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DEC 20 2004  
CUSTOMER CARE

[REDACTED]  
Mt. Pleasant, SC [REDACTED]

December 14<sup>th</sup>, 2004

Volvo Cars of North America  
PO Box 914  
Rockleigh, NJ 07647-0914

Dear Sirs:

I own a 2000 Volvo S80 T and have driven nearly 70,000 miles in this car. I am writing this letter in order to inform you regarding problems and concerns that have developed regarding this automobile.

Recently, I have become very concerned about both the reliability and the safety of the S80. During two different time periods this year, the engine intermittently stalled during periods of deceleration, requiring me to operate the ignition while attempting to navigate without the advantage of power steering and with the need to avoid traffic and other obstacles associated with routine driving. The second occurrence of this problem occurred several months after evaluation and apparent repair following the first occurrence. As you may realize, this type of malfunction seriously impairs my ability to operate this vehicle in a safe manner and should be considered intolerable to the manufacturer.

In addition, the cost of maintenance and repairs associated with the S80 appears to be excessive. For instance, the automobile has required numerous repairs since January 1<sup>st</sup>, 2004 and I have spent \$2,582.42 on repairs and maintenance during that time period. While I understand the need to maintain an automobile with regular maintenance, the amount of service required for malfunctioning parts appears to be excessive. Of particular concern is that the parts that are malfunctioning are mainly electric and should not be incurring the "wear and tear" expected of a mechanical part. During a recent period of travel, Coolant level sensor, mass air flow meter, and electronic throttle module are just examples of parts that have malfunctioned and required replacement. Prior to these issues and during the warranty period (fortunately), the electrical fan relay and the ABS control unit malfunctioned and required replacement.

With this letter, I request the assistance of Volvo Cars of North America to insure that the S80 T I am driving remains a safe and reliable automobile consistent with the reputation of previous Volvo automobiles. I am a previous Volvo owner and have become concerned regarding the reliability and most importantly the safety of this particular automobile.

I appreciate you assistance in this manner. I can be contacted at

