

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#)
Subject: Complaint Number: 11354139
Date: Monday, September 14, 2020 5:11:01 PM
Attachments: [REDACTED]

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Hello,

I submitted a complaint yesterday about the headrest in my 2013 Dodge Grand Caravan deploying while the car was in motion. At the time I had no pictures to send so when I got home I learned that it did not deploy but the plastic that holds the pin failed. You can see the pin is still latched to the headrest. I sent these pictures to help with your report.

Sent from [Mail](#) for Windows 10





Quality Control Analyst



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