

[REDACTED]
Del Mar, CA [REDACTED]

NHTSA Headquarters
1200 New Jersey Avenue Southeast
West Building
Washington, DC 20590

OCT16 '20 9:47AM

October 2, 2020

CRD NEF 109 MAIL

RE: FIAT 2014 POP
POP 500c
VIN: 3C3CFFAR4ET [REDACTED]
Hatchback: 2 Door

Dear NHTSA Review Investigators,

I'm requesting a review and investigation of my consumer FIAT trunk latch complaint as well as reimbursement for my trunk latch.

Also, there is a serious safety concern that there is no in FIAT trunk latch release button inside of the cab of the vehicle.

I have enclosed a website link showing numerous complaints about this safety problem. COMPLAINTS REGARDING FIAT Trunk Latch

[REDACTED]

It appears that you have known about this problem and did not make it a recall. However, you changed the entire assembly in future vehicles making a repair extremely costly- not to mention a safety concern!

I would appreciate your prompt concern over safety and responsibility of making this issue a Recall and reimbursing me for a new lift gate assembly and gate latch and release assembly. My invoice for \$686.05 is enclosed.

[REDACTED]

I hereby authorize the repair work listed herein, including sublet work, to be done along with the necessary materials. You and your employees may operate the described vehicle for the purpose of testing, inspection or delivery at my risk. An expressed lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection cost and/or attorneys fees in the event that default is made in any payment due. If vehicle is returned to the customer without repair service being performed, diagnostic and handling fee (including reassembly) may be charged.

I have read and understand the above and acknowledge receipt of an estimate.

Terms: CASH unless arrangements made prior to authorization.
Vehicles left after repair is completed may be subject to a storage fee.



Charlies Foreign Car

751 2nd Street
Encinitas, CA 92024
(760) 753-4969

ARD282389 | EPA CAL000414564
www.charliesforeigncar.com

Invoice #

2014 Fiat 500 Pop	License #	Inv Date: 9/16/2020
Del Mar, CA	ODO In: 61697 Out: 61697	Service Writer: Tom Nolan
Mobile	Color: Yellow	Status: Complete
VIN: 3C3CFFAR4E	Mfg. Date: 1/14	Driver
Engine: L4 1.4L, 83cid, SOHC, GAS, FI	Unit #	PO #
Trans: MANUAL		

Vehicle Problems	Requests for Service	Services Performed	Qty	Price	Ext
Notes: litigate is not working, advise					
Labor Service - Diagnose and advise. remove panels to access wire harness for lift gate, inspection found broken wires, repair wires as needed, after wire repair lift gate is still not working. further diagnoses found shorted lift gate latch assembly. replace lift gate latch assembly and release assembly. 33					428.75
New	Handle, Liftgate		1.00	174.00	174.00
New	Lift Gate Latch		1.00	113.00	113.00

Revisions of Original Estimate - Original Estimate of Services and Parts \$265.00

Rev#	Date and Time	Who Contacted	Method	Contact #	Cont. By	Revise By	Total
1	9/18/2020 1:49PM		By Phone		TN	421.06	686.06
latch and release assembly's							

X
Customer accepts revision to the invoice and agrees to pay revised amount.

Vehicle Tire Information

Check Performed:

	Left Front	Right Front	Left Rear	Right Rear	Checked By
Tire Pressure PSI	35	35	32	32	

Warranty

All new mechanical parts and associated labor have a limited warranty for 24,000 miles or 24 months, whichever occurs first. Excludes brake wear and tire wear unless parts associated have a manufacturers defect. Thank you for patronizing our business for the last 42 years in Downtown Encinitas.

Invoice Summary

Parts	287.00
Parts Discount	-25.00
Labor	428.75
Labor Discount	-25.00

X
Customer acknowledges receipt of parts and services

Sub Total	665.75
Sales Tax (DEF)	20.31

Discard old parts	Original Estimate:	265.00	Total	686.06
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1200 NEW JERSEY AVE. S.E.
WEST BUILDING
WASHINGTON, D.C.
20590

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