



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**



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Volvo Owner, Inc.
12345 Main Street
Any City, US 12345-6789



NHTSA RECALL 15V342

July 15, 2015

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) on behalf of Volvo Car Corporation has decided that a defect which relates to motor vehicle safety exists in certain model year 2016 XC90 vehicles.

The reason for Recall R89571:

Volvo has identified that the electrical wiring to the Side Impact Protection System (SIPS) in the front seats may have been incorrectly assembled. If the electrical wiring is incorrectly assembled there may be a risk of damage to the wiring insulation. If this condition occurs, the Supplemental Restraint System (SRS) warning light will illuminate and the vehicle On Board Diagnostic system will immediately alert the driver by message in the Driver Information Module (DIM). "SRS Airbag Service Urgent, Drive to workshop."

This issue could affect the Front Seat Side Impact Airbag restraint system function, potentially disabling the front seat side impact airbag(s), and increasing the risk of injury to vehicle occupants in a crash where a side impact airbag deployment is warranted.

Important:

If the SRS warning light is NOT illuminated and NO message is present in the instrument cluster, the SRS system is fully functioning.

The corrective action is inspection of wire insulation, and if needed, add a protective sleeve.

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 2 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 <http://volvo.custhelp.com/>

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,



Bill Casey

Customer Care Operations Manager