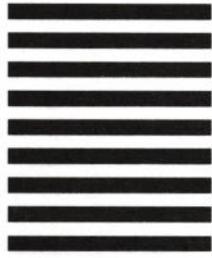




AUBURN HILLS MI 48321-9959  
PO BOX 218008  
RECALL ADMINISTRATION 482-00-85



POSTAGE WILL BE PAID BY ADDRESSEE

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



## FCA US LLC

CIMS 482-00-85  
PO Box 218008  
Auburn Hills MI USA 48321-8008

PRESORTED  
STANDARD  
U.S. POSTAGE  
**PAID**  
PERMIT #2655  
DETROIT, MI

Electronic Service Requested

### IMPORTANT!

# SAFETY RECALL NOTICE

## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



EE116371 P53 002957  
00DNS-FOREST RIVER IN  
55470 COUNTY ROAD 1  
ELKHART, IN 46514-9765



002957/#70920/P53-3D



FIAT CHRYSLER AUTOMOBILES

HEAD RESTRAINTS

# IMPORTANT SAFETY RECALL

P53 / NHTSA 14V-533

This notice applies to your vehicle (VIN: 3C7WRVVG0EE116371)

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

Dear 00DNS-FOREST RIVER IN

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 1/2 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): P62

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.*



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**PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number) Notification Code

EEJJJ637J

P53

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale:

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mrs.
- Ms.
- Rev.
- Business
- Dr.

First Name \_\_\_\_\_ MI \_\_\_\_\_

Last Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email Address \_\_\_\_\_