

CL-10689358-7795

February 6, 2015

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

FEB 12 2015

To Whom It May Concern:

I am writing to express my concern about Chrysler's inability to remedy a safety recall for my 2014 Fiat 500e. I leased the vehicle in California, and now live in Virginia. I relocated across the country for work shortly after leasing the vehicle. Prior to leasing the vehicle, Ming Liu of Fiat of Fremont advised me that if there were any problems with the vehicle when I was in Virginia, to take it to a local dealership and there would not be any issues because they have qualified mechanics at every Fiat dealership. If I knew I would not be able to service my vehicle, I would have never leased it in the first place.

Upon calling a couple of Fiat Chrysler dealerships in my area, (Alexandria and Sterling, Virginia), staff at both locations told me that they are not familiar with the 500e model and therefore could not replace the Power Inverter Module (PIM). I subsequently called the Fiat Customer Assistance Center, where I was told the same thing, and that it is my responsibility to transport my vehicle to California or Oregon to have the safety recall administered. First and foremost, this should not be my responsibility. A safety recall is entirely out of my control. Secondly, I will not pay to have my vehicle shipped across the country and back.

According to Diane at the Fiat Customer Service Center, my car "should be safe to drive as long as no lights are popping up on the dashboard and it is not randomly shutting off." Is Diane a trained Fiat technician? No. The problem does not sound like a small matter according to the recall notice I received: "The Power Inverter Module (PIM) on your vehicle may contain cooling plates that leak coolant into areas of high-voltage circuitry. This can result in an over current electrical condition, which will cause the high-voltage battery manual service disconnect fuse to open. An open high-voltage battery manual service disconnect fuse will cause a loss of vehicle propulsion and could cause a CRASH WITHOUT WARNING." I do not feel safe driving this vehicle, and more so, do not feel safe driving my family in this vehicle. Fiat Chrysler's blatant disregard for safety procedures and inadequate solution to provide a remedy for the safety recall is unprofessional, but more importantly, disregarding a potential life threatening accident is unacceptable.

There are three solutions I am willing to do. One, I am willing to drive my 500e to a local dealership and they can remedy the safety recall as required, or ship it somewhere that can, and return the vehicle to me. Two, I can drive my 500e to a local dealership and they can take ownership of the vehicle and we will cease our leasing arrangement amicably. Or lastly, if Fiat Chrysler is unwilling to choose either of the first two options, I will be forced to take legal action.

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2/18/15
SMD

The last 8 digits of my Vehicle Identification Number is listed below, as well as the point of contact I had through the Fiat Customer Service Center and the Sales Representative who leased the vehicle to me on 4/5/2014.

Last 8 digits of VIN: ET 

Diane: (888) 242-6342, extension 4718472

Fiat Customer Service Representative

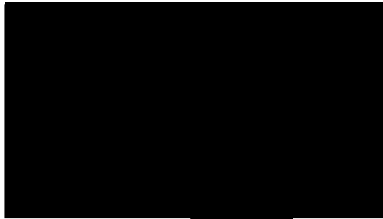
Ming Liu: (510) 771-1500

Premier Alfa Romeo and Fiat of Fremont

5633 John Muir Drive

Newark, CA 94560

Respectfully,



Ashburn, VA 

IMPORTANT SAFETY RECALL

P23 / NHTSA 14V-235

This notice applies to your vehicle (VIN: [REDACTED] ET [REDACTED]).

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

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain **2013 and 2014 model year Fiat 500e Battery Electric Vehicles (BEV)**.

The problem is... The Power Inverter Module (PIM) on your vehicle may contain cooling plates that leak coolant into areas of high-voltage circuitry. This can result in an overcurrent electrical condition, which will cause the high-voltage battery manual service disconnect fuse to open. An open high-voltage battery manual service disconnect fuse will cause a loss of vehicle propulsion and could cause a crash without warning.

What your dealer will do... Fiat will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the Power Inverter Module. The work will take about 3½ hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Fiat studio after July 21, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... Please contact the Fiat Customer Assistance Center at 1-888-242-6342.

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.

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

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

**DODGE****Jeep****SRT**

Ashburn, VA

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National Highway & Traffic Safety Admin.
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