

NVS-200



INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**Green Touch Irrigation, LLC**  
**Happy Earth Organic Lawn Care**  
P.O. Box 1213  
Worthington, OH 43085  
614-245-0594  
office@greentouchonline.com



CL-10692467-4638

2/5/15

FEB 27 2015

To Whom It May Concern:

I am writing to express concern regarding recalls related to the two 2014 RAM Promaster vehicles that our company purchased. On 8/18/14 we purchased two 2014 RAM Promasters from Bob Caldwell Automotive, Inc.

Since that time, we have received 3 recall notices for each vehicle. These recalls include: P53-Head Restraints, P62-Reprogram Tire Pressure Monitor Control Module, and most significantly P32-Electrical Circuit Corrosion.

I originally contacted Bob Caldwell, the dealership from which we bought the vehicles and was told that the repair/recall work would need to be completed by AutoMax at 2815 Stratford Road Delaware, OH 43015, 740-369-9611.

On 1/30/15 around 11:13 a.m., I spoke with Kathy in the Service Department on several different occasions in order to get recall repair appointment scheduled. Initially I explained the recall work that would need done and that we would need to schedule two different appointments as we could not be without both vehicles at the same time as they both used daily for our company. Kathy asked to call back after she found out the status of part availability. She called back stating that the majority of the work could be done and it was possible that a part would need to be ordered, but that would not be known until inspection of the vehicle. I gave her my contact information as well as the VIN # of each vehicle and the VIN of the specific vehicle that would be brought in first. The appointment for recall work of that vehicle was scheduled for Wednesday February 4, 2015 at 9 a.m.

On Tuesday February 3, 2015, at 3:31 p.m., my husband dropped off the vehicle that was scheduled for recall work the following day. Upon arrival, it was discovered that the Service Department had no information about the vehicle coming in for recall work, despite the multiple conversations I had with the Service Department the week before. However, we were assured they would still take the vehicle and complete the recall work as originally planned on 2/4/15.

We were called at 1:09 p.m. on 2/4/15 stating that the recalls of P53 and P62 were completed, but that a particular part for P32 would need to be ordered. The paperwork provided stated that the part was on backorder. We were told that the vehicle was drivable and available for pick up. My husband specifically asked if the brake lights were working and the Service Tech said yes. At no time, did anyone mention any safety issues of the vehicle or that it should not be driven at any certain time. There was also no time frame given as to when the part would be available.

On 2/5/15 the vehicle was being driven for work purposes by one of our employees to complete snow removal work. The vehicle was pulled over by Blendon Township Police in Westerville, OH stating that there was a lighting issue with the vehicle. It was deemed to be an "unsafe vehicle", a ticket was issued, and the vehicle

NH  
3/4/15  
SMD

was impounded. A copy of the ticket and impound order has been included with this letter.

At 9:42 a.m. on 2/5/15, I called AutoMax and spoke to Chad in the Service Department. I informed him that the vehicle that they had just inspected, had in their possession, and deemed safe to return to us the day prior had been impounded. I expressed my concern about what had occurred and was seeking resolution to the expenses we had incurred due to their negligence. Chad stated he would look into it and call us back by 12 p.m. We received a phone call back at 10:06 a.m. stating we could submit paperwork for possible reimbursement of the towing fees and was also told that, miraculously, they had the parts available to repair the electrical issues and to have the vehicle returned to them that day. We went to the impound lot to pay for the vehicle to be released and towed to AutoMax at 12:30 p.m on 2/5/15.

I am extremely upset for many reasons. Primarily, I am upset about the safety concerns involved with returning a vehicle to us that we should not have been driving. The Service Department was well aware that the vehicle was used daily and agreed that the vehicle would be ready for us to use the same day as pick up. At no time, did a representative of AutoMax state any safety concerns or that the vehicle should not be driven in any type of situation. If that would have been the case, we would have left the vehicle with AutoMax and secured a rental vehicle until the parts arrived and repairs completed. Instead, the vehicle was returned and we continued to drive it as it was necessary to complete the work scheduled for our company. And by doing so, we, unknowingly, not only put our company at risk, but also our employees, and other drivers on the road. Thankfully, no injuries or physical harm was endured by anyone. Also, we have experienced significant financial losses as a result. This includes the cost of the ticket; impound expenses, towing expenses, lost production, and loss of material/supplies to our vehicle as well as the additional wages paid. We were not able to recover multiple materials needed immediately in the vehicle due to the impound lot not being open to release them. Therefore, we were forced to buy the same materials that were just purchased the day prior in order to replace the ones in the impounded vehicle, otherwise we would not have been able to complete our required job. A receipt of this has been included. Additional wages had to be paid due to the extra time endured by being pulled over, speaking with the police and waiting for a new vehicle to arrive in the middle of a job that was trying to be completed. This totals \$1,065.39. Please see attached invoice for more detailed information.

