



Volvo Cars of North America, LLC

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

IMPORTANT RECALL NOTICE



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Mr. Sam Sample
12345 Any Street
Any City, US 12345-6789



December 13, 2010

Dear Mr. Sam 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 2011 S80, XC70, S60 and XC60 vehicles.

The reason for Recall 234:

Volvo has identified that the engine and transmission software calibration may be too sensitive. When the driver is braking and/or releases the accelerator pedal, the engine idle speed may drop resulting in a sudden engine stall without any prior warning. If this condition occurs, the transmission control unit will enter a temporary protection mode in order to prevent damage to the vehicles transmission. When starting the vehicle again, the driver can operate the vehicle safely home or to an authorized Volvo repair facility, but may experience a louder than usual transmission and a harder gear engagement. This condition can increase the risk of a crash and is an unreasonable risk to motor vehicle safety.

The corrective action is to update the concerned vehicles with new Engine Control Module (ECM) and Transmission Control Module (TCM) software.

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 up to 30 minutes 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