



Volvo Cars of North America, LLC

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

**IMPORTANT RECALL NOTICE - FOLLOW UP**



YV1AS999999999999-R55555C666666R29 504082-01 1  
Mr. Sam Sample  
12345 Main St  
Any City, US 12345-6789



February 14, 2011

Dear Mr. Sam Sample,

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

***In June 2009, a letter was sent to eligible vehicle owners announcing a Safety Recall on the Fan Control Module (FCM). 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.***

Volvo Cars of North America, LLC (Volvo) has decided that a defect related to motor vehicle safety exists in the Fan Control Module (FCM) on certain model year 2008 and 2009 S80, V70 and XC70, vehicles.

***The reason for Recall 214:***

Volvo has found that under certain conditions the engine cooling fan may stop working due to a software programming error in the FCM. Depending on driving conditions, the customer may experience reduced air conditioning performance, and / or a rapid increase in engine coolant temperature. This situation may result in loss of cooling system function and engine break down. The driver may not have sufficient time to react to the warning light(s) or the text message in the instrument panel, increasing the risk of a crash.

The corrective action will be to upgrade the FCM software by replacing the Fan Control Module.

***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](mailto: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 black ink that reads "Mike Assainte". The signature is written in a cursive, flowing style.

Mike Assainte  
Manager, Customer Support