRIVER AT PICK UP.
 TECH INSPECTED FOR A NO START CONDITION, AND REPLACED THE
 ANTENNA RING TO CORRECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	9442961-0	ANTENNA		0.00
				TOTAL - PARTS	0.00

JOB# TOTALS

JOB# 1 JOURNAL PREFIX VOCS JOB# TOTAL 0.00

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

COMMENTS-----
 WAITING

RECOMMENDATIONS-----
 PLEASE NOTE:
 1) EVERY SINGLE TIME THE VEHICLE HAS BEEN STARTED IN THE PARKING LOT BOTH BY TECHS AND OTHER MEMBERS OF THE SOUTH SHORE VOLVO STAFF. IT HAS STARTED LIKE A CHARM WITH NO PROBLEMS.
 2) THERE WERE NO ERROR CODES STORED AS EVIDENCE OF A MALFUNCTION WITH THE VEHICLE; THUSLY MAKING IT EXTREMELY DIFFICULT TO DIAGNOSE A NO-START ISSUE.
 3) BASED ON CONDITIONS DESCRIBED TO CUSTOMER THROUGH BOTH DMJ AND BC, REPLACEMENT OF THE ANTENNA RING WAS AN EDUCATED CHOICE TO END CUSTOMER'S DRIVEABILITY ISSUE. NO COST FOR CUSTOMER GOODWILL. THE VEHICLE IS OUT OF THE FACTORY WARRANTY BY MILEAGE.

CUSTOMER SIGNATURE:

Copyright © 2003 The South Shore Volvo Group

VOLVO

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

VOLVO

SALES ORDER NO. 29676	SALES REP. DON	465	DATE 08/06/03	VIN# V85249004
	DEALER		51,778	COLOR BLUE/LIGHT
SHAWAN, MA	MODEL 00/VOLVO/70/3 DOOR WAGON		DATE 07/26/00	YEAR 18
	VIN# YV1L256D5Y		DATE 08/04/03	
				NO: 51779

WORKSHEET

JOB 1 CHARGES

LABOR: 1.0000
PARTS: 1.0000
TOTAL 2.00

JOB 1 TOTALS 2.00

JOB 2 CHARGES

LABOR: 1.0000
PARTS: 1.0000
TOTAL 2.00

JOB 2 TOTALS 2.00

JOB 3 CHARGES

LABOR: 1.0000
PARTS: 1.0000
TOTAL 2.00

JOB 3 TOTALS 2.00

ESTIMATE
CUSTOMER RECEIPT ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$4.00 (+TAX)

COMMENTS: LOWER CAR

*3rd time
in for same problem*

WCS Automotive

1 Bishop Lane
 Rockland, MA. 02370
 Phone - 781-871-1337 Fax - 781-882-7116

INVOICE

4032

RPO12447
 EPA MV6178711337

Thank you for your business and confidence in us.

INVOICE

Work Completed Date 10/07/2003

Print Date 10/08/2003

Sharon, MA

2000 Volvo - V70

2.4L, in-Line5, VIN (56)

Lic #

Odometer In:

Unit #

Odometer Out: 65175

Vin #: YV1LZ56D6Y

Hat #:

Ref #:

Cust ID: 132

Part Description / Number	Qty	List	Extended	Labor Description	Extended
VALVE STEM- TIRE VS	4.00	.48	5.92	Tire service. Mount, balance and install 4 tires.	60.00
MISC. WHEEL WEIGHTS MW	8.00	1.45	11.60	Steering component service. Replace both outer tie rod ends.	90.00
Gisaved Speed 506 205/55ZR16 GS50620555ZR16	4.00	147.95	591.80	4 WHEEL ALIGNMENT Inspect steering/suspension components.	102.00
TIE ROD END 271598	1.00	55.61	55.61	Check/adjust tire condition and pressures. Align all 4 wheels to specification.	
TIE ROD END 271599	1.00	55.61	55.61	Suspension service. Replaced LR lateral stabilizer rod.	60.00
STAY 9200005	1.00	112.20	112.20	Suspension service. Replaced worn front anti-sway bar end links.	72.00
END LINK, SWAY BAR 8628703	2.00	46.95	93.90		
CABLE CONDUIT 9162256	1.00	14.95	14.95		

[Technicians: Dennis, 11; Steve, 6]

Org. Estimate \$1,354.97 Revisions \$0.00 Current Estimate \$ 1,354.97 Additional Cost Revised Estimate

Labor:	\$354.00
Parts:	\$941.00
Sublet:	\$0.00
Sub:	\$1,325.00
Tax:	\$47.97
Total:	\$1,372.97
Bal Due:	\$1,372.97

[Payments -]

We will always strive for excellence in service.

CASH

CHECK

CREDIT CARD

CHARGE ACCOUNT



I hereby acknowledge the satisfactory completion of the services listed above and my responsibility for payment on these services.

SIGNATURE _____

Date _____

Time _____

Print

WCS Automotive

1 Bishop Lane
Rockland, MA. 02370

Phone - 781-871-1337 Fax - 781-882-7118

INVOICE

4748

RPO134

EPA 89617E/11337

Thank you for your business and confidence in us.

INVOICE

Print Date : 12/02/2003

Sharon, MA

2000 Volvo - V70

2.4L, In-Line5, VIN (55)

Lic #

Odometer In :

Unit #

Odometer Out : 58061

Vin # : YV1LZ56D6Y2

Hat # :

Ref #

Cust ID 132

Part Description / Number	Qty	List	Extended	Labor Description	
CASTROL 10W30 GTX 1030	6.00	3.01	18.06	Lube, oil, filter and safety check.	10.00
OIL FILTER 1275810	1.00	9.85	9.85	Replace engine oil and filter. Lubricate body/suspension components as needed.	
SEAL, DRAIN PLUG 977751	.00	1.13	1.13	Check/adjust all fluid levels. Safety check tires, brakes, exhaust, lights, steering and suspension components.	
THROTTLE BODY 8644347	1.00	535.00	535.00	Reset maintenance reminder light as needed.	
GASKET / THROTTLE BODY 8638753	.00	3.52	3.52	Check for lurching/hesitation/dying out.	210.00
SOFTWARE DOWNLOAD/UPGRADE 9438298	1.00	40.00	40.00	Extracted codes from diagnostic circuit (ECM-903F,904C, 904D, 9150, 9160, 91A7) all throttle module related fault codes. Replaced faulty module, cleaned PCV system, performed ETM software load and erased stored codes. Road tested without further incident.	
MOTOR MOUNT 8649597	1.00	55.00	55.00	Climate control service.	N/C
				Found code for fault in passenger compartment temperature sensor fan motor while sweeping diagnostics. Blew out sensor w/compressed air, reset code and tested with no immediate code recurrence. Will need sensor if code returns.	
				Engine-mechanical service.	
				Replace worn engine torque mount assembly.	
				Check for rodent in vehicle.	
				Found and removed nesting material near exhaust manifold. No other indications of activity.	

WCS Automotive

1 Bishop Lane
Rockland, MA 02370

Phone - 781-871-1337 Fax - 781-882-7116

INVOICE

8723

RPO12447

EPA NV6176711337

Thank you for your business and confidence in us.

Print Date 11/09/2004

INVOICE

[Redacted]
Sharon, MA
Home 817
Cust ID: 132

2000 Volvo - V70
2.4L, In-Line5, VIN (55)
Lic #: [Redacted]
Unit #: [Redacted]
Vin #: YV1LZ58D6Y [Redacted]
Mat #: [Redacted]

Odometer In : 74491
Odometer Out : 74493

Ref #:

Part Description / Number

Qty

Sale

Extended

Labor Description

	60.0
Check engine light on, Check for stored diagnostic codes.	
Connected VADIS to vehicle. Extracted and recorded stored diagnostic codes.	
Stored codes:	
ECM- 4801 - Three way catalyst efficiency	
Reset code and road tested 3 miles - no immediate recurrence of MIL. Monitor for any repeat of code. Oxygen sensors and/or catalytic converter replacement will be necessary if code repeats.	
Discount	
Netly Discount	
10.00% off parts, 10.00% off labor	

[Technicians : Ben, 0]

Org. Estimate \$54.00

Revisions \$0.00

Current Estimate \$ 54.00

Additional Cost Revised Estimate

Labor:
Parts:
Sublet:
Sub:
Discount:
Tax:
Total:
Bal Due:

[Payments -]

We will always strive for excellence in service.

CASH

CHECK

CREDIT CARD

CHARGE ACCOUNT

VISA

I, the undersigned acknowledge satisfactory completion of the services listed above and my responsibility for payment on these services.

SIGNATURE

Date

Time

Print

RECEIVED
DEC 7 2004
CUSTOMER CARE

[REDACTED]
Grand Rapids, MI
[REDACTED]

November 28, 2004

Attn: Vic Doelan
President and CEO
Volvo Cars of North America
7 Volvo Drive
Rockleigh, NJ 07647

Dear Dr. Henderson,

I would like to let you know of my displeasure with your electrical system in my 2001 Volvo V70 XC. VIN: YV1SZ58D4 [REDACTED]

I am a very satisfied previous Volvo owner. I traded in my 1985 850 GLT with 186,000 miles mainly as a precaution for myself since I drive every day as a sales representative. With a cold Michigan winter approaching I figured now would be a great time to get a newer Volvo, how wrong I was.

I purchased the 2001 V70 XC on 11/5/2004 with 55,608 miles. On 11/12/2004, a mere 7 days later the vehicle stalled out on the highway and had to be towed to the nearest dealer for a \$800.50 electrical throttle body replacement. I was without a car from Friday morning until Monday evening. I later found out my vehicle was put into service 10/31/2000 so the warranty was expired by 12 days and 5,608 miles.

The service department at Betten Imports in Grand Rapids, MI told me they see 3-4 of these a month and keep the parts in stock because of it. If this repair is so common why has there not been a recall?

I have included a copy of my bill for your review. I would love a response. I am very disappointed that I have to pay \$800.50 before my first car payment is even due!

The major reasons I choose Volvo again are safety, my past service history and satisfaction, and the support Volvo gives its customers. As you well know, I could have easily spent a lot less money for a much newer American made automobile.

Kind Regards
[REDACTED]

3653446

111504

BETTEN IMPORTS

Where Relationships Grow

5807 28th St. S.E.
Grand Rapids, MI 49548
Ph. 818-301-2100 FAX 1-800-328-2671
www.bettenimports.com

INVOICE

PAGE 1

GRAND RAPIDS, MI

HOME: [REDACTED]

HOB: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9001 GREG JACOBS

CONT	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN OUT	TAG
WHITE	01	VOLVO V70	YV18799D41 [REDACTED]	[REDACTED]	56779/56779	T936
DEL. DATE	REG. DATE	WARR. EXP.	PREM. DATE	TRF. NO.	DATE	PAYMENT
01JAN99 IS			17-00-12NOV04		88.00	CASH
OPTIONS: DZR:403068 ENG:B5244T3						

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

A CUSTOMER STATES THE CAR IS STALLING OUT. THE MESSAGE CENTER STATES PERFORMANCE REDUCED.

100 MAINTENANCE

1 WALMA, TIM LIC#: M111571
CVOL 2.70

1	8644347	THROTTLE BODY		551.59	468.85	468.85
1	8636753	GASKET		2.58	2.19	2.19
1	9494714	BTM RELOAD		30.00	30.00	30.00
1	9494714	BTM RELOAD		30.00	30.00	30.00

PARTS: 531.04 LABOR: 237.60 OTHER: 0.00 TOTAL LINE A: 768.64

CHECKED CODES FOUND TIM FULLY REPLACED BTM AND INSTALL PROPER SOFTWARE.

B CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON.

100 MAINTENANCE

1 WALMA, TIM LIC#: M111571
CVOL 0.00

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

RESET CHECK ENGINE LIGHT.

BETTEN IMPORTS Thanks You for Your Business!
We enjoy serving you and always strive to give you EXCELLENT service. If there is any way we have not exceeded your expectations please let us know. We want you to be VERY SATISFIED. Thank you & Have an EXCELLENT Day.
JIM, ART, STEVE, SHERRI, GREG AND MARTY



CUSTOMER

DESCRIPTION	AMOUNT
CASH AMOUNT	237.60
PARTS AMOUNT	531.04
SALE TAX	0.00
TOTAL CHARGES	768.64
LESS ADJUSTMENTS	0.00
SALES TAX	31.86
PLEASE PAY THIS AMOUNT	768.64

I hereby authorize the repair work shown and listed to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle until repaired or placed. Highway or otherwise for the purpose of testing and/or transport. An express purchaser's file is hereby acknowledged on above vehicle to secure the return of repair receipts.

ACKNOWLEDGE AND APPROVE WARRANTY WORK PERFORMED.

ALL PARTS INSTALLED AND

Be Safe.

Expect the Unexpected.



Give the gift of safety.



Order an Auto Safety Kit today!

myCarStats.com

Include on Contact Report

Details: 2 DAYS AFTER I PICKED UP MY US SPEC VOLVO: THE ENGINE STOPPED DEAD TRAVELLING 70 MPH ON A MAJOR EUROPEAN HIGHWAY. VOLVO COULD NOT FIND THE SENT ME A LETTER INDICATING THERE WAS NOTHING WRONG WITH MY CAR. 2 DAYS LATER I STOPPED DEAD AGAIN WHILE DRIVING THROUGH A BUSY CITY INTERSECTION. EITHER ACCIDENTS COULD HAVE EASILY BEEN FATAL AS THE CAR GAVE NO WARNING BEFORE STOPPING COMPLETELY LEAVING ME WITHOUT POWER BRAKES OR STEERING AND STRUCK TRAFFIC. THE DEALER NOW TELLS ME THAT VOLVO HAS ISSUED A TECHNICAL BULLETIN SEVERAL NEW S80 AND V70 MODELS HAVE A "WEAK" FUEL PUMP WHICH CAUSES THEM TO DIE DUE TO LACK OF GAS ALTHOUGH THERE IS PLENTY OF GAS IN THE TANK. DESPITE THE BULLETIN SEVERAL WEEKS AGO, NEITHER VOLVO NOR MY DEALER NOTIFIED ME I NEEDED A NEW PUMP (DESPITE THE PREVIOUS BREAKDOWN), SO I AND MY FAMILY WERE SUBJECTED TO ANOTHER HARRASSING VEHICLE FAILURE. THIS DEFECT IS DANGEROUS: SHOULD BE FORCED TO CORRECT IT ON ALL AFFECTED VEHICLES WITHOUT WAITING. WE HAVE A SECOND UNEXPLAINED ENGINE STOPPAGE, AS THE BULLETIN APPARENTLY INCLUDES REPLACING THE PUMP. THE DEALER THAT SERVICES MY CAR SAID THAT THEY HAVE BEEN INCLUDING MINE WITH THIS PROBLEM IN THE LAST THREE MONTHS. IF THIS IS HAPPENING TO OTHER NEW US SPEC VOLVO XC, IT MUST BE HAPPENING TO OTHERS AS THEY ARE ALL FROM THE SAME FACTORY IN SWEDEN. PLEASE DO SOMETHING ABOUT THIS BEFORE ONE OF THE INVOLVED IN A SERIOUS ACCIDENT THAT COULD HAVE AVOIDED HAD VOLVO BEEN RESPONSIBLY NOTIFYING CUSTOMERS OF THIS POTENTIALLY FATAL DEFECT. I AM CURRENTLY STATIONED IN THE US ARMY IN HEIDELBERG, GERMANY, AND MY PHONE NUMBER IS +49 173 668 3872 IF YOU NEED FURTHER INFORMATION OR MY E-MAIL IS HAURINGTONS@HQ.HQUSAREUR.ARMY.MIL.

Cause: INOPERATIVE

Result: STALLS

Occurrences: 2 **Injuries:** 0
Fail Date: 10/28/2000 **Deaths:** 0
NCS Check Date: 3/25/2001

Include on Contact Report

CONSUMER COMPLAINT: ODI Case Number: 10016994

Component: ELECTRICAL SYSTEM

Details: THE XC70 HAS STALLED 3 TIMES WHILE DRIVING OVER THE LAST 2 YEARS. I HAVE REPLACED TWO DIFFERENT SENSORS. THE DEALER FEELS THE CAR IS FINE, THE PROBLEM HAS BEEN REPRODUCED. THE FIRST TWO TIMES IT STALLED, IT HAPPENED LAST YEAR. THE MOST RECENT OCCURRED LAST MONTH. MY WIFE WAS DRIVING THE CAR DOWN A FOUR LANE ROAD AND IT JUST STALLED AS SHE REMOVED HER FOOT OFF THE ACCELERATOR. I AM VERY CONCERNED.

Cause:

Result:

Occurrences: 3 **Injuries:** 0
Fail Date: 04/21/2003 **Deaths:** 0
NCS Check Date: 5/19/2003

- Engine and Engine Cooling System
- Equipment
- Fuel, Exhaust, Emissions Control
- Heater, Air Conditioner, Ventilation
- Interior Systems
- Lighting and Communications Systems

myCarStats.com

LIBER LOG
Get Your LIBE

Support this website by giving the gift of safety this holiday - Auto Emergency and Home
 (Offer additional 10% off all Holiday orders now thru December 18th Click for det

--- LIST of VIEWED CARS ---

2001 VOLVO V70

--- REPORT CONSOLE CONTROLS ---
 VIEW another car

REMOVE this car from your list

CHANGE data about this car

--- INFORMATION YOU SEARCHED for THIS CAR ---

Change Rating: Good - 3 points View Summary Ratings

Turn-Off Warranty Expiration Reminder is On for this car.

Change Data Expiration date set to: 12/30/2005

Reports

On-File	Car Report Type
48	Consumer Complaints
4	Manufacturer Recalls
128	Bulletin Summaries
8	Investigations

--- Adv Auto EIT Res assign

Check Latest Safety

- Report Console
- First Aid Kits
- Auto Recalls
- Service Bulletins
- Car Complaints
- File a Car Complaint
- State Lemon Laws
- Car Company Contacts
- Helpful Auto Links
- Extended Car Warranty

Extended Warranties

Report Viewer

--- REPORT VIEWER CONTROLS ---

Quantity: 5 SET Report Type to Load: Complaints SET Age of Reports to Load: Reports added for ALL days

COMPONENT GROUPS EFFECTED	REPORTS IN GROUP	READ / C
Brakes	5	<input type="radio"/> Read
Electrical System	3	<input checked="" type="radio"/> Read

Check for Incomplete Customer Report

CONSUMER COMPLAINT: ODI Case Number: 742247

Component: LIGHTING:LAMP OR SOCKET:HEAD LIGHTS

Details: BULB FAILED AND BULB FAILURE WARNING LIGHT CAME ON ON WAY HOME FROM DEALERSHIP. WE RETURNED TO DEALERSHIP AND THEY SAID THEY WERE NOT AWARE PROBLEMS WITH THIS COMPONENT ON THIS MODEL. THEY ATTEMPTED TO REPAIR BUT TO REPAIR BECAUSE THEY DID NOT HAVE A SERVICE TECHNICIAN ON SITE. THEY OFFER CAR BUT WE DECLINED. SIGNAL HAS BEEN INTERMITTENT SINCE THE FIRST INCIDENT

Cause: INOPERATIVE

Result: FOGGED, POOR VISIBILITY

Occurrences: 1 Injuries: 0
 Fall Date: 03/10/2001 Deaths: 0
 NCS Check Date: 4/23/2001

Check to

CONSUMER COMPLAINT: ODI Case Number: 740277

Component: ELECTRICAL SYSTEM:IGNITION

December 1, 2004

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

RECEIVED

DEC 6 2004

CUSTOMER CARE

Dear Sir or Madam:

I am an owner of the Volvo, as was my parents before me. I presently own a 2000 S80 sedan, and frankly had problems with it since the beginning. I am steadfast with the notion that the Volvo is a superior car in its workmanship as well as in its safety. I would own no other.

