

MAR 10 2015

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	
 U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 13-JAN-2015	Repository ☐ Reference No. 10672047
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)				Evening Telephone Number [REDACTED]	
Name [REDACTED]		Address [REDACTED]			
City STERLING HEIGHTS	State MI	Zip Code [REDACTED]			
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 3C3CFFCR8CT [REDACTED]		Make FIAT	Model 500	Model Year 2012	
Date Purchased JUNE, 2012	Dealer's Name and Telephone Number FIAT OF LAKE SIDE 586 286 0200		Engine: No: Cylinders 4	Fuel Type: 92-0 ETAN PREM	
Original Owner ☒	Dealer's City MACOMB	State MI	Zip Code 48044		
Transmission Type 6-Speed	☒ Antilock Brakes ☒ Cruise Control	Powertrain 1.4 Litre	Multiple Failure: BATTERY, 2013 ALTERNATOR	Incident Date(s) 14-JUN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 112000 ELECTRICAL SYSTEM: ALTERNATOR/GENERATOR/REGULATOR				Failure Mileage 50000	Failure Speed 25
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)		☐ Original Equipment ☐ 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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ 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 2012 FIAT 500. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 25 MPH, A BURNING ODOR WAS PRESENT INSIDE THE VEHICLE AND ALL THE WARNING LIGHTS FLICKERED. THE VEHICLE WAS TOWED TO THE DEALER, WHO DIAGNOSED THAT THE ALTERNATOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 50,000.					
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 to 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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

IN, 2013 BATTERY WAS REPLACE UNDER
WARRANTY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

STERLING Hgts. MD



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VCO)
U.S. Department of Transportation
National Highway Traffic Safety Administration





FIAT of Lakeside

18181 Hall Road
Macomb, MI 48044
586-286-0200
www.fiatoflakeside.com

CUSTOMER NO.	ADVISOR STEPHEN WITINKO	TAG NO.	INVOICE DATE 01/12/15	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 12/FIAT/LOUNGE/	MILEAGE 64,169	DELIVERY DATE 06/07/11	DELIVERY MILES 130
STERLING HGTS, MI	VEHICLE I.D. NO. 3 C 3 C F F C R 8 C T	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	REPAIRS PROPERLY COMPLETED & CHECKED BY: X	R.O. DATE 01/12/15	REPRINT# 1
			ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	

LABOR & PARTS

J# 1 08FIZ ELECTRICAL HOURS TECH(S) 2216 WARRANTY

OWNER STATES ETC WARNING LIGHT CAME ON AND WAS FLASHING.
BATTERY WARNING LIGHT CAME ON-VEHICLE TOWED IN
VERIFIED BATTERY WARNING LIGHT IS ON, ETC LIGHT IS NOT AT
THIS TIME. INSPECTED USING WITECH2 AND MONITORED ALTERNATOR
OUTPUT AT 10.83V -INTERNAL FAULT/NO OUTPUT WITH GENERATOR
MVP MFLIFEN PLAN 35716934 COVERED REPAIR \$100 DEDUCTIBLE
REPLACED GENERATOR, CLEARED CODES USING WITECH2 AND VERIFIED
OPERATIONS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	RL029582-AB	ALTERNATO 08028003			WARRANTY
JOB # 1	-1	RL029582-AB	CORE RETURN			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	WD	WARRANTY DEDUCTIBLE	364548	100.00
TOTAL - MISC				100.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$106.00 (+TAX)

TOTALS	
REPAIRS EXPLAINED TO MY SATISFACTION. VEHICLE RECIEVED BY	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.00
TOTAL INVOICE \$	106.00

State Reg. No. F-145133

OUR SERVICE GUARANTEE
We guarantee our service work for 12 months or 12,000 miles whichever comes first. If under normal conditions, our repair or replacement fails (within that time) we will fix it free of charge.

SERVICE HOURS:

Monday & Thursday
7:30 AM - 8:00 PM
Tuesday, Wednesday &
Friday
7:30 AM - 6:00 PM
Saturday
9:00 AM - 2:00 PM

CUSTOMER SIGNATURE