At this time, I am requesting full reimbursement of the financial losses we have suffered due to the negligence of your company and its representatives. I have attached copies of the recall notices, receipts, tickets, and all necessary documentation. This letter is also being sent to AutoMax, Chrysler Customer Assistance, and The National Highway Traffic Safety Administration.

I expect a response in writing by 2/20/15 along with reimbursement or detailed information as to when the reimbursement will be issued.

Thank you for your time.

Sincerely,



Jessica Knepp, Co-Owner  
Green Touch Irrigation, LLC  
614-245-0594

Cc: AutoMax Chrysler Dodge Jeep RAM  
Chrysler Customer Assistance  
National Highway Traffic Safety Administration

Green Touch Irrigation, LLC  
P.O. Box 1213  
Worthington, OH 43085

1131

(614)245-0594  
office@greentouchonline.com  
www.greentouchonline.com

ADDRESS  
AutoMax-Chrysler

DATE  
02/06/2015

PLEASE PAY  
\$1,065.39

EXPIRATION  
DATE

DESCRIPTION	QUANTITY	RATE	AMOUNT
Shamrock Towing: Cost of having the vehicle towed after being impounded by police and then towed to AutoMax to complete repairs that caused the vehicle to be impounded.	1	335.40	335.40
Ticket Issued by Blendon Township Police. Ticket [REDACTED] for ORC 4513.02 "UnSafe Vehicle". Amount owed is still pending per court date on 2/17/15.	1	0.00	0.00
John Deere: Materials that were in impounded vehicle that we were not permitted to get prior to the vehicle being released, but were needed to complete work assignment before impound lot was open.	1	549.99	549.99
Additional wages paid to employees: [REDACTED] and [REDACTED] as a result of extra time it took to have the vehicle pulled over, impounded, waiting on another available to take employees to job site. At a rate of \$60/hr	3	60.00	180.00

*Included with this email is a copy of your estimate. Please contact us if you have any additional questions and when you are ready to give approval to complete the requested work.*

*Thank you for your business. We appreciate it!*  
Aric and Jessie Knepp  
Green Touch Irrigation, LLC  
614-245-0594  
office@greentouchonline.com

TOTAL **\$1,065.39**

THANK YOU.

Accepted By

Accepted Date

BLENDON TOWNSHIP POLICE DEPT.

6340 HEMPSTEAD ROAD  
WESTERVILLE, OHIO 43081

AIS 1632

N<sup>o</sup>.