I did not however, anticipate the annoyance that lie ahead of me after purchasing the car. I had twice replaced the throttle body and mass air flow sensors. This is not to mention the numerous times I has to replace light bulbs that seem to blow out more times than I can count.

If the Volvo is to stand for high quality in its workmanship and safety, than what happened to the S80? Is it that Volvo has become too self-confident?

Sincerely,

[REDACTED]
Mays Landing, New Jersey
[REDACTED]

RECEIVED

DEC 8 2004

CUSTOMER CARE

[REDACTED]
Westwood, MA [REDACTED]
December 6, 2004

Volvo Customer Service
7 Volvo Drive
Rockleigh, NJ 07647

Dear Volvo:

Enclosed please find an invoice from Dalzell Motor in Dedham, Massachusetts. I brought my car (1999 S70, VIN #: YV1LS55A4X2 [REDACTED] purchased new) in for service due to multiple lights on the dashboard – the “ETS” and “Check Engine” lights were illuminated. The dealer discovered that the throttle body needed to be replaced. Since the car has less than 70,000 miles, the throttle was replaced under warranty.

Unfortunately, the warranty does not cover the remaining sensors – the oxygen sensor and clutch/brake sensor. I do not understand why my car, serviced at various dealers according to the manual e.g., oil changes/7,500 mile checkups, should have electrical problems. I understand cars require routine maintenance (e.g., tires/battery/brakes), but Volvo should cover electrical defects. From speaking with the dealer and other Volvo owners, I know I am not the only person that is having this problem.

The cost of fixing the sensors is approximately \$800.00. How Volvo resolves my electrical problem will affect my decision to purchase another Volvo in the future.

Thank you.

VIN #: YV1LS55A4X2 [REDACTED]

[REDACTED]

5518921

1 5 2 8 1 7



DALZELL MOTOR CO., INC.

826 PROVIDENCE HWY. RTE. 1
DEDHAM, MA 02028
(781) 328-1100

INVOICE

DUPLICATE 1
PAGE 1

WESTWOOD MA
HOME:

BUS:

SERVICE ADVISOR: 339 JOE WALSH

YEAR	MAKE	MODEL	VIN	PLATE	REG	
1999	VOLVO	S70A	YV11555A47	68616/68617	T2131	
DEL. DATE	FROM DATE	WARR. DT.	FROM	TO	PAYMENT	BY DATE
01JAN1999			17:00	19OCT04	91.00 CASH	21OCT2004

OPTIONS: DLR:NOC

07:41 19OCT04 08:37 21OCT04

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

A CUSTOMER STATES ETS AND, CHECK ENGINE LIGHTS STAY ON ALL THE TIME.
CAUSE: 5H TECHNICIAN FOUND CODES ECM2110/ECM91A7/ECM9300 FOR THROTTLE
UNIT.REPALCED THROTTLE BODY UNIT.

RTB REPLACED THROTTLE BODY ASSEMBLY Q25128

- 125WVPV40
- 1 8644347 0 THROTTLE BODY
- 1 8636753 9 GASKET

(N/C)
(N/C)
(N/C)

FC: 10
PART#: 8644347
COUNT: 1
CLAIM TYPE: 02
ADTH CODE:

TECHNICIAN FOUND CODES ECM
2110/ECM 91A7/ECM 930 0/.ECM
91A7 FOR THROTTLE BODY WHICH
WAS REPLACE D.NOTE CODES ECM
2110 FOR OXYGEN SENSORS FRONT
AND, REAR SENSORS 650.00/CODE
ECM9300 CLUTCH/BRA KE PEDAL
SENSOR 150.00/CUSTOMER
DECLINED.

VOLVO CARS OF NORTH AMERICA CONDUCTS SURVEYS
ON A REGULAR BASIS. THEIR QUESTIONS REQUIRE
AN ANSWER BASED ON A SCALE OF 1 TO 10, WITH
10'S ON EVERY QUESTION REPRESENTING 100%
SATISFACTION. IF YOU CANNOT ANSWER 100% ON
EVERY QUESTION, FOR ANY REASON, PLEASE LET US
KNOW. THANK YOU, DALZELL VOLVO SERVICE TEAM.

SALES HOURS
Monday - Thursday
8:30 - 6:00
Friday
8:30 - 6:00
Saturday
9:00 - 6:00
Sunday
12:00 - 6:00

PARTS AND SERVICE HOURS
Monday - Friday
8:00 - 6:00
Saturday
8:00 - 1:00

Volvo Genuine Parts and Accessories are backed by a 12-month limited warranty. Some even feature a lifetime warranty.* Genuine Volvo Parts are available at authorized Volvo dealers. Never accept anything less than the original. Ask for Genuine Volvo Parts and Accessories.

* See Dealer for complete details of Volvo's Limited Warranty and Limited Lifetime Warranty.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, A-C-F Freon, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
A charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUNLET AMOUNT	0.00
HAZARDOUS WASTE REMOVAL	0.00
TOTAL CHARGES	0.00
PROMOTIONAL DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

RECEIVED

DEC 4 2004

CUSTOMER CARE

[REDACTED]
Burnt Hills, NY [REDACTED]

December 10, 2004

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

Dear Customer Care:

I am the owner of a 2000 Volvo V70A station wagon that has approximately 101,000 miles on it. I have been very satisfied with Volvo products up to this time, and would most likely buy another one in the future.

However, on November 5th I had to have the electronic throttle module replaced on my station wagon. I was told by my mechanic that numerous Volvo owners have had trouble with the same part, and that they should not be going bad in the numbers reported. I am also aware of a class action lawsuit being brought against Volvo for this problem.

My bill was \$1,081 to have a new module installed (copy of invoice attached). I would hope that Volvo would realize their problem and reimburse me, at least partially, for the costs I incurred.

If you do not feel reimbursement is required, then please let me know how I can get in touch with the group bringing the class action lawsuit.

Thank you for your time and trouble.

Sincerely yours,
[REDACTED]



BURNT HILLS, NY

To Better Serve You
Please Direct Inquiries
About Your Vehicle To Our
Service Department Between
The Hours Of 10 AM And 4 PM.

347 New Karner Road, Colonie * (518) 462-1100

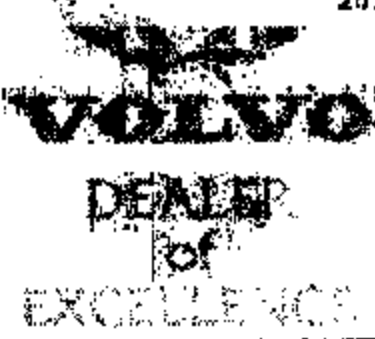
SERVICE ADVISOR KEITH HOUGHTALING

N.Y.S. REGISTERED REPAIR SHOP NO. 704-1427

DATE RECEIVED	DATE READY	STOCKING	VEHICLE IDENTIFICATION	CUST. NO.	TRK. NO.	PLATE NO.	INVOICE NO.
05NOV04	05NOV04		YV1LZ56D2Y				05NOV04 220847
TYPE	YEAR	MAKE & MODEL	TELEPHONE NO.	PRICE	STOCK	IN	OUT
	00	VOLVO V70A		9.00	01JAN00	273	273
WARRANTY	WARRANTY	WARRANTY					
97242	97243						

A ETS LIGHT CAME ON
RETM DIAGNOSE AND REPLACE ELECTRONIC THROTTLE MODULE

69 CV		355.50	355.50
1 8636753 GASKET	2.58	2.58	2.58
1 9438298 STM RELOAD	30.00	30.00	30.00
1 8644347 THROTTLE BODY	551.59	551.59	551.59
36004-2 SOFTWARE CONTROL MODULE			
DOWNLOADING (2)			
69 CV		39.50	39.50
1 30677021 UPGRADE ECM	20.00	20.00	20.00
EE			



FOR YOUR CONVENIENCE WE OFFER THE FOLLOWING ROADSIDE ASSISTANCE PROGRAM

1-800-63VOLVO
1-800-638-6588

HAS YOUR SERVICE ADVISOR EXPLAINED YOUR REPAIRS AND CHARGES?
 YES NO

DOES THIS INVOICE REFLECT YOUR CURRENT HOME PHONE NUMBER?
 YES NO

**** PRE-INVOICE ****

DESCRIPTION	TOTAL
LABOR AMOUNT	395.00
PARTS AMOUNT	604.17
GAS,OIL,LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	999.17
SALES TAX	82.43
PLEASE PAY THIS AMOUNT	1081.60

I, THE CUSTOMER, ACKNOWLEDGE PURSUANT TO OUR AGREEMENT THAT ALL WARRANTIES, EXCEPT THE LIMITED WARRANTY HEREIN, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED BY YOU, THE REPAIR SHOP. I REALIZE THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, BY THE DEALER. PARTS FOR 12 MONTHS, UNLIMITED MILES, BY THE MANUFACTURER. THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. I ACKNOWLEDGE THAT YOUR LIABILITY IS LIMITED SOLELY TO REPAIR OR REPLACEMENT UNDER THE LIMITED WARRANTY HEREIN FOR THE PERIOD STATED. YOU SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, TIME, PROFITS OR INCOME, OR FOR ANY INCONVENIENCE.

CUSTOMER SIGNATURE _____

I, THE CUSTOMER, ACKNOWLEDGE/AUTHORIZE ADDITIONAL REPAIRS TO MY VEHICLE, ADD-ONS OR ADDITIONAL WORK FOUND WHILE PERFORMING ORIGINALLY REQUESTED WORK.

CUSTOMER SIGNATURE _____

IF NOT COVERED BY ANY ABOVE PROGRAMS, 24 HOUR TOWING IS AVAILABLE BY CALLING 785-0891 WITHIN THE IMMEDIATE CANTAL DISTRICT.

CASH CHECK #
 MC/VISA AMERICAN EXPRESS
 DISCOVER

WE ALSO SERVICE OTHER MAKES - IF YOU ARE PLEASED WITH OUR SERVICE AND HAVE OTHER BRANDS AT HOME - LET US SERVICE THEM FOR YOU

THANK YOU FOR YOUR BUSINESS

ALL PARTS, ORDERS MUST BE PREPAID UNLESS OTHERWISE SPECIFIED. SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. NO REFUNDS ON ELECTRICAL PARTS. 20% HANDLING CHARGE ON ALL RETURNED PARTS. ALL RETURNS MUST BE ACCOMPANIED BY THIS BILL. ALL PARTS USED ARE MANUFACTURED AS ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS STATED OTHERWISE.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY - LABOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, BY THE DEALER - PARTS 12 MONTHS, UNLIMITED MILES, BY THE MANUFACTURER. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES TO THE SAME PERIOD.

CUSTOMER COPY

Washington, DC
(Phone)
(email)

RECEIVED

DEC 20 2004

CUSTOMER CARE

December 17, 2004

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

Re: Volvo V70 XC, ID #YV1LZ56D7Y2

Dear Customer Service Representative,

I am writing out of enormous frustration with a series of electrical problems with my 2000 Volvo V70 XC, purchased in October, 1999. The problems have become especially pronounced in the past six months since the 50,000 mile/5 year warranty period ended.

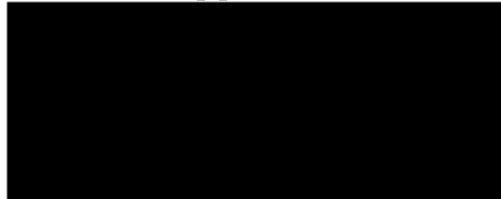
Only days after the largest service bill to date, \$1,338.61, in July, 2004, related to replacing the electronic throttle moduls, the ABS and ETS lights on the dashboard of the car went on. As this had become a regular occurrence in recent months and we had been told by *Martens Cars of Washington*, our authorized Volvo maintenance provider, that the lights will frequently go off when we restart the car, we did not take any immediate action.

Recently the *check engine* light came on so we decided to bring the car in for service. We were told that the latest problem is related to the anti-lock breaks switching off and in addition to the \$382.34 in service charges yesterday, the necessary work would cost approximately \$1,000. We decided to hold off on this work for a couple of months as the timing of this expense is especially bad in mid December. And on top of this, at the 60,000 service, in less than 2,500 miles, we were advised we should be prepared for expenses over \$600.

My wife and I had heard that Volvos are wonderful cars up until the moment that the warranty expires and then they simply break your budget requiring tremendous maintenance expenses. This has resulted with our Volvo and it makes me extremely reluctant to even consider purchasing a Volvo again.

If we have a *lemon* of a car and the recent maintenance charges are exceptional, then I would like some form of support or compensation from the company. If this is simply the norm, please inform me and you can be certain I will never purchase a Volvo vehicle again.

Sincerely yours,



Attachments:

Purchase contract dated 10/31/99

Recent service invoices dated 7/31/04 and 12/16/04



MARTENS

CARS OF WASHINGTON, INC.
4880 WISCONSIN AVENUE, N.W.
WASHINGTON, D.C. 20016 (202) 537-3000



ORDER NO. **4117**
KEY NUMBER **AV2959** SALES CODE **3361**

DATE **10-31** 19**99**

PURCHASER'S NAME [REDACTED] DATE OF BIRTH [REDACTED]
 CO-PURCHASER'S NAME [REDACTED] DATE OF BIRTH [REDACTED]
 ADDRESS [REDACTED] RESIDENCE PHONE [REDACTED]
 CITY, STATE **Washington DC** ZIP **20008** BUSINESS PHONE [REDACTED]

PLEASE ENTER MY ORDER FOR ONE NEW USED DEMONSTRATOR
 YEAR **2000** MAKE **Volvo** MODEL **V70XC** BODY TYPE **Std Ltr** COLOR **Met Red** FINISH **ET. Bronze Lthr.**
 SPECIALS **YVIL 2.5G D 7 Y 2** [REDACTED] 19 **ASAP**

CASH PRICE OF VEHICLE	36,100.00
Sunroof PKG. etc	2,300.00
Training Package	300.00
Child Booster Seats	400.00
Metallic Paint	575.00
Destination	46,275.00
	32,983.00
Met Red	400.00
Dest	575.00
	33,958.00
	33,958.00 TOTAL

TAX	2,377.06
DOC. FEES	152.00
HANDLING AND DELIVERY CHARGES (includes Conditioning and Preparation)	89.00
TOTAL CASH DELIVERED PRICE	36,576.06

<input type="checkbox"/> CASH DEPOSIT SUBMITTED WITH ORDER			
<input type="checkbox"/> ALLOWANCE FOR TRADE-IN AS APPRAISED			
<input type="checkbox"/> UNLESS BALANCE EXTINGUISHED			
DESCRIPTION OF TRADE-IN			
YEAR	MAKE	MODEL	BODY TYPE
		NI	
VEHICLE IDENTIFICATION NUMBER		COLOR	FINISH
[REDACTED]			
INSURANCE COMPANY		INSURANCE AGENT	
NAME			
POLICY NO.			
EFFECTIVE DATE FROM TO		TELEPHONE	
COVERAGE: <input type="checkbox"/> Fire-Theft <input type="checkbox"/> Comprehensive		OPERATOR'S LICENSE NO.	
<input type="checkbox"/> Collision \$ Deductible			

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am of majority age and hereby acknowledge receipt of a copy of this order.

Ralph Hall #156
 SALESMAN [Signature] X SIGNATURE OF PURCHASER
 APPROVED [Signature] X SIGNATURE OF CO-PURCHASER

MARTENS CARS OF WASHINGTON

PARTS & SERVICE
6206 RIVER ROAD
BETHESDA, MARYLAND 20816
(301) 656-6166

CUSTOMER NO. 78595	NAME JOHN WEIR	AGE 349	INCOME 3153	DATE 07/31/04	VEHICLE NO. V005405479
ADDRESS WASHINGTON, DC	PHONE 53,571	VEHICLE MAKE VOLVO/V70XCAMD/V70XCAMDASR	VEHICLE YEAR 03/1970	VEHICLE TYPE 605	VEHICLE COLOR 19
VEHICLE ID NO. YV1LZ56D7Y2	VEHICLE VIN 605	DATE 07/30/04	NO: 53571		

DESCRIPTION	UNIT PRICE	QUANTITY	TOTAL PRICE
FRONT WHEEL BEARING	27.00	1	27.00
FRONT WHEEL HUB	27.00	1	27.00
TOTAL PARTS			54.00
TOTAL LABOR & PARTS			58.75

This limited warranty is valid for 12 months or 100,000 miles, whichever comes first. An adjuster must be performed at Martens Cars of Washington in accordance with the terms of this warranty. This warranty does not cover wear and tear, labor costs or any other items. Over-the-counter parts are covered for 12 months and unlimited miles. All work is performed under the terms of the Martens Cars of Washington. AutoCap.

MARTENS CARS OF WASHINGTON

PARTS & SERVICE
5208 RIVER ROAD
BETHESDA, MARYLAND 20816
(301) 856-6166

CUSTOMER NO. 78595	JOHN WEIR	149 3153	07/31/04	VOC5405479
WASHINGTON, DC	LABOR RATE	53,57.1	WROON/	
	00/V5L08/V70XCAMD/V70XCAMBASR		03719700	19
	V V L Z S 6 0 7 Y Z		7605	
			07/30/04	
				NO: 53571

CUSTOMER COPY

WARRANTY INFORMATION: This vehicle is covered by a 3-year/50,000-mile bumper-to-bumper warranty. All components are covered for 5 years/100,000 miles. This warranty does not cover normal wear and tear items such as tires, brake pads, rotors, wiper blades, and light bulbs. For more information, please contact our service department.

LABOR & PARTS: 121.89

TOTAL: 121.89

The dealer agrees to return any of the original parts within 30 days of the date of purchase. This warranty is void if the vehicle is used for commercial purposes or if it is involved in an accident. The dealer is not responsible for any damage to the vehicle caused by the customer's negligence or misuse.

MARTENS CARS OF WASHINGTON

PARTS & SERVICE
8206 RIVER ROAD
BETHESDA, MARYLAND 20816
(301) 856-6188

CUSTOMER NO. 78595	SALESMAN JOHN WEIR	SALES NO. 348	DATE 07/11/04	VEHICLE NO. VDC5405479
LABOR RATE		SALES TAX 33.57	MAROON/	
YEAR / MAKE / MODEL 00 / VOLVO / V70XCAND / V70XCANDSKR		MILEAGE 03719700		LY
VEHICLE REG. NO. YVILZ5607Y2		VIN		
P. T. & NO.		DATE 07/30/04		
COMMENTS				MO: 53571

<p>TOTALS</p> <p>THANK YOU FOR CHOOSING MARTENS FOR YOUR SERVICE NEEDS. WE ARE COMMITTED TO ENSURING THAT YOU AND YOUR FAMILY DRIVE A WELL MAINTAINED, RELIABLE AND SAFE VEHICLE. IF AT ANY TIME YOU HAVE SERVICE QUESTIONS, PLEASE CONTACT US FOR VOLVO - PAUL HEISTER AT 301-856-6188 FOR VOLKSWAGEN ALLEN STEVENSON OR KERRIE RIVES AT 301-347-8700</p> <p>NOTE: IT IS OUR POLICY TO RETURN ALL NEW WARRANTY PARTS TO OUR CUSTOMERS EXCEPT HAZARDOUS WASTE MATERIALS AND CORES FOR REBUILT ITEMS.</p> <p>SALESMAN AUTHORIZES RELEASE OF VEHICLE</p> <p>CUSTOMER SIGNATURE</p>		<p>TOTAL LABOR..... 703.96</p> <p>TOTAL PARTS..... 714.94</p> <p>TOTAL SURETY..... 0.00</p> <p>TOTAL G.O.G..... 0.00</p> <p>TOTAL MISC CHG..... 20.00</p> <p>TOTAL MISC DISC..... -130.02</p> <p>TOTAL TAX..... 35.75</p> <p>TOTAL INVOICE \$ 1338.64</p>	<p>This limited express warranty is for 90 days or 12,000 miles, whichever occurs first. All original work must be performed at Martens Cars of Washington. In addition to the written warranty, the manufacturer through its authorized dealer has agreed to provide parts and accessories for a period of 12 months or 120,000 miles, whichever occurs first. This warranty does not cover the replacement of labor costs on any wear-and-tear items. Over the course of the warranty, the customer must be notified by 12 months or 120,000 miles, whichever occurs first, of any defects. Customer agrees to accept for timely resolution by 60 days of the American Arbitration Association.</p>
--	--	--	---

CUSTOMER COPY

Copyright © 1998 by Martens Cars of Washington, Inc. All rights reserved. Printed in the USA.

