



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

YV1622FS7C777777-R79277D666666R79 512548-01 1
Volvo Owner
12345 Main St.
Any City, US 12345-6789



May 21, 2013

Dear Volvo Owner,

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

In February 2012, a letter was sent to eligible vehicle owners announcing a safety recall on the Tire and Loading Information Label. 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 that certain model year 2011 – 2012 S60 vehicles equipped with an accessory spare tire and wheel kit fail to conform to Federal Motor Vehicle Safety Standard No.110, “Tire selection and Rims.”

The reason for Recall 247A:

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 spare tire size and inflation pressure information on vehicles which have an accessory spare tire and wheel. 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 includes the spare tire information, and replace the label if necessary. Your authorized Volvo retailer will also add a Spare Wheel Supplement to the spare tire section of the Owner's Manual.

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 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 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

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

Manager, Customer Support