



Volvo Cars of North America, LLC

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

IMPORTANT SAFETY RECALL NOTICE - FOLLOW UP



YV1LS7777R777777-S66666A666666S24 504388-01 4
Ms. Sam A Sample
12345 Main St
Any City, NC 12345-6789



May 20, 2011

Dear Ms. Sam A Sample,

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

Previously, a letter was sent to eligible vehicle owners announcing a safety recall on the Fuel Tank. Our records indicate that this important safety recall has not been completed on your vehicle. Please schedule an appointment at your local authorized Volvo retailer as soon as possible to have this important safety recall performed at no charge.

The reason for Recall 139:

Volvo Cars of North America LLC (Volvo) has decided that a defect related to motor vehicle safety exists in certain model year 1994-1997 Volvo 850 vehicles.

In certain cases, after prolonged exposure to extreme heat, the fuel tank may develop seepage at the heat shield attachment. This is because the heat shield attachment locations may not meet certain Volvo specifications. When this occurs, a fuel odor may be present. Fuel seepage in the presence of an ignition source may result in a fire.

Corrective Action:

Your Volvo retailer will inspect the vehicle's fuel tank for fuel seepage or cracks at the heat shield attachment points. The fuel tank will be replaced if any seepage or a crack is found.

To prevent future occurrence of fuel seepage, your Volvo retailer will install a bushing to each of the heat shield attachments on the fuel tank.

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 3 hours 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,



Mike Assainte
Manager, Customer Support