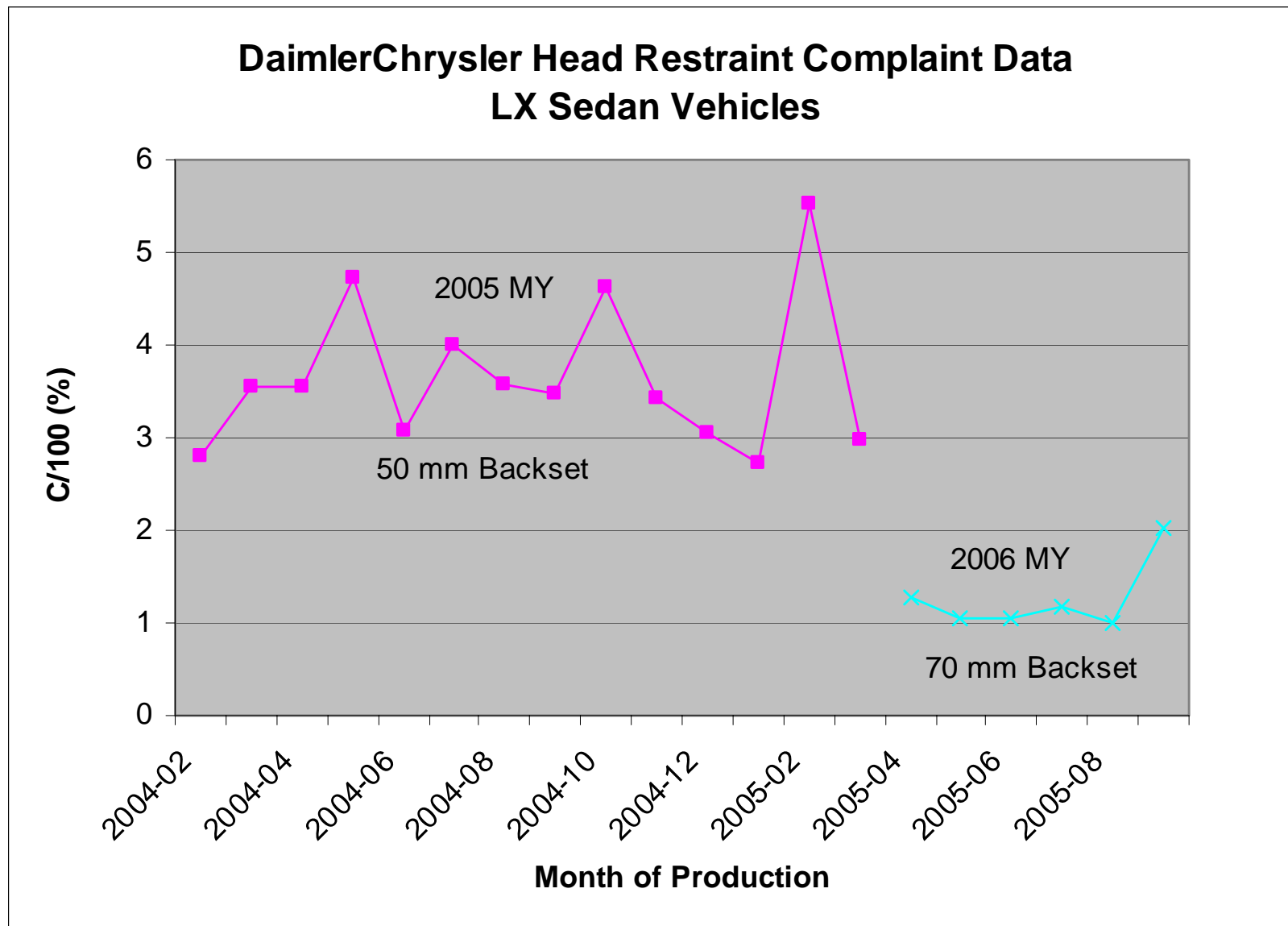


# Head Restraint GTR Backset Complaint Data

DaimlerChrysler Field Data

January 20, 2006

# 50 mm Backset vs 70 mm Backset



# 50 mm Backset vs 70 mm Backset

- 2005 MY LX Model
  - 50 mm NPRM Backset Requirement
  - QTS Data
  - 9332 Responses
  - 345 complaints
  - 3.70 c/100
  - 71% for head restraint too close to head
  - 2.62 c/100 for backset
- 2006 MY LX Model
  - 70 mm IIHS “good” requirement
  - QTS Data
  - 3436 Responses
  - 42 complaints
  - 1.22 c/100
  - 50% for head restraint too close to head
  - 0.61 c/100 for backset
  - **Backset Complaints Reduced ~75% from ‘05**

# Head Restraint QTS Data

MOP	2004-02	2004-03	2004-04	2004-05	2004-06	2004-07	2004-08	2004-09	2004-10	2004-11	2004-12	2005-01	2005-02	2005-03	2005-04	2005-05	2005-06	2005-07	2005-08	2005-09
Responses	428	536	703	846	713	725	697	662	757	699	686	659	615	606	550	669	664	509	597	447
2005 MY Complaints	12	19	25	40	22	29	25	23	35	24	21	18	34	18						
2006 MY Complaints															7	7	7	6	6	9
2005 MY c/100	2.80	3.54	3.56	4.73	3.09	4.00	3.59	3.47	4.62	3.43	3.06	2.73	5.53	2.97						
2006 MY c/100															1.27	1.05	1.05	1.18	1.01	2.01