VEHICLE IMPOUND RECORD

YEAR 2014	MAKE OF VEHICLE Dodge	MODEL Ram	TYPE OF VEHICLE Van	COLOR White	LICENSE NO. [REDACTED]	YEAR 2015	STATE OHIO	MILEAGE 21348	
SERIAL NUMBER 3C6TRVAG4EE [REDACTED]		ACCIDENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CONDITION OF BODY Good	MOTOR <input checked="" type="checkbox"/>	WHEELS <input checked="" type="checkbox"/>	TRANS-MISSION <input checked="" type="checkbox"/>	TIRES <input checked="" type="checkbox"/>	WINDOWS <input checked="" type="checkbox"/>	OPERABLE YES
OPERATOR'S NAME (IF APPLICABLE) [REDACTED]		ADDRESS [REDACTED]		CITY [REDACTED]	STATE [REDACTED]	PHONE NO. [REDACTED]			
OWNER'S NAME (IF APPLICABLE) Green Touch Irrigation LLC		ADDRESS 4770 Tok/Sail Ct,		CITY Columbus, Ohio	STATE OHIO	ZIP 43230		PHONE NO. 614-245-0594	
IMPOUNDED FROM 220 NB @ SR3	DATE IMPOUNDED 02/05/15	TIME IMPOUNDED 0120 hrs	OWNER NOTIFIED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	NOTIFIED BY Letter / in person					
IMPOUNDED AT Shamrock	REASON IMPOUNDED unsafe	DISPOSITION <input checked="" type="checkbox"/> TO <input type="checkbox"/> HOLD FOR _____			NCIC CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				
INVENTORY OF ITEMS LEFT IN VEHICLE (LIST) Shovels Pipe fittings Water Line Tools Salt - pallet Power Tools				DAMAGE TO VEHICLE - TO INCLUDE MISSING CHROME, ETC. Summer Scuffs					
NAME OF IMPOUNDING OFFICER (PRINT) Silverstein			UNIT NO. 28	DATE 02/05/15	TIME 0120 hrs				
SIGNATURE OF OFFICER [Signature]		SIGNATURE OF WRECKER DRIVER [Signature]			WRECKER SERVICE Shamrock				
RELEASED BY	AUTHORITY OF	COST		DATE	TIME				
RELEASED TO	ADDRESS	CITY	STATE	<input type="checkbox"/> OWNER <input type="checkbox"/> OTHER		PHONE NO.			
WHITE COPY - RECORD BUREAU	REMARKS								
YELLOW COPY - ACCIDENT INVESTIGATION									
PINK COPY - WRECKER SERVICE									

MUNICIPAL JUVENILE COURT FRANKLIN

STATE OF OHIO  City  Village  Township **BLENDON** TICKET # [REDACTED] CASE # [REDACTED]

NAME [REDACTED]  
STREET [REDACTED]  
CITY STATE [REDACTED] ZIP [REDACTED]

OPERATOR LICENSE / STATE ID#		<input type="checkbox"/> None	BIRTH DATE	ISSUE DATE	STATE
[REDACTED]			[REDACTED]	12/21/13	OH
CLASS	EXPIRES	ENDORSEMENT(S)/RESTRICTION(S)			
D	11/30/17	<input type="checkbox"/> CDL <input type="checkbox"/> BMC <input type="checkbox"/> Other: [REDACTED]			
SEX	HEIGHT	WEIGHT	EYES	HAIR	RACE
M	600	225	GO	BRN	W
FINANCIAL RESPONSIBILITY PROOF					
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A					

TO DEFENDANT: COMPLAINT ON 0405 15 AT 12:57 PM  
 Operate Passenger Motor Vehicle -  Passenger  Motorcycle  Bicycle  Other  
 Commercial DOT#  >26,001 lbs  <16 Pass. Bus  >16 Pass. Bus  Haz. Mat.  
 VEHICLE YEAR 2014 MAKE Dodge MODEL Ram  
 COLOR W/WHK LICENSE [REDACTED] STATE Ohio  
 UPON A PUBLIC HIGHWAY, NAMELY SR 161 W/15  
 AT/NEAR Sinking Rd (M.P. [REDACTED])  
 IN THE TOWNSHIP OF BLENDON IN FRANKLIN COUNTY (NO.) 25 STATE OF OHIO AND COMMITTED THE FOLLOWING OFFENSE(S):

