

IMPORTANT RECALL NOTICE

[RECALL CAMPAIGN 137: BRAKE VACUUM VALVE/HOSE
ASSEMBLY, INSPECT/REPLACE MY 2004 S40/V40
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

November 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 which relates to motor vehicle safety exists in certain 2004 S40 and V40 vehicles.

In certain cases, the non-return valve may crack due to a poor weld, causing a vacuum leak. The non-return valve holds residual vacuum in the brake booster and is incorporated in the vacuum valve/hose assembly.

If this occurs, more pedal force may be required to stop the vehicle. This limited braking power can affect the vehicle's stopping performance, increasing the risk of a crash. Also, you may experience a rough engine idle.

The corrective action will consist of inspecting, and if necessary, replacing the vacuum hose. This will be performed at no charge.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure should take approximately 30 minutes. 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 Center at 7 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. Or email 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 Administrator at 1-888-327-4236. The address is 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.

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."