

IMPORTANT RECALL NOTICE

[RECALL 155: ELECTRONIC THROTTLE SYSTEM SOFTWARE UPGRADE
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

December 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 Recall Campaign:

Volvo Cars of North America, LLC. (Volvo) has decided that a defect which relates to motor vehicle safety exists in certain model year 1999-2002 Volvo vehicles. The Volvo vehicles that may be involved in this recall action are identified below:

- MY1999 to MY2001 Volvo models (not including the Volvo S40 and V40 models)
- MY2002 Volvo S60 and V70 with naturally aspirated engines
- MY2002 Volvo C70

In certain of the involved vehicles, a combination of throttle positioning sensor irregularities, a dirty throttle housing, and/or inefficient software calibration may cause the onset of limp home modes without warning. In certain traffic situations, this condition could cause an unsafe situation and possibly a crash.

The corrective action is to have the current software upgrade installed onto the involved vehicles.

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 1/2 hour. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this specific ETM software upgrade corrective action performed, your authorized Volvo retailer will honor your receipt for this software upgrade with a refund. Please contact the Service Department for details.

Refer to the enclosed "Important Warranty Notice", which you may already have received, for detailed information about an electronic throttle module system extended warranty for which your vehicle may be eligible.

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.

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 (National Highway Traffic Safety Administration), 400 Seventh Street, SW., Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

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 Adrian Lund, "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."