



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
<http://www.volvocars.com>

IMPORTANT RECALL NOTICE



YV9AS999999999999-R214A063009R21 204225-01
****AUTO**SCH 3-DIGIT 078 1/1/1

Mr Sam A Sample
12345 Main St.
Any City, US 12345-6789



June 29, 2009

Dear Mr Sam A Sample,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the engine cooling fan module on certain model year 2008 and 2009 S80, V70 and XC70, vehicles.

The reason for this Recall:

Volvo has found that under certain conditions the engine cooling fan may stop working due to a software programming error in the Fan Control Module (FCM). Depending on driving conditions, the customer may experience reduced air conditioning performance, and / or a rapid increase in engine coolant temperature. This situation may result in loss of cooling system function and engine break down. The driver may not have sufficient time to react to the warning light(s) or the text message in the instrument panel, increasing the risk of a crash.

The corrective action will be to upgrade the Fan Control Module (FCM) software by replacing the Fan Control Module.

What you need to do:

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take 30 minutes to complete; **however, due to service scheduling the time your Volvo retailer requires to service your vehicle may vary.**

If you previously paid to have this corrective action performed, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer service department for details.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. You may also e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at: National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte
Manager, Customer Support