

RECEIVED
DEC 13 2004
CUSTOMER CARE



ATTORNEYS AT LAW

Robert E. J. Curran, Jr.
James J. Byrne, Jr.
Kimberly J. Mogck
Kelly S. Sullivan
OFFICE COUNSEL
Gail H. Turner

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

December 8, 2004

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

Mr. Bill Pyle, Service Manager
Jim Wynn Volvo
2049 West Main Street
Norristown, Pennsylvania 19403

RE: 2005 Volvo XC 90 T6

Dear Bill & Customer Care

I purchased my 2005 XC 90 T6 from your dealership on November 1, 2004. On Monday, November 8, 2004 the "check engine" light activated on my XC 90. The car was dropped off at your dealership for service of the "check engine" light on Tuesday, November 16th. Wynn's service department investigated the "check engine" light and determined the problem to be a faulty electrical relay. The relay was replaced and the car was returned to me other evening of November 18, 2004.

Unfortunately, the "check engine" light reactivated in my car as I drove to work on the morning of Friday, November 19th. Wynn's service department was immediately notified and service was scheduled for December 1st. Clearly, the original electrical problem was not adequately remedied.

Over the recent Thanksgiving holiday, my husband and I traveled to upstate New York in our new Volvo. Approximately halfway through our drive home to Pennsylvania on Sunday, November 28th our XC 90 broke down in a rest area of the New York State Thruway. While driving along the Thruway, the red warning light activated, followed by a message warning of brake failure. The brake and abs lights also activated (the check engine light remained on). As we drove along the busy New York Thruway, the car's odometer, speedometer and tachometer intermittently stopped working.

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Volvo North America
Jim Wynn Volvo
Re: Kelly Sullivan, XC 90, T6
December 8, 2004

In accordance with the owner's manual, we proceeded to a safe rest area of the Thruway to stop the car. We were able to pull into a parking space, but could not put the car in park, nor could we take the key out of the ignition. We stopped the engine by placing the car in neutral. The car would not restart. If we turned the key either nothing would happen or an odd function might begin to work (i.e. the headlight washing fluid activated for approximately one minute at one try of the key).

Needless to say, this breakdown left us stuck on the side of a New York highway with a car full of luggage, holiday gifts and even our family pet. Volvo Roadside assistance was able to assist in getting the car to the nearest dealer (Hudson Valley). We, however, were only able to travel home due to the good fortune of having family also traveling that Sunday who re routed to meet us. So, once again on November 28th I was without my new car (not to mention all the luggage we had to leave in the car).

Hudson Valley diagnosed the problem with the XC 90 as a faulty central electronic module (cem). This electrical problem was "fixed" with the replacement of the CEM. I received my car back on the evening of December 7th with the assurance of Volvo that all the electrical problems were now resolved.

Unfortunately, as I drove home on the 7th it came to my attention that the compact disc player no longer functioned. It does not play discs. It does not eject discs. The CD player simply reads "deck error."

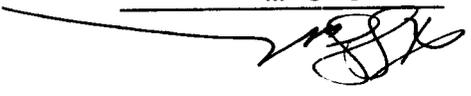
This is the third electrical problem I have had with the XC 90 I purchased on November 1st. I am extremely disappointed. It seems as though this new car has spent more time in the shop than it has in my possession. I choose Volvo based on its solid reputation. I am sure Volvo intends to turn out a quality product, but feel that the XC 90 I purchased has failed to live up to Volvo and my expectations. Simply put, the car I own is not the car I envisioned when I choose to purchase an XC 90.

The purpose of my letter is twofold: (1) to express my continuing dissatisfaction with the XC 90 I purchased from Jim Wynn; and (2) to request a complete copy of all paperwork generated from the New York dealer and Volvo Roadside Assistance.

Volvo North America
Jim Wynn Volvo
Re: Kelly Sullivan, XC 90, T6
December 8, 2004

I spoke with Wynn's Volvo service this morning regarding the non-functioning compact disc player, but as of the time of this letter I have received no return phone call to schedule service or address the problem. Please contact me upon receipt of this letter to schedule service for the CD player and to confirm that a copy of all records regarding the New York towing and servicing of my vehicle are forthcoming.
I may be reached at (610) 565-4322 (days) and (610) 578-0554 (evenings and weekends). I look forward to hearing from you soon.

Very Truly Yours,



Kelly S. Sullivan

CC: Tom Cotter, Sales Representative

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	1501320
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name:
Street Address:
City:
State:
Postal Code:
Telephone:
Email Address:

Vehicle Information

VIN:
Model Year:
Model:
Model Variant:
Mileage:
Date In Service:

Request Information

Request ID:
Date Opened:
Date Closed:
Request Status:
Priority:
Request Type:
Request Source:
Assigned To:

Retailer Information

Retailer ID:
Retailer Name:
Region:
Market Area:

Symptom Summary**Request Description****Notes**

Email Interactions

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	1506756
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
 Street Address: [REDACTED]
 City: Oxford
 State: New Jersey
 Postal Code: [REDACTED]
 Telephone: [REDACTED]
 Email Address: [REDACTED]

Vehicle Information

VIN: YV1CM91H841 [REDACTED]
 Model Year: 2004
 Model: XC90
 Model Variant: XC90 T6AWD ASR5
 Mileage:
 Date In Service: 3/16/2004 6:00:00A

Request Information

Request ID: 1506756
 Date Opened: 1/12/2005 12:00:00P
 Date Closed: 1/20/2005 12:00:00P
 Request Status: Closed
 Priority: Normal
 Request Type: Complaint
 Request Source: Phone
 Assigned To: SUSAN CAMPBELL

Retailer Information

Retailer ID: 73790
 Retailer Name: Brown-Daub Volvo of Lehi
 Region: Northeast
 Market Area: Philadelphia

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	3 Electric Power Supply And In	360 Other Electrical Equipment	Other	Other

Request Description

CDB

Notes

* 4/23/2005 10:07:57PM Data Migration

(U0T2688 [REDACTED] 1/12/2005 17.56.55) BOUGHT CAR AS A DEMO FROM RETAILER-WAS USED BY OWNERS WIFE CUSTOMER CALLS AND STATES CAR HAS 14K RETAILER TOOK CAR LAST WEEK AND GAVE HER A VOLVO OWNER THIS IS HER 4TH VOLVO BOUGHT CAR IN SEPT AND A ROCK GOT INTO THE ROTOR HAS NOTICED A CLICKING NOISE SINCE SHE FIRST GOT THE CAR 12/2 THE HAZZARDS WERE ON -WENT ON BY THEMSELVES WAS TOLD SHE NEEDED A NEW SWITCH 12/16 WENT IN TO REPLACE THE SWITCH 12/23 THE HAZARDS STARTED TO GO AGAIN WAS TOLD COULD NOT GET A LOANER UNTIL THE 3RD OF JAN THEN WAS TOLD WOULD GET AN ENTERPRISE RENTAL CAR DROVE TO RETAILER WITH HAZZARDS AND HORN BEGAN TO BLOW 12/28 WAS TOLD CENTRAL MODULE NEEDED TO BE REPLACED 12/29 PICKED UP THE CAR 1/1 DASH LIT UP AND FLICKERED LIKE A STOBE LIGHT AND WOULD NOT START 1/2 CAR STARTED 1/6 SHE HEARD A CHIRP NOISE AND THEN HORN STARTED TO BLARE RETAILER BROUGHT HER A LOANER AND TOOK THE CAR THE HORN SWITCH WAS REPLACED RIGHT AWAY BUT RETAILER WANTED TO KEEP THE CAR OVER THE WEEKEND AND HORN STARTED TO BLOW AGAIN 1/12 WAS TOLD THE CLICKING NOISE IS FROM THE RELAY BANK AND WATER IS CAUSING THE ISSUE THERE IS A WATER LEAK IN THE A PILAR AND THEY WANT TO CUT OUT THE WINDSHILD AND WE DO NOT KNOW WHEN WE WILL RETURN THE CAR TO HER THE CUSTOMER NO LONGER WANTS THE CAR SHE SPOKE WITH MIKE THE SALES MGR PERSON WHO ADVISED THAT SERVICE MIKE WILL SPEAK WITH VOLVO about getting her into another car is very upset about the whole experience writer advised we would review email to fts and asm (U0T2688 [REDACTED] 1/18/2005 8.39.17) called asm joe a. discussed above-he will call retailer (U0T2688 SUSAN CAMPBELL 1/20/2005 15.01.34) discussed with asm he states car has been repaired noted there had also been rodent damage no buyback-will review again if issue reoccurs (U0T2688 SUSAN CAMPBELL 1/20/2005 15.14.48) called customer and left messege for callback

Email Interactions

*** No Interactions

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3025403
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Lebanon
State: New Jersey
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]@IL.COM

Vehicle Information

VIN: YV1CZ592151 [REDACTED]
Model Year: 2005
Model: XC90
Model Variant: XC90 AWD A SR 7
Mileage:
Date In Service: 6/30/2005 12:00:00A

Request Information

Request ID: 3025403
Date Opened: 9/21/2005 4:52:15PM
Date Closed: 9/21/2005 4:55:20PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: JOHN WILLETS

Retailer Information

Retailer ID: 34490
Retailer Name: Bridgewater Volvo
Region: Northeast
Market Area: Metro NJ

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	2 Engine With Mounting	238 Control System	Function	No Function

Request Description

E-mail to Matt R (ASM)
customer in loaner car, discussing with GM

VIN YV1CZ592151 [REDACTED]

