



Volvo Cars of North America, LLC

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

## IMPORTANT RECALL NOTICE



YV1390MS2A2512082-R89166A100311R89 999999999 1  
Sam Sample Compay  
12345 Main St  
Any City, US 12345-6789



October 20, 2011

Dear Sam Sample Compay,

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

***In December 2010, a letter was sent to eligible vehicle owners announcing a safety recall on the front driver and passenger power seat end stops.***

***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 to conduct a voluntary safety recall on certain model year 2009 – 2011 S40 & V50, 2010-2011 XC60 and 2009 & 2011 S60 vehicles.

### ***The reason for Recall 235:***

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front seat end stops. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a vehicle crash.

The corrective action is to inspect the front driver and passenger power seat end stops, and replace them if necessary.

### ***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](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