

In February 2016, while driving to work in my 2004 Volvo XC70, I noticed that my oil light flashed on. I immediately called the Volvo dealership, where the car had been purchased and serviced by the previous owner, and they told me to bring it right in. Several hours later the service manager for the dealership called me and told me he had bad news. He informed me that I had done irreparable harm to the engine and it needed to be replaced - for \$3,700.00! I asked, repeatedly, about adding oil and repairing the seals as a less drastic alternative however I was told that it was apparent that the bearings were already ruined by the noise from the engine. Since I knew the engine was not making noise, and that I had not driven it with the oil light on, I decided to have the get a second opinion: the dealership charged me for "diagnostics" and for the loaner I had driven less than 20 miles and had in my possession for less than 4 hours. I then paid to have my XC70 towed from the dealership as they told me it was so unsafe that I would end up stranded on the side of the road.

I chose to have my XC70 towed to Royalty Auto because they had taken such good care of my husband's 2000 S40. Although my husband commutes to work on the seacoast, making Royalty 'on the way', I work in the Lakes Region 40+ miles in the opposite direction of Royalty - I now know that they are worth the trip! When Royalty Auto received my car the first thing they noticed was that no oil had been added to the engine and, upon further inspection, there was no metal in the oil filter. This begs the question, how could the dealership determine that the 'bearings were ruined' if they didn't add oil and run it! Mark Grenier and his crew went over my car from bumper to bumper and not only gave me an estimate to repair the oil leak(s), but detailed some other minor issues as well and recommended some preventive care. Then, just to make sure the leaks had been completely repaired, and that there had been no hidden damage, Mark told me bring the car back for a free oil change after 1,000 miles. ***The total charge to repair my car and do all the preventive care as recommended at Royalty Auto was \$2,100.00 less than the dealership's estimate and my car is running like brand new.***

While Royalty was making repairs to my XC70, and our daughter was driving my husband's S40 when a lifted truck literally ran over the front end of our Volvo sedan. She was fine but the car was totaled so we decided to buy a S70 from Royalty. In making this purchase we are assured of two things: first, our daughter will be safe; and, second, that a car purchased from, and maintained by, Royalty will be headache free and on the road for (at least) tens of thousands of miles to come.

Words cannot convey how grateful I am for the superlative service and follow-up from the honest and talented crew working at Royalty Auto - we will be loyal customers for life!

*Tricia Victorin*

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