05 XC 90 Mileage 2657

Customer was in on 9/2/05 with 2,406 miles on vehicle. See notes from repair order:

C/S DRIVING ALONG @60MPH, HEARD A THUMP AND SOUNDED LIKE |
| SHE RAN OVER SOMETHING , IMMEDIATELY ALL LIGHTS ON DASH |
| WENT OUT , LOST STEERING AND BRAKES. RESTARTED , CAR WOULD |
| RUN BUT NOT ACCELERATE , HAD TO CREEP BACK HOME. |
| VEHICLE TOWED IN. |

| 2. CAUSE : TECH HOOKED VEHICLE TO VIDA , FOUND FAULT CODES IN CEM |
| ORIG (CENTRAL ELECTRONIC MODULE) |
| CODE 1A62 & BCM CODE SIGANL MISSING. CEM DF 13 HIGH SPEED |
| NETWORK S.G.HIGH |
| FAULT TRACED TO INTERNAL SHORT IN CEM R&R CEM , SOFTWARE |
| UPGRADE |

| 3. CORRECTION: TECH REMOVED DEFECTIVE CENTRAL ELETRONIC MODULE AND REPLACED |
| ORIG WITH NEW AND PERFORMED SOFTWARE UPGRADE. |

On Saturday 9/17 the vehicle was towed back in for the same complaint. The customer has lost all confidence in the vehicle. Both times the vehicles brakes seem to have locked up, the car died and was virtually un-driveable. Because of the lack of confidence, the customer has requested a new car.

LoriAnn Carara
Service Manager
Bridgewater Volvo
Phone(908)526-7774 x 16
Fax (908)526-7810
cararal@volvocountry.com
volvocountry.com

Notes

*** No notes

Email Interactions

9/20/2005 6:48:26PM

*

VIN YV1CZ592151 [REDACTED]

05 XC 90 Mileage 2657

Customer was in on 9/2/05 with 2,406 miles on vehicle. See notes from repair order:

C/S DRIVING ALONG @60MPH, HEARD A THUMP AND SOUNDED LIKE |

| SHE RAN OVER SOMETHING , IMMEDIATELY ALL LIGHTS ON DASH
|

| WENT OUT , LOST STEERING AND BRAKES. RESTARTED , CAR WOULD
|

| RUN BUT NOT ACCELERATE , HAD TO CREEP BACK HOME.
|

| VEHICLE TOWED IN.
|

|
|

| 2. CAUSE : TECH HOOKED VEHICLE TO VIDA , FOUND FAULT CODES IN CEM
|

| ORIG (CENTRAL ELECTRONIC MODULE)
|

| CODE 1A62 & BCM CODE SIGANL MISSING. CEM DF 13 HIGH SPEED
|

| NETWORK S.G.HIGH
|

| FAULT TRACED TO INTERNAL SHORT IN CEM R&R CEM , SOFTWARE
|

| UPGRADE
|

| 3. CORRECTION: TECH REMOVED DEFECTIVE CENTRAL ELETRONIC MODULE AND
REPLACED |

| ORIG WITH NEW AND PERFORMED SOFTWARE UPGRADE.
|

|
|
|

On Saturday 9/17 the vehicle was towed back in for the same complaint. The customer has lost all confidence in the vehicle. Both times the vehicles brakes seem to have locked up, the car died and was virtually un-driveable. Because of the lack of confidence, the customer has requested a new car. Please advise.

LoriAnn

LoriAnn Carara

Service Manager

Bridgewater Volvo

Phone(908)526-7774 x 16

Fax (908)526-7810

carara@volvocountry.com

volvocountry.com

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3079093
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Old Bridge
State: New Jersey
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ592151 [REDACTED]
Model Year: 2005
Model: XC90
Model Variant: XC90 AWD A SR 7
Mileage: 22,000.00
Date In Service: 10/29/2004 6:00:00/

Request Information

Request ID: 3079093
Date Opened: 8/28/2006 1:15:25PM
Date Closed: 9/5/2006 3:15:01PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Phone
Assigned To: ELIZABETH CRAMER

Retailer Information

Retailer ID: 34660
Retailer Name: Red Bank Volvo, Inc.
Region: Northeast
Market Area: Metro NJ

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	2 Engine With Mounting	238 Control System	Function	Poor Function

Request Description

Cust states he has had several electrical issues with car
Air bag message
ABS and bulb messages coming on
Nothing found
2 weeks ago car was at dealer
Brake lights would not go off
Car is on tow truck now to dealer
Message to stop urgently came on
Cust does not feel safe driving car
Cust requests buyback
Does not want another Volvo

Writer
Apologies to cust
Told cust we will contact retailer and AMM
=====
Sent email to Matt Ruocco, AMM

Notes

* **9/5/2006 10:04:54AM DOUGLAS VANDERBILT**

Please close contact. Customer to pick up vehicle today. All repairs completed.

* **9/2/2006 6:31:48AM DOUGLAS VANDERBILT**

Parts have arrived today. Will try and complete repairs today and contact customer for return of vehicle.

* **8/29/2006 4:29:09PM DOUGLAS VANDERBILT**

VEHICLE HAS WATER INTRUSION FROM CEM CONNECTION. NEEDS TECH NOTE 37-35 PARTS ON BACKORDER UNTILL 9/7. UPDATED CUSTOMER.

* **8/28/2006 2:49:26PM DOUGLAS VANDERBILT**

History has been sent to AMM. Had loaner towed to customers home and vehicle picked up.

* 8/28/2006 9:17:38AM ELIZABETH CRAMER

Cust requests buyback-Please update writer

Email Interactions

*** No Interactions

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3115758
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
 Street Address: [REDACTED]
 City: wilmington
 State: Delaware
 Postal Code: [REDACTED]
 Telephone: [REDACTED]
 Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ592751 [REDACTED]
 Model Year: 2005
 Model: XC90
 Model Variant: XC90 AWD A SR 7
 Mileage: 28,880.00
 Date In Service: 4/23/2005 6:00:00AM

Request Information

Request ID: 3115758
 Date Opened: 6/5/2007 6:13:12PM
 Date Closed: 6/11/2007 2:43:17PM
 Request Status: Closed
 Priority: Normal
 Request Type: Complaint
 Request Source: Phone
 Assigned To: JORDAN PASKOFF

Retailer Information

Retailer ID: 73110
 Retailer Name: Stillman Volvo
 Region: Northeast
 Market Area: Philadelphia

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	3 Electric Power Supply And In	380 Instruments	Function	Poor Function

Request Description

Spouse [REDACTED] called:

- feels the vehicle is a lemon
- has had recurring problems that retailer/VCNA can't fix
- replaced cem twice; replaced rem once
- still issues with dashboard completely not working
- would like VCNA to replace her vehicle

Writer:

- will open up a file for reveiw ; takes 3-4 business days

Open to Region

Notes

* **6/11/2007 10:19:03AM ROBERT MCKEE**

SITUATION HAS BEEN REVIEWED BY MYSELF AND OUR OWNER AND THE PHILA.MARKET
MANAGER.CUSTOMER HAS ALSO BEEN OFFERED TRADE ASSIST. VEHICLE AT THIS TIME CONFORMS TO
VOLVO STANDARDS.ANY FUTHUR ISSUES WOULD BE COVERED UNDER THE NEW CAR WARRANTY.CAR
WAS ROAD TESTED FOR AN APPROXIMATE PERIOD OF 3 WEEKS.

* **6/11/2007 9:41:18AM JORDAN PASKOFF**

Writer spoke to service manager, Rob M.

Contact was reviewed by Mr. Stillman and Jim M., MM for VCNA

Rob will update file with review

* **6/5/2007 2:13:45PM JORDAN PASKOFF**

Please have service manager review customer's concerns and request with AMM

Email Interactions

6/5/2007 1:00:43PM

*

Mr [REDACTED] and Volvo Customercare Regional Representative,

Your interpretation of the statute is incorrect. The statute makes clear that the first instance must occur within the first 12,000 miles and then three unsuccessful attempts to repair or fix the problem must occur. Your recent email also conveniently omits a significant recurrence of the problem in March of 2006.

Here is actual, correct vehicle history that documents three efforts to repair the CEM/REM modules of the computer system of our Volvo XC90 beginning two months from the purchase of the vehicle. These statements come directly from the notes on the repair slips:

06/17/05----"replaced CEM and performed CEM reload."

03/10/06----"replaced REM and performed download to activate."

03/30/06----after REM repair failed, "replaced CEM, cleared all codes and road tested."

05/XX/07----"multiple codes stored;" repair could not be completed and replicated after hundreds of miles of driving; system failure confirmed by technician; Volvo regional service center contacted

Good, loyal customers are patient when manufacturers and dealers are making every effort to fix a problem. We have patiently endured the inconvenience and frustration and given your dealership and Volvo several attempts to provide a secure and safe vehicle. We have had a repair of the car's computer system in each of the two years of ownership that have resulted in failure of the electronic dashboard and controls. Each effort has failed to properly identify and fix the problem.

We understand that manufacturers, even excellent ones, make the occasional vehicle where a problem occurs that cannot be fixed. What differentiates the best are those willing to admit such problems and stand behind their product to rectify and remedy those situations to the satisfaction of the customer.

