



Volvo Cars of North America, LLC

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

Product Safety & Compliance

******* IMPORTANT VEHICLE RECALL NOTICE *******

DATE: December 21, 2010

TO: All U.S. and Canadian Volvo Retailers

RE: Volvo Recall 235
Certain Model Year 2009 - 2011 S40, V50
2010 - 2011 XC60
2009 & 2011 S60

The sale or lease of defective or non-compliant motor vehicles or equipment is prohibited by law. Vehicles in retailer inventory must be remedied prior to sale. Repair information is attached to this communication.

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2009 – 2011 S40 & V50, 2010-2011 XC60 and 2009 & 2011 S60 vehicles.

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front power seat stop lugs. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a crash.

The corrective action is to inspect **both** front power seats for missing or incorrect power seat stop lugs per the instructions in Retailer Tech Journal 24015. This recall applies only to vehicles equipped with front power seats.

INSPECTIONS PERFORMED PRIOR TO 12/21/10

Vehicles that had the passenger seat rail stop lugs inspected per the communication that was posted to VRC2 on 11/23/10 will need to be re-inspected per RTJ 24015. Both power front seats will need to be inspected to ensure that the correct seat stop lugs are installed.

This recall affects 7,420 vehicles in the U.S. and 1,319 in Canada.

OWNER NOTIFICATION

Owner notification is scheduled to begin in December.

RETAILER RESPONSIBILITIES

Retailers must perform this recall campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this recall is free of charge to the owner.

In the event that a customer does not have a notification letter, the owner is not to be refused the work. Your regional representative will follow up to ensure that this recall campaign is proceeding smoothly.

A complete description of the recall campaign requirements and claim submission procedures is below. It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Retailer Technical Journal
- Service Manager Bulletin
- Parts Bulletin

Your cooperation in completing this important recall is greatly appreciated.

Drive Safely,

Adam Kopstein
Manager, Product Safety and Compliance
201-768-7300 ext# 7908
akopstei@volvocars.com

VOLVO				TITLE:		GROUP: 85	NO: 235	
				Recall 235: Front Power Seat Stop Lugs Inspect / Replace if Necessary Model Year 2009 - 2011 S40, V50 2010 - 2011 XC60 2009 & 2011 S60		ISSUING DEPARTMENT: Warranty		
Service Manager Bulletin						REFERENCE BULLETINS: RTJ 24015		CARMARKET: United States, Canada
				DATE: YEAR MONTH DAY 2010 12 21				
Service Personnel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR					Page 1 of 3

- A. RECALL 235 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. TECHNICIAN COMPETENCY REQUIREMENT
- H. CAMPAIGN REIMBURSEMENT PROCEDURES

A. RECALL 235 DESCRIPTION

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2009 - 2011 S40 & V50, 2010-2011 XC60 and 2009 & 2011 S60 vehicles.

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front power seat stop lugs. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a crash.

The corrective action is to inspect **both** front power seats for missing or incorrect power seat stop lugs per the instructions in Retailer Tech Journal 24015. This recall applies only to vehicles equipped with front power seats.

INSPECTIONS PERFORMED PRIOR TO 12/21/10

Vehicles that had the passenger seat rail stops inspected per the communication that was posted to VRC2 on 11/23/10, will need to be re-inspected per RTJ 24015. Both power front seats will need to be inspected to ensure that the correct seat stop lugs are installed.

Please refer to section "H" of this document for claim information.

This recall affects 7,420 vehicles in the U.S. and 1,319 in Canada.

"Fixed Right — First Time"



B. VEHICLES INVOLVED

NOTE: RETAILERS MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING THIS RECALL REPAIR.

Vehicle eligibility must be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message “RECALL 235 - Front Power Seat Stop Lugs Inspect / Replace if Necessary (R89166)” will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Action repairs should be completed.

RETAILER VEHICLE CAMPAIGN LIST

The “Unperformed Recall Report” will be posted on VRC² in the Reports Menu under the Service Tab. This report lists all affected vehicles that are on record as retailed/serviced or currently in stock at your facility with incomplete recalls and service campaigns, and is updated monthly.

C. PARTS INFORMATION / PARTS RETURN

Part# 30675576 - 32 mm

Part# 31320391 - 64 mm

It is not necessary to order large quantities of the above part numbers.

Most vehicles will require an inspection only.

PARTS RETURN

Parts are not required to be returned for repairs done in accordance with this recall.

D. OWNER NOTIFICATION

Owner notification is scheduled to begin in December.

E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer inventory and qualifying for this recall must be repaired prior to a customer taking possession of the vehicle.

