



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 2, 2014

Mr. Phil Hartnagel
Senior Manager Product Investigation and Campaigns
Chrysler Group LLC
800 Chrysler Drive
CIMS 482-00-91
Auburn Hills, MI 48326-2757

NVS-215SM
14V-533

Subject: Head Restraint Exceeds Measurement/FMVSS 202a

Dear Mr. Hartnagel:

This letter serves to acknowledge Chrysler Group LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

RAM/PROMASTER/2014

Mfr's Report Date: September 3, 2014

NHTSA Campaign Number: 14V-533

Components:

SEATS:FRONT ASSEMBLY:HEAD RESTRAINT

Potential Number of Units Affected: 24,497

Problem Description:

Chrysler Group LLC (Chrysler) is recalling all model year 2014 Ram ProMaster vans manufactured July 1, 2013, to August 26, 2014. The affected vehicles may have been manufactured with head restraints that exceed the maximum backset measurement limit of 55mm. As such, these vehicles fail to comply with the requirements of the Federal Motor Vehicle Safety Standard No. 202a, "Head Restraints."

Consequence:

If the vehicle is struck from behind, the head restraint may not properly limit the seat occupant's head movement rearward, increasing the risk of injury.

Remedy:

Chrysler will notify owners, and dealers will replace the head restraints, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is P53.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Please be reminded of the following requirements:

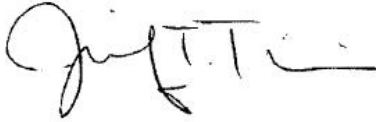
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement