



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



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Mr. Volvo Owner
12345 Main St.
Any City, US 12345-6789

NHTSA RECALL 09V483



April 12, 2013

Dear Volvo Owner,

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

Previously, a letter was sent to eligible vehicle owners announcing a Safety Recall on the Fuel Pump. 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 Volvo Recall 220:

Volvo Cars of North America, LLC. (Volvo) has determined that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2005 S80, 2001-2004 S60, V70, V70XC/XC70 and 2003-2005 XC90 vehicles that were sold, or are registered in the states of Alabama, Arizona, Arkansas, California, Florida, Georgia, Hawaii, Kentucky, Louisiana, Mississippi, Nevada, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Utah, Virginia, District of Columbia and U.S. Territories.

If you are receiving this letter and do not currently reside in one of the States or U.S. Territories listed above, or if your vehicle is not part of the model years listed above, it is because our records indicate that your vehicle was originally sold in one of these States or U.S. Territories, or has been fitted with the concerned component and is eligible for this recall.

Volvo investigations have identified that a specific version of the fuel pump can when exposed to certain environmental conditions (hot climate and temperature cycling) over time and in combination of varying fuel quality, develop cracks in the fuel pump flange. If the condition occurs you may notice fuel smell and/or fuel seepage.

The corrective action will be to inspect the version of the fuel pump installed in your vehicle, and if necessary replace the fuel pump with a part of a modified design.

What you need to do:

Please contact your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 3 hours. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you paid to have this corrective action performed prior to receiving this letter, you may be eligible for a refund for the cost of that repair.

Send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Customer Care Center
1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647

Recall 220 Reimbursement

To avoid delays do not send this information to any other location.

The repair order must show that you previously paid for fuel pump servicing, and include the amount you paid, the date of payment, your name, address, and vehicle identification number (VIN).

Customers can call 866-637-3774 to check on the status of their claim.

Please allow 8 weeks for reimbursement.

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 1-800-433-8263, Monday through Friday, 8:30 A.M. to 5:00 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 submit a complaint to the Administrator, NHTSA, 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