



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



November 24, 2020

[REDACTED]
Del Mar, CA [REDACTED]

NEF-109 ela
Ref. No. 10885298

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Fiat 500 vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with the liftgate latch, specifically failures caused by broken wiring or a shorted liftgate latch assembly, in MY 2014 Fiat 500 vehicles. At this time, we lack evidence to open a safety defect investigation or initiate a recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Your request for a reimbursement does not fall under our jurisdiction. You may consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Fiat Chrysler Automobiles district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

We understand your concerns with your vehicle not having an interior rear hatch release. Federal Motor Vehicle Safety Standard (FMVSS) No. 206 specifies performance requirements for locks and door retention components in motor vehicles. The standard requires that vehicles with a partition between the cab and the rear compartment have an emergency release in case of entrapment. As such, your MY 2014 Fiat 500 does not have a partition and therefore is not required to feature an emergency trunk release. In the event of an emergency occupants can exit the vehicle through the front doors.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement