



Volvo Cars of North America, LLC

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

IMPORTANT SERVICE CAMPAIGN NOTICE

August 03, 2012

Dear Volvo Owner:

Your satisfaction with your Volvo and the Volvo organization are very important to us. We are committed to ongoing product improvements and methods; therefore we have launched Service Campaign 253.

The Reason for Service Campaign 253:

Volvo Cars of North America, LLC, on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2012 S60, S80, XC60 and XC70 vehicles.

Volvo has identified that the Thermal Expansion Valve may be adjusted to an incorrect specification. This may result in a grinding or growling type noise when the air conditioning system is operating.

The corrective action is to inspect, and if necessary adjust the Thermal Expansion Valve.

What you should do:

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 1.5 hours to complete; however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.

PLEASE NOTE: This Service Campaign will be in effect until May 31, 2014 regardless of mileage. Coverage is automatically transferred to the subsequent owner.

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, P.O. Box 914, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 5:00 P.M. EST. You may also contact us by going to www.VolvoCars.US/ContactCustomerCare

Sincerely,

A handwritten signature in black ink that reads "Mike Assainte". The signature is written in a cursive style and is centered within a light gray rectangular box.

Mike Assainte
Manager, Customer Support