<input checked="" type="checkbox"/> SPEED: <input type="checkbox"/> 0-30 MPH zone <input type="checkbox"/> 31-40 MPH zone <input type="checkbox"/> 41-50 MPH zone <input type="checkbox"/> 51-60 MPH zone <input type="checkbox"/> 61-70 MPH zone <input type="checkbox"/> 71-80 MPH zone <input type="checkbox"/> 81-90 MPH zone <input type="checkbox"/> 91-100 MPH zone	<input type="checkbox"/> QRC <input type="checkbox"/> ORD <input type="checkbox"/> T.P.
<input type="checkbox"/> Unsafe for conditions <input type="checkbox"/> ACDA	
<input type="checkbox"/> OVI: <input type="checkbox"/> Under the influence of alcohol/drug of abuse <input type="checkbox"/> Prohibited blood alcohol concentration <input type="checkbox"/> Breath <input type="checkbox"/> Urine <input type="checkbox"/> Refused	<input type="checkbox"/> QRC <input type="checkbox"/> ORD <input type="checkbox"/> T.P.
<input checked="" type="checkbox"/> DRIVER LICENSE: <input type="checkbox"/> None <input type="checkbox"/> Not on person <input type="checkbox"/> Revoked <input type="checkbox"/> Suspended <input type="checkbox"/> EXPIRED <input type="checkbox"/> <6 months <input type="checkbox"/> >6 months <input type="checkbox"/> Failure to Reinstatement Type: [REDACTED]	<input checked="" type="checkbox"/> QRC <input type="checkbox"/> ORD <input type="checkbox"/> T.P. 451012A1
<input type="checkbox"/> SAFETY BELT: Failure to wear <input type="checkbox"/> Driver <input type="checkbox"/> Passenger <input type="checkbox"/> Child Restraint <input type="checkbox"/> Booster Seat	<input type="checkbox"/> QRC <input type="checkbox"/> ORD <input type="checkbox"/> T.P.
<input checked="" type="checkbox"/> OTHER OFFENSE: Unsafe Vehicle	<input checked="" type="checkbox"/> QRC <input type="checkbox"/> ORD <input type="checkbox"/> T.P. 4513.02
<input type="checkbox"/> OTHER OFFENSE:	<input type="checkbox"/> QRC <input type="checkbox"/> ORD <input type="checkbox"/> T.P.
ROAD AND WEATHER CONDITIONS	
PAVEMENT: <input type="checkbox"/> Dry <input checked="" type="checkbox"/> Wet <input type="checkbox"/> Snow <input type="checkbox"/> Ice # of Lanes 3	<input type="checkbox"/> Construction Zone
VISIBILITY: <input type="checkbox"/> Clear <input type="checkbox"/> Cloudy <input type="checkbox"/> Dusk <input checked="" type="checkbox"/> Night <input type="checkbox"/> Dawn	
WEATHER: <input type="checkbox"/> Rain <input checked="" type="checkbox"/> Snow <input type="checkbox"/> Fog <input type="checkbox"/> No Adverse	
TRAFFIC: <input type="checkbox"/> Heavy <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Light <input type="checkbox"/> None	
AREA: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Rural <input type="checkbox"/> Residential <input type="checkbox"/> Industry <input type="checkbox"/> School	
CRASH: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Almost Caused <input type="checkbox"/> Non-Injury <input type="checkbox"/> Injury <input type="checkbox"/> Fatal	
Crash Report Number: [REDACTED]	
REMARKS: [REDACTED]	
ACCOMPANYING CRIMINAL CHARGE <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No TOTAL # OFFENSES 3	

TO DEFENDANT: SUMMONS PERSONAL APPEARANCE REQUIRED  Yes  No  
 You are summoned and ordered to appear on 0405 15 at 9:00 AM  
 in Municipal/Juvenile Court at 375 S High St / 309 S Front St, Cos. OH 43215  
 If you fail to appear at this time and place you may be arrested or your license may be cancelled.  
 This summons served personally on the defendant on 0405 15 at 2015  
 The issuing/charging law enforcement officer states under the penalties of perjury and falsification that he/she has read the above complaint and that it is true.

Issuing Law Enforcement Officer	Blendon Twp.
Issuing Officer's Verify address, if different from license address, write present address in space provided.	

PRESENT ADDRESS  
SIGNATURE X  
CO. RES.



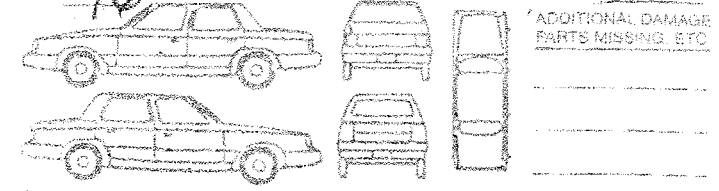
# Shamrock Towing, Inc.

