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April 12, 2005

Anne Belec, President  
Volvo Cars of North America  
7 Volvo Drive  
Rockleigh, NJ 07647

Dear Ms. Belec:

I am writing this letter in the hope of averting accidents caused by a design defect in the shifting device on the 2004 Volvo XC90 SUV.

The shifting device tends to stop in reverse when you try to put the car into park. If you release the brake and the motor is still on, the car goes backwards. This can easily cause an accident or an injury.

On one occasion, I was in a hurry. I thought that I had put the SUV into park, because the shift had stopped hard. But it had stopped in reverse. I opened the door and had my foot on the ground. The car started moving backward. My leg became caught between the forward part of the door and the forward part of the compartment floor. Fortunately, I was able to very quickly stop the car and avoid breaking my leg or worse.

This problem is reoccurring and recently happened to my law associate who was driving my car. I do not believe this problem is isolated to my car or its driver.

I believe your company should give its immediate and full attention to this problem, before people are seriously injured or killed, if that has not already happened.

I would appreciate being informed as to how your company addresses this problem. I bought two Volvos in 2004 because of its reputation for safety.

I am also interested to see if your company has changed its corporate culture since the Ford Explorer problems were disclosed.

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**Anne Belec, President  
Volvo Cars of North America  
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**Thank you.**

- cc: William Clay Ford, Jr., CEO  
Ford Motor Company  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48126**
- cc: U.S. Consumer Product Safety Commission  
Washington, DC 20207-0001**
- cc: NHTSA Headquarters  
400 Seventh Street, SW  
Washington, DC 20590**