We are not at this time interested in working with your sales department to discuss a "deal" to move us to a new Volvo. We would like to address the remedies to making us satisfied customers, hopefully in a spirit of cooperation, but if not, as provided under Pennsylvania law. We would prefer to resolve amicably and straightforwardly, and would welcome the assistance and intervention of a Volvo regional customer service and assurance representative to deal with this problem. We hope that someone in the Volvo family is willing to stand behind their product and address this issue to our satisfaction.

Thank you for your time and attention to this matter. We look forward to hearing from you with an appropriate suggestion for restoring our faith in your product and your willingness to stand behind it.

Sincerely,

[REDACTED]

RECEIVED

JUL 30 2007

CUSTOMER CARE

[REDACTED]
Berkeley Heights, NJ
[REDACTED]

July 26, 2007

Ms. Anne Bélec
President and Chief Executive Officer
Volvo Cars of North America, LLC
1 Volvo Drive
Rockleigh, New Jersey 07647
Attn: Volvo Customer Care Center
1-800-458-1552
customercare@volvocars.com

Dear Ms. Belec:

On July 23, 2007, my husband and I were traveling with our two children ([REDACTED] 26 months old and [REDACTED] 8 months old) when we encountered a serious rainstorm. During the storm our 2006 Volvo XC90 V8, which we leased from Volvo of Edison in Edison, New Jersey because we wanted a safe, reliable, comfortable, attractive car for our growing family, failed us. Our windshield wipers and directional signals were inoperable. The digital dashboard controls dimmed and brightened at random. In addition, we were very frightened by cautionary messages on our dashboard that indicated that we were experiencing brake failure, ABS difficulties, and engine malfunction. While trying to remain calm for the benefit of our babies, my husband and I were absolutely terrified that we would not be able to get our car to a safe location. Most of all, we feared for the wellbeing of our children. Luckily, we remained safe.

Since our lease inception, our XC90 has been serviced at the Smythe Volvo dealership in Summit, New Jersey on several occasions in order to remediate significant problems including, but not limited to, problematic software, being unable to start the vehicle, faulty wiring, and a recall on the Service Reminder Message Indicator. Dates of service for these issues include April 12, 2006, May 16, 2006, and September 6, 2006. Please note that the service department at Smythe Volvo was always courteous and seemed to be putting forth every effort to repair our vehicle. Unfortunately, this vehicle's ailments have proven to be chronic and systemic, in spite of their kind efforts.

Our XC90 has been at the Smythe Volvo service department since July 24, 2007. Thankfully, on this occasion, were provided with a loaner car. For this we were grateful. Unfortunately, our repairs continue on while they attempt to resolve the following issues:

1. Intermittent failure of door locking/unlocking buttons inside car
2. Complete failure of electrical outlets
3. Intermittent failure of windshield wipers

4. Intermittent failure of directional signals
5. Random dimming and brightening of digital dashboard controls
6. Continuous caution messages including, but not limited to, brake failure, ABS, electrical inspection needed, red exclamation point, orange exclamation point
7. Recall notification for the roof rack

As young professional parents, we believe we are in a demographic that is ideal for Volvo cars. We had hoped to become loyal, lifetime Volvo customers. We also expected to be able to proudly recommend Volvo cars to others. At this time we believe that Volvo manufactures a safe and reliable line of luxury vehicles, and that we likely had the misfortune of receiving one of your few defective cars.

We would very much like to maintain our belief that Volvo cars are developed with the foremost concern for the safety of its passengers. However, the vehicle that we currently drive has proven to be unsafe and unreliable. At this time, we are requesting that our vehicle be replaced with one of comparable value for the duration of the term of the lease, or that we have the opportunity to establish mutually agreeable terms for termination of our lease agreement. We hope that you will afford us the opportunity to drive a replacement car so that we may happily join the ranks of satisfied Volvo customers.

Please feel free to contact us at any time to discuss this very important matter further. We look forward to your response and to developing a continuing relationship with Volvo. Thank you for your attention.

Sincerely,



Cc: Mr. Kevin Flannigan, Smythe Volvo

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3123974
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Berkeley Heights
State: New Jersey
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV4CZ852661 [REDACTED]
Model Year: 2006
Model: XC90
Model Variant: XC90 V8AWD ASR7
Mileage:
Date In Service: 11/30/2005 12:00:00.

Request Information

Request ID: 3123974
Date Opened: 7/30/2007 8:51:07PM
Date Closed: 8/9/2007 3:17:42PM
Request Status: Closed
Priority: Executive Management
Request Type: Complaint
Request Source: Letter
Assigned To: JAYE LINNIN

Retailer Information

Retailer ID: 34740
Retailer Name: Smythe Volvo, Inc.
Region: Northeast
Market Area: Metro NJ

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	8 Body/Cab/Interior	834 Locks	Function	Intermittent Function

Request Description

Letter

Notes

* 8/9/2007 10:13:53AM JAYE LINNIN

WRITER; VOICEMAILED CSR WITH VOLVO'S OFFER

* 8/9/2007 10:10:00AM JAYE LINNIN

Hi Jaye, We have not informed the customer of our offer. Please feel free to do so and advise me. Sorry for the delay in responding, it's been a little crazy lately! Thx! JD

* 8/3/2007 3:53:30PM JAYE LINNIN

Hello Jaye, I have reviewed the vehicle service history. The vehicle has had various repair issues including software updates. The latest repair was a CEM replacement due to water intrusion. The CEM failure also was responsible for the locks and windshield wipers being inoperative. We are honoring the terms of the warranty to repair the customer's vehicle. There is no plan to replace the customer's vehicle at the present time. We are confident the latest repair has addressed the customer's issues and the vehicle will serve them reliably until the end of the lease term. I feel it would be appropriate to offer the customer reimbursement for 1 month's lease payment due to repair downtime. Please advise, let me know you if you have any questions.

Regards,

John Donito

* 8/3/2007 12:10:26PM JAYE LINNIN

WRITER; EMAILED JOHN DONITO AND S FLANAGAN FOR UPDATE

* 8/3/2007 12:09:33PM JAYE LINNIN

* 7/31/2007 3:14:59PM JAYE LINNIN

LETTER TO ANNE BELEC

STATES;

WHILE TRAVELING THE VEHICLE WIPERS, DIRECTIONALS WERE INOPERABLE

DIGITAL DASHBOARD CONTROLS DIMMED AND BRIGHTENED AT RANDOM

ABS DIFFICULTIES

VEHICLE HAS BEEN AT SMYTHE VOLVO SINCE 7/24

ISSUE:

INTERMITTENT DOOR LOCKING/ UNLOCKING

ELECTRICAL OUTLETS FAILED ALONG WITH WINDSHIELD WIPERS, DIRECTIONALS

MSGES INCLUDE; BRAKE FAILURE, ABS

RECALL NOTIFICATION FOR ROOF RACK

REQUESTING REPLACEMENT VEHICLE OR EARLY TERMINATION

WRITER; EMAILED JOHN DONITO AMM AND S/M AT RTLR TO REVIEW

Email Interactions

*** No Interactions

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3179525
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED] 406B
City: Pacific Palisades
State: California
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ911X5 [REDACTED]
Model Year: 2005
Model: XC90
Model Variant: XC90 T6AWD ASR7
Mileage:
Date In Service: 11/18/2004 6:00:00/

Request Information

Request ID: 3179525
Date Opened: 8/6/2008 6:57:17PM
Date Closed: 8/7/2008 6:24:08PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Phone
Assigned To: ANNE POPPER

Retailer Information

Retailer ID: 51510
Retailer Name: Volvo of Santa Monica
Region: Western
Market Area: LA North

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Non Vehicle	Dealer	Other Services	Availability	Alternative Transport/Courtes

Request Description**Customer:**

- cust unsure of mileage -- 60 - 70,000
- cust states there is always something wrong with vehicle
- vehicle currently dead in front of husband's office and is being towed to above retailer
- cust requests that VCNA pay for rental do to vehicle history of repairs
- cust has extended warranty, doesn't know which one, refuses to consider that extended warranty may provide rental assistance

Writer:

- apologized
- advised I would open file
- provided contact info

Notes

* **8/7/2008 2:20:43PM ANNE POPPER**

Writer:

-called and advised cust re rental at no charge per Chris, SM

* **8/7/2008 11:37:44AM ANNE POPPER**

Writer:

-calls and speaks Chris, SM

-Chris advises cust in rental which will be GWed

* **8/6/2008 11:01:42PM Jonathan Merriman**

OK to GW Rental as veh. had two prev. no starts due to wet cem as per TNN 37-35 at 5172, now out of business. As 2nd episode happened just 9 days after repair was made, indications are repair was incomplete and perhaps this is a re-occurrence? Customer gets benefit of the doubt, VCNA will pay for loaner while cause is determined.

* **8/6/2008 2:58:01PM ANNE POPPER**

Hi Chris, cust requests that VCNA pay for rental vehicle during repairs. Thx, Anne

Email Interactions

*** No Interactions

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3189204
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Upper Saddle River
State: New Jersey
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ911051 [REDACTED]
Model Year: 2005
Model: XC90
Model Variant: XC90 T6AWD ASR7
Mileage: 40,000.00
Date In Service: 1/31/2005 6:00:00A

Request Information

Request ID: 3189204
Date Opened: 10/10/2008 8:08:27F
Date Closed: 10/29/2008 6:51:56F
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: JOHN WILLETS

Retailer Information

Retailer ID: 34640
Retailer Name: Ramsey Volvo
Region: Northeast
Market Area: Metro NJ

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Non Vehicle	0 Vehicle	Extended Warranty	Policy	Content

Request Description

2005 XC90 40K YV1CZ911051 [REDACTED] ISD: 1/31/05

Patti Wu states:

- car broke down 2x in 2 years (July 2007, June 2008)
- both times car lost all power, could not get key out of ignition
- both times same repair was performed
- did not expect such catastrophic failures from a Volvo
- original owner, services at Ramsey Volvo
- no outstanding issues with vehicle
- requests assistance with extended warranty

writer advised:

- apologized
- will forward request to AMM and SM to review history

Notes

* **10/28/2008 9:07:18AM KENETH GOSS**

Replaced CEM 06/17/08 @ 40,074 and 07/30/07 @ 31,072. Customer does all service here so far. We believe problem has been solved. Other then CEM issue XC90 has been a clean car. Do not think extended is necessary.

