

CL-10268108-9629

[REDACTED]  
Jefferson, TX [REDACTED]

2009/04/24 PM 3:48

2009 APR 27 12:12 PM

April 22, 2009

Patterson Chrysler  
3435 E End Blvd S  
Marshall, TX 75672

Dear Sir:

I am writing to report a potentially very serious flaw in the manufacture of the 'automatic' rear seat in the Chrysler Town and Country "Touring" model.

On March 10, 2009, I purchased a 2009 Chrysler Town and Country "Touring" model automobile from your dealership. The vehicle currently has 2,811 miles on its odometer.

On Sunday, April 12, 2009, upon arriving home from a weekend trip, I was removing suitcase/bags from the well behind the rear seat. During that process I lost my balance and fell against the buttons on the side that operate the seat folding and closure. The backs of both seats began to fold forward. Knowing there were two more pieces of luggage on the seats, I quickly tried to stop the movement by pushing the buttons, but they kept folding. Nothing I could do could stop the movement. They finally ground to a stop and I was able to retrieve, by reaching between the two middle seats, the bag stuck in the folded right hand (smaller) seat and the one on the left. When I attempted to then straighten out the seats by pushing the button, nothing happened. Also, by then it was evident that part of the mechanism on the right hand (smaller) seat was bent.

I brought the car into Patterson's Service department on Tuesday, April 14<sup>th</sup>, and explained what happened to the service manager. He removed the seat and, said he would need to speak with his district manager on the next day, about fixing it.

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I believe that without a governor on those seats to stop the movement if the seat senses an obstruction, they present a serious danger to life and property. I have three grandchildren under the age of 10, and if any of them were belted into the rear seat and someone accidentally touched the seat button, they could be seriously injured; in fact the pressure was so great (enough to bend out the brackets on both sides of the seat), that perhaps an adult, seated in the third row would not be able to stop the movement.

The part of the seat closing mechanism that was bent outward from the pressure exerted during the closing could only have been bent to the degree that it was bent, due to the enormous pressure the closing device exerts.

This letter is to alert Chrysler Corporation to the seriousness of this flaw, and urge the Corporation to take action to solve the problem that presents the dangerous situation.

Sincerely yours,

[REDACTED]  
[REDACTED]

Copies to:

Administrator, NHTSA  
400 Seventh Street, SW  
Washington, DC 20590

Chrysler LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48312-8004