

## **IMPORTANT RECALL NOTICE**

[RECALL CAMPAIGN 142: HEADLIGHT SWITCH,  
INSPECT/REPLACE  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

January 2005

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the 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 the headlight switch of certain model year 1998-2000 S70, V70, C70 and V70XC vehicles. In some cases, the connections in the headlight switch may deteriorate. If this occurs, the headlights will not function and a loss of visibility may occur, increasing the risk of a crash.

The corrective action consists of inspecting, and if necessary, replacing the headlight switch with one of a modified design.

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

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will 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 authorized 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 Relations 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.

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.

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."