


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

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148	
	Date Received 20-AUG-2015 UCI 14 2015		Repository <input type="checkbox"/> Reference No. 10750085
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
NEW ORLEANS	LA		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
3C6TRVBG4EE		RAM	PROMASTER
Model Year		Engine:	Fuel Type:
2014		No: Cylinders	GAS
Date Purchased	Dealer's Name and Telephone Number		State
12-09-2013	Lakeshore Chrysler, Dodge 985-641-9595		LA
Original Owner	Dealer's City	Zip Code	
<input type="checkbox"/>	Slidell	70461	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Automatic	<input type="checkbox"/> Cruise Control		Incident Date(s)
			04-AUG-2014
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 120000 EXTERIOR LIGHTING, BRAKES (PWS), 180000 VEHICLE SPEED CONTROL, 220000 SEATS, 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 190000 TIRES			Failure Mileage
			Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police N			
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 2014 RAM PROMASTER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 14V294000 (AIR BAGS, ELECTRICAL SYSTEM, EXTERIOR LIGHTING), 14V533000 (SEATS), 14V633000 (TIRES), 14V032000 (VEHICLE SPEED CONTROL), AND 14V034000 (SERVICE BRAKES HYDRAULIC). THE PARTS NEEDED TO DO THE REPAIRS WERE NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME TO PROVIDE THE PARTS NEEDED FOR THE REPAIRS. THE CONTACT HAD NOT EXPERIENCED A FAILURE.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

[REDACTED]
Since 1938

September 30, 2015

U.S. Department of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

Gentlemen:

Attached are copies of the 5 Recall Notices we have gotten on our 2014 Dodge Promaster Van.

We tried to have the recall work done several times at the original vendor, Lakeshore Chrysler each time; we were told parts weren't in stock. We then checked with Premier Chrysler located at 13000 I-10 Service Rd. in New Orleans, LA. We were told the parts were in stock. When we arrived the Service Department said they couldn't take the vehicle because "it wouldn't fit in their Service Department" even though they sell the same vehicle!!

At this point we're hesitant to even drive this vehicle. Obviously, Chrysler doesn't stand behind its products, so any help you can give to resolve our problem will be appreciated.

Sincerely,
[REDACTED]

[REDACTED] New Orleans, LA [REDACTED]

[REDACTED] FAX [REDACTED]
[REDACTED]



ACCELERATOR PEDAL STOP

IMPORTANT SAFETY RECALL P02 / NHTSA 14V-032

This notice applies to your vehicle (VIN: 3C6TRVVG4EE [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 a defect, which relates to motor vehicle safety, exists in some 2014 model year RAM ProMaster vehicles.

The problem is... The accelerator pedal stop may cause a stuck accelerator pedal if the driver inadvertently applies an angle force to the accelerator pedal. A stuck accelerator pedal could cause 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 replace the accelerator pedal stop. 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 Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your 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.

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.

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 P03 / NHTSA 14V-034

This notice applies to your vehicle (VIN: 3C6TRVBG4EE [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 a defect, which relates to motor vehicle safety, exists in some 2014 model year RAM ProMaster vehicles.

The problem is... The flexible rubber brake hoses on your vehicle may have been damaged during the vehicle assembly process. A damaged flexible rubber brake hose could cause a brake fluid leak and increase in the vehicle's stopping distance. This could cause 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 inspect the flexible rubber brake hoses and replace them if required. The inspection takes about ½ hour to complete. If one or more flexible rubber brake hoses needs to be replaced an additional hour will be required. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge 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.

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): P02 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.





IMPORTANT SAFETY RECALL

P32 / NHTSA 14V-294

This notice applies to your vehicle (VIN:3C6TRVVG4EE [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 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.

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.

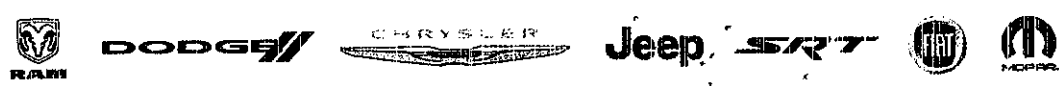
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 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): P62 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.





IMPORTANT SAFETY RECALL

P53 / NHTSA 14V-533

This notice applies to your vehicle (VIN:3C6TRVBG4EE [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). However, the part required to provide a permanent remedy for this condition is currently not available. Chrysler is making every effort to provide the part as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy part is available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Authorized Business Link dealer right away to schedule a service appointment.

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.

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): 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.





FIAT CHRYSLER AUTOMOBILES

REPROGRAM TIRE PRESSURE
MONITOR CONTROL MODULE

IMPORTANT SAFETY RECALL

P62 / NHTSA 14V-633

This notice applies to your vehicle (VIN: 3C6TRVBG4EE [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. 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.

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.



[REDACTED]
New Orleans, LA [REDACTED]



U. S. Dept. of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

W48-226

