



Volvo Car USA LLC

1 Volvo Drive  
Rockleigh, NJ 07647  
Telephone: +1-201-768-7300  
volvocars.us

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



**YV126MFK2G777777**-R39574B666666 518876-01 4  
Volvo A Owner  
12345 Main St.  
Any City, US 12345-6789



**NHTSA RECALL 15V555**



**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV126MFK2G777777**

June 28, 2016

Dear Volvo A 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 S60, V60, V60CC, XC60, XC70, S80 vehicles equipped with 4 cylinder engines.

*In October 2015, a letter was sent to eligible vehicle owners announcing a safety recall on the Starter Motor Fuse. 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.*

**The reason for Recall R39574:**

Volvo has identified that on certain vehicles with an automatic stop-start function, in certain stop and go driving situations, the starter motor fuse may become overloaded (blown fuse). This could lead to the inability to restart the engine following an engine shutdown by the start-stop system, increasing the risk of crash causing injury in a traffic situation.

The corrective action is to upgrade the starter motor fuse with a higher amperage rated replacement.

**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 30 minutes to complete. **However, due to service scheduling the time your Volvo retailer requires to service your vehicle may be slightly more.**

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.

## WHAT CAN A VEHICLE OWNER DO PRIOR TO HAVING THE RECALL COMPLETED?

- Drivers can temporarily avoid the potential condition by pressing the stop/start button and thereby disabling the stop/start functionality. The button is located in the center stack console, see below illustration. This would need to be repeated after every engine start until you get the vehicle repaired.



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,

Bill Casey  
Customer Care Operations Manager