

IMPORTANT SAFETY RECALL NOTICE – FOLLOW UP

May 22, 2009

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the Engine Control Module (ECM) software of certain 2007-2008 model XC90 vehicles.

In February 2008, a letter was sent to eligible vehicle owners announcing a Safety Recall on the software for the ECM. Our records indicate that this important safety recall has not been completed on your vehicle. Please schedule an appointment at your local authorized Volvo retailer as soon as possible to have this important safety recall performed at no charge.

The reason for this campaign:

Volvo has found that under certain conditions the Climate Control Module (CCM) may receive a "Shut-down signal" from the Engine Control Module (ECM) after ignition key insertion. If this condition occurs, the climate control functions will not be available (including defroster) during that driving cycle. Inoperative defrosters under inclement weather conditions could cause impaired visibility which has the potential to result in personal injury and/or vehicle and property damage.

The corrective action will be a software upgrade of the Engine Control Module (ECM).

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, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer's 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 1 Volvo Drive, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. 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, 1200 New Jersey Ave SE., 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.safecar.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,

Mike Assainte
Manager, Customer Support