

# VOLVO

Volvo Cars of North America, Inc.  
Rockleigh, New Jersey

COPY

December 1, 1992

Mr. Joseph Brown  
The American Insurance Company  
777 San Marin Drive  
Novato, CA 94998

Dear Mr. Brown:

The final judgement by the U.S. District Court in Detroit, Michigan on May 22, 1992, determined that, at various times during a period beginning in 1982 and ending in May 1987, Keystone Automotive Industries, Inc. claims:

"regarding its manufacturing facilities and its quality control program were false claims," and "were deliberately made with the intention of misleading the public as to the nature of its business and the manner in which it operated."

Although these claims allegedly ceased in 1987, it should still raise doubts about claims of other aftermarket distributors and the quality of imitation collision parts.

Also, it does not eliminate the fact that over these years, (1982-1987) many unsuspecting Volvo owners had these imitation body parts, as well as those sold by other distributors of alleged "quality replacement parts" recommended and installed on their cars. No doubt, this was done with the good intention of saving money on what was believed to be parts with quality equal to or better than OEM.

Volvo will continue to state that no imitation body parts, whether CAPA certified or not, are manufactured to Volvo's high standards established for body parts.

Volvos are known as having one of the lowest occupant death rates of cars on the road as evidenced for example, in the data published by the Insurance Institute for Highway Safety (IIHS). Wouldn't you agree that this is made possible in part by Volvo's rigorous manufacturing and quality control standards? Wouldn't you also agree that the use of some imitation body parts could compromise the structural integrity of a Volvo and how it performs in a collision?

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Early last year, Volvo Cars of North America, Inc. purchased hoods from different independent distributors of aftermarket collision parts in the U.S. These hoods were tested at Volvo's crash lab in Gothenburg, Sweden.

The purpose of the tests was to determine how these aftermarket hoods, mounted in a rig on a movable barrier with a sliding front end, performed in a 35 miles per hour frontal impact, (deformation, ability to remain intact, and windshield intrusion).

The tested imitation hoods exhibited, in varying degrees, a major deficiency: the outer panel of the hood was not properly bonded to the inner structure. This inadequate bonding permitted the separation of the inner and outer structures which help prevent the hoods from bending in a controlled way. ✓

The results of these tests indicate that it is questionable whether aftermarket hoods will perform like new genuine Volvo hoods in a collision.

Volvo is deeply concerned about the potential for unnecessary injuries that may be caused by aftermarket body parts installed in the integral part of Volvo's critical safety systems: **THE ENERGY ABSORBING STRUCTURES.**

The structural integrity of each Volvo (old and new alike) depends on the quality of EVERY body part used. ALL of them work together as part of a complex system that has been carefully designed by Volvo to optimize the safety of its passengers in the event of an accident.

In light of the recent U.S. District Court ruling in Detroit, Michigan, and Volvo's findings in the simulated aftermarket hood crash tests in Sweden, it is more important now than ever before to assure that **ONLY NEW GENUINE Volvo collision parts** are installed on your policy holders' Volvos. That is when the real savings will materialize...your policy holders' safety.

Volvo firmly believes in the quality and safety performance of its genuine collision parts. If your company's policy is toward recommending imitation collision parts for Volvos, you should seriously reconsider so all Volvo owners can drive with confidence knowing that their collision-repaired Volvo was restored to its pre-accident condition (structural integrity and safety) with **NEW GENUINE VOLVO COLLISION PARTS.**

I look forward to hearing from you.

Drive Safely,

**PRODUCT MANAGEMENT/PARTS OPERATIONS**

*Ronald J. Baierwalter*

Ronald J. Baierwalter  
Product Manager

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