



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

Date Received

05-JUL-2016

Repository ☐

Reference No.
10882556

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MIAMI State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

Evening Telephone Number [REDACTED]

E-mail Address [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
3C3CFFAR8C [REDACTED] Make FIAT Model 500 Model Year 2012
Date Purchased 6-2012 Dealer's Name and Telephone Number Planet Dodge/FIAT (3) 470-8000 Engine: No: Cylinders 4 Fuel Type: Gasoline
Original Owner ☒ Dealer's City MIAMI (Doral) State FL Zip Code [REDACTED]
Transmission Type: ☒ Antilock Brakes Powertrain Multiple Failure: Dash board, gas gauge, or starter, Clutch spring Incident Date(s) 01-AUG-2012
MANUAL ☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000-ELECTRICAL SYSTEM, FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS) Failure Mileage 15 Failure Speed

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 Failure Location:
☐ Prior Repair
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 Number of Deaths 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. WHEN THE IGNITION WAS TURNED TO THE ON POSITION, HALF OF THE INSTRUMENT PANEL FAILED TO ILLUMINATE. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE INSTRUMENT PANEL WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. WHEN THE IGNITION WAS TURNED TO THE ON POSITION, THE ENGINE REVVED BUT THE VEHICLE FAILED TO START. THE IGNITION HAD TO BE TURNED TO THE OFF POSITION AND BACK ON IN ORDER FOR THE VEHICLE TO START. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE STARTED IDLE GEAR FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT ALSO STATED THAT THE FUEL GAUGE FAILED TO REGISTER THE FUEL RANGE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FUEL GAUGE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 15.

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)

Purchased car new, 1 week after, dashboard would turn off (HAF of the numbers and letters.) Took over 1 mo. for new part to be replaced. Sometime after, car starter would turn key, car made noise, would not start. Had to turn key 2, 3rd time in order for car to start. Took to dealer possibly 3 times. Finally, Engineers of Chrysler figured out the problem w/ starter. Shortly after, Gasoline gauge gave out, had to take and have it replaced. Car inside edges are coming apart. now Recall was sent, Clutch Spring is defective, yet dealer does not have part. Still waiting. Spring may weaken/Break, Cause accident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

All repairs are @ dealer mentioned,
(Paperwork)

U.S. Department
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National Highway
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1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PSNMT

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PM 11



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**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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