F. RETAILER RESPONSIBILITY

Retailers are to perform this recall on eligible vehicles regardless of mileage/kilometers or vehicle age. The repairs included in Recall 235 are free of charge to the owner. If a customer presents a recall or service campaign letter for a vehicle that is not found via the VRC² inquiry function, please verify that the letter applies to the customer's vehicle and call the Warranty Assistance Desk at 1-800-807-7712 for instructions. If the Warranty Assistance Desk verifies that the vehicle qualifies for the Recall or Service Campaign, please perform the repair and place the recall or service campaign letter in the customer's file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCC.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

The technician competency requirement for this campaign repair is: Level 1 Quality Tech.

H. TECHNICIAN COMPETENCY REQUIREMENT

Labor reimbursement allowance is effective at time of release and may change in the future.

Vehicles that had only the passenger seat rail stop lugs inspected per the communication that was posted to VRC² on 11/23/10 will need to be re-inspected per RTJ 24015. **Both power front seats will need to be inspected to ensure that the correct seat stop lugs are installed. No Recall 235 claim should be submitted until both front power seats are inspected for the correct seat stop lugs.**

**INSPECTIONS PERFORMED 12/21/10 AND LATER
DRIVER & PASSENGER SEAT INSPECTION**

Claim Type: R89166
Cause Code: 02
CSC Code: XW
Main OP: 85392

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Time</u>
85392	Front Driver & Passenger Power Seat Stop Lugs Inspect / Replace if Necessary	1	0.2

**INSPECTIONS PERFORMED PRIOR TO 12/21/10
PASSENGER SEAT INSPECTION ONLY**

Claim information for vehicles that had only the passenger seat stop lugs inspected.

Claim Type: 01
Cause Code: 10
CSC Code: TM
Main OP: 85392

<u>Operation Number</u>	<u>Repair Description</u>	<u>Qty</u>	<u>Time</u>
85392	Front Passenger Power Seat Stop Lugs Inspect / Replace if Necessary	1	0.2



Parts Bulletin

SUBJECT Recall 235: Front Power Seat Stop Lugs Inspect / Replace if Necessary, MY 2009 - 2011 S40, V50 2010 - 2011 XC60 2009 & 2011 S60				GROUP 85		NO 235	
COPY TO / CIRCULATIONS (PLEASE INITIAL)				MARKET United States, Canada		PAGE 1 of 1	
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR 2010	MONTH 12	DAY 21

Reference Bulletins: SMB 85-235
RTJ 24015

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2009 - 2011 S40 & V50, 2010-2011 XC60 and 2009 & 2011 S60 vehicles.

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front power seat stop lugs. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a crash.

The corrective action is to inspect both front power seats for missing or incorrect power seat stop lugs per the instructions in Retailer Tech Journal 24015. This recall applies only to vehicles equipped with front power seats.

INSPECTIONS PERFORMED PRIOR TO 12/21/10

Vehicles that had the passenger seat rail stop lugs inspected per the communication that was posted to VRC2 on 11/23/10 will need to be re-inspected per RTJ 24015. Both power front seats will need to be inspected to ensure that the correct seat stop lugs are installed.

This recall affects 7,420 vehicles in the U.S. and 1,319 in Canada.

The following part numbers apply:

Part Number	Description	Qty
30675576	Stop Lug (32 mm)	*
31320391	Stop Lug (64 mm)	*

Note* The amount required will only be determined upon inspection of vehicle.

- Due to limited part supply do not pre-order excessive quantities. Very few vehicles will require the replacement or installation of these parts.

"Fixed Right — First Time"





TIE - Technical Journal

Title Recall 235: Front Power Seat Stop Lugs Inspect / Replace if Necessary**Ref No** US24015.1.1 en-GB**Issuer** -**Partner** 3 US 7510 Volvo Cars North America**Func Group** 8526 **Func Desc** adjustment device, assembly parts**Status** Released**Status Date** 2010-12-21**Issue Date** 2010-12-13**Reference** VIDA**Attachment**

File Name	File Size
Recall 235-Front Power Seat Stop Lugs Inspect- Replace if Necessary .pdf	0.4718 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134							2011 -2011		0000594 -0014419	0 -0
156							2010 -2011		0019464 -0165361	0 -0
384							2009 -2009		0736999 -0740776	0 -0
544							2009 -2011		0461045 -0539240	0 -0
545							2009 -2011		0489330 -0608612	0 -0

CSC

Code	Description
XW	Service action/Recall/Service action/Recall

DTC**Text****CSC = Customer Symptom Code****DTC = Diagnostic Trouble Code****Note! If using a printed copy of this Retailer Technical Journal, first check for the latest online version.****NOTE! THIS DOCUMENT SUPERSEDES THE PREVIOUS RETAILER TECHNICAL JOURNAL *23908* DATED 11-24-2010. PLEASE UPDATE YOUR FILES.****DESCRIPTION:**

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front power seat stop lugs. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a crash.

