

PAGES 1 TO 10 ARE PROTECTED
BY COPYRIGHT AND HAVE BEEN
PURPOSELY OMITTED

IMPORTANT RECALL NOTICE

[CAMPAIGN 188: 2008 S40 V50
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

February 2008

Dear Volvo Owner:

The reason for this campaign:

In some cases, the Crankcase Ventilation Hose of certain model year 2008 S40 and V50 vehicles may separate. When this occurs, the increased air flow may cause a whistling noise, the Check Engine Light may illuminate or slight engine oil leakage may result. Volvo has determined that these vehicles may not fully meet the California Air Resources Board (CARB) and the Environmental Protection Agency (EPA) emission control durability requirements. In order to remedy this situation, Volvo is conducting a Voluntary Emissions Recall Campaign.

This condition will not affect the drivability or safety of your vehicle. However, in certain cases this may cause the vehicle to fail a state inspection or Smog Check test.

The corrective action will be to secure the Crankcase Ventilation Hose by adding a clamp.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 45 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

For vehicles registered in California:

Failure to have this free repair work performed could be determined as lack of proper maintenance of your vehicle and could jeopardize your full protection under the emissions warranty provisions.

California Regulations require Volvo to provide the Department of Motor Vehicles with a record of all vehicles which have not had this campaign performed. After the campaign is completed, your authorized Volvo retailer will provide you with a "proof of correction" certificate. Please save this form since the California Department of Motor Vehicles may require it as proof of Emissions Campaign Completion.

If you have changed your address or sold your vehicle, please fill out the enclosed prepaid postcard and mail it to the address provided so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this emissions campaign.

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 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.

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,

Rich E. Buchheit
Manager, Customer Support