



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

April 30, 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 252.

The Reason for Service Campaign 252:

Volvo Cars of North America, LLC on behalf of Volvo Car Corporation, has decided to launch a service campaign on certain model year 2010-2012 S80, 2010 V70 and 2011-2012 S60, XC60 and XC70 vehicles.

Volvo has identified that the noise reduction cover on the Electric Hydraulic Power Assisted Steering (EHPAS) pump may absorb water and expose the pump housing to moisture. In corrosive areas over a long period of time (at least 5 years), the corrosion protection of the pump housing may deteriorate and negatively affect the operation of the power steering pump and or engine performance.

The corrective action is to replace the noise reduction cover on the EHPAS pump.

What you should do:

This procedure will be completed at no cost and can take up to two 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 November 30, 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, 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 customercare@volvoforlife.com.

We sincerely apologize for any inconvenience this action may cause you, but we trust you will appreciate our efforts to continually safeguard the quality and safety associated with our products.

Sincerely,

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

Mike Assainte
Manager, Customer Support