

All U.S. customers who elect to have their retailer install the Navigation System Upgrade



**Volvo Cars of North America, LLC**

1 Volvo Drive  
P.O. Box 914  
Rockleigh, NJ 07647  
[www.volvocars.us](http://www.volvocars.us)

Dear Valued Volvo Owner,

Your continued satisfaction with your vehicle and the Volvo organization are very important to us.

Volvo has found in some cases vehicles equipped with a HDD (hard disc drive) navigation system may have an error in the map data. This error will cause the navigation system to route away from highways that contains HOV (High occupancy vehicle) or car pool lanes.

*\*\*The error will occur regardless of the menu setting "avoid time restricted roads" Yes or No.*

***What you need to do:***

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost. This procedure can take up to 2 hours. However, due to service scheduling the time your Volvo retailer requires to service your vehicle may vary.

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 5:00 P.M. Eastern Time. You may also e-mail us at [customer care@volvoforlife.com](mailto:customer care@volvoforlife.com).

Thank you for being a member of the Volvo family.

Sincerely,

Mike Assainte  
Manager, Customer Support

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**Customer Installation:**

Refer to the VOLVO NAVIGATION SYSTEM Operating Manual located in your glove box for installation instructions. Installation instructions are on page 13.

*\*Remember you still have the option to bring your vehicle to an authorized Volvo retailer for installation should you be concerned.*

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Thank you for being a member of the Volvo family.

Sincerely,

Mike Assainte  
Manager, Customer Support

## Canadian Customer Letter



## Volvo Cars of Canada Corp.

175 Gordon Baker Road  
North York, ON, Canada M2H 2N7  
Telephone (416) 493-3700  
Facsimile (416) 496-0552  
[www.volvocanada.com](http://www.volvocanada.com)

Dear Valued Volvo Owner,

Your continued satisfaction with your vehicle and the Volvo organization are very important to us.

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***What you need to do:***

Please call your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost. This procedure can take up to 2 hours. However, due to service scheduling the time your Volvo retailer requires to service your vehicle will exceed 2 hours.

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Relations at 1-800-663-8255, Monday through Friday, 8:30 A.M. to 5:00 P.M. Eastern Standard Time or by e-mail at [customerrelations@volvocars.com](mailto:customerrelations@volvocars.com). You may also write to us at 175 Gordon Baker Road, Toronto, Ont. M2H 2N7.

Thank you for being a member of the Volvo family. We hope you will appreciate our efforts to continually provide you with updated information of importance to your safety and the quality of your Volvo vehicle.

Sincerely,

A handwritten signature in black ink, appearing to read "Wayne Owen".

Wayne Owen

National Parts & Service Manager