

NHTSA
U.S. Department of Transportation,
Washington D.C. 20590

2006 JUN 12 AM 8:17

5/27/2006

Re: Malfunction in rear seat belts in my car
(Volvo V70, year model 2002)

10160500

Dear Sirs:

A month ago, two out of the three seat belts in the rear seat in my vehicle (Volvo V70, year model 2002, Mileage: 51,640) locked in and would not release. I folded the back seat hoping to ease the tension on the seat belts, and hopefully release them, but rather the tension became stronger, and I could not unfold the back seat as it was tethered by locked in, tense seat belts. The car alarm system indicated no malfunction in seat belts or safety system.

I visited Volvo dealer in my town (Holmes European Motors, Shreveport, LA 71135); the receptionist called one of the mechanic, who failed to ease the seat belts and advised me that the car has to be checked in, the whole rear seat has to be disassembled, opened, and the cause be investigated. It will coast me unknown number of service hours at an hourly rate of \$140!!!

As the back of rear seat is divided into two portions, we continued to use the remaining half of the rear seat with the only functioning seat belt. On 5/23/2006, the last seat belt suddenly locked in and tensed while my young daughter is using it. I unbuckled the seat belt and continued the trip without seat belt.

I took the car to a local shop, because of the prohibitive exaggerated fees for the dealer. Attached is a copy of repair bill. The shop charged me 4 hours of service at a rate of \$60/hour. The shop indicated that they disassembled, opened the rear seat, and manually eased the locked-in seat belts. They do not know the cause, and they think it may recur. As they manually eased the locked seat belt, an alarm notice appeared on the dashboard "SRS-airbag service urgent".

I believe that this faulty seat belts and improperly functioning alarm system, along with exaggerated fee system for dealers who take advantage of public needs, is a major hazard for public safety.

[Redacted]
[Redacted] Shreveport, LA [Redacted]
Tel: [Redacted]

c.c. Volvo Cars of North America, Customer relations, P.O. box 914, Rockleigh,
New Jersey 07647-0914 (certified mail # 7004 1160 0007 3023 0655)

Edison
6/13/06

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