The corrective action is to inspect **both** front power seats for missing or incorrect power seat stop lugs per the instructions in this Retailer Tech Journal. This recall applies only to vehicles equipped with front power seats.

SERVICE:

Inspection of the front power seats stop lugs and if necessary correct according to attached instruction.

Volvo Car Customer Service	
RTJ Instruction	
RTJ No 24015	
Date December-2010 Issue 01	
Title	Recall 235: Front Power Seat Stop Lugs Inspect / Replace if Necessary

Materials	Quantity	Part No.
Stop lug	*	30675576
Stop lug	*	31320391

*Amount required will only be determined upon inspection of vehicle.

- Due to limited part supply do not pre-order excessive quantities.

Very few vehicles will require the replacement or installation of these parts.

1.

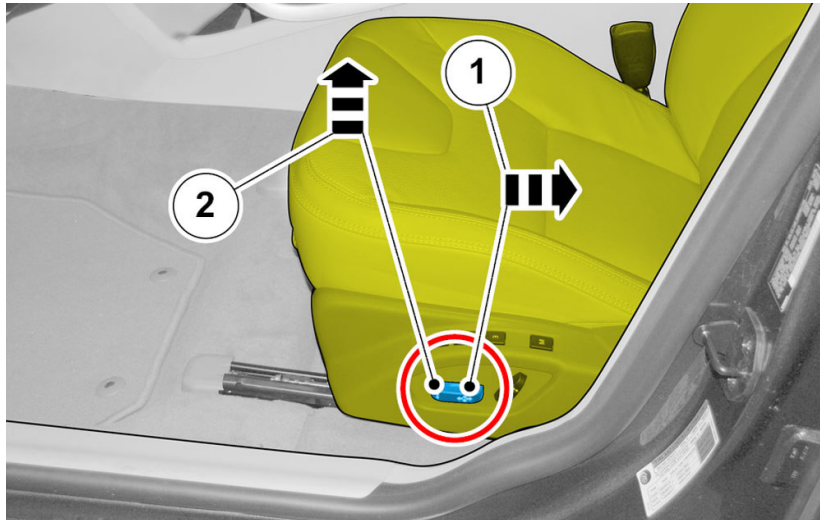
Note! Some variation in the illustrations may occur, but the essential information is always correct

Quick reference chart

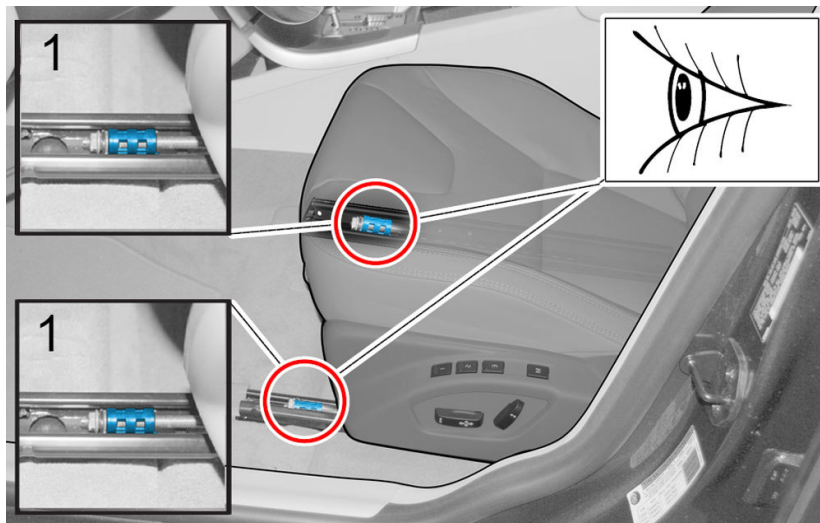
Type	Model year	Drivers seat stop P/N	Passenger seat stop P/N
S60	2011	30675576	31320391
XC60	2010	30675576	30675576
XC60	2011	30675576	31320391
S60	2009	30675576	30675576
V50	2009-2010-2011	31320391	31320391
S40	2009-2010-2011	31320391	31320391



VOLVO



Moving seat for inspection.



Perform inspection/replacement on the inboard and outboard adjustment rails of both front seats.