VOLVO
for life



MARTENS VOLVO



PARTS AND SERVICE
5206 River Rd
Bethesda, MD 20814
Tel: 301-656-6166
www.martenscars.com

DATE/TIME: 78595	VEHICLE WEIR: 349 3479	DATE: 12/16/04	VOCS414526
ADDRESS: WASHINGTON, DC	PHONE: 57,618	TECHNICIAN: WARDON/LI H	
VEHICLE ID: 00/06LV8/V70XCAMU/V70XCAMDASH	VEHICLE TYPE: YV1LZ56D7Y2	DATE: 03/19/00	
VEHICLE NO:		DATE: 12/16/04	
LABOR & PARTS			NO: 57618

CUSTOMER STATES CENTER DASH UNIT BLOKS COOL AIR
CLOSE AIR MIX

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	UNIT PRICE	TOTAL PRICE
JOB # 6 TOTAL LABOR & PARTS 0.00						
CONTROL IS 20.00						
TOTAL MISC 20.00						

NOTE: IT IS OUR POLICY TO RETURN ALL NEW WARRANTY PARTS TO OUR CUSTOMERS EXCEPT HAZARDOUS WASTE MATERIALS AND CORES PER SEBULL ITEMS.

The dealer represents that the work on this vehicle was performed in accordance with the manufacturer's specifications. The dealer warrants that the work was performed in accordance with the manufacturer's specifications. The dealer warrants that the work was performed in accordance with the manufacturer's specifications. The dealer warrants that the work was performed in accordance with the manufacturer's specifications.

THANK YOU FOR CHOOSING MARTENS FOR YOUR SERVICE NEEDS. WE ARE COMMITTED TO ENSURING THAT YOU AND YOUR FAMILY DRIVE A WELL MAINTAINED, RELIABLE AND SAFE VEHICLE. IF AT ANY TIME YOU HAVE SERVICE QUESTIONS, PLEASE CONTACT OUR CENTER AT 301-656-6166.

SIGNATURE AUTHORIZES RELEASE OF VEHICLE

CUSTOMER SIGNATURE

CUSTOMER COPY

TOTAL INVOICE \$ 382.34

DEC 16 2004

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 0543ppr

MARTENS VOLVO

ASE



PARTS AND SERVICE
5206 River Rd
Bethesda, MD 20816
Tel 301-656-0160
www.martenscars.com

Customer No: 78595
Technician: JOHN WEIR
VIN: VV1L256D7Y2
Year/Make/Model: 00/VOLVO/V70XCARD/V70XCARDASR
Color: MAROON/LT B
Mileage: 57,618
Date: 12/16/04
Comments: MO: 57618

CUSTOMER STATES POWER LOCKS NOT WORK UP AND INTERIOR LIGHTS STAY ON AT NIGHTS
REPLACED LEFT FRT DOOR LOCK ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	EST PRICE	UNIT PRICE	PRICE
	1	8626183-1	LOCK, LEFT	121.35		121.35
	4	9451812-3	CLIP	1.18		4.72
JOB # 1 TOTAL PARTS						126.07
JOB # 1 TOTAL LABOR & PARTS						251.07

The limited express warranty is 60 days or 1,000 miles, whichever occurs first. All adjustments must be performed at Martens Cars of Washington. In addition to the written warranty, our manufacturer, through its authorized dealers, has an anti-rust and anticorrosion for a period of 12 months or 12,000 miles, whichever occurs first. This warranty does not cover the replacement of labor due to any over-the-counter parts used. Over-the-counter parts are warranted for 12 months and unlimited miles in case of any defects, customer agrees to submit to binding arbitration by AUTOCAP 600, or the American Arbitration Assoc.

CUSTOMER STATES REAR SEAT LIGHTS OUT
REPLACED REAR SEAT LIGHTS

PARTS	QTY	FP NUMBER	DESCRIPTION	EST PRICE	UNIT PRICE	PRICE
	1	236182-4	PLATE SOCKET	10.44		10.44
JOB # 2 TOTAL PARTS						10.44
JOB # 2 TOTAL LABOR & PARTS						94.44

CUSTOMER STATES THE RECHECK LINE LIGHT INDICATOR IS ON
STARTING SERVICE TECHNICIAN FOUND THOR V.A.T.I.S. FILLED CAP
LOOSE TORSE WAPER LEAK
PRESSURE TEST SYSTEM FOR LEAKING TORSE CAP HAS RELOADED
RESET CODE IN COMPUTER

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

CUSTOMER STATES TRUNK OFF AND AIR LIGHTS ARE ON
FOUND BIC'S ABS-114-324, INTERNAL ABS CONTROL UNIT FAULT
REPLACED ANTI-LOCK BRAKE SYSTEM CONTROL MODULE

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

CUSTOMER

CUSTOMER STATES A/C NOT COOL ENOUGH IN SUMMER
RECOMMEND RECHARGE A/C IN SUMMER

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

Volvo Cars of North America
Customer Care Center
PO Box 914
Rockleigh, NJ 07647-0914

RECEIVED
DEC 21 2004
CUSTOMER CARE

Dear Sir/Madam;

I have been a Volvo owner through the years. I have owned a 1992 Volvo 240, a 1997 850 GLT SE, am the owner of a Volvo S70 GLT SE (2000), and a brand new owner of a 2004 Volvo Cross Country Wagon. Recently I have had to put my Volvo S70 Vin # YVILS56D6Y [REDACTED] in the shop. See the attached. After investigating I have found that this has been a chronic problem with this car. As a retiree on a fixed income, a believer in Volvos as an automobile, I consider this situation which has occurred to be unacceptable and am asking Volvo for some relief in this matter. This car has only 58,000 miles on it.

Thank you in advance for your time in this matter. I await hearing from you.

[REDACTED]
Middletown, C [REDACTED]

EUROPEAN MOTORCARS

1155 Newfield Street (Rte. 3)
 Middletown, CT. 06457

Phone - 860-632-2355 Fax - 860-632-0183

INVOICE

6339

SALES, SERVICE & COLLISION CENTER

INVOICE

Print Date 12/10/2004

2000 Volvo - \$70

[Redacted]

Lic #: [Redacted]

Odometer In 58000

Middletown, CT [Redacted]

Unit #: [Redacted]

Home [Redacted] Office [Redacted]

Vin #: [Redacted]

Cust ID: 214 [Redacted]

Mat #: [Redacted]

Ref #

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
THROTTLE BODY	.00	500.00	500.00	ETS LIGHT ON	172.50
GASKET	.00	2.58	2.58	DIAGNOSE TO FAULTY THROTTLE BODY	
Shop Supplies		12.00	12.00	REPLACE & SUBLET TO DEALER FOR CODING	
				DEALER CODING	109.50
				ROAD SERVICE	40.00
				Hazardous Materials	6.00

[Technicians: FEMAK, ZBIGNIEW]

Orig. Estimate \$0.00 Revisions \$0.00 Current Estimate \$ 0.00 Additional Cost Revised Estimate

Labor:	\$178.50
Parts:	\$514.58
Sublet:	\$149.50
Sub:	\$842.58

Tax:	\$80.55
Total:	\$893.13
Bal Due:	\$893.13

[Payments -

I hereby authorize the above repair work to be done along with the necessary materials. You & your employees may operate the above vehicle for purposes of testing, inspection, or delivery at above customer's risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE. THANK YOU FOR YOUR BUSINESS.

SIGNATURE..... Date..... Time.....

GENSOXAD192570

30 RIBBING AVENUE
Meriden, CT 06450

Sales: 203.237.8658 * Service: 203.630.2082
Parts: 203.630.2318 * Fax: 203.630.2520

www.genstrs.com

INVOICE

PAGE 1

TELEPHONE: [REDACTED]
ME: [REDACTED] 5 BUS:

COLOR	YEAR	MAKE/MODEL	VIN	SERVICE ADVISOR	LICENSE	MILEAGE IN / OUT	TAC
	00	VOLVO S70	YV11685D6Y2	KENT A. DRICH		58718 / 58718	
SEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
JUL2000			16:30 10DEC04		87.00	CASH	10DEC2004
R.O. OPENED	READY	OPTIONS	ENG:BB5244T-2.4 Liter AXL:6232				

QTY	DESCRIPTION	LIST	NET	TOTAL
1	36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (2)		87.00	87.00
1	9438298 ETM RELOAD	30.00	22.50	22.50
RTS:	22.50 LABOR:	87.00% OTHER:	0.00	
			TOTAL LINE A:	109.50

PERFORMED SOFTWARE DOWNLOAD FOR ETM PER CUSTOMERS REQUEST *****NOTE:NO
WARRANTY ON REPAIR AS THROTTLE NEEDLE WAS DIAGNOSED AND REPLACED
SEWBIERE

HOW WOULD YOU RATE YOUR SERVICE? **EXCELLENT**
VERY GOOD OR EXCELLENT
50% 100%

PAID
08/17/04

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
NOTED. 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
STATEMENT ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
OR 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
Seller hereby expressly disclaims all
warranties other than those
listed, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither insures nor
warrantizes any other person to
insure for in any liability in
connection with the sale of this
hardware.

DESCRIPTION	TOTALS
CASH AMOUNT	87.00
PARTS AMOUNT	22.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	109.50
LESS PAYMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	109.50

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

CUSTOMER SIGNATURE

CUSTOMER COPY

RECEIVED

JAN 18 2005

CUSTOMER CARE

January 12, 2005

Volvo Cars of North America, LLC.
Seven Volvo Drive
Rockleigh, New Jersey 07647

Re: 1999 V70 XC (VIN#:YVILZ56D1X [REDACTED])

Dear Volvo Customer Care:

We've just returned from our Volvo dealer, where we received rather surprising and disturbing news.

We are a family of four and have lived in Seattle since 1983. During most of our time here, we have owned Volvos, including two that we picked up in Sweden through your Factory Delivery Center program. We currently own two Volvos: our daughter's 1990 240, and our 1999 V70 XC, the subject of this letter.

We bought our V70 XC new (in Sweden), and have been the only owners (and drivers) since. The car is regularly serviced, and the odometer passed 70,000 just last week. We average a mere 12,000 miles a year, most of it on the open road (since we work out of our home and do not commute.)

The warning lights on the dashboard of our V70 XC have always gone on and off with a fair amount of regularity, particularly the "service light" and "check engine" lights. Time and again, Volvo mechanics tell us that nothing has gone wrong—we've learned, to cite just one example, that failure to completely secure a gas cap can trigger warning lights. Over time, the warnings have become a minor nuisance.

Recently, the "HTS" light turned on. Wary of yet another unnecessary trip to the mechanic, we did a little research, and noted that our vehicle had none of the symptoms that this light is supposed to signal: no rough idle, no stalling on the highway, etc. We continued to drive the car without incident, until we brought it in this morning to our Volvo dealer.

The dealer read seven codes (a copy is attached), and rather ambiguously explained that some or all might be caused by a single problem ... or might not! They then ominously described code BCM-9150 as "the kiss of death." The usual remedy, they said, was to replace the electronic throttle for a whopping \$950 (parts and 4 hours labor) plus tax. If that didn't shut off all the codes, then they might replace the air mass meter for another \$314 (parts and 1 hour labor) plus tax. They told us that the codes indicate that the car should not even be operable, even though it drives just fine. As you can imagine, that inconsistency is disturbing, considering the huge cost.

(cont.)

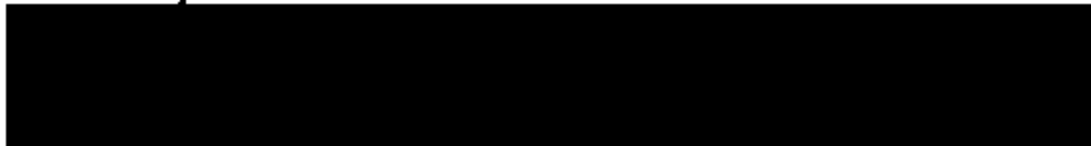
[REDACTED]
Seattle, WA
[REDACTED]

We did not become repeat and loyal Volvo owners expecting to get a "kiss of death." We are told that the ETS was a problem in 1999 V70 XCs, and that it was largely corrected in the 2001 model. We are also told that an ETS failure (if that is, in fact, why the light turns on) is not a normal result of our low-mileage/open road pattern of driving. It makes us wonder whether the part as installed at the factory was simply insufficient for normal operation.

We would like to continue to be Volvo customers and to have our children do the same. We have not yet made an appointment to have the problem corrected, whatever it may be. We are writing in the hope you will treat us fairly, and agree to pay for some or all of the repair.

Please let us know at your earliest opportunity.

Best,



enc: 1/12/05 Invoice; Code report

VADIS User VADIS	Report Title Diagnostic Manager	Date 2005-01-12	Time 09:29:17AM
----------------------------	---	---------------------------	---------------------------

Vehicle Profile

Model: V70 XC (-00)
Year: 1999
Engine: B52B4T
Transmission: AW42AWD

VIN: YV1LZ58D1X [REDACTED]
Chassis: 628832

Customer Profile

Work Order: 311114
Vehicle Registration:
Customer Name:

Receptionist:
Date Logged: 1/12/2005
Latest Update: 1/12/2005

Test	Result	Symptom Area	Symptom	Condition
ECM-260A Long-term fuel trim, Upper limit	28	ECM 260A	Long-term fuel trim, bank 1, Up	Logged
ECM-261A Long-term fuel trim, Upper limit	28	ECM 261A	Long-term fuel trim, bank 1, Up	Logged
ECM-3502 Misfire, at least one cylinder	28	ECM 3502	Misfiring, . . .	Logged
ECM-720A Immobilizer communication, Faulty signal	28	ECM 720A	Immobilizer communication, Sig	Logged
ECM-914F Throttle unit, internal fault, Faulty signal	28	ECM 914F	Throttle unit, internal fault, Fault	Logged
ECM-9150 Throttle unit, internal fault, Faulty signal	28	ECM 9150	Throttle unit, internal fault, Fault	Logged
ECM-91B7 Throttle unit, internal fault, Faulty signal	28	ECM 91B7	Throttle unit, internal fault, Fault	Logged

1 of 2 serious codes for throttle

79

90880

311136

INVOICE

RAVENNA VOLVO

2700 Northwest 85th Street
Seattle, WA 98107
(206) 525-5422

PAGE 1

SEATTLE, WA
HOME: [REDACTED] BHS:

SERVICE ADVISOR: 79 PATRICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	99	VOLVO V70 AND XC	YV1LZ56DLK		70115/70115	T.60	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JUL1999			WAIT 12JAN05		0.00	CASH	12JAN2005
R.O. OPENED		READY	OPTIONS: DLR:5770 ENG:B5254T				

LINE	ORCODE	TECH	TYPE	HOURS	FIRST	NET	TOTAL
A ENGINE - CHECK ENGINE LIGHT ON / CUSTOMER REPORTS THE CHECK ENGINE & ETS LIGHT ARE ILLUMINATED / NO DRIVEABILITY ISSUES AT THIS POINT JUST INTERESTED IN DIAGNOSTIC AT THIS POINT \$44.00 + TX.							
200A ENGINE - CHECK ENGINE LIGHT ON							
			306	CP 0.50		44.00	44.00
PARTS:			0.00	LABOR:	0.00		
				OTHER:	0.00		
TOTAL LINE A:							44.00

CHECKED THE CAR ON BOARD COMPUTER FOR STORED TROUBLE CODES. 3 CODES FOR AN INTERNAL FAILURE OF THE ELECTRONIC THROTTLE UNIT. 2 FUEL TRIM CODES INDICATING A FAULT WITH THE AIR MASS METER. 1 MISFIRE CODE AND 1 CODE FOR THE IMMOBILIZER UNIT.

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.	Ravenna Volvo is a registered dealer for the sale and repair of Volvo cars and accessories. The amount of this charge will be 6% of the total labor charge. All charges on parts and accessories shall be as shown on invoice, including any freight charges or handling or return for a defective item. It is the policy of the manufacturer, Ravenna Volvo, to provide all necessary parts and accessories at the lowest possible price. It is the policy of the manufacturer, Ravenna Volvo, to provide all necessary parts and accessories at the lowest possible price. It is the policy of the manufacturer, Ravenna Volvo, to provide all necessary parts and accessories at the lowest possible price.	DISPOSITION LABOR AMOUNT PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX 3.87
	(CUSTOMER) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

CUSTOMER COPY

RECEIVED

PO Box 12794
Austin, TX 78711
January 26, 2005

JAN 31 2005

CUST.

VIP Administrative Offices
ATTN Claims Dept
PO Box 4493
Woodland Hills, CA 91365

Dear VIP Plan Representative:

RE: Appeal of denied claim, Contract Application NO. VC 45745
1999 S70 VIN YV1LS55A8X [REDACTED]
Warranty start date: 3/31/1999

Claim amount: \$994.01 (\$701.16 parts, \$235.00 labor, plus tax on parts)
Date of repair: January 14, 2005
Vehicle mileage on date of repair: 65,168 miles
Repairing dealer: Momentum Motorcars, Houston, Texas

On January 14, 2005, I took my car to Momentum Motorcars in Houston, Texas for repair because the ETS warning light was frequently coming on along with symptoms (when the ETS light was on) of rough idle, surging at low speed (pulling while braking), and loss of cruise control. The service advisor was Debbie Martin. Ms. Martin told me the Electronic Throttle Module (ETM) had to be replaced and it was not covered by the VIP Plan, per her phone call to VIP. I approved the repair and asked her how to appeal the denial of the claim. She said I should contact VIP directly.

On January 17, 2005, I called VIP about 11:35 AM CST and spoke with Wayne, who said the ETM was not on the parts list of covered parts. I responded that my contract had no parts list, only words, and that I believed the ETM was covered because the contract covers electrical parts for speed control. Wayne said "speed control" is a way Volvo has of describing cruise control. I told Wayne that my owner's manual does not use the term "speed control" for cruise control, it uses only the term "cruise control." Wayne said any other adjuster would give the same answer he gave me. I told Wayne that I wanted to file a written appeal, and he provided me with the current mailing address.

Ms. Martin had explained to me that the ETM is an electronic part with a computer chip that had failed. Based on the information provided to me, I understand my claim was denied because of the VIP Plan's restrictive interpretation of the term "speed control." I ask you to please reconsider.

