

IMPORTANT EXTENDED WARRANTY NOTICE

[EXTENDED WARRANTY 198: 2001-2002 S80, S60, V70, XC70
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES

June 2008

Dear Volvo Owner:

Volvo Cars of North America, LLC (Volvo) has voluntarily decided to extend warranty coverage for the Fuel Pump on U.S. model year 2001 – 2002 S80, S60, V70 and XC70 vehicles.

Fuel Pumps on these vehicles may not meet the certified emission-control durability requirements. Volvo has found that, due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

As the registered owner of this Volvo vehicle, your satisfaction is very important to us. Your vehicle was provided with a new car warranty which covers certain parts of your vehicle for a specified period of time. These warranties are of considerable value to you, should you experience a problem with your vehicle.

This letter is to inform you that Volvo is voluntarily initiating an Extended Warranty Program. For eligible vehicles, Volvo will extend the warranty coverage on the Fuel Pump for up to 10 years or 150,000 miles, whichever comes first, from the date your vehicle was originally placed into service. Coverage under this extended warranty is limited to the symptoms described in this letter for the fuel pump only.

Why is Volvo extending the warranty on the Fuel Pump?

We have found that due to the combination of varying fuel quality, and prolonged exposure in warm temperature climates, the fuel pump may become faulty, resulting in a fuel odor.

CSC-10032599-7966

What conditions might be evident if this system needs repair?

You may notice a fuel odor.

Is this warranty extension a recall?

This is not a recall campaign. As this is an extended warranty, there is no corrective action required. Unless you truly believe your vehicle exhibits the above mentioned symptoms you do not need to contact your retailer.

How will Volvo and your retailer assist in this matter?

If, within 10 years or 150,000 miles, whichever comes first, your vehicle exhibits the conditions noted above, contact your nearest authorized Volvo retailer to schedule an appointment. Repairs which are a result of a fuel pump failure (odor) will be covered by this extended warranty and performed at no charge at a Volvo authorized retailer.

How long will it take?

The complete repair should take approximately 3 hours. **Due to service scheduling requirements at the retailer, your vehicle may be needed for a longer period of time.** Please contact your authorized Volvo retailer to schedule an appointment.

Have you previously paid for this repair?

If you have already paid to have the fuel pump repaired or replaced within 10 years and less than 150,000 miles, you may be eligible for a refund.

How do you apply for a refund?

Send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Fuel Pump Extended Warranty
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

To avoid delays do not send this information to any other location.

The repair order must show that you previously paid for Fuel Pump servicing, and include the amount you paid, the date of payment, your name, address, and vehicle VIN number.

Customers can call 866-637-3774 to check on the status of their claim. Please allow 8 weeks for reimbursement.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your Volvo retailer Service Manager. If you still have concerns please contact the Volvo Customer Care Center at 800 458-1552 Monday through Friday, 8:30 A. M. to 5:30 P.M. Eastern Time.

Thank you for your attention to this matter and remember to keep a copy of this letter for your records. We have taken this action in the interest of your continued satisfaction with your Volvo.