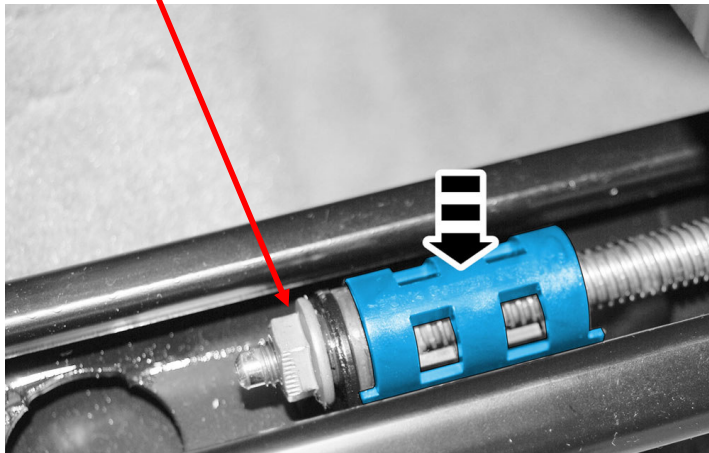
Identify which part is installed in seat track. If there is no part or the incorrect part is installed- replace or install the correct part according to instructions below and quick reference chart on page 1 of this document.



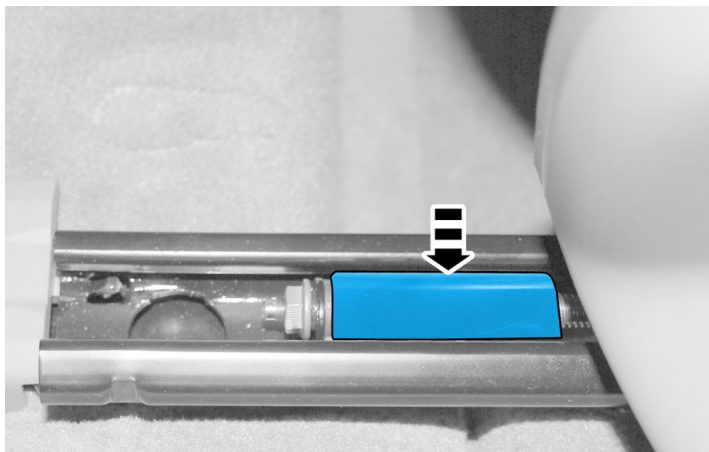
Short and long seat stop removal if necessary.

Use a hook tool, pull straight up.

Important: Do not remove lock nut at end of adjustment rail.



Installing short (32.3mm) stop.



Installing long (64 mm) stop.



Volvo Cars of North America, LLC

1 Volvo Drive
P.O. Box 914
Rockleigh, NJ 07647
<http://www.volvocars.us>

IMPORTANT RECALL NOTICE



XX7777XX7X777777-R55555A666666R89 503625-01 1
Ms. Sam Sample
12345 Main St
Any City, US 12345-6789



December 23, 2010

Dear Ms. Sam Sample,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2009 – 2011 S40 & V50, 2010-2011 XC60 and 2009 & 2011 S60 vehicles.

The reason for Recall 235:

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front seat end stops. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a vehicle crash.

The corrective action is to inspect the front driver and passenger power seat end stops, and replace them if necessary.

What you need to do:

Please contact your authorized Volvo retailer for an appointment. This procedure will be completed at no cost and can take up to 30 minutes to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

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 e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at: National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

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,

A handwritten signature in cursive script that reads "Mike Assainte".

Mike Assainte

Manager, Customer Support



January 2011

Volvo Cars of Canada Corp.

175 Gordon Baker Road
Toronto, ON M2H 2N7
Telephone (416) 493-3700
Fax (416) 496-0552
www.volvocanada.com

IMPORTANT RECALL NOTICE

VIN: «VIN»

Client Number: «PartyID»-«EventLogId»
Recall Campaign: R235

«RSAL» «RFNAME» «RLNAME»
«RADDRESS1» «RADDRESS2»
«RCITY» «RPROV» «Pcode1» «Pcode2»

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

Volvo Cars of North America, LLC (Volvo) has decided to conduct a voluntary safety recall on certain model year 2009 – 2011 S40 & V50, 2010-2011 XC60 and 2009 & 2011 S60 vehicles.

The reason for Recall 235:

Volvo has identified that vehicles equipped with power front seats may have been assembled with incorrect or missing front seat end stops. Positioning of the seat beyond the intended maximum can increase the risk of injury to the driver and front seat passenger in the event of a vehicle crash.

The corrective action is to inspect the front driver and passenger power seat end stops, and replace them if necessary.

