



Volvo Cars of North America, LLC

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

IMPORTANT RECALL NOTICE



YV7777FS2C777777-R66666A666666R89 511745-01 1
Volvo Owner
12345 Main St.
Any City, US 12345-6789



NHTSA RECALL 12V075

October 10, 2012

Dear Volvo Owner,

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

In April 2012, a letter was sent to eligible vehicle owners announcing a safety recall on the driver and passenger front seat wiring harness. 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 a defect which relates to motor vehicle safety exists in certain model year 2012 S60, XC60, S80 and XC70 vehicles.

The reason for Recall 250:

Volvo has identified that the wiring harness under the driver and or passenger front seat may not have been properly secured to the seat frame during vehicle assembly. The wiring harness under the front seat on affected vehicles may get caught on the audio or back up camera amplifier when the front seat is adjusted. If this condition occurs, the wiring harness connector may detach and the Supplemental Restraint System (SRS) may not function as intended, increasing the risk of injury in the event of an accident.

In the event that the connector is detached, The SRS warning lamp in the instrument panel will illuminate and the message "SRS service required urgent" will be displayed in the Driver Information Module (DIM). If the warning lamp is illuminated, please take your vehicle to the nearest Volvo dealer immediately for repair.

The corrective action will be to inspect the seat wiring under both front seats, and if necessary secure the wiring.

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 1.5 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.

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