



Description of the Safety Risk : The consequence of exceeding the limit results in a noncompliance of the safety standard.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

- On July 10, 2014, Chrysler opened an investigation as a result of a Fiat safety laboratory test report, indicating the front seat head restraint backset measurements exceeded the allowable limit, which results in a noncompliance to FMVSS 202a.
- FMVSS 202a S4.2.3 requires the front head restraint backset not be more than 55 mm.
- On July 30, 2014, third party testing confirmed a non-compliance with the front seat head restraints.
- The investigation found testing performed on Design Verification level seats meet the requirements for FMVSS 202a; however, Production Validation level seats were tested at the same facility and later confirmed at a different facility, they did not meet the standard.
- The root cause was determined to be the combination of H-Point and torso angle build tolerances.
- All RAM ProMaster vehicles built since 2014 MY start of production are affected.
- A Change Notice has been written to revise the design of the head restraint to meet the measurement guidelines in the standard. Implementation of the new design is expected on September 8, 2014.
- The suspect period was established as July 1, 2013 to September 3, 2014 at Saltillo Van Assembly Plant.
- As of August 15, 2014, Chrysler is unaware of any accidents or injuries potentially related to this issue.
- On August 26, 2014, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall on all affected vehicles to replace the head restraints.

**Description of Remedy :**

Description of Remedy Program : Chrysler will conduct a voluntary safety recall to replace the head restraints on all affected vehicles.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : OCT 01, 2014 - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported