

10/13/14
Huntington WV

July 23, 2013

Received CPSC

2013 JUL 26 P 1:10

Office of the Secretary
FOI

To: National Car Rental
Suite 100
6929 N. Lakewood Ave
Tulsa OK 4117

Chrysler Corp
1000 Chrysler Dr
Auburn Hills, MI 48326-2766

Consumer Product Safety Commission
4330 East West Highway
Bethesda MD 20814

APR -2 2014

This letter is a complaint about a 2012 Chrysler Town & Country van that was rented from National Car Rental on July 4, 2013, at the Reno Nevada airport. California license [REDACTED]
VIN: 2C4 RC1 BG9 CR [REDACTED].

It was not rented by me or my husband, but by some friends who live in Lincoln NE. Therefore, I will show their name only in the copy of this letter that goes to National Car Rental.

Here are my complaints, both safety related:

1. The sliding doors just behind the front doors are electrically operated. There were two occasions where my husband and then a teen-age relative of our Lincoln friends inadvertently had their hand on the car frame when the button to close the door was pushed. The door did not stop when it hit their hands but kept on coming, mashing their fingers between the moving door and the door frame. The injuries were not severe, but how about a safety switch to stop the closing action if something interferes? Garage door openers have had such safety switches for years.
2. A much bigger problem, however, is found in the second row (of three rows) of seats, just behind the front seats. I and my husband were sitting in those two seats while our friends were away from the vehicle, the engine was not running. We had the seats reclined to take a snooze. When I went to re-position the seat to its upright position, here's what happened: I turned sideways to pull the lever on the side. When I pulled, the entire back rest assembly slammed me forward with considerable impact. At the same time, the headrest atop the back rest slammed forward with much more impact (probably mounted with a very strong spring) and hit me on the back of the head. My neck hurt for four days!

Hey Chrysler - These are design flaws! And lousy ones, at that.

To CPSC - Have you had other complaints like this? I can't imagine I'm the only one.

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SMD

Huntington, WV

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