"Speed control" is not the standard term for cruise control in the United States, and it is not a generally recognized term, even for Volvos. When I engage the cruise control, the word "CRUISE" lights on the indicator light panel. My wife owns a 1997 Volvo 960, and her owner's manual does not use the term "speed control." And it's not in my owner's manual, as I pointed out to Wayne (see previous paragraph). There is no glossary with the VIP contract, either with the application or with the acceptance mailed to me following the purchase; nor is

there a list of part numbers of VIP Plan covered parts. The consumer must rely on only the verbal descriptions. Volvo chose to use the general term "speed control," and that term leads one to believe that whatever electrical parts are involved in controlling speed, whether it be of the engine or of the car, are covered. Even Volvo's own list of features for the 1999 S70 from the Volvo website (see accompanying printout)

http://apps.volvocars.us/ownersdocs/1999/1999_specs/1999_s70.html uses the term "cruise control" and there is no feature called "speed control."

So what we have here is repeat Volvo owner (first was a 740 purchased in 1986 and traded in for the S70 in August 2000) who brings his vehicle back to Momentum Volvo for regular maintenance, including the 30,000 and 60,000 servicings – and including the ultimately ineffective July 2004 "cleaning" (costing \$200.74) on the problematic ETM, who on purchasing the current vehicle got an extended warranty called *Volvo Increased Protection Plan* and who has been under the belief that speed control means control of speed. It is clear to me that the ETM does control speed; it controls the speed of the engine and when the ETM malfunctions, the cruise control does not work.

If Volvo only intended to cover electrical parts for cruise control, then Volvo needs to seek redress from those responsible for placing the wrong words in the VIP Plan, but a reasonably prudent Volvo buyer, like me, who at contract signing time is provided only the VIP Plan application cannot be expected to believe that covered parts for "speed control" are restricted to cruise control. And after the purchase when I got the owner's manual and the VIP Plan contract, there was no reeducation on the matter.

Whatever regional considerations might come into play, I feel strongly that by Texas standards an attempt by Volvo to limit the meaning of "speed control" in the warranty document provided to the potential Texas purchaser prior to purchase to mean only cruise control when the ETM fails is a deceptive trade practice. Especially considering that the failure of the ETM is such a frequent occurrence for the 1999 S70, according to internet message boards. Why would the VIP Plan contain the unfamiliar term that has a variety of potential meanings to the average buyer?

In conclusion, I think I've been the kind of customer that Volvo looks for. Now the ball is in Volvo's court. Volvo offered me the extended warranty, backed by Volvo, as an enticement to buy the car, as warranty coverage for the listed covered components. A "plain English" reading of the Plan provides coverage for the ETM. Please keep your side of the bargain.

Respectfully,

[Redacted Signature]

Momentum Motorcars

Houston, TX

(2) Volvo Cars of North America, LLC
ATTN Volvo Customer Care Center
7 Volvo Drive
Rockleigh, NJ 07647

MOMENTUM VOLVO

10150 SOUTHWEST FREEWAY, HOUSTON, TEXAS 77074
(713) 596-3800 FAX (713) 596-3650

SERVICE DIRECT (713) 596-3900
SERVICE FAX (713) 596-3940

59144	DEBORAH A. MARTIN 710978	V988	01/14/05
HOUSTON, TX	99/VOLVO/S SERIES/4DR	65,168	NAUTIC BLUE V9,80
	YV1L555ABX1		07/10/99
			1709
			01/14/05

ACTV ELECTRICAL (FORM 429)
THE LIGHTS LIGHT ON. CHECK AND ADVISE. JUST THE VEP
THE LIGHTS LIGHT ON ALSO.
ELECTRIC BRUSHED MOTOR AND DOWNLOAD
APPROPRIATE VOLTAGE

QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	844317 0	THROTTLE PD	652.75	652.75
1	8636753 0	BASKET	4.14	4.14
1	8438298 3	ETH RELIAD	44.27	44.27

825% discount on parts
JOB # 1 TOTAL PARTS 701.16
JOB # 1 TOTAL LABOR & PARTS 936.16

FLUOROP RESEA (FORM 519)
FLUOROP RESEA SERVICE
RECOMMENDED BY UNIVERSAL

QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	1234567 0	FLUOROP RESEA	20.50	20.50
1	9777507 7	WASHER	20.50	20.50
1	1234567 0	WASHER	20.50	20.50

10150 SOUTHWEST FREEWAY
INSPECT COOLANT LEVEL CHECK/OIL
WASHER 3/10/10 LEVEL CHECK/
WASHER 3/10/10 LEVEL CHECK/
HAND WASH VEHICLE

JOB # 2 TOTAL PARTS 61.00
JOB # 2 TOTAL LABOR & PARTS 61.00

FLUOROP RESEA (FORM 519)
FLUOROP RESEA SERVICE
RECOMMENDED BY UNIVERSAL

QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	1234567 0	FLUOROP RESEA	20.50	20.50
1	9777507 7	WASHER	20.50	20.50
1	1234567 0	WASHER	20.50	20.50

JOB # 3 TOTAL PARTS 61.00
JOB # 3 TOTAL LABOR & PARTS 61.00

FLUOROP RESEA (FORM 519)
FLUOROP RESEA SERVICE
RECOMMENDED BY UNIVERSAL

QTY	FR NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	1234567 0	FLUOROP RESEA	20.50	20.50
1	9777507 7	WASHER	20.50	20.50
1	1234567 0	WASHER	20.50	20.50

JOB # 4 TOTAL PARTS 61.00
JOB # 4 TOTAL LABOR & PARTS 61.00

NOT RESPONSIBLE FOR ANY CHANGES OR DISCONTINUED PARTS
TAXES AND FEES ARE THE CUSTOMER'S RESPONSIBILITY
WE ARE NOT RESPONSIBLE FOR ANY CHANGES OR DISCONTINUED PARTS
TAXES AND FEES ARE THE CUSTOMER'S RESPONSIBILITY

NOTICE PURSUANT TO TEXAS MOTOR VEHICLE CODE
I AM THE PERSON OR AGENT AUTHORIZED BY THE OWNER OF THIS VEHICLE WHO IS OBLIGATED TO PAY FOR THE REPAIRS TO THE VEHICLE SUBJECT TO THE REPAIR CONTRACT I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH TEXAS MOTOR VEHICLE CODE AND THAT I WILL BE RESPONSIBLE FOR THE PAYMENT OF THE REPAIRS BY CHECK, MONEY ORDER OR CREDIT CARD TRANSACTION. I UNDERSTAND THAT I AM RESPONSIBLE FOR THE PAYMENT OF THE REPAIRS BECAUSE OF THE REPAIRS TO THE VEHICLE. NO FUNDS OR FUNDS OF THE OWNER OR MAKER OF THE VEHICLE OR THE CREDIT CARD HOLDER ARE IN ACCOUNT ON THE ACCOUNT OF THE VEHICLE IF IS OWNED BY THE VEHICLE AND THE ACCOUNT HAS BEEN CLOSED.



1999 S70



FEATURES

Brakes:	Base	GLT	AWD	T-8
Three-channel Anti-Lock Braking System (ABS)	S	S	S	S
Four-wheel, power-assisted disc brakes	S	S	S	S
Dimensions & Weights:	Base	GLT	AWD	T-8
Curb weight	3,148 - 3,208 lbs.	3,148 - 3,208 lbs.	3,148 - 3,208 lbs.	3,148 - 3,208 lbs.
Front track	59.8 in.	59.8 in.	59.8 in.	59.8 in.
Interior Volume	112.7 cu ft.	112.7 cu ft.	112.7 cu ft.	112.7 cu ft.
Overall height	55.2 in.	55.2 in.	55.2 in.	55.2 in.
Overall length	185.4 in.	185.4 in.	185.4 in.	185.4 in.
Overall width	69.3 in.	69.3 in.	69.3 in.	69.3 in.
Rear track	57.9 in.	57.9 in.	57.9 in.	57.9 in.
Wheelbase	104.9 in.	104.9 in.	104.9 in.	104.9 in.
Engine:	Base	GLT	AWD	T-8
Transversely-mounted, 2.4 liter, 5-cylinder, double overhead cam	S	N/A	N/A	N/A
2.4 liter, 5-cylinder, exhaust-driven turbocharger with intercooler	N/A	S	S	N/A
2.3 liter, 5-cylinder exhaust-driven turbocharger with intercooler	N/A	N/A	N/A	S
Compression ratio	10.3:1	9.0:1	9.0:1	8.5:1
Horsepower (SAE net)	162 @ 6,100 rpm	190 @ 5,100 rpm	190 @ 5,100 rpm	236 @ 5,100 rpm
Torque (ft./lbs. SAE net)	162 @ 4,700 rpm	199 @ 1,800 rpm	199 @ 1,800 rpm	243 @ 2,700 rpm
Features:	Base	GLT	AWD	T-8
Adjustable driver's seat with lumbar support	S	S	S	S
8-way power adjustable passenger seat	N/A	N/A	S	S
8-way power adjustable drivers seat with 3-position memory	O	S	S	S

6.5 x 15-inch, six spoke alloy wheels with all season tires	O	O	O	O
Anti-Lock Brakes System (ABS)	S	S	S	S
Cargo Area Light	S	S	S	S
Center console with cupholders	S	S	S	S
Long-load pass through to trunk	S	S	S	S
Cruise control NOT "SPEED CONTROL"	S	S	S	S
Daytime Running Lights	S	S	S	S
Dual power mirrors	S	S	S	S
Air conditioning/heating system with separate controls for driver front passenger	S	N/A	N/A	N/A
Dual Zone Electronic Climate Control	O	S	S	S
Immobilizer, encrypted ignition key	S	S	S	S
Two entry lights (in front door foot wells)	S	S	S	S
Front and rear floor mats	S	S	S	S
Front fog lights	O	O	O	S
Prewiring for security system and front fog lights	S	S	S	S
Front seat belts have automatic height adjustment and pretensioners	S	S	S	S
Five padded head restraints (center-rear is adjustable)	S	S	S	S
Home Safe Lighting	S	S	S	S
Illuminated vanity mirrors in driver's and front passenger's sun visors	S	S	S	S
Illuminated, lockable glove box	S	S	S	S
Leather-faced upholstery	O	O	O	S
Leather-rimmed steering wheel	N/A	O	O	S
Interior cabin light delay	S	S	S	S
Power glass sunroof with slide and tilt positions and sliding sunshade	O	O	O	O
Central power door locking system; includes trunk and fuel filler door	S	S	S	S
Power windows with "auto down" for driver's window	S	S	S	S
Four front and rear reading lamps	S	S	S	S
Rear fog light	S	S	S	S
Rear window defroster with automatic timer	S	S	S	S
Rear window wiper/washer with intermittent cycle	S	S	S	S
Remote keyless entry	S	S	S	S
Remote keyless 2-step entry with Volvo Security System	N/A	S	S	S
Driver and front passenger supplemental restraint system (air bag and knee bolster)	S	S	S	S
SC-813 AM/FM cassette stereo, Dolby [®] , anti-theft circuitry, 100 watt amplifier, six speakers and power antenna	S	S	S	N/A
SC-816 Premium Sound System, in-dash CD, 10 Dynaudio [®] speakers and diversity antenna	O	O	O	S
SC-900 Premium Sound System, in-dash 3-CD, eight speakers, 200 watts	N/A	N/A	S	N/A

RECEIVED
JAN 26 2005
CUSTOMER CARE

January 19, 2005

Volvo Cars of North America
One Premier Place
Irvine, CA 92618-2922

Gentlemen:

I am a very disappointed owner of a Volvo S80-T6 delivered at the factory in Gothenburg on May 19, 2000.

As a result of a series of extremely expensive replacement of parts within the original warranty (eg. rear AM amplifier, air mass meter, auxiliary cooling fan, ABS control unit(\$934!), I decided that it would be prudent to purchase an extended warranty, rather than get rid of what is a very fine road car(when it is not broken!)

I am a United Airlines retiree, so I purchased an extended warranty from the UAL Credit Union with Intercontinental Warranty services for a period of 36 months.

Last month we drove over to Tyler, Texas for Christmas, and on to New Orleans for New Years. Somewhere past Baton Rouge, the car began to surge and then lose speed, until it would only maintain a speed of about 30 mph. As you can appreciate, this speed is a good way to get killed on an interstate! A cell phone call back to a dealer in Baton Rouge suggested that I shut the engine off for a few minutes and then restart it. And, that it might run for 3 minutes or 3 months!

Three successive implementations of this procedure managed to get us (in a very frazzled state!) to New Orleans, and then back to a dealer in Metairie, LA, where we were forced to rent a car while the problem was diagnosed and repaired. Predictably, the problem was a defective 'throttle body' at a cost (including labor) of \$881.24! Why a 'throttle body' should cost almost \$600 remains a mystery.

Unpredictably, I was advised on our return to Tucson, that my extended warranty specifically does not cover the 'throttle body assembly (except injectors)'. Since all the other listed exclusions are items subject to normal maintenance, such as spark plugs, exhaust system components, etc., I can only conclude that the throttle body assembly must be subject to frequent replacement, and is singled out in the very small type as a 'non covered' failure for that reason.

Having carefully followed the Volvo maintenance plan for these past four years, I feel that Volvo, as a matter of equity, should reimburse me for this unexpected (and dangerous) part failure while traveling.

[REDACTED]

[REDACTED]

Tucson, AZ [REDACTED]

[REDACTED]

cc: Rocky di Christofano
Broadway Volvo
Tucson, AZ 85719

BERGERON VOLVO

3525 Veterans Blvd. • Metairie, LA 70002 • Phone: (504) 293-5283
www.bergeronvolvo.com

INVENTORY
NO.

CUSTOMER NO. 86049	ADDRESS SHARON PRESTENBACH	CITY 137	STATE 1362	DATE 12/30/04	BOOK NO. VOCB219853
	LABOR RATE 43.784	VEHICLE NO.	COLOR WHITE/TAN	DELIVERY DATE	COUNTRY MAKE
TUCSON, AZ	YEAR / MAKE / MODEL 00/VOLVO/S60/4 DOOR SEDAN	VEHICLE ID NO. YV1TS9003Y1	SALES DEPT. NO.	PRODUCTION DATE	
	R.T.S. NO.	R.S.	R.C. DATE 12/30/04		
	ADDRESS PHONE	COMMENTS			MO: 43784

LABOR & PARTS
JOB # 1 LABOR HOURS: 220.00
DRIVEABILITY TECH(S): JSS
#00000-000000000000000
CUSTOMER STATES CAR WONT GO PASS 30 MPH--ENGINE SURGE
RETRIEVED CODES FOR INTERNAL THROTTLE FAULT. PERFORMED
FAULT TRACING.
REPLACED THROTTLE BODY ASSEMBLY
PERFORMED SOFTWARE DOWNLOAD
CLEARED ALL CODES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	8644347-0	THROTTLE BODY	557.11	557.11
JOB # 1	1	8636753-9	GASKET	3.23	3.23
JOB # 1	1	9438290-0	ETH RELOAD	30.00	30.00
JOB # 1 TOTAL PARTS					590.34
JOB # 1 TOTAL LABOR & PARTS					810.34

SERVICE DEPT. HOURS
MON. - FRI 7:00 A.M. - 5:45 P.M.

VEHICLES ARE RELEASED ONLY
DURING SERVICE HOURS AND AFTER
PAYMENT OF ALL CHARGES.

TOTALS

TOTAL LABOR	220.00
TOTAL PARTS	590.34
TOTAL SUBLET	0.00
TOTAL G.O.S.	0.00
TOTAL HISC CHG.	0.00
TOTAL HISC DISC	0.00
TOTAL TAX	70.90
TOTAL INVOICE \$	881.24

BERGERON VOLVO
SERVICE
3525 VETERANS BLVD
METAIRIE, LA 70002
504-888-2131

COPY
12/30/2004 15:18
Sale:

IMPORTANT MESSAGE

THE "CHECK ENGINE" LIGHT IN YOUR VEHICLE MONITORS SEVERAL
DIFFERENT ASPECTS OF THE ENGINE COMPUTER SYSTEMS ALONG WITH
THE EMISSION CONTROL SYSTEMS. IF THE "CHECK ENGINE" LIGHT
COMES BACK ON AGAIN, IT IS USUALLY A TOTALLY SEPARATE ISSUE
AND DOES NOT NECESSARILY MEAN THE SAME PROBLEM HAS OCCURRED!

IMPORTANT MESSAGE

Transaction # 15
Card Type: MasterCard
Acc: *****0584
Entry: Swiped
Svr # 38
Invoice # 219653
Total: 881.24

PAID
CASH Dec. 30, 2004
CHECK
CR. CARD MC/WW

Reference No
436521500589
Auth. Code: 640771
Response: APPROVAL 640771
Sequence Number: 4435

Citi Bank

SHAUGHNESSY MACDONALD

RECEIVED
FEB . 7 2005
CUSTOMER CARE

Volvo Cars of North America, LLC
Attn: Volvo Customer Care Center
7 Volvo Drive
Rocklelgh, New Jersey 07647
Tel: 1-800-458-1552
Email: customercare@volvocars.com

REF: VIN # YV1SZ8D011 [REDACTED]

To whom it may concern:

I have been a loyal Volvo owner since 1991. My cars have all been purchased and serviced at Patrick Volvo in Schaumburg, IL. Currently, I drive a 2001 XC V70 and you have one very dissatisfied customer.

While very pleased with the general handling and safety characteristics of the car, I am extremely unhappy with post warranty repairs needed.

Since the 50,000 mile mark:

- Remote entry system works intermittently - again - several hundred dollars to repair - left undone - this was repaired once under warranty early on
- Alarm trips intermittently when door is unlocked with key - problem has not been addressed
- Randomly while driving, the interior light comes on and message center says "passenger door open" even though door is closed tight - happens only on humid days - problem has not been addressed

Replaced a #2 ignition coil at a cost of \$200.00

Replaced an engine torque mount at a cost of \$160.00

Replaced throttle assembly, pedal sensor, turbo charger drain tube seals and cleaned intake manifold vacuum nipple after car died on highway and had to be towed in at a cost of \$1700.00

Estimated but not yet repaired:

- Exhaust manifold gaskets - \$1250.00 + tax & ss
- Rear stabilizer links - \$240.00 + tax & ss (the sway bar links were replaced under warranty at 48,700 miles)
- Beval gear seals - \$865.00 + tax & ss (the service manager tells me that the seals are dry rotting)

Many parts and systems are failing prematurely that should NOT be failing on a \$40,000.00 vehicle with only 73,000 miles. Gaskets and seals should not be leaking and dry rotting after only 4 years.

Recent service records since end of warranty period are enclosed.

To summarize; Since the 50,000 mile mark, over \$3,000.00 for regular maintenance items and over \$2,000.00 on other repairs has already been spent. And, Patrick Volvo service tells me that I need to spend an additional \$2,400.00 to repair current problems. That is an outrageous amount of money for one to spend on a car with relatively low mileage that is known for longevity. I have a 23 years old 1982 Mercedes 380 SEC AMG in my garage that has fewer problems than this 2001 Volvo!

