



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

June 12, 2013

[REDACTED]
Maumee, OH [REDACTED]

NVS-216 nlm
Ref. No. 10508025

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Chrysler Town and Country vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the power sliding door pinch sensors in your MY 2013 Chrysler Town and Country vehicle are defective. Your dog almost got crushed by the power sliding door the day after you leased the vehicle. Your salesperson said the doors will stop if an object is impacted. However, later you were informed by the service manager the doors will only stop with a force strong enough to push them back. You feel a limb or small person could be crushed. The service manager determined that all the other vehicles operated in the same manner. Also, you cannot stop the rear liftgate when it is within a foot from closing. You want NHTSA to add your complaint to our database and for us to consider these problems for further investigation.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to excessive closing force of power sliding doors and rear liftgate in MY 2013 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. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov 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 our web site.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large initial "R" and a distinct "Reid" at the end.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement