



August 11, 2014

Ms. Nancy L. Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.W.  
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 14V-294

Enclosed are representative copies of communications relating to the 2014 model year vehicles involved in the referenced recall. Chrysler notified dealers on July 31, 2014 and completed the **interim** owner notification mailing on August 1, 2014. The number of vehicles involved in the recall is 17,725 in the United States and zero in the United States Territories.

Sincerely,

A handwritten signature in blue ink, appearing to read "PHILIP S. HARTNAGEL".

Philip S. Hartnagel  
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Interim Owner Letter for Recall P32

cc: F. Borris

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

This notice applies to your vehicle (VIN:XXXXXXXXXXXXXXXXXX).

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

Dear: (Name)

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 electrical system(s) on your vehicle may experience electrical circuit corrosion due to water entering the in-floor battery well, door foot-well, and/or Occupant Restraint Control (ORC) module connector. 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 intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts as quickly as possible. **Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.**

***What you must do to ensure your safety...*** Once you receive your follow-up recall notice in the mail, simply **contact your Business Link Dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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.ramtrucks.com/ownersreg](http://www.ramtrucks.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  
Notification Code P32

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