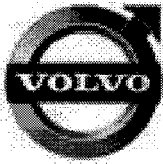


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Volvo Cars of North America, LLC

1 Volvo Drive
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

Dear Valued Volvo Owner,

Thank you for choosing to service your vehicle at an authorized Volvo retailer.

Your continued satisfaction with your vehicle and the Volvo organization are very important to us. While your vehicle was in for service your retailer performed a software upgrade to the Central Electronic Module (CEM) to improve the functionality of the alarm system. There will be no charge to you for this upgrade.

If you have any questions about this service, please speak to your Service Advisor or the Service Manager. If the retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 P.M. Eastern Time. You may also e-mail us at customercare@volvoforlife.com.

Thank you for being a member of the Volvo family.

Sincerely,

Richard E. Buchheit
Manager, Customer Support