1-800-840-4177 • 614-862-3550 • FAX 614-862-3509  
6933 Frost Road Westerville, Ohio 43082-9016  
Storage Yard  
1145 Hamlet St. Columbus, Ohio

Date: 2-5-15 Mileage: 2 DOOR  
Year: 14 Make: DODGE Model: 1500 VAN  
Plate No: PIR 842 (S) Color: WHI  
VIN #: 3C6TRVAG4EE [REDACTED]  
Towed to: 270 NIB BEFORE RT 3  
Destination: FROST

Owner: Aric Knepp  
Address: P.O. Box 1213 Worthington 43085  
City: BIRPD

Releasing Charge	155 -
Winching or Dolly	
Storage #20/Day x 1	20 -
Re Tow to: 2815 Stratford Rd	47 -
Miles to Automax (towed) 13 mi	
Towing & Storage Paid Out	
Admin Fee	20 -
Fuel Charge	10 -
P.O. No.	Subtotal 312 -
ROW # 42	Tax 23 40
DR#	Grand Total 335 40
TK# 46	



ADDITIONAL DAMAGE PARTS MISSING, ETC

All damage claims must be made before vehicle leaves impound lot.  
PAID: CASH CHECK CREDIT CARD ACCOUNT (Circle One)  
Remarks: P.O. # 6014-2260-5424

Remove Personalities (if) Rel.  
Signature: [Handwritten Signature]

CUSTOMER COPY

Sales Invoice



**JOHN DEERE  
LANDSCAPES**

Lewis Center OH #708  
729 Carle Ave  
Lewis Center, OH 43035-8293  
W: (740)549-2141

Sold To:

Green Touch Irrigation (#894035)  
PO Box 1213  
Worthington, OH 43085-1213  
W: (614)245-0594

Ordered	Order#	PO#	Invoiced	Invoice#
02/05/2015		pk up	02/05/2015	
Printed	Requested for	Ship Via	Customer Contact	Sales Associate
02/05/2015		Customer Pick up	Eric Knepp	Douglas Sayer

Ship To:

Green Touch Irrigation (#894035)  
PO Box 1213  
Worthington, OH 43085-1213  
W: (614)245-0594

LN	Item #	Description	Qty Ordered	Qty Shipped	Qty Open	Unit Price	Ext. Price
1	SDIC50	Ice Crusher 50Lb	49	49	0	10.490 / EA	514.010

Subtotal: \$514.01  
Sales Tax: \$35.98  
Freight: \$0.00  
Total: \$549.99  
Total Payment: \$549.99  
Amount Due: \$0.00

PAYMENT: [Redacted] \$549.99  
Auth# 595772

For Chemical Emergency Spill, Leak, Fire, Exposure, or Accident Emergency Response Assistance, call:  
CHEMTREC Day or Night ? 1 (800) 424-9300

*Phone order*

CUSTOMER SIGNATURE:

John Deere Landscapes warrants that all products conform to the description on the label. Because conditions of use, which are of critical importance are beyond our control, seller makes no warranty, expressed or implied, concerning the use of these products. No employee of the company is authorized to make any warranty or representation, expressed or implied, concerning our products. Always follow directions and carefully observe all precautions on the label or manufacturer's instructions. Products used contrary to directions may cause serious plant or personal injury. Buyer assumes all risk of use of handling whether in accordance with direction or not and accepts the products sold to him by this company on these conditions.

**IMPORTANT SAFETY RECALL****P32 / NHTSA 14V-294**

This notice applies to your vehicle (VIN:3C6TRVAG4EE [REDACTED]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear GREEN TOUCH IRRIGATIO

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2014 model year RAM ProMaster vehicles.**

**The problem is...** Certain electrical connectors on your vehicle may corrode. Water may enter through the in-floor battery well, door foot-well, and/or Occupant Restraint Control (ORC) module connectors. Corrosion in these electrical circuit connectors could cause a loss of vehicle propulsion, airbags, stop lamps, turn signals, back up lamps and/or parking lamps. Any of the above conditions could cause a crash without warning and possible loss of airbag function.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect all suspect electrical connectors and repair them as required. The connector inspection will take about 1.3 hours to complete. If component replacement is required, an additional three hours will be required. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Authorized Business Link dealer right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.chrysler.com/ownersreg](http://www.chrysler.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): P53

Customer Services / Field Operations  
Chrysler Group LLC

*Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

**DODGE****Jeep****SRT**

## IMPORTANT SAFETY RECALL

**P62 / NHTSA 14V-633**

This notice applies to your vehicle (VIN: 3C6TRVAG4EE [REDACTED]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear GREEN TOUCH IRRIGATIO

Chrysler has decided that certain **2014 model year RAM ProMaster vehicles** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 138 – Tire Pressure Monitoring Systems.

