

IMPORTANT RECALL NOTICE

[RECALL 139: INSPECTING THE FUEL TANK AND INSTALLING RUBBER DAMPERS
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

September 2004

Dear Volvo Owner:

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 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:

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 inspection will be completed at no cost and will take approximately one hour. In rare cases more time may be needed. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have your fuel tank repaired or replaced to address the problem covered by this recall, 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.

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 the Administrator, National Highway Traffic Safety Administration, 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."