



Volvo Cars of North America, LLC

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**June 30, 2011**

**TO: ALL U.S. & CANADIAN VOLVO RETAILERS**  
**RE: SERVICE CAMPAIGN 244**

Volvo Cars of North America, LLC. has decided to launch a service campaign on a certain limited number of model year 2011 C70 vehicles.

Volvo has identified that the wiring harness for the front seats may have been incorrectly installed on the outside of the seat recliner cover. Vehicles with the seat wiring incorrectly routed may have inoperative power seats and seat heaters.

The corrective action is to check that the wiring harness is installed behind the recliner cover, and if not installed correctly, to re-route and repair the wiring if necessary per Technical Journal 24943.

Service Campaign 244 affects 2 vehicles in the U.S. and 1 vehicle in Canada.

**PLEASE NOTE: This Service Campaign will be in effect until May 30, 2013 regardless of mileage. Coverage is automatically transferred to subsequent owners.**

#### **OWNER NOTIFICATION**

Owner notification is scheduled to begin in June. Volvo will contact the vehicle owners directly.

#### **RETAILER RESPONSIBILITIES**

Retailers must perform this Service Campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this Service Campaign 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 this work.

Your regional representative will follow up to ensure that this Service Campaign is proceeding smoothly.

A complete description of the Service Campaign requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin
- Retailer Tech Journal
- Parts Bulletin

Your cooperation in completing this Service Campaign is greatly appreciated.

Drive Safely,  
Volvo Cars of North America, LLC.