I respectfully request that Volvo Cars of North America and Patrick Volvo of Schaumburg work together and reach some agreement to repair the current problems. If the vehicle is not repaired at no cost to me, you shall lose me as a customer forever.

look forward to your reply,



EIR Grove Village, IL 

CC: general manager – Patrick Volvo of Schaumburg

Enclosures: 12

V4378850

383058

Patrick

INVOICE

VOLVO

1800 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 806-4005

BLK GROVE VLG. IL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 37 BILL OSWALD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	01	VOLVO V70XCANDASR	YV10758DD1		72909/72909	T9459
IN SERVICE DATE	PROD. DATE	WARRANTY	FINANCE	SALES TAX	PAYMENT	REV. DATE
24NOV2000		WARRANTY 17JAN05			CASH	17JAN2005
R.O. OPENED	READY	OPTIONS:	STX-V1116	DLR:8264		

08:12 17JAN05 12:20 17JAN05

LINE OPCODE TECH TYPE HOURS

A 75,000mi MAINTENANCE SERVICE - INCLUDES THE FOLLOWING COMPONENTS:
10375 75,000mi MAINTENANCE SERVICE - INCLUDES THE

	TEST	NET	TOTAL
181 CVA		275.60	275.60
1 60 6.0 OIL	7.00	7.00	7.00
1 3012 SOLVENT	2.00	2.00	2.00

500 REPLACED BATTERY

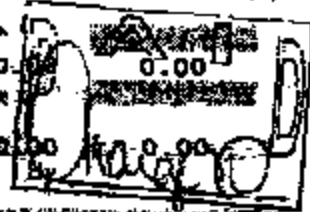
1 09459948 BATTERY	118.72	118.72	118.72
--------------------	--------	--------	--------

BACK ENGINE LIGHT IS ON

700X (NEEDS) EXHAUST MUFFLER GASKETS///52200
PLUS TAX AND S.S.

700X (NEEDS) REAR STABILIZER LINKS///5240 PLUS
TAX AND S.S.

181 CV	0.00	0.00	0.00
AND S.S.			



600 REPLACED FRONT BRAKE PADS AND ROTORS

1 08634921 BRAKE PAD KIT	79.75	79.75	79.75
--------------------------	-------	-------	-------

600 REPLACED REAR BRAKE PADS

1 08634925 BRAKE PAD KIT	47.85	47.85	47.85
--------------------------	-------	-------	-------

CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER 24.00

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before unexpired checks have cleared, I will immediately pay the amount due upon demand and to ensure said payment I authorize any attorney at law of record to appear on my behalf in any such event and confer judgment without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgment hereby making and continuing all the said attorney may do by this paper.

The following limited warranty applies differently to individual car manufacturers rates on parts, 90 days labor from date of repair order. The dealer, Patrick, expressly disclaims all other warranties either express or implied and any limited warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing this authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	646.60
PARTS AMOUNT	539.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.00
TOTAL CHARGES	1210.30
LESS CREDITS	0.00
SALES TAX	49.33
PLEASE PAY THIS AMOUNT	1259.63

CUSTOMER COPY

V4378850

377802

Patrick

INVOICE

VOLVO

1800 HIGGINS ROAD SCHAUMBURG, IL 60173 (847) 605-4005

PAGE 1

SERVICE ADVISOR: 30 DANA LANCE

WHITE	01	VOLVO V70XCARDASR	YV192582011	69424/69929	14656
RECEIVED DATE	PROD. DATE	WARR. EXP.	PROMISED	PD	PAYMENT
24NOV2000		17:00 10NOV04			CASH
R.O. #	READY	OPTIONS:	BTK:V1116 DLR:8264		

LINE	QUANTITY	TECH	TYPE	HOURS	UNIT	NET	TOTAL
A	1	REPLACED	PASS REAR TIRE; FLAT				
			742 REPLACED PASS REAR TIRE; ACROWN IN SIDE WALL				
	109	CV				57.00	57.00
	1	01394400	PIE/SCOR BTR			129.95	129.95

NOV 10 2004

[Signature]

You are hereby authorized to furnish all necessary material and labor to make repairs. Further agree that in the event possession of the car is given to the before payment has been made or before certified checks have cleared. I will immediately pay the amount due upon demand and in return paid payment I authorize any authority of any court of record to appear on my behalf in any such court and collect judgment without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to collect and release all claims which may intervene in any such proceeding and to consent to introduce evidence upon any such judgment hereby verifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies differently to individual the manufacturer with an PERL 30 days labor from date of repair order. The seller, Patrick expressly disclaims all other warranties, general express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up the vehicle.

PATRICK DEALER GROUP HAS A FULL SERVICE BODY SHOP TO HANDLE ALL OF OUR AUTO BODY NEEDS...CALL 805-4005	LABOR AMOUNT	27.00
	PARTS AMOUNT	132.45
	GAS, OIL, LUBE	0.00
	SURETY ANTI-R	0.00
	MINI. CHARGE	2.97
	TOTAL CHARGE	162.42
	LESS CREDITS	0.00
	SALES TAX	11.63
	PLEASE PAY THIS AMOUNT	174.05

CUSTOMER COPY

V4378850

3 7 5 8 3 1

Patrick

INVOICE

VOLVO

1800 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 605-4006

BLK GROVE VLG. 1

PAGE 1

HOME: [REDACTED] 805:

SERVICE ADVISOR: 30 DANA LANCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	SALES TAX	REGISTRATION	TITLE	TAG
WHITE	01	VOLVO V70ZCWDASH	YV1SZ58D0	[REDACTED]	68822/68822			17693
RECEIVE DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	PAYMENT	REV. DATE		

LINE#	QTY	DESCRIPTION	UNIT	PRICE	TOTAL
15:32	1	189 CV		396.00	396.00
12:46	1	08644347 THROTTLE BODY		606.75	606.75
	1	09494714 SIM RELOAD		33.90	33.90

B REPLACE PEDAL POSITION SENSOR**

189 CV 49.50 49.50

1116 SENSOR 90.87 90.87

C CLEAN INTAKE MANIFOLD / CHECK FILTERS**

000 CLEANED VACUUM NIPPLE 99.00 99.00

1 B0405 INTAKE CLEANER 10.15 10.15 10.15

D LUBE-OIL & FILTER CHANGE - CHECK FLUIDS & TIRE PRESSURES**

TIRE PRESSURES 00.00 00.00

1 60 6.0 QTS OIL 6.95 6.95 6.95

1 0977751 GASKET 1.20 0.80 0.80

E PERFORM UP DATE 141: COOLING FAN**

141A RECALL 141, REPLACE ELECTRICAL FAN

189 RV5 030636445 ELECTRICAL FAN (N/C)

You are hereby authorized to furnish all necessary special and labor to make repairs. I further agree that in the event possession of the car is given to the before payment has been made or before unperfected checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney or any court of record to appear on my behalf in any such court and to commence legal proceedings without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all claims which may intervene in any such proceeding and to consent to immediate execution upon any such judgment hereby ratifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies differently to individual car manufacturers rates or parts. 90 days labor from date of repair order. The entire Patrick expressly disclaims all other warranties which are implied and any limited warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's care are driven by our employees at owner's risk. By signing this authorization below you authorize storage of the vehicle at your expense in a public garage twenty-four hours after you are notified to pick up the vehicle.

DESCRIPTION	TOTALS
PATRICK DEALER GROUP HAS A FULL SERVICE BODY SHOP TO HANDLE ALL OF OUR AUTO BODY NEEDS...CALL 805-4006	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS CREDITS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

V4378850

375831

Patrick

INVOICE

VOLVO

1800 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 606-4006

ELK GROVE VLG, IL

PAGE 2

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 30 DANA LANCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
WHITE	01	VOLVO V70XCAMDIABR	YV1B25BD01	[REDACTED]	68822/68822	T7693
IN SERVICE DATE	INVOICE DATE	WARRANTY EXP.	WARRANTY FROM/TO	PO NO.	PAYMENT	INV. DATE
24NOV2000			17:00 19OCT04		CASH	19OCT2004
K.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:V1116 DLR:8264						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2	0983662		CABLE TIE				(N/C)
3	0983614		CABLE TIE				(N/C)
1	08651136		COVER				(N/C)

CLAIM TYPE: 141

P** FOUND DURING INSPECTION; TURBO CHARGER DRAIN TUBE IS LEAKING

189 CV	148.50	148.50
1 030637866 SEALING RING	2.80	2.80
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER		24.00

Handwritten: N/A
CASE # [REDACTED]
[REDACTED]



DESCRIPTION	TOTALS
EXCH. AMOUNT	703.00
	770.20
	0.00
	125.00
	24.00
TOTAL CHARGE	1622.20
	0.00
TAXES	69.49
TOTAL PAY	

V4378850

3 7 1 1 4 9

Patrick

INVOICES

VOLVO

1800 HIGGINS ROAD SCHALMBURG, IL 60173
(847) 605-4005

PAGE 1

ELK GROVE VLG, IL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 6 GARY JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	01	VOLVO V70XCANDASR	YV1BZ58D011	[REDACTED]	65434 / 65434	T6223
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
24NOV2000			17:00 24AUG04		CASH	24AUG2004
N.O. OPENED		READY	OPTIONS: STK:V1116 DLR:8264			

10:15 24AUG04 12:02 24AUG04

LINE DESCR TECH TYPE HOURS LIST NET TOTAL

A-67,500 MILE MAINTENANCE

10307 7,500mi MAINTENANCE SERVICE - INCLUDES THE

FOLLOWING COMPONENTS:

189 CVA 167.29 167.29

1 0977751 GASKET 1.20 0.80 0.80

1 60 6.0 QTS OIL 6.95 5.95 5.95

1 0864957 ENGINE MOUNTIN 58.25 58.25 58.25

B OWNER REPORTS THAT A HEADLIGHT IS OUT

BULB REPLACED RIGHT HEADLAMP BULB

189 CV 0.00 0.00

C REPLACE WIPER BLADES

000 REPLACED

189 CV 0.00 0.00

1 0274481 WIPER BLADE KI 31.98 31.98 31.98

1 0913957 WIPER BLADE 14.18 14.18 14.18

D LEFT FRONT FINISH MARKER LIGHT IS LOOSE

900 REPLACED LAMP

189 IN

1 08658946 DIRECTION INDI

CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER

PAID AUG 24 2004

24.00

9828

You are hereby authorized to furnish all necessary materials and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before unconditional check has cleared, I will immediately pay the amount due upon demand and to secure said payments I authorize any attorney of my choice to record in respect here for the amount due, together with cost and reasonable attorney's fees, and to waive and release all claims which may hereafter in any such proceeding and to consent to reasonable execution upon any such judgment hereby satisfying and confirming all that said attorney may do by virtue thereof.

The following limited warranty applies differently to individual car manufacturers unless as per para. 50 says later than date of repair order. The dealer, Patrick, expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up the vehicle.

PATRICK DEALER GROUP
HAS A FULL SERVICE
BODY SHOP TO HANDLE
ALL OF OUR AUTO BODY
NEEDS...CALL 605-4060

DESCRIPTION	TOTALS
LABOR AMOUNT	266.29
PARTS AMOUNT	122.05
GAS, OIL, LUBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	24.00
TOTAL CHARGES	412.34
LESS CREDITS	0.00
SALES TAX	12.78
PLEASE PAY THIS AMOUNT	425.12

CUSTOMER COPY

V4378850

361811

Patrick

INVOICE

VOLVO

1600 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 805-4005

ELK GROVE VLG. IL
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 138 MATT HERZOG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	01	VOLVO V70XCANDASR	YV1BZ58D01		59642/59642	1L784
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	POWD.	PAYMENT	INV. DATE
24NOV2000			17:00 30APR04		CASH	30APR2004
R.O. OPENED	READY	OPTIONS: STX:V1116 DLR:8264				

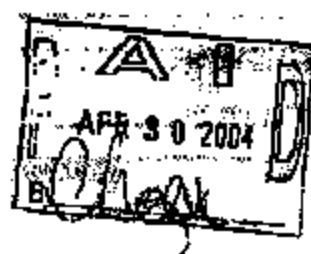
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A INSTALL, ALL NEW TIRES SOP							
000 INSTALLED ALL 4 TIRES							
			160	CV		108.00	108.00
4	01128800	215/65R16 SRCOPION			114.50	114.50	458.00
4	VVIRE-TAX	TIRE USER FEE			2.50	2.50	10.00

B PERFORM 4-WHEEL ALIGNMENT							
140 PERFORM 4-WHEEL ALIGNMENT							
		160	CVA			99.95	99.95

CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER							22.87

NOVA TO BE REPAIR ORDER TO BE

MADON
C.H.C.
#9822



You are hereby authorized to borrow all necessary materials and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before unqualified checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I will execute any security of any kind or regard to answer on my behalf in any such court and to cause judgments without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to sign and release all orders which may intervene in any such proceeding and to consent to whatever procedure upon any such judgment, hereby making and confirming all that said orders may do by virtue hereof.

The following limited warranty applies differently to individual car manufacturers than on parts. 90 days labor from date of repair order. The seller, Patrick expressly warrants all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are given by our employees as shown to sell. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up the vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	207.95
PARTS AMOUNT	468.00
GAS, OIL, LUBE	0.00
SALE TAX	
SHOPLIFT AMOUNT	
SHOPLIFT CHARGE	22.87
TOTAL CHARGES	698.82
LINE CREDITS	0.00
SALES TAX	42.09
GRAND TOTAL	740.91

CUSTOMER COPY

V4378850

360270

Patrick

INVOICE

VOLVO

1600 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 605-4005

ELK GROVE VLG. IL
HOME: [REDACTED]

PAGE 1

BUS:

SERVICE ADVISOR: 136 MATT HERZOG

COLOR: YEAR: MAKE/MODEL: VIN: LICENSE: RELEASE IN Q/J TAG:

WHITE 01 VOLVO V70XCANDAGR YV10Z58D01 [REDACTED] 58715/58715 TL237

IN SERVICE DATE	PRCD. DATE	WARR. EXP.	PROMISED	PNR	PAYMENT	INV. DATE
24NOV2000			17:00 10APR04		CASH	10APR2004

R.C. OPENED: READY: OPTIONS: STK:V1116 DLR:8264

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

A OWNER REPORTS CHECK ENGINE LIGHT IS ON
000 REPLACED #2 IGNITION COIL.

160 CV
1 09125601 IGNITION COIL 60.00

B 000 WIL [REDACTED]
160 CV 0.00 0.00

C 60,000mi MAINTENANCE SERVICE - INCLUDES THE FOLLOWING COMPONENTS:
10360 60,000mi MAINTENANCE SERVICE INCLUDES THE FOLLOWING COMPONENTS:

160 CVA		468.00	468.00
1 09437434 BRAKE FLUID	11.90	11.90	11.90
1 08692071 SPARK PLUGS KIT	44.85	44.85	44.85
1 09204626 PARTICULATE FI	28.10	28.10	28.10
1 09454647 FILTER INSERT	25.44	25.44	25.44
1 3012 SOLVENT	2.00	1.90	1.90
1 01275810 FILTER INSERT	6.66	6.66	6.66
1 0977751 GASKET	0.80	0.80	0.80
1 60 6.0 QTS OIL	6.95	6.95	6.95

000 ORDERED SET OF TIRES \$568.00 FLIIE TAX
INSTALLED TIRES ARE IN TIRES
160 CVA 0.00 0.00

D** RECALL 104A

CAUSE:
000 PERFORMED RECALL 104A
160 WV3

PC: PART#: COUNT:
CLAIM TYPE:
AUPH CODE:

\$9821

841.03
MANUAL CHECK

You are hereby authorized to furnish all necessary materials and labor to make repairs, I further agree that in the event possession of the car is given to me before payment has been made or before unrecalled checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of my court of record to appear on my behalf in any such court and without judgment, without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may hereafter in any such proceeding and to consent to reasonable suspension upon any such judgment hereby affording and defending all such said attorney may do by virtue hereof.

The following limited warranty applies differently to individual car manufacturers rules in parts. 90 days labor from date of repair order. The seller, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of the limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any other hazard not covered. Customer's duty are driven by our employees in owner's risk. By signing this authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up the vehicle.

DISCREPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGE	
LEGE CREDITS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COP

V4378850

360270

Patrick

INVOICE

VOLVO

1600 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 606-4006

PAGE 2

ELK GROVE VLG, IL

SERVICE ADVISOR: 138 MATT HERZOG

HOME: BOB:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	01	VOLVO V70XCANDASR	YV1SZ58D01		58715/58715	TL237	
IN SERVICE DATE	PRDD. DATE	WARR. EXP.	FORNCEED	PO NO.	PAYMENT	INV. DATE	
24NOV2000		17:00 10APR04			CASH	10APR2004	
R.O. OPENED		READY	OPTIONS: STK:V1116 DLR:8264				
09:01 10APR04		16:14 10APR04					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER							24.00

2001 VOLVO V70

DESCRIPTION

REPAIR ORDER

DATE: 10/24/04

TIME: 10:00 AM

BY: MATT HERZOG

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before authorized checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear at my behalf in any such court and collect judgments without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to make and release all errors which may hereafter in any such proceeding and to consent to immediate execution upon any such judgments thereby reciting and confirming all the said necessary may do by virtue hereof.

The following limited warranty applies differently to individual car manufacturers with or parts. 30 days labor work done at repair shop. The dealer, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's sign the driver by the employees of company's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up the vehicle.

PATRICK DEALER GROUP
HAS A FULL SERVICE
BODY SHOP TO HANDLE
ALL OF OUR AUTO BODY
NEEDS...CALL 806-4060

DESCRIPTION	AMOUNT
LABOR AMOUNT	612.00
PARTS AMOUNT	186.60
GAS, OIL, LUBE	0.00
RUMBLET AMOUNT	0.00
MISC. CHARGES	24.00
TOTAL CHARGES	822.60
LESS CREDITS	0.00
Sales Tax	18.43
PLEASE PAY THIS AMOUNT	841.03

CUSTOMER COPY

V4378850

350019

Patrick

INVOICE

VOLVO

1600 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 805-4005

PAGE 1

ELK GROVE VLG. IL

SERVICE ADVISOR: GARY JAMES

HOME:

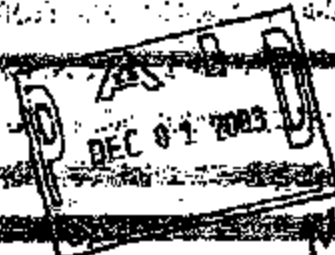
BUS:

WHITE	01	VOLVO V70XCANDASR	YV1SZ5BD01	53852/53852	T6232
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PAID	PAYMENT
24NOV2000			17:00 01DEC03		CASH
S.D. OPENED			READY	OPTIONS: STK:V1116 DLR:8264	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
10352 52,500mi MAINTENANCE SERVICE - INCLUDES THE							
		160	CVA		147.69	147.69	
		1	3012 SOLVENT		2.00	1.90	1.90
		1	01275B10 FILTER INSERT		7.67	6.66	6.66
		1	60 6.0 QTS OIL		6.95	6.95	6.95

CUSTOMER REPORTS A POWER STEERING LEAK

160 CVA	147.69	147.69
CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER		5.10



You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before satisfactory checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of my court of record to appear on my behalf in any such court and furnish judgment without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgment hereby making and confirming all the said aforesaid to be in full force and effect.

The following limited warranty applies differently to individual car manufacturers rates on parts, 30 days labor from date of repair order. The dealer, Patrick expressly declines all other warranties either express or implied and any implied warranties are limited to the standard of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle in your garage or a public garage twenty-four hours after you are notified to pick up the vehicle.

