



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

Investigation: PE 04-017  
Prompted By: IE 04-006  
Date Opened: 02/18/2004  
Principal Investigator: Mark Swanson  
Subject: Overheating Of Seat Heaters

Manufacturer: DaimlerChrysler Corporation  
Products: 1999-2000 Chrysler Town and Country  
Population: 162,041

Problem Description: Complaints allege that the front seat heaters cause the seats to smoke, burn, or catch fire.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	24	0	24
Crashes/Fires:	14	0	14
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

\*Description Of Other:

Action: The Preliminary Evaluation has been opened.

Engineer: Mark B. Swanson

Date: 02/18/2004

Div. Chief: Thomas Z. Cooper *TZC*

Date: 02/18/2004

Office Dir.: Kathleen C. DeMeter

Date: 02/18/2004

Summary: ODI has received complaints from 24 consumers who allege that the electrically heated driver and passenger seats overheat in model year 1999 and 2000 Chrysler Town and Country vehicles. Fourteen reports allege fire was present on the seat. There are no reports of injury or death and no report of fire affecting other areas of the vehicle interior.

*cab  
2-20-04*