


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received 11-MAR-2016 APR 29 2016</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10846161</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
REISTERSTOWN		MD		Zip Code		[Redacted]	
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
[Redacted]		[Redacted]		[Redacted]			
<p>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).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
ZFBCFACH8EZ [Redacted]				FIAT		500L	2015
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
May-2014		Mileone - Fiat / 866-771-8050			No: Cylinders		
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code	4	
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
		<input checked="" type="checkbox"/> Cruise Control		[Redacted]		Incident Date(s) 04-MAR-2016	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL, 118000 ELECTRICAL SYSTEM: SOFTWARE						Failure Mileage	Failure Speed
						20800	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths	Reported to Police
							N
<p>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).</p>							
<p>TL* THE CONTACT OWNS A 2014 (NA) FIAT 500L. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED A LACK OF ACCELERATION. THE TTMS AND ELECTRICAL THROTTLE BODY WARNING INDICATORS ILLUMINATED. THE CONTACT PULLED OFF THE ROAD AND ATTEMPTED TO RESTART THE VEHICLE; HOWEVER, THE VEHICLE STILL DID NOT ACCELERATE. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE VEHICLE NEEDED A SOFTWARE UPDATE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 20,800.</p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>						<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>							

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

Unless then 2 years at less than 20,000 miles I have been to the service dept numerous times. It has had a huge impact on my life and livelihood. The last incident I had, my car powered down to 8 mph on a busy 2 lane main artery on my way to work. It was a cold rainy day - I waited over 2 hours for the P/U truck. The service dept said they did a (cost was updated) but had NO clue what caused the problem. Others have had this issue on the beltway - I feel UNSAFE in my own car. Please HELP!

ATTACH ADDITIONAL SHEETS IF NECESSARY

The ppl at the dealership are tricky, patronizing and deceptive. I feel at a loss!

U.S. 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

BALTIMORE

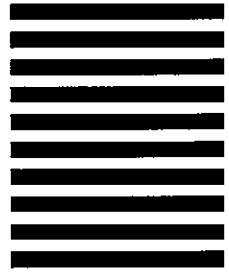
MD 212

15 APR '16

PN 81



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



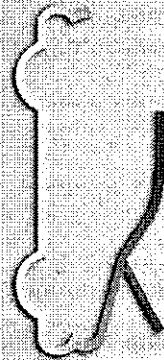
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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 (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration