



Volvo Cars of North America, LLC

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

IMPORTANT RECALL NOTICE



YV9999AH999999999-R89140A101022R89 503102-01 1
Mr Sam A Sample
12345 Main St
Any City, US 12345-6789



October 20, 2010

Dear Mr Sam 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 to conduct a voluntary safety recall on certain model year 2010 – 2011 S80, XC70, 2011 XC60 and 2010 V70 vehicles.

The reason for Recall 229:

Volvo has identified that there may be an intermittent fault in the driver's airbag clockspring wiring connector for the Supplemental Restraint System (SRS). If this condition occurs, the SRS lamp will be permanently illuminated along with the following message in the Drivers Information Module (DIM) "AIRBAG SYSTEM SERVICE REQUIRED".

If the condition occurs during driving, and if the driver ignores the warning, should an accident occur where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or not deploy at all. This poses an unreasonable risk to motor vehicle safety.

The corrective action is to install a metal shim in the driver's airbag clockspring wiring connector.

What you need to do:

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take one hour to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

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