



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**



YV4A22PN9G777777-R11111111111A 516773-01 1
Volvo Owner
12345 Main St.
Any City, UA 12345-6789



NHTSA RECALL 15V497



September 16, 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 R89573:

Volvo has identified that on certain vehicles equipped with seven seats, the Inflatable Curtain (IC) air bag may not deploy as intended for third row passengers. In the event of a collision, that warrants a deployment of the Inflatable Curtain, the interior trim panel on the D-pillar(s) could obstruct the IC from inflating fully. If this were to occur, it could increase the risk of injury to third row seat occupants(s) in certain types of crashes.

The corrective action is to modify the D-Pillar interior panels to allow full inflation of the Inflatable Curtain.

What you need to do:

Please contact your authorized Volvo retailer for an appointment. This procedure will be performed 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 previously paid for this repair to be performed, prior to receiving 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:

1 Volvo Drive,
P.O. Box 914,
Rockleigh, NJ 07647

Or by phone at 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153). You may also go to their website, <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 blue ink that reads "Bill Casey". The signature is written in a cursive style.

Bill Casey

Customer Care Operations Manager