



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 12V415



October 08, 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 2013 S80 & XC70 vehicles fail to conform to Federal Motor Vehicle Safety Standard No.138, "Tire Pressure Monitoring System."

The reason for Recall 256:

Due to a software deviation, the Tire Pressure Monitoring System (TPMS) warning message will illuminate after 15 minutes of accumulated driving over 25MPH. The Central Electronic Module (CEM) will store diagnostic trouble code (DTC) C1D2105 and the TPMS system will not be active.

A malfunctioning TPMS cannot warn a driver that a tire is underinflated. Underinflated tires can result in tire overloading and overheating, which could lead to a blowout and possible crash.

The corrective action is to perform a Central Electronic Module (CEM) software upgrade.

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

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,

A handwritten signature in black ink that reads "Mike Assainte". The signature is written in a cursive, flowing style.

Mike Assainte

Customer Satisfaction Manager, Service