What you need to do:

Please contact your authorized Volvo retailer to schedule an appointment. This procedure will be completed at no cost and can take up to 30 minutes to complete; **however, due to service scheduling and parts availability, the time your Volvo retailer requires to service your vehicle may vary.**

If you previously paid to have this corrective action performed, prior to the date on this letter, your authorized Volvo retailer will honor your receipt with a refund. Please contact your authorized Volvo retailer service department for details.

Please contact:

If you have any questions, please contact your authorized 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. EST or by e-mail at customerrelations@volvocars.com. You may also write to us at 175 Gordon Baker Road, Toronto, Ont. M2H 2N7.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

We have advised Transport Canada that we are conducting this recall. In Canada, if after contacting your Volvo retailer and/or Volvo Customer Relations you have additional questions with regards to this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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 cursive script, appearing to read "Carol Kitchen".

Carol Kitchen
V.P. Customer Service



Janvier 2011

**La Compagnie des Automobiles
Volvo Du Canada**

175 Gordon Baker Road
Toronto, ON M2H 2N7
Téléphone (416) 493-3700
Télécopieur (416) 496-0552
www.volvocanada.com

AVIS DE RAPPEL IMPORTANT

NIV: «VIN»

Numéro du client : «PartyID»-«EventLogId»
Campagne de rappel : R235

«RSAL» «RFNAME» «RLNAME»
«RADDRESS1» «RADDRESS2»
«RCITY» «RPROV» «Pcode1» «Pcode2»

Madame, Monsieur,

Cet avis vous est envoyé en conformité avec les exigences de la *Loi sur la sécurité automobile*.

Volvo Cars of North America, LLC (Volvo) a décidé de procéder à un rappel de sécurité volontaire sur certains véhicules S40 et V50 2009-2011, XC60 2010-2011 et S60 2009 et 2011.

Raisons du rappel 235 :

Volvo a déterminé que les véhicules équipés de sièges avant électriques peuvent avoir été assemblés à l'aide de mauvaises butées de sièges avant ou sans butées. Le positionnement du siège au-delà du maximum prévu peut augmenter le risque de blessure du conducteur et du passager avant en cas de collision.

La mesure corrective consiste à vérifier les butées des sièges électriques du conducteur et du passager avant et de les remplacer au besoin.

Ce que vous devez faire :

Veillez communiquer avec votre concessionnaire Volvo autorisé pour prendre rendez-vous. La réparation sera effectuée gratuitement et devrait prendre jusqu'à 30 minutes; **toutefois, compte tenu des rendez-vous d'entretien et de la disponibilité des pièces, votre concessionnaire Volvo peut avoir besoin de plus de temps.**

Si vous avez déjà payé pour faire effectuer cette réparation, avant la date figurant sur la présente lettre, votre concessionnaire Volvo autorisé vous remboursera sur présentation de votre reçu. Veuillez communiquer avec le service d'entretien de votre concessionnaire Volvo autorisé pour de plus amples renseignements.

Veillez communiquer :

Pour en savoir plus, veuillez communiquer avec votre concessionnaire Volvo autorisé. Si votre concessionnaire n'est pas en mesure de répondre à vos questions, veuillez communiquer avec le Service à la clientèle de Volvo au 1-800-663-8255 (du lundi au vendredi – de 8 h 30 à 17 h HNE) ou envoyer un courriel à customerrelations@volvocars.com. Vous pouvez également nous écrire à l'adresse suivante : 175, chemin Gordon Baker, Toronto (Ontario) M2H 2N7.

La loi fédérale exige que tout donneur à bail de véhicule concerné par cet avis de rappel remette dans un délai de dix jours une copie de cet avis au preneur à bail. Par donneur à bail, on entend toute personne ou toute entité qui agit en tant que propriétaire, comme il est indiqué sur le titre du véhicule, de cinq véhicules ou plus faisant l'objet d'un bail.

Nous avons informé Transports Canada que nous mettons en place ce rappel. Au Canada, si après avoir communiqué avec votre concessionnaire Volvo ou le Service à la clientèle de Volvo, vous avez encore des questions concernant le présent rappel, vous pouvez communiquer avec Transports Canada – Sécurité routière, 80, rue Noël, Gatineau (Québec) J8Z 0A1 ou appeler le 1-800-333-0510.

Nous vous remercions de faire partie de la famille Volvo. Nous espérons que vous apprécierez nos efforts continus pour vous fournir des renseignements à jour sur des éléments importants pour votre sécurité et pour la qualité de votre véhicule Volvo.

Veillez agréer, Madame, Monsieur, mes salutations distinguées.



Carol Kitchen
Vice-présidente, Service à la clientèle