P.S. was on vacation, sorry for the delay.

* **10/20/2008 9:03:27AM JOHN WILLETS**

2nd request:

Is there an update or close for customer?

Regards,
John Willets

* **10/15/2008 11:45:11AM JOHN WILLETS**

Is there an update or close for customer?

Regards,
John Willets

* **10/10/2008 4:13:46PM JOHN WILLETS**

VIP request

Email Interactions

10/10/2008 7:33:05PM

*

Volvo Contact feedback:
Name: [REDACTED]
[REDACTED]
Apt/Unit:
City: Upper Saddle River
State: NJ
[REDACTED]
E-mail:
[REDACTED]
Vin: YV1CZ91105 [REDACTED]

Volvo Model: XC90
Volvo Model Year: 2005
Original Owner: Yes
Comments: I contacted Volvo on 10/6/08 about granting extension to warranty on our SUV. I spoke to John x1980 and haven't heard back. Our SUV completely broke down twice within a year (7/07 and 6/08). Both times the vehicles lost all power including electricity and any signals. We couldn't even pull our keys out the 2nd time. Both times the car was towed to Ramsey Volvo in NJ for repair. The factory warranty is expiring. We never expected this kind of catastrophic failures from Volvo. We need to warranty to be extended. Please contact us asap regarding this issue.

[REDACTED] 2

Detected Info
OS:
Resolution:
User Agent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.0.3) Gecko/2008092417 Firefox/3.0.3

10/10/2008 8:10:36PM

*

----- Original Message -----

> From : [REDACTED] <volvocus@volvocars.com>
> To : Volvo Customer Service <customercare@volvoforlife.com>
> Subject : Volvo Contact Us Feedback: pattiwu01@gmail.com [INTR:301340]
> Date : Fri, 10 Oct 2008, 03:20:52 PM EDT
>
>

> Volvo Contact feedback:
Name [REDACTED]
Road
Apt/Unit:
City: Upper Saddle River
State: NJ
Zip: [REDACTED]
E-mail:
[REDACTED]
Vin: YV1CZ91105 [REDACTED]

Volvo Model: XC90
Volvo Model Year: 2005
Original Owner: Yes
Comments: I contacted Volvo on 10/6/08 about granting extension to warranty on our SUV. I spoke to John x1980 and haven't heard back. Our SUV completely broke down twice within a year (7/07 and 6/08). Both times the vehicles lost all power including electricity and any signals. We couldn't even pull our keys out the 2nd time. Both times the car was towed to Ramsey Volvo in NJ for repair. The factory warranty is expiring. We never expected this kind of catastrophic failures from Volvo. We need to warranty to be extended. Please contact us asap regarding this issue.

> [REDACTED]

Detected Info
OS:
Resolution:
User Agent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.0.3) Gecko/2008092417 Firefox/3.0.3

10/29/2008 6:51:14PM

*

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3207610
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
 Street Address: [REDACTED]
 City: Olympic Valley
 State: California
 Postal Code: [REDACTED]
 Telephone: [REDACTED]
 Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ91H94 [REDACTED]
 Model Year: 2004
 Model: XC90
 Model Variant: XC90 T6AWD ASR7
 Mileage: 118,000.00
 Date In Service: 7/25/2003 6:00:00A]

Request Information

Request ID: 3207610
 Date Opened: 3/13/2009 4:25:10PM
 Date Closed: 3/13/2009 8:59:26PM
 Request Status: Closed
 Priority: Normal
 Request Type: Complaint
 Request Source: Phone
 Assigned To: BART LEVINE

Retailer Information

Retailer ID: 55660
 Retailer Name: Bill Pearce Olds-BMW-Vol
 Region: Western
 Market Area: Western Select Market

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	4 Power Transmission	437 Automatic Transmission	Quality	Poor Quality

Request Description

YV1CZ91H94 [REDACTED] ISD: 7/25/03 118,000 miles

direct applies to prior.....

customer states:

- * I called a few weeks ago seeking cost assistance on tranny replacement
- * never heard back
- * earlier tranny concerns were not resolved by Volvo dealers
- * Bill Pearce Volvo says tranny has to be replaced
- * I'm aware that VCNA has XC90 tranny problems
- * I want to speak to a Supervisor regarding VCNA's refusal to contribute goodwill dollars
- * daytime: [REDACTED]

writer:

- * apologized
- * per prior Contact notes, explained Volvo Management has reviewed case
- * hesitation concerns were related to CEM (replaced CEM) at 99,766 miles
- * no tranny concerns in QW(0
- * car well outside of VIP Extended Warranty @ 118,000 miles
- * Volvo management has declined goodwill dollars
- * will relay request for Supervisor callback

Notes

* 3/13/2009 5:07:03PM BART LEVINE

customer called back and spoke w/writer:

writer:

*apologized

*explained that AMM decision has already been made

*car falls beyond parameters for any assistance

customer:

*disappointed by no assistance

*will not be buying Volvo again

* 3/13/2009 3:08:02PM BART LEVINE

writer (as supervisor) called customer, but got v/m

*l/m for c/b to discuss

* 3/13/2009 12:44:55PM BART LEVINE

YV1CZ91H94 [REDACTED] ISD: 7/25/03 118,000 miles

direct applies to prior.....

customer states:

* I called a few weeks ago seeking cost assistance on tranny replacement

* never heard back

* earlier tranny concerns were not resolved by Volvo dealers

* Bill Pearce Volvo says tranny has to be replaced

* I'm aware that VCNA has XC90 tranny problems

* I want to speak to a Supervisor regarding VCNA's refusal to contribute goodwill dollars

* daytime: [REDACTED]

writer:

* apologized

* per prior Contact notes, explained Volvo Management has reviewed case

* hesitation concerns were related to CEM (replaced CEM) at 99,766 miles

* no tranny concerns in QW(0

* car well outside of VIP Extended Warranty @ 118,000 miles

* Volvo management has declined goodwill dollars

* will relay request for Supervisor callback

Email Interactions

*** No Interactions

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3207644
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Aurora
State: Ohio
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ91H13 [REDACTED]
Model Year: 2003
Model: XC90
Model Variant: XC90 T6AWD ASR7
Mileage:
Date In Service: 12/18/2002 6:00:00/

Request Information

Request ID: 3207644
Date Opened: 3/13/2009 6:33:59PM
Date Closed: 3/13/2009 6:43:45PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: JOHN WILLETS

Retailer Information

Retailer ID:
Retailer Name:
Region:
Market Area:

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	4 Power Transmission	437 Automatic Transmission	Function	No Function

Request Description

see interaction/response

Notes

*** No notes

Email Interactions

3/13/2009 5:17:11PM

*

Volvo Contact feedback:
Name: [REDACTED]
Dr
Apt/Unit:
City: Aurora
State: OH
Zip: [REDACTED]

Daytime Phone Number: [REDACTED]
Vin:
Volvo Model: XC90
Volvo Model Year: 2003
Original Owner: Yes
Comments: I am a previous FORD owner. After pouring \$ 8,000 into my SUV in the last 3 months, I feel there MUST BE A LEMON LAW! From a new transmission, to a replaced DIM, to a replaced CEM, plus numerous headlight issues, to the typical wear & tear, this T6 awd model is JUNK!!!! I will be mailing all of my latest repair receipts and expect some reimbursement from VOLVO! FORD is looking much better these days.

Detected Info
OS:
Resolution:
User Agent: Mozilla/4.0 (compatible; MSIE 7.0; AOL 9.0; Windows NT 5.1; FunWebProducts; .NET CLR 1.1.4322)

3/13/2009 6:41:46PM

*

> ---- Original Message ----

> From : [REDACTED] <volvocus@volvocars.com>
> To : Volvo Customer Service <customercare@volvoforlife.com>
> Subject : Volvo Contact Us Feedback: dlsandstrom@aol.com [INTR:326940]
> Date : Fri, 13 Mar 2009, 12:04:06 PM EST

>

>

> Volvo Contact feedback:
Name: [REDACTED]
Dr
Apt/Unit:
City: Aurora
State: OH
Zip: [REDACTED]
E-mail: [REDACTED]

Daytime Phone Number: [REDACTED]
Vin:
Volvo Model: XC90
Volvo Model Year: 2003
Original Owner: Yes
Comments: I am a previous FORD owner. After pouring \$ 8,000 into my SUV in the last 3 months, I feel there MUST BE A LEMON LAW! From a new transmission, to a replaced DIM, to a replaced CEM, plus numerous headlight issues, to the typical wear & tear, this T6 awd model is JUNK!!!! I will be mailing all of my latest repair receipts and expect some reimbursement from VOLVO! FORD is looking much better these days.