**The problem is...** The Controller Area Network (CAN) bus cable to the Tire Pressure Monitor (TPM) control module on your vehicle may act as an antenna resulting in an incorrect tire pressure indication. The TPM system is not performing in the manner designed to meet Federal Motor Vehicle Safety Standard (FMVSS) 138 - Tire Pressure Monitoring System (TPMS). Incorrect tire pressure monitoring could cause the vehicle operator to drive the vehicle without knowing of a low tire pressure condition. Driving a vehicle with a low tire pressure condition could cause tire failure and/or a crash without warning.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the Tire Pressure Monitor (TPM) control module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Authorized Business Link dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.chrysler.com/ownersreg](http://www.chrysler.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): P53 P32

Customer Services / Field Operations  
Chrysler Group LLC

*Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

**DODGE****Jeep****SRT**

**IMPORTANT SAFETY RECALL****P53 / NHTSA 14V-533**

This notice applies to your vehicle (VIN: 3C6TRVAG4EE [REDACTED])

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

Chrysler has decided that certain **2014 model year RAM ProMaster** vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 202a – Head Restraints.

**The problem is...** The head restraints do not meet Federal Motor Vehicle Safety Standard (FMVSS) 202a - Head Restraints. The head restraints do not meet the measurement guidelines in the FMVSS standard. Incorrect head restraints, during certain crash events, could cause additional vehicle occupant injury.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your front seat head restraints. The procedure will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Authorized Business Link dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.chrysler.com/ownersreg](http://www.chrysler.com/ownersreg).

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If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): P32

Customer Services / Field Operations  
Chrysler Group LLC

*Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

**DODGE****CHRYSLER****Jeep****SRT**

CUSTOMER #: [REDACTED]

\*INVOICE\*



2815 STRATFORD RD. · DELAWARE, OHIO 43015  
(740) 369-9611 · (800) 222-9289  
www.AutoMaxCDJ.com

GREEN TOUCH IRRIGATION  
PO BOX 213  
WORTHINGTON, OH 43085

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

Dealer Code # 26856

SERVICE ADVISOR: 3494 RANDY CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	RAM 1500	3C6TRVAG4EE [REDACTED]		21320/21320	T301	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			17:00 03FEB15		0.00	CASH	04FEB15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]					
15:31 03FEB15	12:05 04FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES PERFORM RECALL / P32 / ELECTRICAL CIRCUIT CORROSION  
SPECIAL SPECIAL ORDER PART

5515 CP 0.00 0.00 0.00 0.00 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

21320 PARTS ARE ON BACK ORDER, PARTS HAVE BEEN ORDERED

B CUSTOMER STATES PERFORM RECALL / P53 / HEAD RESTRAINTS

23P53182 Safety Recall P53 - Headrest Backset -  
Replace Replace All Front Seat Headrest's (0  
- Low Skilled)

5515 W40 0.20 (N/C)

2 CBB1P531AA HEADREST-FRONT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

21320 Replace Front Seat Head Restraints PER RECALL P53

C CUSTOMER STATES PERFORM RECALL / P62 / REPROGRAM TIRE PRESSURE  
MONITOR CONTROL

18P62182 Safety Recall P62 - Reprogram Tire  
Pressure Monitor Control Module - Reprogram  
Reprogram TPM Control Module (0 - Low  
Skilled)

5515 W40 0.20 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

21320 Reprogram TPM Control Module PER RECALL P62

BE SMART ALL YEAR LONG!

