



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
<http://www.volvocars.us>

IMPORTANT SAFETY RECALL NOTICE - FOLLOW UP



YV1AS982371037552-R39018B102610R39 503134-01 1
Sam Sample
123 Main St.
Anytown, US 99999-9999



November 4, 2010

Dear Sam Sample,

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

In May 2009, a letter was sent to eligible vehicle owners announcing a Safety Recall on the Windshield Wipers. 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 Recall 213:

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2007 & 2008 S80 vehicles and certain model year 2008 XC70 vehicles.

Volvo has found that under certain conditions, the diagnostic software in the CEM may cause a malfunction of the windshield wiper functionality. If this condition occurs, the windshield wipers may not operate when activated; or in certain cases the windshield wipers may activate when not switched on. Operating a motor vehicle during inclement weather conditions without functioning windshield wipers can increase the risk of a crash.

The corrective action will be a software upgrade of the CEM.

What you need to do:

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take 30 minutes to complete; **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, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer 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 at: 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,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte
Manager, Customer Support