Detected Info
OS:
Resolution:
User Agent: Mozilla/4.0 (compatible; MSIE 7.0; AOL 9.0; Windows NT 5.1; FunWebProducts; .NET CLR 1.1.4322)

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3218458
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Atlanta
State: Georgia
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ59H341 [REDACTED]
Model Year: 2004
Model: XC90
Model Variant: XC90 AWD A SR 7
Mileage: 75,000.00
Date In Service: 11/8/2003 6:00:00AM

Request Information

Request ID: 3218458
Date Opened: 6/10/2009 6:08:11PM
Date Closed: 6/11/2009 6:28:39PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: WILLIAM CLARK

Retailer Information

Retailer ID: 71380
Retailer Name: Dyer & Dyer Volvo
Region: Southern
Market Area: Atlanta/Central Florida

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Non Vehicle	2 Engine With Mounting	270 Engine Controls	Complications	Negative Feedback

Request Description

V1CZ59H341 [REDACTED] 2004 XC90 in-service: 11-8-03 75,000 miles

customer sent email

customer states:

- * original owner
- * purchased & serviced @ Dyer & Dyer
- * car has 75,000 odometer miles
- * was traveling on a family vacation recently when the car broke down
- * Columbus Motor Company worked on car and performed a computer upgrade
- * after getting the car back, it still was not performing properly so we took it to Dyer & Dyer and were told it needed a new CEM (\$1,000.00)
- * also, we've recently put new bushings, brakes & tires
- * now I understand that VCNA is having lots of problems with XC90 transmissions
- * I no longer feel safe driving my family in this car

Notes

* 6/11/2009 2:39:37PM WILLIAM CLARK

writer:

* sent 30% parts coupon to the customer

* also, sent the following email to the customer:

Dear Mr. & Mrs. [REDACTED]

Thank you for contacting Volvo Cars of North America.

We are sorry to learn of the difficulties you have experienced with your 2004 XC90. Volvo puts great effort into designing and manufacturing a quality vehicle that will be as safe and durable as current engineering technology will allow.

It is not possible for us to offer an explanation as to why you have experienced issues with your XC90. According to our records, there are no outstanding recalls of any kind that apply to the vehicle. Your model was built using the most technology available at the time of production and was supported by a 4 year or 50,000 mile warranty, whichever came first.

We contacted our colleagues at Dyer & Dyer Volvo earlier today and received confirmation of the CEM problem. It is our understanding that a discount was applied to the repair and that the technicians did not find a fault with the transmission.

As a gesture of goodwill, we have issued a coupon that will entitle you to a 30% rebate on the purchase of the Volvo Genuine Replacement Parts used for the CEM repair. The coupon offers a maximum contribution of \$200.00 and is valid through 12-1-09.

Volvo appreciates the time you have taken to advise us of your concerns. We clearly understand that your experience is not to your expectation and for that we do apologize.

Sincerely,

Bill

Volvo Cars of North America

* 6/11/2009 11:14:37AM WILLIAM CLARK

writer:

*I just spoke to Tawny from the Service Dept. @ Dyer & Dyer Volvo and she said:

- a.) Service Manager, Christy Coyne, is out of the office until Monday
- b.) Dyer & Dyer just completed a CEM repair
- c.) customer was adamant that he had a tranny problem but test results clearly showed it was a CEM problem
- d.) customer was given a parts & labor discount of about \$200
- e.) car given back to the customer yesterday
- f.) told customer to call us if he experienced anymore problems but so far we have not heard from him

* 6/10/2009 2:21:44PM WILLIAM CLARK

Atlanta GA 3

Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: Yes

We had a terrible experience with our xc90 last week and felt the need to send you this complaint.

Our car broke down twice on the highway on our way to our family vacation. We stopped at a volvo dealership in Columbus, GA and they told us that we would need to do a computer system upgrade and our problem should be fixed - we did so and spent \$180 for this.

Then, about 50 miles later, after feeling uneasy about continuing on our trip, we stopped for gas and our car died at that time. We then had to be towed over an hour back to Atlanta (with 2 small children). We purchased and have continually maintained our car with Dyer and Dyer, so therefore, our car was towed there.

We were told that we needed to replace the CEM chip of our computer and that our car would be fixed (again... this time costing us an additional \$1000).

We just had our car serviced there about a month ago for the 75k service and were told that we needed new bushings, which we did.

One week later, when placing new tires on the car, we were told by our tire place that we also needed new brakes, but our service tech at Dyer and Dyer had not told us this one week prior! We took the car back to Dyer and Dyer and they apologized, saying they neglected to tell us this valuable piece of informatin.

Please keep in mind that this is our primary family car with two small children and they did not inform us properly of the brake issue. We now have our car back after the CEM chip was replaced and have been reading informatin about transmission problems on my particular model of car!

I do not feel safe in driving this vehicle and am concerned of the car breaking again on our next trip (and due to the break down of our car last week, we were unable to make our familiy vacation, which only aggravated our situation more so).

Our service represenative at Dyer and Dyer only wanted to give us the keys to our car yesterday and was totally disinterested in our concerns of the transmission and the reliability of our vehicle.

Thank you for your time.

Email Interactions

6/10/2009 4:29:47PM

*

Volvo Contact feedback:
Name [REDACTED]
Place
Apt/Unit:
City: Atlanta
State: GA
Zip [REDACTED]
E-mail:
[REDACTED]
Vin:
Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: Yes
Comments: We had a terrible experience with our xc90 last week and felt the need to send you this complaint. Our car broke down twice on the highway on our way to our family vacation. We stopped at a volvo dealership in Columbus, GA and they told us that we would need to do a computer system upgrade and our problem should be fixed - we did so and spent \$180 for this. Then, about 50 miles later, after feeling uneasy about continuing on our trip, we stopped for gas and our car died at that time. We then had to be towed over an hour back to Atlanta (with 2 small children). We purchased and have continually maintained our car with Dyer and Dye!

r,!

so therefore, our car was towed there. We were told that we needed to replace the CEM chip of our computer and that our car would be fixed (again... this time costing us an additional \$1000). We just had our car serviced there about a month ago for the 75k service and were told that we needed new bushings, which we did. One week later, when placing new tires on the car, we were told by our tire place that we also needed new brakes, but our service tech at Dyer and Dyer had not told us this one week prior! We took the car back to Dyer and Dyer and they apologized, saying they neglected to tell us this valuable piece of informatin. Please keep in mind that this is our primary family car with two small children and they did not inform us properly of the brake issue. We now have our car back after the CEM chip was replaced and have been reading informatin about transmission problems on my particular model of car! I do not feel safe in driving this vehicle and am concerned!

o!

f the car breaking again on our next trip (and due to the break down of our car last week, we were unable to make our familiy vacation, which only aggravated our situation more so). Our service represenative at Dyer and Dyer only wanted to give us the keys to our car yesterday and was totally disinterested in our concerns of the transmission and the reliability of our vehicle. Thank you for your time.

Detected Info
OS:
Resolution:
User Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.0; SLCC1; .NET CLR 2.0.50727; Media Center PC 5.0; .NET CLR 3.0.04506; InfoPath.1)

6/11/2009 6:26:34PM

*

-- Original Message ----

> From [REDACTED] <volvocus@volvocars.com>
> To : Volvo Customer Service <customercare@volvoforlife.com>
> Subject : Volvo Contact Us Feedback: [REDACTED] [INTR:346021]
> Date : Wed, 10 Jun 2009, 12:16:58 PM EDT

>

>

> Volvo Contact feedback:
Name [REDACTED]
[REDACTED]
Apt/Unit:
City: Atlanta
State: GA
Zip: [REDACTED]
E-mail:
[REDACTED]
Daytime Phone Number: [REDACTED]
Vin:
Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: Yes
Comments: We had a terrible experience with our xc90 last week and felt the need to send you this complaint. Our car broke down twice on the highway on our way to our family vacation. We stopped at a volvo dealership in Columbus, GA and they told us that we would need to do a computer system upgrade and our problem should be fixed - we did so and spent \$180 for this. Then, about 50 miles later, after feeling uneasy about continuing on our trip, we stopped for gas and our car died at that time. We then had to be towed over an hour back to Atlanta (with 2 small children). We purchased and have continually maintained our car with Dyer and Dye!

> r,!

> so therefore, our car was towed there. We were told that we needed to replace the CEM chip of our computer and that our car would be fixed (again... this time costing us an additional \$1000). We just had our car serviced there about a month ago for the 75k service and were told that we needed new bushings, which we did. One week later, when placing new tires on the car, we were told by our tire place that we also needed new brakes, but our service tech at Dyer and Dyer had not told us this one week prior! We took the car back to Dyer and Dyer and they apologized, saying they neglected to tell us this valuable piece of informatin. Please keep in mind that this is our primary family car with two small children and they did not inform us properly of the brake issue. We now have our car back after the CEM chip was replaced and have been reading informatin about transmission problems on my particular model of car! I do not feel safe in driving this vehicle and am concerned!

> o!

> f the car breaking again on our next trip (and due to the break down of our car last week, we were unable to make our family vacation, which only aggravated our situation more so). Our service representative at Dyer and Dyer only wanted to give us the keys to our car yesterday and was totally disinterested in our concerns of the transmission and the reliability of our vehicle. Thank you for your time.

