

# **VOLVO PENTA**

**Volvo Penta of the Americas, Inc.**  
Chesapeake, Virginia

*Fall 2010*

*Dear Volvo Penta XDP Owner:*

*In 2004 Volvo Penta introduced a new stern drive constructed with state of the art composite materials to combat the corrosive effects of the marine environment. We continued production of the XDP drive system through the 2008 model year with many units in service in a variety of applications. In 2009 we introduced the Ocean X drive which uses a new highly corrosion resistant titanium / ceramic coating on our conventional DPS-A drive platform.*

*The end of XDP production and the beginning of Ocean X production was the result of our normal product development cycle. Raw materials and vendor costs for the composite XDP drive system increased over time and our development of titanium / ceramic coatings for our conventional aluminum sterndrive product allowed us to offer comparable corrosion resistance without excessive cost increases.*

*We understand that some of our Volvo Penta XDP owners have reliability concerns regarding the composite sterndrive product. We are eager to address any concerns you may have.*

*As you know, a boat is a unique product. Product support for the boat itself is the responsibility of the boat manufacturer while product support of the engine and sterndrive package is the responsibility of Volvo Penta. We take this responsibility seriously and we want to do everything we can to be sure your experience with our product is satisfactory. We encourage you to contact Volvo Penta directly regarding your XDP product. Your best source of information or resolution for any XDP concern is with Volvo Penta rather than your boat manufacturer.*

*For this reason, we have taken several steps to be sure that each individual owner has direct access to Volvo Penta customer service to address any concerns you may have:*

- *We have established a new dedicated mailbox for all correspondence related to XDP issues. This will enable us to prioritize these cases and handle them in the most expeditious manner.*
  - *Contact us directly at: [vpa.xdpinquiry@volvo.com](mailto:vpa.xdpinquiry@volvo.com)*
  - *Call Volvo Penta Consumer Relations at (757) 436-5100*
- *In order to evaluate and respond to customer inquiries quickly, we have developed a Customer / Product Information Inquiry Form that will be sent in response to all email inquiries.*
- *We promise a 5 working day turnaround for responses and / or a plan of action for the customer.*

*Best Regards, Volvo Penta*

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