



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

May 26, 2009

[REDACTED]  
[REDACTED]  
Jefferson, TX [REDACTED]

NVS-216 et  
Ref. No. 10268108

Dear [REDACTED]

Thank you for your correspondence dated April 22, 2009, concerning your model year (MY) 2009 Chrysler Town and Country. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 5, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicate that after inadvertently pressing the seat control buttons in your MY 2009 Chrysler Town and Country vehicle, the rear seat continued to fold forward even after you attempted to stop it. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the design of the rear seats in MY 2009 Chrysler Town and Country vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. DeMeter', followed by a long horizontal line extending to the right.

Kathleen C. DeMeter, Director  
Office of Defects Investigation  
Enforcement