

## **IMPORTANT RECALL NOTICE**

[RECALL 157: OUTER TIE ROD END MAY FRACTURE, XC90 (MY 2003-MY 2006  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

June 2006

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 the outer tie rods of certain model year 2003, 2004, 2005 and 2006 XC90 vehicles.

In a certain vehicles, the outer tie rod may deform due to heavy loads, causing the tie rod nut to loosen. Over time, the deformation may lead to a fatigue fracture of the outer tie rod. If this occurs, the driver may notice that the vehicle is difficult to maneuver, which could result in a crash.

The corrective action will be to replace the outer tie rods with parts of a modified design.

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

Please call your authorized Volvo retailer as soon as possible to schedule an appointment to have this campaign performed. This procedure will be completed at no cost and will take approximately 90 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you have previously had this repair performed on your vehicle, whether you paid for it or not, you must schedule an appointment with your authorized Volvo retailer for the replacement of the tie rods with parts of a modified design. If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department 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@volvoforlife.com](mailto:customercare@volvoforlife.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 call the toll-free Vehicle Safety Hotline 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or contact the NHTSA Administrator 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