

## **IMPORTANT RECALL NOTICE**

[RECALL 128: FUEL RAIL  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

January 2004

Dear Volvo Customer:

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

***The reason for this campaign:***

Volvo has decided that a defect related to motor vehicle safety exists in the fuel rail of certain model year 2003 and 2004 S40 and V40 vehicles.

In some cases, the service nipple of the fuel rail, which distributes fuel into the engine, may come loose due to an improper weld. When this occurs, a fuel odor may be present and it is possible the fuel could leak, resulting in a vehicle fire.

The corrective action will be to install a clamp to the fuel rail to secure the service nipple. In rare cases, the fuel rail may be replaced.

***What you need to do:***

As with any combustible fluid, a fuel leak can be very dangerous when in contact with an ignition source. Given the nature of this defect, we strongly advise contacting an authorized Volvo retailer and having this recall performed as soon as possible. This procedure will be completed at no cost and will take approximately 1 hour. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, Volvo will honor your receipt with a refund. Please contact your Volvo retailer 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 at 7 Volvo Drive Rockleigh, New Jersey 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. You may also e-mail us at [customercare@volvocars.com](mailto:customercare@volvocars.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 Auto Safety Hotline at 1-888-327-4236 or write to NHTSA at 400 Seventh Street SW, Washington, DC 20590.

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,

Eunice Stern

Manager, Customer Care

Please note: According to Insurance Institute for Highway Safety President Brian O'Neill, "It is very important that owners of vehicles in which safety-related problems have been identified take those vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such notices should not be ignored or taken lightly. There is just no reason to drive around in a vehicle with a safety-related defect."