# SMART

SCHEDULED MAINTENANCE AT REGULAR TIMES

In Ohio 1-800-222-9289

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS	
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	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS DEDUCTIONS	0.00	
	SALES TAX	0.00	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

GREEN TOUCH IRRIGATION  
PO BOX 213  
WORTHINGTON, OH 43085  
HOME: CONT:N/A  
BUS: CELL:

2815 STRATFORD RD. · DELAWARE, OHIO 43015  
(740) 369-9611 · (800) 222-9289  
www.AutoMaxCDJ.com

PAGE 1

Dealer Code # 26856

SERVICE ADVISOR: 3494 RANDY CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	RAM 1500	3C6TRVAG4EE [REDACTED]		21343/21347	T320	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DL			17:00 05FEB15		0.00	CASH	06FEB15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]					
13:42 05FEB15	16:56 06FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES PERFORM RECALL / P32 / ELECTRICAL CIRCUIT CORROSION							
08P32182	RECALL	P32-SEAL	RIGHT AND LEFT	FOOT WELL			
	5515	W40	1.30				(N/C)
	1	CBC0P321AB	PLUG				(N/C)
	1	CBC0P322AA	CLIP-WIRING				(N/C)
	1	68262958AA	WIRING-HEADLAMP	TO DASH			(N/C)
	1	5018395AA	WIRING				(N/C)
	1	CBRAH070	TUBE KIT-HEAT SHRINK				(N/C)
	2	CBRAH070	TUBE KIT-HEAT SHRINK				(N/C)
08P32151	REPLACE	IGN FUSE	HOLDER				
	5515	W40	0.20				(N/C)
08P32156	LABOR	TIME					
	5515	W40	2.10				(N/C)
0800	LABOR	TIME					
	5515	IT	1.00				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

21343  
Inspect ORC Module connectors, inline ignition fuse holder terminals, and right and left foot well connectors for corrosion. Seal right and left foot well  
(Vehicle built on or before 01/21/2014) 08-P3-21-82 1.3 hours  
Replace inline ignition fuse holder 08-P3-21-51 0.2 hours  
Splice 37 to 45 circuits 08-P3-21-56 2.1 hours

*****							
B CUSTOMER STATES LEFT REAR TAIL IS OUT, CHECK AND ADVISE							
0800	LABOR	TIME					
	5515	W40	0.90				(N/C)
	1	L0007443	BULB-SIDE MARKER				(N/C)
	3	4778570	SLEEVE-HEAT SHRINK				(N/C)
	1	L0000000H7	BULB-HEADLAMP				(N/C)
0800	LABOR	TIME					
	5515	IS	0.60				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

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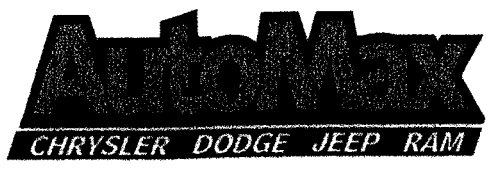
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	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS DEDUCTIONS		
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

[REDACTED]



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GREEN TOUCH IRRIGATION  
 PO BOX 213  
 WORTHINGTON, OH 43085

PAGE 2

Dealer Code # 26856

HOME: CONT:N/A  
 BUS: CELL:

SERVICE ADVISOR: 3494 RANDY CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	14	RAM 1500	3C6TRVAG4EE [REDACTED]		21343/21347	T320	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DE			17:00 05FEB15		0.00	CASH	06FEB15
R.O. OPENED	READY	OPTIONS: DLR [REDACTED]					
13:42 05FEB15	16:56 06FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
21347		BESIDES THE RECALL CONNECTOR, THE CONNECTOR IN THE LEFT REAR TAIL LIGHT HAS SOME CORROSION ON IT AND BLEW OUT THE STOP LAMP AND THE LEFT HEADLAMP BULB, DUE TO IT SHORTING OUT. REPAIRED CONNECTOR ALL LIGHTS ARE NOW WORKING. HDID A WITECH SCAN TEST HAD SEVERAL FAULT CODES, IN THE BCM. B1007-18 LEFT TURN LAMP -UNDER CURRENT. B1014-19 LEFT STOP LAMP-OVER CURRENT. B11B0-19 FRONT AND REAR LEFT PARKING LIGHTS, LEFT SIDE MARKER-CURRENT ABOVE THRESHOLD. ALL THESE CODES WERE ACTIVE BEFORE I REPAIRED ALL THE CONNECTORS, ALL CODES WENT STORED AFTER REPAIRS. CLEARED CODES					

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	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS DEDUCTIONS	0.00
	SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Green Touch Irrigation, LLC  
PO Box 1213  
Worthington, OH 43085



Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave S.E.  
Washington DC  
20590