Detected Info
OS:
Resolution:
User Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.0; SLCC1; .NET CLR 2.0.50727; Media Center PC 5.0; .NET CLR 3.0.04506; InfoPath.1)

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3232425
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: San Clemente
State: California
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ59H84 [REDACTED]
Model Year: 2004
Model: XC90
Model Variant: XC90 AWD A SR 7
Mileage: 85,000.00
Date In Service: 12/17/2003 6:00:00/

Request Information

Request ID: 3232425
Date Opened: 10/5/2009 4:07:26PM
Date Closed: 10/22/2009 4:13:48F
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: BART LEVINE

Retailer Information

Retailer ID: 53340
Retailer Name: Carlsbad Volvo
Region: Western
Market Area: LA South

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	2 Engine With Mounting	270 Engine Controls	Function	Poor Function

Request Description

customer emails VCNA

Notes

* **10/22/2009 12:21:40PM BART LEVINE**

writer:

*called and spoke w/customer

*verified that car was picked up and all is OK

*writer to close contact

* **10/22/2009 12:17:24PM BART LEVINE**

SM, Dick W. emailed writer:

Customer has the vehicle since 10/16/09 and everything is operating normal, so far. We put about 80 miles on the vehicle as well and had no problems.

Thank you,

Dick Wilimek

Carlsbad Volvo

* **10/6/2009 2:57:10PM BART LEVINE**

writer rec'd email from SM at dealer:

Bart,

We have the customer coming in today, to look at their vehicle again. Yesterday we contacted our FTS Kaspar and he will get involved once the vehicle is here, he feels that the cause is most likely the CEM. We shall try to resolve this on this visit.

Dick Wilimek

Carlsbad Volvo

* **10/5/2009 12:22:08PM BART LEVINE**

53340--Smith--stalling problem

* 10/5/2009 12:15:58PM BART LEVINE

Volvo Contact feedback:

Name: [REDACTED]

Address: [REDACTED]

Apt/Unit:

City: San Clemente

State: CA

Zip: [REDACTED]

E-mail [REDACTED]

Daytime Phone [REDACTED]

Vin: YV1CZ59H841 [REDACTED]

Volvo Model: XC90

Volvo Model Year: 2004

Original Owner: No

Comments: To whom it may concern, I have a 2004 Volvo XC90 2.5T AWD with 86K miles. For about the last four months while driving the car will shut down for about ½ second, dash goes black (no power), navigation retracts, tach goes to zero, headlights turn, off, ect... basically the whole car goes dead, this has happened at slow speeds around town and at highway speeds which is very concerning. This same problem has occurred now about 8-10 times now and seems to be occurring more frequently now. This is my wife's car and she drives this car all the time with our two kids. I am very concerned about this problem and need a solution from Volvo. Just last night this problem occurred while I was in the car, this is the first time I have witnessed the problem and now fully understand how serious it is. The car is still under the CPO warranty and I have taken it to Carlsbad Volvo twice now for this problem without any solution. The service manager Ron Reyes is doing his best to try to find the problem without success so far, we left the car with him for the weekend to see if he could simulate the problem, he drove the car all weekend and on Monday and the he could not duplicate the problem. There is nothing that is recorded on the computer during this problem. Carlsbad Volvo has done everything they can. Please help me and Carlsbad Volvo to find a solution to this problem, I am getting close to trading this car in now because of this problem and moving away from Volvo completely, we had a XC70 prior to this car and I love the safety and peace of mind the Volvo gives me but with this problem at the moment that confidence is lost. Please reply as soon as possible. The last invoice from Carlsbad Volvo is attached with all info you need regarding my vehicle. Also see this link, I am not the only one with this problem.

<http://www.volvo-forums.com/index.php?showtopic=23397&st=0> Thank you in advance for your efforts to help me find a solution to this problem, Trever Smith Pacific Asian Enterprises Ph:949-496-4848 Fx:949-240-2398 www.Nordhavn.com

Email Interactions

10/5/2009 6:21:38AM

*

Volvo Contact feedback:
Name: [REDACTED]
[REDACTED]
Apt/Unit:
City: San Clemente
State: CA
Zip: [REDACTED]
E-mail:
[REDACTED]
Daytime Phone Number: [REDACTED]
Vin: YV1CZ59H84 [REDACTED]
Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: No
Comments: To whom it may concern,

I have a 2004 Volvo XC90 2.5T AWD with 86K miles. For about the last four months while driving the car will shut down for about ½ second, dash goes black (no power), navigation retracts, tach goes to zero, headlights turn, off, ect... basically the whole car goes dead, this has happened at slow speeds around town and at highway speeds which is very concerning. This same problem has occurred now about 8-10 times now and seems to be occurring more frequently now. This is my wife's car and she drives this car all the time with our two kids. I am very concerned about this problem and need a solution from Volvo. Just last night this problem occurred while I was in the car, this is the first time I have witnessed the problem and now fully understand how serious it is. The car is still under the CPO warranty and I have taken it to Carlsbad Volvo twice now for this problem without any solution. The service manager Ron Reyes is doing his best to try to find the problem without succes!

s !

so far, we left the car with him for the weekend to see if he could simulate the problem, he drove the car all weekend and on Monday and the he could not duplicate the problem. There is nothing that is recorded on the computer during this problem. Carlsbad Volvo has done everything they can.

Please help me and Carlsbad Volvo to find a solution to this problem, I am getting close to trading this car in now because of this problem and moving away from Volvo completely, we had a XC70 prior to this car and I love the safety and peace of mind the Volvo gives me but with this problem at the moment that confidence is lost.

Please reply as soon as possible. The last invoice from Carlsbad Volvo is attached with all info you need regarding my vehicle.

Also see this link, I am not the only one with this problem.
<http://www.volvo-forums.com/index.php?showtopic=23397&st=0>

Thank you in advance for your efforts to help me find a solution to this problem,

[REDACTED]

Detected Info
OS:
Resolution:
User Agent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.1.3) Gecko/20090824 Firefox/3.5.3 (.NET CLR 3.5.30729)

10/5/2009 4:38:40PM

*

al Message ----

> From : [REDACTED] <volvocus@volvocars.com>
> To : Volvo Customer Service <customercare@volvoforlife.com>
> Subject : Volvo Contact Us Feedback: trever@nordhavn.com [INTR:372927]
> Date : Mon, 05 Oct 2009, 02:09:49 AM EDT

>

>

> Volvo Contact feedback:
Name: [REDACTED]
[REDACTED]
Apt/Unit:
City: San Clemente
State: CA
Zip: [REDACTED]
E-mail:
[REDACTED]
Daytime Phone Number: [REDACTED]
Vin: YV1CZ59H841 [REDACTED]
/>Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: No
Comments: To whom it
may concern,

> I have a 2004 Volvo XC90 2.5T AWD with 86K miles. For about the last four months while driving the car
will shut down for about ½ second, dash goes black (no power), navigation retracts, tach goes to zero,
headlights turn, off, ect... basically the whole car goes dead, this has happened at slow speeds around town
and at highway speeds which is very concerning. This same problem has occurred now about 8-10 times
now and seems to be occurring more frequently now. This is my wife's car and she drives this car all the
time with our two kids. I am very concerned about this problem and need a solution from Volvo. Just last
night this problem occurred while I was in the car, this is the first time I have witnessed the problem and now
fully understand how serious it is. The car is still under the CPO warranty and I have taken it to Carlsbad
Volvo twice now for this problem without any solution. The service manager Ron Reyes is doing his best to
try to find the problem without succes!

> s !

> so far, we left the car with him for the weekend to see if he could simulate the problem, he drove the car
all weekend and on Monday and the he could not duplicate the problem. There is nothing that is recorded on
the computer during this problem. Carlsbad Volvo has done everything they can.

> Please help me and Carlsbad Volvo to find a solution to this problem, I am getting close to trading this car
in now because of this problem and moving away from Volvo completely, we had a XC70 prior to this car and
I love the safety and peace of mind the Volvo gives me but with this problem at the moment that confidence
is lost.

> Please reply as soon as possible. The last invoice from Carlsbad Volvo is attached with all info you need
regarding my vehicle.

> Also see this link, I am not the only one with this problem.

<http://www.volvo-forums.com/index.php?showtopic=23397&st=0>

> Thank you in advance for your efforts to help me find a solution to this problem,

>

[REDACTED]

>

Detected Info
OS:
Resolution:
User Agent:
Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.1.3) Gecko/20090824 Firefox/3.5.3 (.NET CLR
3.5.30729)

10/5/2009 4:50:46PM

*

VCNA

--- Original Message ---

From [REDACTED]

To : Volvo Customer Service

Subject : Volvo Contact Us Feedback: trever@nordhavn.com [INTR:372927]

Date : Mon, 05 Oct 2009, 02:09:49 AM EDT

Volvo Contact feedback:

Name: [REDACTED]

Apt/Unit:

City: San Clemente

State: CA

Zip: [REDACTED]

Vin: YV1CZ59H841 [REDACTED]

