

IMPORTANT CAMPAIGN NOTICE

[CAMPAIGN 140: INSPECTING THE FUEL TANK AND
INSTALLING RUBBER DAMPERS
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

February 2005

Dear Volvo Owner:

Your experience with your Volvo and the Volvo organization is very important to us. We are committed to ongoing product improvements.

The reason for this campaign:

Volvo Cars of North America, LLC (Volvo) has determined that in certain cases, after prolonged exposure to extreme heat, the fuel tank in model year 1994-1997 Volvo 850 vehicles 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.

Corrective Action:

Your Volvo retailer will inspect the vehicle's fuel tank for fuel seepage at the heat shield attachment points. The fuel tank will be replaced if any seepage 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:

Although your vehicle was neither originally sold in or currently registered in a state with a hot climate, please call your authorized Volvo retailer as soon as possible to schedule an appointment to obtain the corrective action. This procedure should take approximately one hour. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time. We strongly urge you to have this service done.

If you previously paid to have your fuel tank repaired or replaced to address the problem covered by this campaign, 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. You may also e-mail us at **customercare@volvocars.com**.

Your 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 problems have been identified by the manufacturer take those vehicles back to dealerships as soon as they receive notice of a service campaign. Such notices should not be ignored or taken lightly.