



**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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Volvo Owner  
12345 Main St.  
Any City, US 12345-6789

**NHTSA RECALL 12V317**



August 02, 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 a defect which relates to motor vehicle safety exists in certain model year 2011 - 2013 S80 vehicles.

***The reason for Recall 255:***

An error during software development was found affecting the lock-up function of the automatic transmission control. This will occur under certain driving conditions, primarily in coast down, when the transmission is shifting from fifth gear to fourth, resulting in a low engine RPM and possible engine stall. This condition can increase the risk of a crash and is an unreasonable risk to motor vehicle safety.

Your Volvo had affected software downloaded during a service visit and is eligible for this recall.

The corrective action is to perform a software download that upgrades the 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 45 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.

If you no longer own the vehicle described in this letter, please help us to update our records by sending us the updated owner information. Please refer to our contact information below.

***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.

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