



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
Phone: 201-768-7300
www.volvocars.us

IMPORTANT EXTENDED WARRANTY NOTICE

Mr. John Sample
123 Main Street
Anywhere, USA 12345

November 12, 2010

Dear, XXXXX

Subject: Steering Gear Extended Warranty

Volvo Cars of North America, LLC (Volvo) has voluntarily decided to **extend warranty coverage** for the Steering Gear on certain model year 2007-2011 S80, 2008-2010 V70, 2008 – 2011 XC70 and 2010 – 2011 XC60 vehicles. For eligible vehicles that are beyond the manufacturer warranty period, Volvo will extend the Steering Gear warranty coverage **to 7 years unlimited mileage from the vehicle in service date.** The limitations and conditions for this extended warranty are identical to the Volvo New Vehicle Warranty. Please refer to your vehicle Warranty and Maintenance Records Information booklet for details.

Why is Volvo extending coverage on the Steering Gear?

Volvo has determined that there is the potential for insufficient sealing in the steering gear. This can lead to water or moisture intrusion, resulting in internal corrosion and oil seepage. This condition can result in a long term gradual increase in steering effort and noise.

It is not necessary to contact your Volvo retailer unless you are experiencing the above symptoms with your steering gear.

If your vehicle is still under the New Car Limited Warranty and experiencing the conditions outlined above, the repair will be covered. If your vehicle has exceeded the New Car Limited Warranty by time or mileage, the extended coverage would take effect. Replacement of the Steering Gear under this extended warranty coverage will be performed at no charge at an authorized Volvo retailer.

Reimbursement:

If you have already paid to have the Steering Gear repaired or replaced, prior to the date of this letter, you may be eligible for a refund.

CSC-10034706-7483

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 Cars of North America, LLC
Customer Service Department / Steering Gear
1 Volvo Drive
P. O. Box 914
Rockleigh, NJ 07647-0914

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

The repair order must show that you previously paid for a Steering Gear replacement prior to the date of this letter. Please include the amount you paid, the date of payment, your name, and address. If the repair order does not include your vehicle's VIN number, please provide some other documentation reflecting that number, or simply write that VIN number onto the repair order.

Please allow 6-8 weeks for reimbursement.

Only parts and labor costs relevant to repair or replacement of the Steering Gear will be reimbursed under the terms of the extended warranty. Additional charges listed on the repair order for other services will not be included in the reimbursement.

If you have questions or seek status of your claim please contact:

Volvo Customer Care Center at 1-800-458-1552

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your authorized Volvo retailer's Service Manager. If you still have concerns regarding this issue, please contact the Volvo Customer Care Center at 1-800 458-1552 Monday through Friday, 8:30 A. M. to 5 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.

Very truly yours,

Mike Assainte
Manager, Customer Support