PATRICK DEALER GROUP
HAS A FULL SERVICE
BODY SHOP TO HANDLE
ALL OF OUR AUTO BODY
NEEDS...CALL 805-4050

LABOR AMOUNT	147.69
PARTS AMOUNT	16.31
GAS, OIL, LUBE	0.00
TUNING AMOUNT	0.00
MISC. CHARGES	5.10
TOTAL CHARGES	169.10
LESS CREDITS	0.00
SALES TAX	1.76
PLEASE PAY THIS AMOUNT	170.86

CUSTOMER COPY

V4378850

341044

Patrick

INVOICE

VOLVO

1800 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 606-4005

PAGE 1

ELK GROVE VLG. IL

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 138 MATT HERZOG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/CUT	TAG
WHITE	01	VOLVO V70XCANDASR	YV1S258D01	[REDACTED]	48770/48770	T0722
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROBABLE	PO NO.	PAYMENT	INV. DATE
24NOV2000			17:00	BAUG03	CASH	28AUG2003
R.O./OPENED	READY	OPTIONS	STK:V1116 DLR:8264			

LINE	ORCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A-LEASE-OIL & FILTER CHANGE - CHECK FLUIDS & TIRE PRESSURES							
101V LEASE-OIL & FILTER CHANGE - CHECK FLUIDS & TIRE PRESSURES							
186 JOHN MARIANO LIC#: N							
1	01275810		FILTER INSERT		7.48	6.66	6.66
1	0977751		GASKET		0.00	0.00	0.00
1	60 6.0		QTS OIL		6.95	6.95	6.95

B OWNER [REDACTED] FROM FRONT END OVER BUMPS AT [REDACTED]

CAUSE: [REDACTED]

186 JOHN MARIANO LIC#: N

2 0274456 LINK (N/C)

FC: PART#: 8674601 COUNT: (N/C)

CLAIM TYPE: [REDACTED]

ALPH CODE: [REDACTED]

C INSTALL SOP/STEERING WHEEL DISCOLORING

CAUSE: [REDACTED]

000 REPLACED STEERING WHEEL

186 JOHN MARIANO LIC#: N

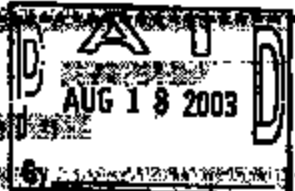
NV3

1 68574601 STEERING WHEEL (N/C)

FC: PART#: 8674601 COUNT: (N/C)

CLAIM TYPE: [REDACTED]

ALPH CODE: [REDACTED]



CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER 1110

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before unexpired checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of my court of record to appear on my behalf in any such court and contest judgment, witness process against me in your favor for the unpaid debt, together with legal and reasonable attorney's fees, and to advise and advise all courts which may intervene in any such proceeding and to consent to immediate execution upon any such judgment hereby making and settling all the said money due to my vehicle.

The following limited warranty applies differently to individual car manufacturers after an extra 30 days labor from date of repair order. The dealer, Patrick, expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense in a public garage twenty-four hours after you are notified to pick up the vehicle.

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
LABOR AMOUNT			10.00
PARTS AMOUNT			14.41
GAS, OIL, LUBE			0.00
SUBLET AMOUNT			.00
MISC. CHARGES			1.10
TOTAL CHARGES			25.51
LESS CREDITS			.00
SALES TAX			1.28
PLEASE PAY THIS AMOUNT			26.79

CUSTOMER COPY

V4378850

336645

Patrick

INVOICE

VOLVO

1500 HIGGINS ROAD SCHAUMBURG, IL 60173 (847) 805-4005

ELK GROVE VLG, IL

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 138 MATT HERZOG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	01	VOLVO V70XCAMDA6R	YV18Z58D01 [REDACTED]	[REDACTED]	45447/45447	T4855
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
24NOV2000			17:00 25JUN03		CASH	25JUN2003
R.O. OPENED		READY	OPTIONS: STR:V1116 DLR:8264			

07:37 25JUN03 13:48 25JUN03

LINE ORCODE TECH TYPE HOURS LIST NET TOTAL

A 45,000mi MAINTENANCE SERVICE - INCLUDES THE FOLLOWING COMPONENTS:

10345 45,000mi MAINTENANCE SERVICE - INCLUDES THE FOLLOWING COMPONENTS:

160 CVA		220.00	220.00
1 50 5.0 OIL	6.95	6.95	6.95
1 3012 SOLVENT	2.00	1.90	1.90
1 01275810 FILTER	7.48	6.66	6.66
1 0977751 GASKET	1.13	0.80	0.80
1 09204626 PART	28.10	28.10	28.10
000 REPLACED FRONT BRAKE PADS			
160 GV		56.00	56.00
1 08634921 BRAKE PAD KIT	70.48	70.48	70.48
000 ORDERED NEW STEERING WHEEL (DISCLOSED)			
160 CV		0.00	0.00

B OWNER REPORTS CUP HOLDER IN DASH IS STUCK CLOSED
CAUSE:

000 REPLACED CUP HOLDER			
160 NV3			
1 08641593 CUP HOLDER			(N/C)
1 08641593 CUP HOLDER			(N/C)
FC: PART#: 8641593 COUNT:			
CLAIM TYPE:			
AUTH CODE:			

C** REPLACEMENT CUPHOLDER WOULD NOT MATCH
CAUSE:

000 CUSTOMER ADVISED			
160 NV3			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

You are hereby authorized to furnish all necessary personal data for all such reasons. Further agree that in the event possession of the car is given to you before payment has been made or before uncashed checks have cleared, I will immediately pay the amount due upon demand and to waive said payment I authorize any attorney of my court of record to appear on my behalf at any such court and address judgment without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to engage and employ all persons whom may intervene in any such proceeding and to consent to all legal proceedings with any such judgment hereby making and acknowledging that said attorney may act by virtue hereof.

The following limited warranty applies differently to individual car manufacturers make or make, 30 days later from date of resale date. The seller, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of the limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any claim beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle in your account at a public garage twenty-four hours after you are notified to pick up the vehicle.

DESCRIPTION	TOTALS
PATRICK DEALER GROUP HAS A FULL SERVICE BODY SHOP TO HANDLE ALL OF OUR AUTO BODY NEEDS...CALL 805-4000	
LABOR AMOUNT	
PARTS AMOUNT	
SAL. GR. LINE	
SUBLET AMOUNT	
MISC. CHARGE	
TOTAL CHARGE	
LESS CREDIT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

V4378850

3 3 6 6 4 5

Patrick

INVOICE

VOLVO

1600 HIGGINS ROAD SCHAUMBURG, IL 60173
(847) 805-4005

BLK GROVE VLG, IL

PAGE 2

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 138 MATT HERZOG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
WHITE	01	VOLVO V70XCWADSR	YV1A2528D01	[REDACTED]	45447/45447	T4855	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
24NOV2000			17:00 25JUN03		CASH	25JUN2003	
E.O. OPENED READY TO GO OPTIONS: STK:V1116 DLR:8264							
07:37 25JUN03	13:48 25JUN03						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER PAY	SHOP	MATERIALS	FOR	REPAIR ORDER			24.00

[Faint, mostly illegible text, possibly a signature or additional notes]

JUN 25 2003
[Handwritten signature]
[Handwritten initials]

You are hereby authorized to furnish all necessary material and labor to make repairs... (text continues)

The following limited warranty applies... (text continues)

DESCRIPTION	TOTALS
PATRICK DEALER GROUP	316.00
HAS A FULL SERVICE	
BODY SHOP TO HANDLE	
ALL OF OUR AUTO BODY	
NEEDS...CALL 805-4000	
PARTS AMOUNT	114.89
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.00
TOTAL CHARGES	454.89
LESS CREDIT	0.00
SALES TAX	11.46
PLEASE PAY THIS AMOUNT	466.35

CUSTOMER COPY

RECEIVED
FEB 11 2005
CUSTOMER CARE

RECEIVED
FEB 10 2005
VOLVO GROUP OF NORTH AMERICA, LLC
GENERAL COUNSEL

February 4, 2005

Volvo Group North America, Inc
370 Lexington Avenue, 20th floor
New York, NY 10022

Dear Sirs:

I have been the happy owner of Volvo cars since 1973. In October 2002, I purchased my present car, a 2001 X Country wagon. I have regularly taken it in for service at the designated miles and it has served me well.

However, on January 21, as I was driving from Marin to Modesto upon news that my father had died the day before, ten miles outside of Modesto on Highway 99, the car seemed to die and wouldn't respond to my foot on the gas throttle. I managed to get to the shoulder and turn off the engine. There were no red warning signs lit on the dashboard, so I was stumped. After five minutes, I turned the key and the engine started up beautifully. I drove the final ten miles cautiously, in the far right lane, never exceeding 50 miles per hour.

When I reached my parents' home, I called my Volvo dealer in Marin and left a message for Bill Moakley, my service representative. He's been outstanding in dealing with my car over the years. Then I called the Volvo dealer in Modesto to see when I could bring in the car for service to see what the problem was. There were no official openings until Wednesday, but they said if I left the car Sunday night, they would try to get to it Monday or Tuesday and contact me.

I have enclosed their invoice and description of the problem. What I can't understand is how could a fuse be missing when the car was running up to that point? Can you explain the problem to me? I have a call into Bill and am waiting to hear his explanation as well. The Modesto office couldn't explain it beyond what they wrote on the invoice.

Sincerely,


Greenbrae, CA 



3800 McHenry Ave., Modesto, CA 95368-1511
 (209) 522-8100 (800) 268-8100
 www.modesto-europe.com
 moeservice@ben.com

BAR # AC087829
 EPA # CAL821043330

ORDER NO. 39368	Accepted by Alfred Sanchez	TECH NO. 14222	SALES NO. 47	INVOICE DATE 01/25/05	INVOICE NO. CS14224
	LABORERS	MESSAGE	31,935	DEALER	ADDRESS
Greenbrae, CA	YEAR/MAKE/MODEL 2001/VOLVO/V70	DEALER CODE	DEALER NAME	DEALER STATE	DEALER CITY
	VEHICLE NO. YV1S258071	CALL CENTER NO.	PRODUCTION		
	PLANT	REG NO.	A.D. DATE 01/24/05		
	FINANCING CODE	FINANCING			31938

SI 1 CUSTOMER(C) Charges
 LABOR HOURS: TECH(S): RA. \$261.89
 EISS: Drivability Diagnostics - All
 COMPLAINT: CUSTOMER WAS DRIVING AND WHEN THE VEHICLE WOULD NOT ACCELERATE. CHECK AND ADVISE
 CAUSE: CHECKED THE ENGINE LIGHT FOR CODES, FOUND THE EMISSION LIGHT ON, PUT CAR INTO GEAR AND IT SLAMED INTO GEAR. THE RPM WAS INCREASING, CHECKED FOR CODES IN THE ECM-LABS NO COMMUNICATION WITH THE TCM CONTROL UNIT. NO COMMUNICATION WITH THE PCM UNIT. FAULT TRACED PROBLEM TO NO POWER TO THE CONTROL UNIT. TRACED PROBLEM TO THE FUSE MISSING.
 CORRECTION: INSTALLED THE FUSE. POWER TO THE CONTROL UNIT. RESET THE CONTROLS. CLEARED THE CODES. TEST DROVE. TESTED THE THROTTLE MODULE. OK. TEST DROVE AGAIN. NO PROBLEMS. THE TRANSMISSION WILL ADAPT TO CUSTOMER DRIVING. COULD NOT FIND WHY THE FUSE WAS MISSING.

PARTS QTY	PP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	EXT PRICE
		067645	Fuse		\$2.90	\$2.90
TOTALS						

Service Dept. Hours:
 Monday - Friday
 7:30 A.M. - 5:30 P.M.

Parts Dept. Hours:
 Monday - Friday
 8:00 A.M. - 5:30 P.M.

LABOR	\$261.89
PARTS	\$2.90
MISC	\$8.00
MATERIALS	\$8.00
SUBLET	\$8.00
TOTAL	\$266.79

Handwritten: VALLO
 VISA
 New

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF : \$0.00 (+ TAX)
 APPROVED REVISED ESTIMATE (1) OF \$266.00 (+ TAX) ON 01/25/05 AT 11:52:00 AM BY RIDE. 1-24-05 2:45
 APPROVED REVISED ESTIMATE (2) OF \$0.00 (+ TAX) ON 01/25/05 AT 11:52:00 AM BY

INVOICE MESSAGE:
 Unless otherwise noted, if the following Mercedes-Benz or Volvo parts are billed in this invoice they are Genuine Mercedes-Benz or Volvo manufacturer parts which are covered by the Manufacturer's limited warranty: Mercedes-Benz: alternator, starter, transmission, radio, certain brake callipers, water pump, diesel fuel injector, air pump, engine assembly, certain air and intake air ducts, a/c compressors, and certain long block & complete engine assemblies. Volvo: starter, transmission, radio, certain brake callipers, engine, drive shaft, control unit, purge air flow meter, cylinder head, power steering rack.

TOTAL LABOR	\$261.89
TOTAL PARTS	\$2.90
TOTAL SUBLET	\$8.00
TOTAL MATERIALS	\$8.00
TOTAL MISC	\$8.00
TOTAL TAX	\$8.21
TOTAL INVOICE	\$266.00

Handwritten Signature: Dora H. [unclear]
 CUSTOMER SIGNATURE

CREDIT CARDS
 ACCEPTED:
 MASTERCARD
 VISA
 AMERICAN EXPRESS
 DISCOVER

FEB 14 2005

CUSTOMER CARE

Kensington, CT

February 10, 2005

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

Gentlemen:

My husband and I have owned Volvos almost exclusively for the past 25 years. Our first Volvo was a 1974 sedan, which we purchased just before we were married. We have had two station wagons (1986 & 1991), an 850 sedan (1997), an S80 (2000) and our current car a 2001 Cross Country wagon.

The current cross country wagon was leased in the spring of 2001. It was such a wonderful, comfortable, problem free car that I suggested we purchase it when it came off the lease. We purchased the car in September 2004. At that time we had a scheduled maintenance check and put four new tires on the car. We felt we were all set with a safe secure car for the next few years.

On December 13, 2004 my daughter and I were traveling on Route 84 just outside of Hartford during the evening rush hour. I had just pulled into the right travel lane from the third lane because I was approaching my exit in the next mile or so. Just as we approached the exit the car lost power and the speed immediately dropped to 5 mph. A warning light appeared stating "performance reduced." With my foot to the floor on the gas pedal I was able to get to the side of the road going 5 mph. We called Gengras Volvo in East Hartford and spoke with Fred Doocy, a service representative. He advised us to turn the car off and restart to see what happened. The car did start and I was able to drive with a little more power about 20 mph and get off the exit to a safer place at which time the power reduced to 5mph and then the "check engine" message came on. We called a tow truck and were to be towed to Gengras Volvo garage in East Hartford.

At this point I would like to mention the superb service I received from Fred Doocy at Gengras. It was the evening of the Gengras Volvo employee Christmas party and they were planning to close at 5:00 that evening. We waited well over an hour for the tow truck and I had requested a loaner car from Fred because my husband was away on business and we were unable to reach any of our friends to come to pick us up. Fred Doocy waited until almost 6:00 p.m. for us and found a car for us to use to get home that evening.

The reason I am writing this letter to you is because of my concern of the serious consequences of what could have happened and my loss of confidence in Volvo cars. There was no warning prior to losing power and I must say had my daughter and I been in the third lane of the four lane highway with heavy commuter traffic traveling 65+ mph and the car just quit, well I still shutter to think of what could have happened. I am upset that this car, which we had no problem with for the first 50,000 miles, comes off warranty and at 57,000 miles just quits. I have enclosed the invoice for services rendered regarding this incident and I would ask for you to review this incident. I request a response from you explaining how this could have happened, if we can expect it to happen again, how often this type of malfunction has happened to other Volvo cars and most importantly, why I should continue to drive Volvos in the future. At this point in time I am not convinced I should drive a "Volvo for Life" because the safety of my daughter and myself was put at risk. Thank you for your prompt attention to this matter.

Sincerely,



Enclosure

Cc: S. Gengras, Gengras Volvo
F. Doocy, Gengras Volvo

111047

390927



INVOICE

DUPLICATE 1
PAGE 1

A Comfortable Experience
300 Connecticut Blvd. EAST HARTFORD, CT 06108
Service 18601 528-9306
www.gengras.com

KENSINGTON, CT

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 27 FRED DOOCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	01	VOLVO V70	YV1BZ58D11 [REDACTED]		57862/57872	T217	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22JUN2001			16:30 14DEC04		87.00	CASH	15DEC2004
R.O. OPENED		READY	OPTIONS: STK:LB028575 DLR:18 ENG:B5244T3 10 PDAT [REDACTED]				

17:59 13DEC04 13:22 15DEC04

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

A CUST STATES ENGINE STARTED TO LOOSE POWER AND MESSAGE APPEARED SAYING PERFORMANCE REDUCED. THEN CHECK ENGINE LIGHT CAME ON AND ENKIME DIED.

101 SCAN FOR CODES WITH VADIS, FAULT TRACE

BCM-9150, -9160, -904C, -903F.

5 CPV

87.00 87.00

299 REPLACE ETM

5 CPV

130.50 130.50

1 8644347 0 THROTTLE BODY

606.75 606.75 606.75

1 8636753 9 GASKET

2.84 2.84 2.84

36004-2 SOFTWARE CONTROL MODULE DOWNLOADING (2)

5 CPV

87.00 87.00

1 9494714 0 ETM RELOAD

33.00 33.00 33.00

PARTS: 642.59 LABOR: 304.50 OTHER: 0.00 TOTAL LINE A: 947.09

PROBLEM CAUSED BY INTERNAL ELECTRICAL FAILURE OF ELECTRONIC THROTTLE MODULE. REPLACED ETM, DOWNLOADED OPERATING SOFTWARE AND ROAD TESTED.

SHOP-CHARGE

7.50

You may receive a survey from Volvo or Dodge in reference to your most recent service experience. If for any reason your experience was less than "EXCELLENT" Please call Doug Teed @ 860-528-9306

The Comfortable Car Stops.

Thank You Very Much!

EXCLUSION OF WARRANTIES

Any warranties of the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and declines all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased. And that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER AUTHORIZATION X

ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.

SALES: (860) 289-3481
PARTS: (860) 289-3441
FAX: (860) 528-6482

DESCRIPTION	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
SAS, DEL. LINES	
MISC. CHARGES	7
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	1011.87

CUSTOMER COPY

RECEIVED

FEB 14 2005

CUSTOMER CARE

**Ermmans, PA
9 February 2005**

**Volvo Cars of North America, Inc.
Customer Service Department
Rockleigh, N.J. 07647**

Dear Sirs;

I'm writing to bring to your attention a problem which results in excessive and unreasonable maintenance expense to Volvo car owners. My family and I have owned seven Volvos since I first acquired an 1800E in 1972. Our latest acquisition is a 2000 V70 Cross Country with AWD. This car has been serviced by Brown Daub Volvo in full conformance to maintenance requirements since it was acquired. It currently has about 78,000 miles on the odometer. In September, 2004, the mass air meter was replaced at a cost of \$312.79. In January, the electronic throttle mechanism failed. The final adjusted cost of this repair was \$930.86. Frankly, failure of electronic parts at this stage of a car's life is rather shocking. More shocking is the cost of repair. I understand that these parts are prone to failure although I don't understand why. Under the circumstances, I should think that the cost of replacing these items should be much lower. Mechanical throttle mechanisms rarely fail, and when they do, the cost of replacement is much more manageable.

Incidentally, I still own the 1800E. It has an electronic fuel injection system that has served reliably for over 33 years. I'd like to think that my next car will be a Volvo, but I'm beginning to have serious doubts about the reliability of the vehicles and of the cost to repair them when repair is necessary.

Very truly yours,


Ermmans, PA

D.B.A. BROWN-DAUB CHEVROLET-OLDSMOBILE-VOLVO
SOLT CHEVROLET-OLDSMOBILE-VOLVO, INC.



