



SAFETY RECALL NOTICE

VOLVO CAR USA LLC
PO Box 3757, Highland Park, MI 48203-9984

PRESORT
FIRST-CLASS
U.S. POSTAGE
PAID
VOLVO CAR



YV4A22PK5G777777-R89707A555556 519533-01 4

Volvo Owner
12345 Main St.
Any City, US 12345-6789



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



November 16, 2016

NHTSA RECALL 16V690

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE, VIN: YV4A22PK5G777777

Dear Volvo Owner,

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

Volvo Car USA LLC (Volvo) on behalf of Volvo Car Group, has decided that a defect which relates to motor vehicle safety exists in model year 2016 - 2017 XC90 and S90 vehicles.

The reason for Recall R89707:

On certain vehicles, the air conditioning drain hose may leak water into the passenger compartment due to incorrect installation during the manufacturing process. Over time, an accumulation of moisture in the passenger compartment could affect the SRS system (airbags), engine management systems and/or other systems. This could increase the risk of injury in the event of a crash, and/or increase the risk of a crash causing injury and/or damage to property.

Your authorized Volvo retailer will inspect the air conditioning drain hose to ensure correct installation, and if necessary replace the drain hose, **performed at no cost.**

What you need to do:

Please contact your authorized Volvo retailer for an appointment. The inspection procedure will be **performed at no cost** and can take up to one hour to complete. **However, the time your Volvo retailer requires to service your vehicle may be slightly longer depending on the vehicle.**

If the inspection indicates replacement of the drain hose or wiring repair is necessary, additional repair time will be needed.

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. ET. 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