Volvo Model: XC90

Volvo Model Year: 2004

Original Owner: No

Comments: To whom it may concern, I have a 2004 Volvo XC90 2.5T AWD with 86K miles. For about the last four months while driving the car will shut down for about 1/2 second, dash goes black (no power), navigation retracts, tach goes to zero, headlights turn, off, ect... basically the whole car goes dead, this has happened at slow speeds around town and at highway speeds which is very concerning. This same problem has occurred now about 8-10 times now and seems to be occurring more frequently now. This is my wife's car and she drives this car all the time with our two kids. I am very concerned about this problem and need a solution from Volvo. Just last night this problem occurred while I was in the car, this is the first time I have witnessed the problem and now fully understand how serious it is. The car is still under the CPO warranty and I have taken it to Carlsbad Volvo twice now for this problem without any solution. The service manager Ron Reyes is doing his best to try to find the problem without success so far, we left the car with him for the weekend to see if he could simulate the problem, he drove the car all weekend and on Monday and the he could not duplicate the problem. There is nothing that is recorded on the computer during this problem. Carlsbad Volvo has done everything they can. Please help me and Carlsbad Volvo to find a solution to this problem, I am getting close to trading this car in now because of this problem and moving away from Volvo completely, we had a XC70 prior to this car and I love the safety and peace of mind the Volvo gives me but with this problem at the moment that confidence is lost. Please reply as soon as possible. The last invoice from Carlsbad Volvo is attached with all info you need regarding my vehicle. Also see this link, I am not the only one with this problem. <http://www.volvo-forums.com/index.php?showtopic=23397&st=0> Thank you in advance for your efforts to help me find a solution to this problem, [REDACTED]

Ph [REDACTED]

Detected Info

OS:

Resolution:

User Agent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.1.3) Gecko/20090824 Firefox/3.5.3
(.NET CLR 3.5.30729)

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3232675
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Whiteville
State: North Carolina
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]m

Vehicle Information

VIN: YV1CZ91H54 [REDACTED]
Model Year: 2004
Model: XC90
Model Variant: XC90 T6AWD ASR7
Mileage: 103,000.00
Date In Service: 10/30/2003 6:00:00/

Request Information

Request ID: 3232675
Date Opened: 10/7/2009 1:36:13PM
Date Closed: 10/9/2009 6:53:51PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: ANNE POPPER

Retailer Information

Retailer ID: 77850
Retailer Name: Parkway Volvo, Subaru
Region: Southern
Market Area: Carolinas

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	3 Electric Power Supply And In	380 Instruments	Function	Poor Function

Request Description

cust - see inbound
 writer - see outbound

Notes

* **10/9/2009 3:00:09PM ANNE POPPER**

Writer:

-calls and advises cust in accordance with AMM comment below

* **10/9/2009 2:51:11PM Carl Wiegleb**

With 103,000 miles on vehicle, it is too far beyond warranty to consider for Goodwill assistance on CEM replacement.

Please advise customer and close.

* **10/9/2009 10:39:22AM ANNE POPPER**

Writer:

-leaves voice message for Carl. AMM, requesting update

* **10/7/2009 11:33:54AM ANNE POPPER**

Hi Jimmy/Carl, cust requests financial assistance with CEM replacement. Thx, Anne

* 10/7/2009 11:32:19AM ANNE POPPER

Writer:

- speaks with customer who expresses her concern
- advises customer CEM covered under 8/80,000 emissions warranty
- cust states prior to her move to NC in July 2008, vehicle was exclusively serviced at 4280 Volvo Richardson (TX) and 4165 Paul Moak (MS)
- cust requests assists with CEM replacement based on problems she is reading about on Internet

* 10/7/2009 11:27:43AM ANNE POPPER

Customer Email States:

Volvo Contact feedback:

Name: [REDACTED]

Apt/Unit:

City: Whiteville

State: NC

Zip: [REDACTED]

Vin: YV1CZ91H541 [REDACTED]

Volvo Model: XC90

Volvo Model Year: 2004

Original Owner: Yes

Comments: Took car into dealer because I have been experiencing split second but total electrical failure while driving on extended trips. The car blacks out for half a second and then restarts at speeds exceeding 60 mph. The dealer says that that the CEM must be replaced because of overheating damage. Cost to repair \$1300. This seems to be a problem with other owners. This is a very dangerous situation. I have three children who ride with me often. Safety is my primary concern and is the prime reason I chose Volvo. A faulty CEM is very unsafe. I am surprised that Volvo has not addressed this issue more thoroughly since this seems to be a not uncommon problem amongst 2004 XC90 owners. I had hoped to drive this car many, many more miles. Now I'm afraid to.

Email Interactions

10/6/2009 8:25:36PM

*

Volvo Contact feedback:
Name: [REDACTED]
[REDACTED] N.
Apt/Unit:
City: Whiteville
State: NC
Zip: [REDACTED]
E-mail:
[REDACTED]
Daytime Phone Number: [REDACTED]
Vin:
YV1CZ91H541 [REDACTED]
Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: Yes
Comments: Took car into dealer because I have been experiencing split second but total electrical failure while driving on extended trips. The car blacks out for half a second and then restarts at speeds exceeding 60 mph. The dealer says that that the CEM must be replaced because of overheating damage. Cost to repair \$1300.

This seems to be a problem with other owners. This is a very dangerous situation. I have three children who ride with me often. Safety is my primary concern and is the prime reason I chose Volvo. A faulty CEM is very unsafe. I am surprised that Volvo has not addressed this issue more thoroughly since this seems to be a not uncommon problem amongst 2004 XC90 owners.

I had hoped to drive this car many, many more miles. Now I'm afraid to.

Detected Info
OS:
Resolution:
User Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)
10/7/2009 1:39:04PM

*

---- Original Message ----

> From : [REDACTED] <volvocus@volvocars.com>
> To : Volvo Customer Service <customercare@volvoforlife.com>
> Subject : Volvo Contact Us Feedback [REDACTED]
> Date : Tue, 06 Oct 2009, 04:13:06 PM EDT

>
>

> Volvo Contact feedback:
Name: [REDACTED]
[REDACTED] N.
Apt/Unit:
City: Whiteville
State: NC
Zip: [REDACTED]
E-mail:
[REDACTED]
Daytime Phone Number: [REDACTED]
Vin:
YV1CZ91H541 [REDACTED]
Volvo Model: XC90
Volvo Model Year: 2004
Original Owner: Yes
Comments: Took car into dealer because I have been experiencing split second but total electrical failure while driving on extended trips. The car blacks out for half a second and then restarts at speeds exceeding 60 mph. The dealer says that that the CEM must be replaced because of overheating damage. Cost to repair \$1300.

> This seems to be a problem with other owners. This is a very dangerous situation. I have three children who ride with me often. Safety is my primary concern and is the prime reason I chose Volvo. A faulty CEM is very unsafe. I am surprised that Volvo has not addressed this issue more thoroughly since this seems to be a not uncommon problem amongst 2004 XC90 owners.

> I had hoped to drive this car many, many more miles. Now I'm afraid to.

Detected Info
OS:
Resolution:
User Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3241571
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Pleasanton
State: California
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CM592X51 [REDACTED]
Model Year: 2005
Model: XC90
Model Variant: XC90 AWD A SR 5
Mileage:
Date In Service: 11/29/2004 6:00:00/

Request Information

Request ID: 3241571
Date Opened: 12/29/2009 1:52:39F
Date Closed: 1/4/2010 9:00:26PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: ANNE POPPER

Retailer Information

Retailer ID:
Retailer Name:
Region:
Market Area:

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	3 Electric Power Supply And In	380 Instruments	Complications	Warning Light Illuminated

Request Description

cust - see inbound
 writer - see outbound

Notes

* **1/4/2010 4:08:22PM ANNE POPPER**

Writer:

- cust calls writer
- Lexus dealer (former Pleasanton Volvo retailer) did this repair
- cust was told by Lexus mechanics that problem is a common problem
- cust wants to know why this design flaw is not a recall
- cust wants VCNA to reimburse for repair
- cust concerned that at first Lexus dealer got the wrong part and had to return it for upgraded part (correct upgraded part installed in vehicle)
- writer apologized
- GW assistance with repairs after expiration of warranty is only available if repair done at Volvo retailer
- will forward concern re design flaw to appropriate Volvo management for review and action
- uncertain if parts mixup due to problem at distribution center or part number ordered by Lexus dealer
- will document this concern and forward to appropriate management as well

* **12/31/2009 9:38:42AM ANNE POPPER**

Writer:

- rec's voice message from cust
- car repaired but has issues he wants to discuss
- knows he will not receive call until week of 1/4

Email Interactions

12/28/2009 10:06:28PM

*

First Name: [REDACTED]

Last Name: [REDACTED]

Street Address: [REDACTED]

Apt/Unit: [REDACTED]

City: Pleasanton

State: CA - California

Zip Code: [REDACTED]

Daytime Phone Number: [REDACTED]

VIN: YV1CM592X51 [REDACTED]

Model: XC90

Model Year: 2005

Are you the original owner of this vehicle?: No

Your Authorized Volvo Retailer's Name: Walnut Creek/Pleasanton

Please write your comments in the space below. (1,000 character limit): After several message lights appeared, our current CX90 with 40K miles was identified with an electrical problem due to moisture in the CEM. The engine bay wiring harness was replaced and the CEM reload of software was completed. The total repair cost was \$3800.

There are many other details that I will not elaborate on since this is a limited forum. However, we are quite disappointed in such a design flaw and thus, after 20+ years of Volvo ownership, we will never purchase another Volvo.

12/29/2009 1:54:03PM

*

Bruce,

Thank you for contacting Volvo Cars of North America.

Could you please contact me to discuss this matter? You may reach me at 800-458-1552 Ext. 1928.

