



International Carwash Association
Serving the Professional Car Care Industry

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Volvo Sunroof Failures

There continues to be a number of Volvo sunroof failures in a carwash. The failures occur in the blow-off area after the wash.

Volvo has responded to the International Carwash Association's request that all sunroof failures be covered by Volvo's New Car Warranty. As a result, Volvo has asked that if a sunroof fails in a carwash situation, to have the owner of the vehicle immediately report the incident to their local Volvo retailer. All Volvo retailers have been alerted to the sunroof situation.

If for some reason the vehicle owner or the carwash operator has an unanswered question regarding the sunroof failure, please contact Volvo's Consumer Affairs Office (phone 1-800-458-1552) and you will be helped.

If the sunroof failure has been repaired, you may contact the above Volvo office at the number provided who will work with each sunroof case on an individual basis.

Volvo is currently investigating the cause of the sunroof failures. Until the cause of the problem and repair procedure has been determined, it is highly suggested that carwash operators have the owners of Volvo sunroof models close the interior sun screen before entering the carwash as a precaution in the event the sunroof should fail.

Please continue to [SUBMIT A REPORT](#) for any sunroof failure that may occur in your carwash to the ICA Office in Chicago. Thank you for your cooperation.

Joe Ward
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