VOLVO

819 Nazareth Pike
 Nazareth, PA 18064
 (610) 768-1000

MON, TUES, THURS 8:00 AM - 9:00 PM
 WED, FRI 8:00 AM - 5:00 PM

WARRANTY NOTICE
 All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are hereby limited to the same duration of time as the express warranty stated on the back of this invoice. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. The scope of coverage of the above stated express and implied warranties is hereby expressly limited to the actual parts covered by said express warranty as set forth on the back of this invoice.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X

INVOICE TO: [REDACTED]		OWNER INFORMATION -- INVOICE: C20028		
EMPLOYER: [REDACTED] PA [REDACTED] LEHIGH [REDACTED] WORK: [REDACTED] HOME: [REDACTED]	EMPLOYER: [REDACTED] PA [REDACTED] LEHIGH [REDACTED] WORK: [REDACTED] HOME: [REDACTED]			
FOR OFFICE USE		VEHICLE INFORMATION		
TRSN 4117 ADV: 128 (SRUN) DA INVOICE: PRELIM CUS C BE NFB: 262001 TAX RULES: YY10N INVOICED: 01/25/2005 08N33*16 ODOMETER (M) 73000 OUI: 77746 DIST: YV1 DATES BEGIN: 01/21/05 DONE: 01/25/05	VIN YV1LZ5683Y2675746 00 VOLVO V70 XC AWD 4DR WGN HOODRUST P DATES IN SERVICE: 112499 LICENSE NUMBER: PA B2M1071 SOLD: 112499			
CONCERN 51 CAUSE CORRECTION	OK ETS WARNING LIGHT CAME ON ON DRIVE UP TO PICK UP OTHER CAR DIAG FOUND ETN FAILURE REPLACED ETN AND REPROGRAMMED	OPERATION NH	TECH 112	AMOUNT 369.23
PART NUMBER VOL B644347 VOL B636753 VOL 9438425 VOL 36677021 010 CC40	QTY 1 1 1 1	SELL 551.99 2.67 30.00 20.00 2.25	AMOUNT 551.99 2.67 30.00 20.00 2.25	
FACTORY TECH: 112 - [REDACTED]	BROWN-DAUB		SUBTOTAL	
TYPE C	GRAND TOTALS		PARTS LAB-MECHANICAL TOTAL CHARGE FOR CONCERN	369.23 975.74
SUMMARY OF CHARGES FOR INVOICE C20028		PAYMENT DISTRIBUTION FOR INVOICE C20028		
PARTS 606.51 LAB-MECHANICAL 369.23 SERVICE CARD 97.57- SUB-TOTAL 878.17 TAX 52.69 TOTAL CHARGE 930.86	TOTAL CHARGE 930.86 CASH DUE 930.86			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID J GENUN THANK YOU FOR SERVICING YOUR VEHICLE AT THE BROWN DAUB DEALERSHIP'S				PAGE LAST PAGE

D.B.A. BROWN-DAUB CHEVROLET-OLDSMOBILE-VOLVO

SOLT CHEVROLET-OLDSMOBILE-VOLVO, INC.



VOLVO

818 Nazareth Pike
Nazareth, PA 18084
(610) 759-1000

MON, TUES, THURS 8:00 AM - 8:00 PM
WED, FRI 8:00 AM - 5:00 PM

WARRANTY NOTICE
All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are hereby limited to the same duration of time as the express warranty stated on the back of this invoice. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or business, or any other incidental damages. The scope of coverage of the above stated express and implied warranties is hereby expressly limited to the actual parts covered by said express warranty as set forth on the back of this invoice.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X

INVOICE TO		OWNER INFORMATION -- INVOICE: C12869		
ADDRESS	PHONE	ADDRESS	PHONE	
CITY	STATE	CITY	STATE	
FOR OFFICE	HOME	FOR OFFICE	HOME	
TAG# 5016	AD# 109	SEALOCK J	INVOICE# PRELIM CLS C JS	
MP# 262001	TAX RULE#	YYMM	INVOICED# 09/27/2004 1711842	
ODOMETER IN# 1	OUT# 72726	DIST# YV1		
DATES	BEHIN# 09/27/04	BONE# 09/27/04		
VIN YV1L29605V2673766		LICENSE NUMBER: PA BDM1071		
00 VOLVO V20		XC AND 4DR WGN NOODRUST N		
STOCK# 00032407		SOLD# 112899		
CONCERN 51	C/S DEL ON CHECK AND ADVISE	OPERATION	TECH	AMOUNT
CORRECTION	CHECK ON WADIS FOR CODES / ECM 240A -- REPLACED PASSENGER AIR METER	NR	141	117.00
COMMENT	CLEAR CODES AND RECHECK OK	QTY	SELL	
PART NUMBER			195.79	195.79
VOL	8670263	SUBTOTAL		
TECH#	141 - FILBERT, WILLIA	PARTS		195.79
TYPE: C		LAB-MECHANICAL		117.00
CONCERN 52		TOTAL CHARGE FOR CONCERN		312.79
CORRECTION	R/R SHIFT BULB INOP	OPERATION	TECH	AMOUNT
COMMENT	R/R SHIFT CONSOLE TO REPLACE FAULTY BULB	NR	141	77.25
PART NUMBER		QTY	SELL	
VOL	1363149	1	8.22	8.22
TECH#	141 - FILBERT, WILLIA	SUBTOTAL		
TYPE: C		PARTS		8.22
CONCERN 53		LAB-MECHANICAL		77.25
CORRECTION	EPRISE LADNER	TOTAL CHARGE FOR CONCERN		85.47
COMMENT	NO CHARGE	OPERATION	TECH	AMOUNT
PART NUMBER		MC	929	.00
VOL	000	QTY	SELL	
NOTE	161435	1B	23.60	23.60
DESCRIPTION		PAGE 1		

BROWN-DAUB

D.B.A. BROWN-DAUB CHEVROLET-OLDSMOBILE-VOLVO

SOLT CHEVROLET-OLDSMOBILE-VOLVO, INC.



VOLVO

819 Nazareth Pike
Nazareth, PA 18064
(610) 759-1000

MON, TUES, THURS 8:00 AM - 9:00 PM
WED, FRI 8:00 AM - 5:00 PM

WARRANTY NOTICE
All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are hereby limited to the extent and duration of that on the expiration date stated on the back of this invoice. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. The scope of coverage of the above stated express and implied warranties is hereby expressly limited to the actual parts covered by said express warranty as set forth on the back of this invoice.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. X

INVOICE TO --		OWNER/OWNER INFORMATION -- INVOICE# C12819		
FOR OFFICE USE		VEHICLE INFORMATION		
TAG# 5016 ADV# 109 SEDLOCK INVOICE# 09/27/2004 17:18:42 JS 00 V70		RODUST # LICENSE NUMBER: PA 9ZM1071		
FACTORY	TECH 829 - KURNS, CHARLES	SUBTOTAL		
		SUBLET REPAIRS	23.60	
		ZSR CHARGE TO 52	23.60	
		TOTAL CHARGE FOR CONCERN	.00	
TYPE: C				
CONCERN 54	C/S D/S FRT DOOR SQUEAKS	OPERATION	TECH	AMOUNT
CORRECTION	REPLACED LEFT FRT DOOR CHECK	PH	141	77.25
	PART NUMBER	QTY	SELL	
	VOL 9187391		41.24	41.24
FACTORY	TECH 141 - FILBERT, WILLIA	SUBTOTAL		
		PARTS	41.24	
		LAB-MECHANICAL	77.25	
		TOTAL CHARGE FOR CONCERN	118.49	
TYPE: C				
CONCERN 55	C/S UNDER-STEERING WHTL. HL. LEGGE	OPERATION	TECH	AMOUNT
CORRECTION	REPOSITION LOWER DASH PANEL ON R/C	PH	141	.00
FACTORY	TECH 141 - FILBERT, WILLIA	SUBTOTAL		
		TOTAL CHARGE FOR CONCERN	.00	
TYPE: C				
CONCERN 56	LEAK OIL LEAK CHECK AND ADVISE	OPERATION	TECH	AMOUNT
CORRECTION	TURBO RETURN SEAL AND GASKET LEAKING. REPLACED AND DEGREASED	PH	141	117.00
	PART NUMBER	QTY	SELL	
	VOL 30637866		1.60	1.60
	VOL 3514546		1.80	1.80
	010 P118N		4.40	4.40
FACTORY	TECH 141 - FILBERT, WILLIA	SUBTOTAL		
		PARTS	7.80	
		LAB-MECHANICAL	117.00	
		TOTAL CHARGE FOR CONCERN	124.80	
TYPE: C				

BROWN-DAUB

D.B.A. BROWN-DAUB CHEVROLET-OLDSMOBILE-VOLVO
SOLT CHEVROLET-OLDSMOBILE-VOLVO, INC.



VOLVO

819 Nazareth Pike
 Nazareth, PA 18064
 (610) 759-1000

MON, TUES, THURS 8:00 AM - 9:00 PM
 WED, FRI 8:00 AM - 5:00 PM

WARRANTY NOTICE
 All repairs, including the original service of manufacturer's warranty and its extension for a particular purpose, are hereby agreed to the specific duration of time as the express warranty stated on the back of the receipt. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damage for loss of use, loss of time, loss of profits, or income, or any other incidental damages. The scope of coverage of the above stated express and limited warranty is hereby expressly limited to the actual parts covered by said express warranty as set forth on the back of this receipt.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

x *Joseph A. [Signature]*

INVOICE TO: [REDACTED] OWNER INFORMATION - INVOICE# C12869
 FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION
 TAG# 3D16 ADV# 109 SERIAL# INVOICED# 09/27/2006 17:18:42 JS 00 V70 NOONDUST M LICENSE NUMBER PA BZ11071

CONCERN	DESCRIPTION	OPERATION	AMOUNT
57	C/S ORDERED TUP PRIOR PLEASE PUT WITH PAPERMARK		
CORRECTION	PUT PAINT IN CAR		.00
	PART NUMBER	QTY	SELL
	VOL 9437315		10.67
FACTORY	TECH 141 - FILBERT, WILLIAM		10.67
			10.67
			10.67

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
58	REPLACE UPPER ENG MOUNT			
CORRECTION	REPLACE UPPER ENG MOUNT			77.25
	PART NUMBER	QTY	SELL	
	VOL 8649577	1	51.55	51.55
FACTORY	TECH 141 - FILBERT, WILLIAM			51.55
				51.55
				77.25
				128.80

BROWN-DAUB

SUMMARY OF CHARGES FOR INVOICE C12869		PAYMENT DISTRIBUTION FOR INVOICE C12869	
PARTS	319.27	TOTAL CHARGE	795.07
SMILET REPAIRS	23.60	CASH DLE	745.07
LAB-MECHANICAL	465.75		
250 CHARGE TO	32 23.60		
SERVICE CHRG	78.12		
SUB-TOTAL	702.90		
TAX	42.17		
TOTAL CHARGE	745.07		

ACR

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT J. SEDLOCK JR
 THANK YOU FOR SERVICING YOUR VEHICLE AT THE
 BROWN DAUB DEALERSHIP'S

RECEIVED

FEB 14 2005

CUSTOMER CARE

February 10, 2005

Vic Doolan
President and CEO
Volvo USA
7 Volvo Drive
Rockleigh, NJ 07647

Re: VIN# YV1LS56D8X2 [REDACTED]

Dear Sir,

I am the proud owner of my fourth Volvo, a 1999 S70. My first Volvo was a 1985 740GLR. My second was a 1995 850. I also currently own a 1989 740GL, which my son drives.

My reason for writing you is a concern I have about the reliability of my S70. At 33,000 miles, it was necessary to replace the throttle body. This was accomplished under warranty. Last summer, this same part needed to be replaced again at 90,000 miles. This time it cost me \$1200. At the time I picked up my car from Volvo of Tacoma, I asked the service manager about this part going bad twice. I also asked him to contact the regional Volvo service representative to see if any relief could be granted since, in my mind, it did not seem right to have this part go bad once, let alone twice.

The feedback I received from Volvo of Tacoma was basically, too bad, so sad, the part that was replaced at 33,000 miles was out of warranty. They suggested I contact Volvo USA if I wanted to pursue my concern further. Thus, I am writing you.

I live in Yakima, Washington, where there is no Volvo dealership. I bought both my 850 and S70 from Volvo of Tacoma (Topping Volvo) because I enjoyed a positive relationship with the sales manager, Ray, who has since retired. I have always maintained my cars, usually more aggressively than the recommended schedule. Autometrics here in Yakima has done 90% of the work on my Volvos for over 10 years.

I would appreciate you looking into this service issue. I am also requesting a reply to this letter. I sent an email two weeks ago to Volvo customer care and never received a response.

If you need additional information, feel free to call me at the number listed below. Thank

[REDACTED]
[REDACTED]
[REDACTED]
Yakima, WA [REDACTED]

Mahtomedi MN

February 6, 2005

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

RECEIVED

FEB 10 2005

CUSTOMER CARE

Dear Sir or Madam:

On January 24, 2005 I brought my 2001 Volvo Cross Country in for service to Kline Volvo of Maplewood Minnesota. The reason for the service visit was a loss of power and a message indicated by the vehicle stating "REDUCED PERFORMANCE". This occurred while traveling on the freeway and first happened when going up a slight hill. It is the second time since I have owned the vehicle that this condition has occurred. Last winter a sensor was replaced which had apparently malfunctioned and caused the same reduced performance and corresponding message from the car's computer.

At the time of service, last week, I still had several months and several thousand miles remaining on the original factory warranty. I was informed, by Kevin Jonely, a service advisor, that the work was not covered by warranty because the throttle plate was dirty and needed to be removed and cleaned. I needed my vehicle fixed so I paid the \$393. Enclosed is a copy of the invoice for the completed work.

The work done to remove and clean the throttle plate should be covered under the 4 year 50,000 mile parts and service warranty which was part of my original purchase. I request that Volvo reimburse me for the work in the amount of \$393. The warranty should cover all parts and service under normal use. I respectfully request that a check in the amount of the repair be mailed to me at the address above.

If there are any further questions I can be reached at

Sincerely,



KLINE VOLVO

3040 N. HIGHWAY 61
ST. PAUL, MINNESOTA 55108
651-481-8800

214194

KEVIN JONELY

332

646

01/24/05

VOCS104875

LABOR RATE 10

47,159

01/08/08/V70/V70XC

05/21/01

VV1S Z 5 8 D 4 1 1

8108

01/24/05

MANTONEDI, MN

NO 47163

JOB# 1 CHARGES

LABOR
JOB 1 GRVOZ CK ENGINE LIGHT TECH(S):3837 343.50

REDUCED PERFORMANCE MESSAGE AND NO POWER, HAPPENED ON FREEZE
ECM FAULT 981A, 904D, 6985, 4338 STORED
REMOVE AND CLEAN THROTTLE PLATE VERIFY LATEST UPDATE IN
VEHICLE WHICH IT DOES, CLEAR CODES AND ROAD TEST

PARTS -QTY--FP-NUMBER--DESCRIPTION--UNIT PRICE--
1 1161436-9 CLEANER H 23.62
TOTAL - PARTS 23.62

TOTALS

LABOR 343.50
PARTS 23.62

JOB# 1 JOURNAL PREFIX VOCS JOB# 1 TOTAL 367.12

MISC CODE DESCRIPTION CONTROL NO
JOB # A 308 SHOP SUPPLIES 25.00
TOTAL - MISC 25.00

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

COMMENTS
WAITING

TECHNICIAN CERTIFICATION
3037 STEVE C WOLLSCHLAGER 2890

TOTALS

TOTAL LABOR... 343.60
TOTAL PARTS... 23.62
TOTAL SUBLET... 0.00
TOTAL S.O.G... 0.00
TOTAL MISC CHG... 25.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 1.54

TOTAL INVOICE \$ 393.88

Kline Volvo
3040 N Highway 61
Klinevolvo, MN 55108

TERMINAL I. MERCHANT ID 88264805 01

ITEM
UNRECORDED
SALE
DATE: 01/24/05
TIME: AM 12:15
NET: 393.88
GROSS: 393.88

TOTAL \$393.66

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

ALICE S. SIBREDA

I HEREBY
ACKNOWLEDGE THE
MERCHANT AS THE
LEGAL AND/OR
AGREEMENT

3MER COP

END OF INVOICE

RECEIVED

FEB 17 2005

FROM THE DESK OF:

CUSTOMER CARE



DATE: 1-8-05

TO: When it my concern

MESSAGE: This letter is being authored due to experience I have had with the two Volvo automobiles that I have owned. I purchased a 1996 with high milage and I knew I would probably have some problems, more than expected but that is the price you pay for a used vehicle. However, I purchased a 1999 S-70 which is a highly rated vehicle, with 66, 500 miles thinking I would be somewhat trouble free, in 2004, and with in a couple weeks I experience the problems see attached receipt, is this anormal problem or am I snake bitten with bad luck with Volvos. My sister has had three Volvos but not experience the problems that I have had only one was new. I have always heard Volvos are reliable and will run forever, I can't seem to get many miles on mine.

DOE: I am going to purchase the extended warranty on the current one that I am hoping for no expensive problems. I just thought you might want to hear from one of your owners.


Cincinnati, Ohio 

6519 MADISON ROAD
CINCINNATI, OH 45227
513-271-3200

www.automiledirect.com
e-mail: vocservice@theautomile.com

1843 0001 0221 1474 EP 10/07

Customer No. 55208	Technician SCOTT E BEAVER	Vehicle ID# 126390	Year/Make 311	Invoice Date 01/07/05	Vehicle ID# VCCS465810
	License No.	Make/Model 66,492	Year/Make	Invoice Date	Vehicle ID#
CINCINNATI, OH		Year/Make/Model 99/VOLVO/370/4 DOOR SEDAN	Year/Make	Invoice Date	Vehicle ID#
		Year/Make/Model Y V 1 L S 5 6 D 1 X 2	Year/Make	Invoice Date	Vehicle ID#
			Year/Make	Invoice Date 01/05/05	Vehicle ID#

MO: 66492

JOB# 1 CHARGES

LABOR
JOB# 1 08ZZZ ELECTRIC TECH(S):115333 8.40
C/S THAT THE LICENSE PLATE LIGHT IS OUT PLEASE REPLACE AND
DASH LIGHT NEEDS TO BE REPLACED
REPLACED LICENSE BULBS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	2	949671-2	BULB	4.18		4.18
	2	949671-2	BULB	4.18		4.18
				TOTAL	PARTS	16.72

JOB# 1 TOTALS
LABOR 8.40
PARTS 16.72

JOB# 1 JOURNAL PREFIX VCCS JOB# 1 TOTAL 25.12

JOB# 2 CHARGES

LABOR
JOB# 2 12ZZZ ENGINE REPAIR TECH(S):115333 378.00
C/S THATS THE CAR IS SURGING AND MISSING WHILE IDLE/NO
ECH-91FO INTERNAL FAULT IN ETN.
INSTALLED ETN / RELOAD SM/ ALL OKAY AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	8644347-8	THROTTLE BODY	597.10		597.10
	1	8636753-9	GASKET	4.18		4.18
	1	9438298-3	ETH RELOAD	38.95		38.95
	1	9438299-1	TOM RELOAD	38.95		38.95
				TOTAL	PARTS	678.38

JOB# 2 TOTALS
LABOR 378.00
PARTS 678.38

JOB# 2 JOURNAL PREFIX VCCS JOB# 2 TOTAL 1056.38

JOB# 3 CHARGES

LABOR
JOB# 3 01ZZZ06 65000 MILE SERVICE TECH(S):115333 42.00
CUSTOMER REQUESTS 65000 MILE SERVICE
65000 MILE SERVICE PERFORMED

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	1270810-8	FILTER INSERT			8.19
	1	11998-2	GASKET	0.99		0.99
	7	10630	OIL	2.50		17.50
				TOTAL	PARTS	26.68

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 MONTHS OR UNLIMITED MILEAGE. If any theory part or labor fails in normal service within this period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied description of availability or fitness for a particular purpose, and all other warranties and conditions, any other parties to assume for its liability in connection with the sale of used parts and accessories. This dealership shall not be liable for any incidental or consequential damage or consequential losses arising out of such purchase.