Sincerely,
Anne

Message ----

> From : Volvo Customer Care <volvocus@volvocars.com>

> To : customercare@volvoforlife.com

> Subject : Volvo Customer Care Center Feedback: jajapack@comcast.net [INTR:395130]

> Date : Mon, 28 Dec 2009, 04:58:33 PM EST

>

>

> First Name:

[REDACTED]

> Apt/Unit:

> City: Pleasanton

> State: CA - California

> Zip Code:

[REDACTED]

> VIN: YV1CM592X51 [REDACTED]

> Model: XC90

> Model Year: 2005

> Are you the original owner of this vehicle?: No

> Your Authorized Volvo Retailer's Name: Walnut Creek/Pleasanton

> Please write your comments in the space below. (1,000 character limit): After several message lights appeared, our current CX90 with 40K miles was identified with an electrical problem due to moisture in the CEM. The engine bay wiring harness was replaced and the CEM reload of software was completed. The total repair cost was \$3800.

> There are many other details that I will not elaborate on since this is a limited forum. However, we are quite disappointed in such a design flaw and thus, after 20+ years of Volvo ownership, we will never purchase another Volvo.

12/30/2009 2:14:01AM

*

Anne,

Thank you for your prompt response and follow-up. I will give you a call tomorrow.

----- Original Message -----

From: customercare@volvoforlife.com

To: [REDACTED]

Sent: Tuesday, December 29, 2009 5:54:07 AM GMT -08:00 US/Canada Pacific

Subject: RE: Volvo Customer Care Center Feedback [REDACTED] [INTR:395130]

Thank you for contacting Volvo Cars of North America.

Could you please contact me to discuss this matter? You may reach me at 800-458-1552 Ext. 1928.

Sincerely,
Anne

Message ----

> From : Volvo Customer Care <volvocus@volvocars.com>

> To : customercare@volvoforlife.com

> Subject : Volvo Customer Care Center Feedback [REDACTED] [INTR:395130]

> Date : Mon, 28 Dec 2009, 04:58:33 PM EST

>

>

> First Name:

[REDACTED]

> Apt/Unit:

> City: Pleasanton

> State: CA - California

> Zip Code:

[REDACTED]

> VIN: YV1CM592X51 [REDACTED]

> Model: XC90

> Model Year: 2005

> Are you the original owner of this vehicle?: No

> Your Authorized Volvo Retailer's Name: Walnut Creek/Pleasanton

> Please write your comments in the space below. (1,000 character limit): After several message lights appeared, our current CX90 with 40K miles was identified with an electrical problem due to moisture in the CEM. The engine bay wiring harness was replaced and the CEM reload of software was completed. The total repair cost was \$3800.

> There are many other details that I will not elaborate on since this is a limited forum. However, we are quite disappointed in such a design flaw and thus, after 20+ years of Volvo ownership, we will never purchase another Volvo.

**Report Parameters:**

Request Open Begin Date:	2005-01-01
Request Open End Date:	2010-09-08
Request Closed Begin Date:	All
Request Closed End Date:	All
Model Year Start Date:	All
Model Year End Date:	All
Customer Name:	All
Request ID:	3269755
Assigned To:	All
Request Status:	All
Region:	All
Request Source:	All
Request Type:	All
Priority:	All
Market Area:	All
Retailer Code:	All
Model:	All
Model Variant:	All
Description:	All
Symptom Type:	All
Symptom Subject:	All
Symptom Function:	All
Symptom Name:	All
Symptom Description:	All

Customer Information

Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Hampton
State: Virginia
Postal Code: [REDACTED]
Telephone: [REDACTED]
Email Address: [REDACTED]

Vehicle Information

VIN: YV1CZ91H54 [REDACTED]
Model Year: 2004
Model: XC90
Model Variant: XC90 T6AWD ASR7
Mileage: 66,000.00
Date In Service: 6/28/2004 6:00:00AM

Request Information

Request ID: 3269755
Date Opened: 8/3/2010 12:30:42PM
Date Closed: 8/10/2010 3:00:33PM
Request Status: Closed
Priority: Normal
Request Type: Complaint
Request Source: Email
Assigned To: TRACY FAERBER

Retailer Information

Retailer ID: 76260
Retailer Name: Wynne Volvo of Hampton
Region: Southern
Market Area: Carolinas

Symptom Summary

Sequence	Symptom Type	Symptom Subject	Symptom Function	Symptom Name	Symptom Description
1	Vehicle	2 Engine With Mounting	270 Engine Controls	Function	Poor Function

Request Description

customer-see inbound interaction
 see follow up notes of customers email

Notes

* **8/10/2010 11:11:11AM TRACY FAERBER**

writer-

*called and spoke to customer and explained previous follow up notes as per sm and amm

* **8/9/2010 11:03:15AM TRACY FAERBER**

writer-

*called and spoke to sm

*per sm customer came in to us and we found the DIM needed to be replaced which cost the customer \$1400

*per sm customer came back and found the CEM needed to be replaced

*per sm the DIM caused the CEM to fail

*per sm the second time the customer came back to us, I called amm and the offer was per amm - customer would pay 1/3, dealer would pay 1/3, and volvo would pay 1/3 which cost the customer at warranty rates \$300

* **8/5/2010 11:54:10AM TRACY FAERBER**

writer-

*called and spoke to customer and explained having concern reviewed

* **8/5/2010 11:43:00AM TRACY FAERBER**

writer-

*called and left sm message - he is out until monday 8/9

* 8/3/2010 5:07:31PM TRACY FAERBER

writer-
see outbound interaction

* 8/3/2010 8:41:38AM TRACY FAERBER

First Name: [REDACTED]
[REDACTED]
Apt/Unit:
City: Hampton
State: VA - Virginia
Zip Code: [REDACTED] zon.net
Daytime Phone Number: 7578717247
VIN: YV1CZ91H541 [REDACTED]
Model: XC90
Year: 2004

Are you the original owner of this vehicle?: No

Your Authorized Volvo Retailer's Name: Wynn/Volvo of Hampton

Please write your comments in the space below. (1,000 character limit): For years I dreamed of nothing but to own a volvo. August of 2008 my husband purchased a 2004 XC90 for me from Wynn/Volvo in Hampton. The vehicle was drove and handled wonderfully until one night in 2009 we were driving and the panel went black, lights cut off yet the engine continued. We too it to the dealer and they couldn't find anything. On July 2nd, 2010 the same thing occurred but this time I was traveling on the interstate. All power left the vehicle yet the motor continued to run. I made it to a place to stop and restarted the vehicle. A message to service immediately, airbag something that I don't recall right now showed. I left the vehicle at the dealer to fix only to find out that the warranty had expired two days earlier. The repair cost me a little over \$1,400.00 to fix and I had to wait over the holiday to get my car back. We paid the money yet again on July 27th the SAME thing occ!

urred and I mean in the exact manner. Again while traveling the interstate to get home. All power was gone yet the engine continued to run. It was 110 degrees that day. I took it back to the dealer only to find that another computer part needed to be replaced. the cost was split however I feel that I paid for the repair the first time when I paid \$1,400. This was our vacation money and we did not have the additional \$300.00 nor do I feel that it should have cost me anything to repair what I thought was already fixed. I would like to hear from someone about getting my \$300.00 back for something that was not my fault was not repaired in the first repair. I realize vehicles break and that I have an expensive car that will cost when repairs are needed but I paid the cost in the first repair bill.

I will have to think about buying another volvo in the future as this experience has not been a good one so far.

Email Interactions

8/2/2010 1:10:51PM

*

First Name:

[REDACTED]

Apt/Unit:

City:

Hampton

State:

VA - Virginia

Zip Code:

[REDACTED]

VIN:

YV1CZ91H541

Model:

XC90

Year:

2004

Are you the original owner of this vehicle?: No

Your Authorized Volvo Retailer's Name: Wynn/Volvo of Hampton

Please write your comments in the space below. (1,000 character limit): For years I dreamed of nothing but to own a volvo. August of 2008 my husband purchased a 2004 XC90 for me from Wynn/Volvo in Hampton. The vehicle was drove and handled wonderfully until one night in 2009 we were driving and the panel went black, lights cut off yet the engine continued. We too it to the dealer and they couldn't find anything. On July 2nd, 2010 the same thing occurred but this time I was traveling on the interstate. All power left the vehicle yet the motor continued to run. I made it to a place to stop and restarted the vehicle. A message to service immediately, airbag something that I don't recall right now showed. I left the vehicle at the dealer to fix only to find out that the warranty had expired two days earlier. The repair cost me a little over \$1,400.00 to fix and I had to wait over the holiday to get my car back. We paid the money yet again on July 27th the SAME thing occ!

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I will have to think about buying another volvo in the future as this experience has not been a good one so far.

8/3/2010 8:56:26PM

*

Dear [REDACTED]

Thank you for contacting Volvo Cars of North America.

Due to the general nature of your concern I think this would be best discussed over the phone. Please contact me in our Customer Care Department at 1-800-458-1552 ext. 1969, Monday through Friday 8:30 am until 5pm ET, and I will be happy to address your concern.

Sincerely,

Tracy Faerber

Customer Care

customer care@volvocars.com

8/4/2010 4:51:41PM

*

I left a message today for Tracy Faerber to call me 7578266541.

-----Original Message-----

From: customercare@volvoforlife.com

To: sing [REDACTED]

Subject: RE [REDACTED]-electric [RQID:3269755]

Sent: Aug 3, 2010 4:56 PM

Dear Ms. [REDACTED]

Thank you for contacting Volvo Cars of North America.

Due to the general nature of your concern I think this would be best discussed over the phone. Please contact me in our Customer Care Department at 1-800-458-1552 ext. 1969, Monday through Friday 8:30 am until 5pm ET, and I will be happy to address your concern.

Sincerely,

Tracy Faerber

Customer Care

customercare@volvocars.com

Sent from my Verizon Wireless BlackBerry