

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received MAR 21 2011 16-FEB-2011	Repository ☐ Reference No. 10382929		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City REDFORD	State MI	Zip Code [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR5DG8BR [REDACTED]		Make CHRYSLER	Model TOWN&COUNTRY	Model Year 2011	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 14-FEB-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 160000 STRUCTURE, 222000 SEATS: MID/REAR ASSEMBLY			Failure Mileage 174	Failure Speed 30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Deaths N	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT TEMPORARILY RENTED A 2011 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT THE HEAD RESTS OF THE SECOND ROW CAPTAINS CHAIRS FAILED. WHILE A FOUR-YEAR-OLD CHILD WAS SECURED IN A CHILD RESTRAINT IN THE SECOND ROW CAPTAIN CHAIR. THE CHILD WAS ABLE TO ENGAGE THE HEAD REST LEVER AND THE HEAD REST DETACHED FROM ITS HOUSING AS THE SEAT RESTRAINED FORWARD WITH THE CHILD STILL IN THE SEAT. THE CHILD WAS TURNED OVER, FACE DOWN WHILE STILL IN THE CHILD RESTRAINT. A PASSENGER ATTEMPTED TO MOVE THE SEAT BACK IN THE UPWARD POSITION AND INJURED HIS HAND. THE MANUFACTURER WAS CONTACTED BUT OFFERED NO ASSISTANCE. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 174.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The headrests are engineered to collapse forward with great force - A young child even in a booster chair is at risk for severe neck and head injury as it comes down directly on top of the child's head - much like a club or baseball bat over the skull - not to mention the chair collapsing with such force - There are no safety mechanisms to prevent a young child from pulling the lever which engages the chair's headrest to collapse - Something needs to be done before a child

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becomes ~~permanently~~ ~~injured~~ from these chairs -
severely injured (head & neck)

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration