

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI# 11395721 and 11229944
Date: Tuesday, February 16, 2021 9:45:14 AM

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I registered a complaint earlier today # [11395721](#) for my 2015 Chrysler Town & Country. The problem is that the Active Head Restraint in the front row deployed due to a failure of the sled bracket. This is the second failure. The first was in 2019, for which I registered complaint # [11229944](#). When I finished, I decided to review the other complaints listed for the 2015 Town & Country model and I realized that while there are numerous complaints regarding the same issue, some have been filed in the airbag category and some have been filed in the seat category. Please send me an email confirmation that when investigated by NHTSA, they are all properly combined together and will thus be counted correctly so as to meet the threshold for investigation. I would hate for a different categorization by vehicle owners to interfere with the proper follow through of the complaints.

Thanks,

[REDACTED]

[REDACTED]

Quality Control Analyst



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