



Volvo Car USA LLC

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

**IMPORTANT NON-COMPLIANCE RECALL  
THIS NOTICE APPLIES TO YOUR VEHICLE**



YV4A22 [REDACTED]  
Volvo A. Owner  
12345 Main St.  
Any City, US 12345-6789

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**NHTSA RECALL 16V268**



**THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4A22 [REDACTED]**

June 20, 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.

**The reason for Recall R89702:**

Volvo Car USA LLC (Volvo) on behalf of Volvo Car Group has decided that model year 2016 XC90 vehicles equipped with power-operated roof panel systems fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 118, Power-Operated Window, Partition and Roof Panel Systems. The roof panels in these vehicles will auto-close when pressing the switch in the overhead console and the roof panel is open.

Due to the functionality, the switch may be more susceptible to an unintentional actuation, which could lead to unintended auto-closure of the roof panel, increasing the risk of injury.

The corrective action is to perform a software upgrade that prevents the auto-close function, when the sunroof switch is pushed upward while the glass is in an open position.

***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 one hour 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.

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".

Bill Casey

Customer Care Operations Manager