



Volvo Cars of North America, LLC

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

## IMPORTANT RECALL NOTICE



YV1AS999999999999-R89240A999999R89 512271-01 4  
Mr. Volvo Owner  
12345 Main St.  
Any City, US 12345-6789

**NHTSA RECALL 11V-378**



February 24, 2013

Dear Mr. Volvo Owner,

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

***In August 2011, a letter was sent to eligible vehicle owners announcing a safety recall on the power steering reservoir return hose. 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 2007 S80 vehicles equipped with 6 cylinder non-turbo engines.

### ***The reason for Recall 246:***

The power steering reservoir return hose may have been incorrectly routed, which can result in increased pressure in the power steering system. The power steering return hose may burst at the steering gear due to the increased pressure, resulting in a loss of power steering fluid and a sudden loss of power steering assistance without prior warning to the driver, increasing the risk of a crash.

The corrective action will be to inspect the routing of the power steering reservoir return hose. If the reservoir return hose is routed correctly, no further action is required. If the reservoir return hose is routed incorrectly, it will be necessary to replace and re-route the reservoir return hose, and also replace the steering gear return hose and the power steering fluid reservoir.

***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 3 hours 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 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 contact us by going to [www.VolvoCars.US/ContactCustomerCare](http://www.VolvoCars.US/ContactCustomerCare)

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,



Mike Assainte

Customer Satisfaction Manager, Service