



Volvo Cars of North America, LLC

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

**IMPORTANT SAFETY RECALL  
THIS NOTICE APPLIES TO YOUR VEHICLE**



YV4902BZ1D777777-R39346B055555R39 513544-01 1  
Mr. Volvo A Owner  
12345 Main St.  
Any City, US 12345-6789



**NHTSA RECALL 12V415**

March 24, 2014

Dear Mr. Volvo A Owner,

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

*In October 2012, a letter was sent to eligible vehicle owners announcing a safety recall on the Central Electronic Module (CEM) software. 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 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 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](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,

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