



Chrysler Corporation  
Customer Satisfaction & Vehicle Quality  
Orlando Zone Office

SECY: \_\_\_\_\_  
ATTY: \_\_\_\_\_  
DATE: 11/10

October 26, 1994

Mr. R. W. Hetherington  
110 Rushton Lane  
Tavernier, FL 33070



Dear Mr. Hetherington:

This will acknowledge your correspondence of 9/27/94, which was referred to this office for response.

Naturally, we were sorry to learn of the situation as outlined in your letter. Please be assured that whenever we are contacted and in the position to be helpful, we do not hesitate to take positive action.

Mr. Hetherington, we would like to inform you that the seatbacks in all Chrysler vehicles are designed to yield progressively under increasing load. This design concept is to reduce the likelihood of neck injuries from rear impacts and to minimize the potential for "slingshooting" unrestrained occupants into the steering wheel, instrument panel or windshield in a chain reaction collision.

I can assure you that the seats in our vehicles meet the design and the structural integrity as set forth by federal regulations. They are designed to offer the passenger the utmost in comfort and protection.

Thank you for writing and allowing us to explain the situation to you.

Sincerely,

D. A. Roberts  
Customer Relations

DAR:mw

