



Volvo Cars of North America, LLC

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

## IMPORTANT RECALL NOTICE



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Sample A. Sample  
1234 Main St.  
Anytown, US 12345-6789



September 28, 2009

Dear Sample A. Sample,

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 which relates to motor vehicle safety exists in the Central Electronic Module (CEM) software on certain model year 2008 through 2010 S80 T6, 2009 through 2010 XC70 T6 and 2010 XC60 T6 vehicles.

### *The reason for this Recall:*

Volvo has found that under certain conditions, the vehicle may stall shortly after start – up, which can increase the risk of a crash.

Please note:

If you experience the condition above prior to having this recall completed, the vehicle can be re-started by turning the ignition off and waiting one minute before restarting the engine.

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](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 cursive script that reads "Mike Assainte".

Mike Assainte  
Manager, Customer Support