

IMPORTANT RECALL NOTICE

RECALL CAMPAIGN 197: Inspect Engine Mount Bolts and Replace Bracket if Necessary
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES and CANADA

October 07, 2008

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:

Volvo Car Corporation (Volvo Cars of North America and Volvo Cars of Canada Ltd.) has decided that a defect related to motor vehicle safety exists in certain limited number of model year 2008 XC90 and S80 models equipped with V-8 engines.

The affected vehicles may have been built with incorrect bolts to the engine mount.

The incorrect bolts are too long and the result will be no clamping force on the motor mount bracket. In a worst case scenario, the aluminium bracket for the engine mount will break due the lack of adequate clamping force. This will cause the engine to come in contact with the sub frame, ultimately resulting in a reduced engine torque or stalling of the engine without prior warning.

Not all vehicles contain defective components. The corrective action is to inspect the motor mount bolts for correct markings and if necessary replace the bolts and the motor mount bracket.

What you need to do:

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost. This repair procedure can take up to 2 hours. However, due to service scheduling the time your Volvo retailer requires to service your vehicle may vary.

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 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:30 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 the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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.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,

Mike Assainte
Manager, Customer Support