VOLVO OF CINCINNATI

6519 MADISON ROAD
CINCINNATI, OH 45227
513-271-3200

V
C
T-800

CUSTOMER NO. 55208	AGENT SCOTT E BEAVER 126390	JOB NO. 311	WORK DATE 01/07/05	WORK NO. VCCS485810
CINCINNATI, OH	LABOR RATE	LEASER NO.	SALES TAX	REGISTRATION
			66,492	
	VEHICLE MAKE / MODEL 99/VOLVO/S70/4 DOOR SEDAN			
VEHICLE LIC. NO. YV1LS56D1X2		VEHICLE COLOR	SALES TAX RATE	REGISTRATION RATE
			01/05/05	
MO: 66492				

JOB# 3 TOTALS:		LABOR	42.00
		PARTS	26.68
JOB# 3 JOURNAL PREFIX VCCS JOB# 3 TOTAL			68.68
MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS SHOP SUPPLIES VOLVO OF CINCINNATI		20.00
		TOTAL - MISC	20.00
TECHNICIAN CERTIFICATION			
116333	SANDY RUTH	47966	
TOTALS			
		TOTAL LABOR	428.46
		TOTAL PARTS	721.78
		TOTAL SUBLET	0.00
		TOTAL G.D.G.	0.00
		TOTAL MISC CHG.	20.00
		TOTAL MISC DISC	0.60
		TOTAL TAX	91.91
		TOTAL INVOICE \$	1282.09

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 MONTHS OR UNLIMITED MILEAGE. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not from original equipment, manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither warrants nor participates any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

CUSTOMER SIGNATURE

1999

U.S. Models

WARRANTY AND SERVICE RECORDS INFORMATION

VOLVO

Service Maintenance Record

Service Ma

Maintenance Service
7,500 miles/12,000 km or 12 months, whichever occurs first.

Retailer Stamp

Date _____ Mileage _____
Retailer Authorized Signature _____

Maintenance Service
15,000 miles/24,000 km or 24 months, whichever occurs first.

SEGNA
MOTOR INC.
725 S. W. 15th Ave. / 11th Mile Rd.
Columbus, Ohio 43205-3794
(614) 885-6206

Date 4-8-00 Mileage 13119
Retailer Authorized Signature [Signature]

Maintenance Service
22,500 miles/36,000 km or 36 months, whichever occurs first.

SEGNA
MOTOR INC.
725 S. W. 15th Ave. / 11th Mile Rd.
Columbus, Ohio 43205-3794
(614) 885-6206

Date 9-1-01 Mileage 24421
Retailer Authorized Signature [Signature]

Maintenance Service
52,500 miles/84,000 km or 48 months, whichever occurs first.

Retailer Stamp

Date _____ Mileage _____
Retailer Authorized Signature _____

Maintenance Service
30,000 miles/48,000 km or 48 months, whichever occurs first.

SEGNA
MOTOR INC.
725 S. W. 15th Ave. / 11th Mile Rd.
Columbus, Ohio 43205-3794
(614) 885-6206

Date 1-26-02 Mileage 29383
Retailer Authorized Signature _____

Maintenance Service
37,500 miles/60,000 km or 60 months, whichever occurs first.

Retailer Stamp

Date _____ Mileage _____
Retailer Authorized Signature _____

Maintenance Service
45,000 miles/72,000 km or 72 months, whichever occurs first.

Retailer Stamp

Date _____ Mileage _____
Retailer Authorized Signature _____

Maintenance Service
75,000 miles/120,000 km or 96 months, whichever occurs first.

Retailer Stamp

Date _____ Mileage _____
Retailer Authorized Signature _____

RECEIVED

FEB 25 2005

CUSTOMER CARE

[REDACTED]
Stuart, FL
[REDACTED]

Volvo Cars of North America

Dear Sir/Madam,

A little over a year ago I purchased a 1999 Volvo S80. The car had 40,000 miles on it, was in great shape and the owner of the car is a friend of mine. This friend had purchased the car new from Stuart Volvo. This friend told me there had been some minor problems with the car, which had been fixed and overall he was very happy with the car. Since I had recently changed jobs and now had a 30 minute drive on the Interstate each way I wanted to upgrade my car for safety reasons and what could be safer than a Volvo? My friend wanted to sell the car so it seemed a perfect fit. After researching the internet I bought the car for about the suggested market price.

All was well with the car and I was very pleased. It was certainly the best riding car I had ever owned. I even decided to drive to Massachusetts to visit my parents this past August so I took the car in for regular maintenance to the Volvo dealer. Once there they discovered I needed a new oil pan (a \$500 item). I thought this a bit unusual for a car with only 50,000 miles on it at the time but the work was done and I chalked it up as an anomaly. Little did I know this was a sign of things to come.

After my trip, which went very well, I had some regular maintenance done to the car, all was fine. Forward to December 28 and I'm on my way to work when all of a sudden my car falls out of gear and I have to coast to the side of the highway. I shift the gears and nothing happens. The engine is running and revs when the gas pedal is pushed but the car won't move. What do I do now? I don't have Triple A, didn't think I would need it with my Volvo S80. I'll spare you the horrid details of being stranded on the highway with no cell phone. I will say however, that by the time the tow truck came to take my car 30 miles to Stuart Volvo my workday had been wasted and I was really upset.

What's the bottom line of all this? A new transmission on my 1999 Volvo S80 with 60,000 miles on it for a total repair price of \$3,100! All of a sudden I wasn't a proud Volvo owner anymore. What could I do? If I could have I would have sold the car right there but who's going to buy a car that doesn't move? I need a car so I gave the go ahead to Stuart Volvo to have the work done. Four days later I had my car with the new transmission back. I thought that was it for car repairs for a while but once again I was wrong.

January 24 and I'm making my commute from work when every emergency warning light comes on and I get a 'engine system service urgent' message. Come on, I just had the car in the shop for four days less than a month ago! What' wrong now? Anyway I barely make it over to Stuart Volvo before they close and I'm advised to leave the car with them. Now I have to make arrangements to get home and then find transportation to work tomorrow morning. This after bumming rides with my friends for four days less than a month ago. At this point I'm just a little humiliated but very angry. Well, I get the call the next day; my 1999 Volvo S80 with 60,000 miles on it needs a new throttle unit. The cost of the work? \$1,000!! According to my math my car has cost me over \$4,000 in less than one month, outrageous (Did I mention I live in Stuart, FL and I'm still trying to repair my house from the effects of going through two hurricanes?). I have no choice but to have the work done and pay the price. I'm definitely not a proud Volvo owner anymore.

Throughout this whole mess I have to say the service provided by Stuart Volvo is to be commended. My problem is not with them it is with you the cars manufacturer. Maybe I'm the only one with these problems but I doubt it. My car has been maintained at your certified service dealers according to your specifications and major problems like these still happened. Call me a fool but I don't think a well manufactured car with only 60,000 miles on it should have these major problems. I won't buy a Volvo again, I won't recommend buying a Volvo to anyone I know and everyday I'm driving on the highway I wonder what's going to happen next.

Sincerely,



To: Volvo Cars of North America

25-Feb-2005

From:

RECEIVED

Owner of 2000 V70, VIN YV4LW61J3Y

Re: Replacement of the ETM

MAR 3 2005

CUSTOMER CARE

Dear Sir:

On 14-Feb-2005, I had to replace the ETM on my 2000 V70. My vehicle had 55,314 mi, so it was out of factory warranty. Since Volvo's slogan is "Volvo for life", I mistakenly expected my car to be reliable for another 50K miles and didn't purchase any extended warranty.

Before the ETM module was replaced, I did some research on the Internet and realized that malfunctioning of 1999-2000 Volvo's ETMs had been a well known problem. I contacted Volvo customer service and talked to John on 09-Feb-2005. He admitted the problem and recommended to talk to my dealer stating that my dealer would probably find a *cost effective solution*.

The dealer (Stamford Volvo, Stamford, CT) did not. Only after my complaint the dealer agreed to cover the cost of the part but still charged me for the labor. It wasn't a *cost effective solution* since 6.5 hours of labor cost me \$643.5+6% tax. That's without a discount coupon for \$100 that I could have applied to a different car.

I don't think it is fair to force your customers to pay for a component that was not broken or damaged or worn. Components like the ETM should not be replaced at a mileage like I had. (At least the Maintenance Manual doesn't say so). Well informed about the problem Volvo has never recalled the vehicles which they probably should have done.

I am kindly asking Volvo of North America to compensate me for this very expensive repair in the amount of \$682.11.

Sincerely,

End: Copy of the repair bill (3 pages)

VOLVO of STAMFORD

Riley Family of Cars

Over 42 years Family owned & Operated

107 Myrtle Avenue - Stamford CT 06902

Toll Free: (800) 281-8658 Fax: (203) 975-0361 INTERNET: <http://www.stamfordvolvo.com> E-MAIL: info@stamfordvolvo.com

SALES NO. 115974	SALES REP. EDWARD AUDINO	118	312	SALES DATE 02/14/05	SALES NO. VOCS145893
PRICE 59.00	SALES TAX		55.314	COLOR MODINOUST/	BOOKING
MAKE/TYPE/DESCRIPTION 00/VOLVO/V7D	DELIVERY DATE 04/20/00			DELIVERY POINT	DELIVERY DATE
VIN YV1LW6123Y2	SALES NO. 3575			SALES DATE 02/14/05	SALES OFFICER

NO: 55354

LABOR

JOB 1 01V02-60K-2 60K MILE SERVICE HOURS: 5.00 (TECHN) 140 495.00

SCHEDULED MAINTENANCE
PERFORM OIL AND FILTER CHANGE THROTTLE BODY SERVICE TIRE ROTATION SAFETY INSPECTION REPLACED SPARK PLUGS AIR FILTER, FLUIDS, FILTER, BRAKE FLUID, COOLANT, WIPERS, RESET OIL SERVICE SHEET FOR ADDITIONAL INFORMATION

PARTS	QTY	NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
		PE7000K	60K MILE SERVICE	8.90	8.90
		DISPOSAL	DISPOSAL	1.00	1.00
		054300-0	FILTER INSERT	29.40	29.40
		917200-0	SPARK PLUG KIT	16.00	16.00
		943703-0	PARTICULATE FIL	25.80	25.80
		11800-2-4	BRAKE FLUID	13.60	13.60
		11890-0	GAS LINE MATING	2.00	2.00
		1270010-0	GASKET	1.90	1.90
		940000-0	FILTER INSERT	11.00	11.00
		9434000-0	GASKET	3.87	3.87
		SOE	ANTI-FREEZE	16.00	16.00
		PE271007	WIPER BLADE	8.99	8.99
		074002-1	WIPER BLADE	10.25	10.25
		9130071-0	WIPER BLADE	1.27	1.27
			TOTAL PARTS		176.00

SERVICE

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

PARTS

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

NEW CAR SALES

Mon., Wed. 9 am - 7 pm
Tues., Thurs., Fri. 9 am - 6 pm
Saturday 9 am - 5:00 pm
Tel: (203) 359-2632

PRE-OWNED SALES

Mon., Wed. 9 am - 7 pm
Tues., Thurs., Fri. 9 am - 6 pm
Saturday 9 am - 5:00 pm
Tel: (203) 978-5780

JOB 1 TOTALS 495.00

JOB 2 CHARGES

LABOR

JOB 2 01V02-CHECKEN- CHECK ENGINE-LITE ON HOURS: 1.00 (TECH) 120 60.00

ETS, LY DR/OFF
FAULTY ETH
DIAG. SCHEDULE7 REPLACE ETH THROTTLE ASSY PARTS 000011-261201-0, 000011-261201-0

PARTS	QTY	NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
		0644247-0	THROTTLE BODY		
		0636703-9	GASKET		
		9430200-3	ETH RELOAD		
			TOTAL PARTS		0.00

JOB 2 TOTALS 60.00

JOB 2 JOURNAL PRICE VOCS **JOB 2 TOTAL** 671.00

The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither dealer nor authorized any other person to assume for it any liability in connection with the sale of this vehicle and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly included is any dealer liability for defects pertaining to safety or performance by way of strict liability, negligence or otherwise.

See Page 2

VOLVO of STAMFORD

Riley Family of Cars

Over 42 years Family owned & Operated

107 Myrtle Avenue -- Stamford CT 06902

Tel: (800) 281-8658 Fax: (203) 975-0343 INTERNET: <http://www.stamfordvolvo.com> E-MAIL: info@stamfordvolvo.com

VEHICLE NO. 115974	SALES PERSON EDWARD AUBINO	SALES NO. 118	DATE 02/14/05	PRICE NO. VOC5145893
DATE 02/14/05	SALES PRICE 55,314	SALES TAX MOONDUST/	DELIVERY DATE 04/20/00	DELIVERY MILE 3575
VEHICLE TYPE 00/VOLVO/V70	VEHICLE ID YVILN61J3Y2	VEHICLE YEAR 02/14/05	NO: 55354	

JOB 3 CHARGES

LABOR **30 3-02V02** DIAGN. ENGINE HOURS: 5.50 TECH(S): 148-7 **843.90**
 PERFORM FUEL INJ DIAG PROCEDURES, RESET
 CLEAN INTAKE PIPE, REPLACE THROTTLE, DOWNLOAD

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....
 I.C. DYSCOUNT
 TOTAL - MISC **180.00**
100.00

JOB 3 TOTALS.....
 LABOR **843.90**
 MISC **100.00**

JOB 4 CHARGES

LABOR **30 4-02V02** DIAGN. ENGINE HOURS: 0.30 TECH(S): 148-7 **89.10**
 REPLACE WORN DRIVE BELT ASSY

PARTS.....QTY.....NUMBER.....DESCRIPTION.....UNIT PRICE.....
 1 B67226-3 BELT **91.00**
 TOTAL - PARTS **91.00**

JOB 4 TOTALS.....
 LABOR **89.10**
 PARTS **91.00**

JOB 5 CHARGES

LABOR **30 5-00V02-PPADS** REPLACE REAR PADS HOURS: 2.40 TECH(S): 549-3 **237.60**
 REPLACE WORN REAR BRAKE DISCS AND PADS

PARTS.....QTY.....NUMBER.....DESCRIPTION.....UNIT PRICE.....
 1 802820-7 BRAKE PAD KIT **47.85**
 1 272272-6 SERVICE KIT **11.74**
 2 271794-0 BRAKE DISC KIT **158.19**
 1 1161688-5 SILICONE GREASE **12.97**
 1 905418-B CLEANER **3.98**
 TOTAL - PARTS **238.80**

JOB 5 TOTALS.....
 LABOR **237.60**
 PARTS **238.80**

JOB 6 CHARGES

LABOR **30 6-00V02-LOANER** COURTESY CAR HOURS: TECH(S): 148-7 **0.00**
 CUSTOMER SCHEDULED LOANER VEHICLE FROM SERVICE

JOB 6 TOTALS.....
 LABOR **0.00**

SERVICE

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

Tel. (203) 359-2255

PARTS

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

NEW CAR SALES

Mon., Wed. 9 am - 7 pm
 Tues., Thurs., Fri. 9 am - 6 pm
 Saturday 9 am - 5:00 pm
 Tel. (203) 359-2632

PRE-OWNED SALES

Mon., Wed. 9 am - 7 pm
 Tues., Thurs., Fri. 9 am - 6 pm
 Saturday 9 am - 5:00 pm
 Tel. (203) 978-5780

The selling dealer hereby expressly disclaims all warranties, either 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damage to loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance by way of strict liability, negligence or otherwise.

VOLVO of STAMFORD

Riley Family of Cars

Over 42 years Family owned & Operated

107 Myrtle Avenue - Stamford, CT 06902

Toll Free (800) 241-8636 Fax (203) 975-0303 **INTERNET** <http://www.stamfordvolvo.com> **E-MAIL:** info@stamfordvolvo.com

ORDER NO 115974	SALES EDWARD AUDINO	FINANCE 118 312	SALES DATE 02/14/05	WORK ORDER VOC5145893
PRICE 99.00	SALES TAX 55.314	FINANCE CHARGE MOONDUST/	SALES TAX 04/20/00	SALES TAX 3575
DEALER DOBBS FERRY, NY	SALES TAX 00/VOLVO/V70	FINANCE CHARGE YV1LW61J3Y	SALES TAX 02/14/05	SALES TAX NO: 55354

CUSTOMER MUST BE OVER 25 AND PROVIDE COPY OF INSURANCE AND LICENSE AND A CREDIT CARD TO COVER ANY DAMAGE TO VEHICLE. CUSTOMER WILL BE CHARGED \$8.00 PER DAY FOR FUEL.

MISC.....CODE.....	DESCRIPTION	CONTROL NO.....	
	C FUEL CHARGE		5.00
JOB # TOTALS.....		TOTAL - MISC	5.00
		MISC	5.00
JOB # JOURNAL PREP		VOC5 - JOB # TOTAL	5.00

MISC.....CODE.....	DESCRIPTION	CONTROL NO.....	
JOB # A	P OIL/COOLANT WASTE DISPOSAL		1.75
TOTALS.....		TOTAL - MISC	1.75

THANK YOU FOR SERVING AT VOLVO OF STAMFORD
 WOULD WE SURVEY OUR CUSTOMERS. THIS IS THE OWNER'S WAY
 OF HEARING YOUR FEEDBACK. HIS HIGHEST GRADE IS "10", IF
 FOR ANY REASON YOU FEEL THE SERVICE PERSONNEL DID NOT MEET
 THIS RATING...
 PLEASE CONTACT THE SERVICE MANAGER AT 203-359-2105
 EXT. 3415 TO TELL HIM HOW THEY MAY IMPROVE YOUR SERVICE
 EXPERIENCE.
 WHAT IS YOUR PREFERRED METHOD OF FOLLOW UP
 PHONE MAIL EMAIL.....ADDRESS

TOTAL LABOR.....	1465.20
TOTAL PARTS.....	505.75
TOTAL SUBLET.....	0.00
TOTAL S.O.B.....	0.00
TOTAL MISC. CHG.....	6.75
TOTAL MISC. DISC.....	-100.00
TOTAL TAX.....	112.43
TOTAL INVOICE \$	1981.22

CUSTOMER SIGNATURE

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

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

NEW CAR SALES
 Mon., Wed. 9 am - 7 pm
 Tues., Thurs., Fri. 9 am - 6 pm
 Saturday 9 am - 5:00 pm
 Tel. (203) 359-2632

PRE-OWNED SALES
 Mon., Wed. 9 am - 7 pm
 Tues., Thurs., Fri. 9 am - 6 pm
 Saturday 9 am - 5:00 pm
 Tel. (203) 978-5700

This selling dealer hereby expressly disclaims all warranties, either 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 a day liability in connection with the sale of this vehicle under license. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, labor or profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability in respect pertaining to safety or performance by way of strict liability, negligence or otherwise.