

IMPORTANT RECALL NOTICE

[CAMPAIGN 201: 2008 & 2009 S40, V50, C70, C30 POWER STEERING RETURN LINE
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES

July 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 campaign:

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 Power Steering Return Line Hoses installed on Model Year 2008 and 2009 C30, C70, S40 and V50 vehicles. A section of the Power Steering Return Line Hose was not properly vulcanized (cured) and does not meet specifications.

If the power steering return hose fails due to this defect a sudden rupture of the hose can occur. This can result in a rapid drainage of the power steering fluid in the system and a complete loss of servo [power] assistance. An unexpected loss of power assistance for steering without any relevant warnings to the driver can result in a crash.

Not all vehicles contain defective components. The date and time code marking on the power steering return line hose must be inspected by an authorized Volvo retailer. If necessary, the power steering return line hose assembly will be replaced.

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 7 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 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 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,

Rich E. Buchheit
Manager, Customer Support