



**Volvo Cars of North America, LLC**

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

**IMPORTANT RECALL NOTICE**



**NHTSA RECALL 11V-508**

YV9MC99999J999999-R79305B999999R79 510649-01 1  
Volvo Owner  
12345 Main St.  
Any City, US 12345-6789



April 20, 2012

Dear Volvo Owner,

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 certain model year 2006 – 2012 C70 vehicles with a non-factory installed spare tire fail to conform to Federal Motor Vehicle Safety Standard No.110, “Tire selection and Rims.”

***The reason for Recall 247B:***

The Tire and Loading Information label located on the "B" Post in the driver's door opening; required by Federal Motor Vehicle Safety Standard (FMVSS) 110 Section 4.3; may not contain the correct spare tire size and inflation pressure information on vehicles with a non-factory installed spare tire. However, the information on the tire sidewall and in the owner's manual is correct.

Improperly inflated tires can result in premature tire failure, increasing the risk of a crash.



Location of Tire and Loading Information Label

The corrective action is to inspect the Tire and Loading Information label to ensure it has the correct spare tire information, and replace the label if necessary.

***What you need to do:***

Please open the trunk of your vehicle and check for a spare tire.



Location and example of the spare tire

We have included a Recall 247B Spare Tire Inspection postcard with this letter. Volvo would like to request that you complete the information on the postcard to assist us with vehicle identification for this recall.

**If your C70 is not equipped with a spare tire:**

Your vehicle is not included in Recall 247B. Please enter your Vehicle Identification Number (VIN) on the postcard, check off the box that indicates your vehicle is not equipped with a spare tire, and sign where indicated on the postcard. The 17 digit number can be found on your vehicle registration, on the top of page one of this letter, or on the dash panel at the left side lower edge of the windshield.

Please drop the postcard in the mail. Volvo will record the postcard information in our customer database and you will not receive any further contact on this recall.

**If your C70 is equipped with a spare tire:**

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 20 minutes to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information please refer to the Volvo Customer Care Center contact information in this letter.

***Please contact:***

If you have any 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  
Customer Satisfaction Manager, Service



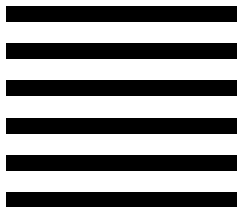
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 690 DETROIT, MI

POSTAGE WILL BE PAID BY ADDRESSEE

VOLVO CARS OF NORTH AMERICA LLC  
PO BOX 3757  
HIGHLAND PARK MI 48203-9984



# RECALL 247B - SPARE TIRE INSPECTION

## Vehicle Identification Number (VIN)

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This 17-digit number can be found on your vehicle registration or on the dash panel at left side lower edge of the windshield.

Vehicle **is not** equipped with a spare tire.

## Vehicle Owner Please Sign Here

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I no longer own/have this vehicle. Vehicle has been sold/transferred to:

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_