



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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

552(B)(6)

Date Received

15-SEP-2016

NOV 29 2016

Repository ☐

Reference No.

10906800

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBIAVILLE

State

MO MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

3C3CFBR6CT

Make

FIAT

Model

500 SPORT

Model Year

2012

Date Purchased

2012

Dealer's Name and Telephone Number

FIAT OF LARGESIDE

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

13-APR-2016

MANUAL

☒

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 101000 POWER TRAIN: CLUTCH ASSEMBLY

Failure Mileage

58927

Failure Speed

35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

ORION MI

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

N/A

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. WHILE DRIVING 35 MPH, THE CLUTCH FAILED AND THE VEHICLE STOPPED OPERATING. THERE WAS AN UNKNOWN RECALL RELATED TO THE CLUTCH FAILURE. THE VEHICLE WAS TOWED TO A DEALER AND REPAIRED. THE FAILURE MILEAGE WAS 58,927.

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 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.

NOV 5, 2016

TO WHOM IT MAY CONCERN,

THE COMPLAINT IS AS FOLLOWS.

RECALL ON CLUTCH FOR FIAT 2012
500 SPORT.

ON APRIL 13, 2016 DRIVING AT
APPROX 35 MILES PER HOUR SHIFT
INTO 2ND GEAR. NO CLUTCH - FAILED
VEHICLE FROZE UP. NOTHING WORKED.

VEHICLE TOWED TO A CHRYSLER DEALER
JIM RIEHL - TOOK 6 DAY TO FIX
DIDN'T HAVE PARTS OR A TOOL TO
COMPLETE.

- ① COMPLETED RECALL PAPERWORK
SEND JULY 5TH 2016.
- ② CALLED RECALLED CENTER SEPT 9 2016
NEVER RECEIVED ANY PAPER WORK
- ③ FAXED PAPER SAME INFORMATION ON
SEPT 15 2016
- ④ FOLLOW UP CALL ON SEPT 23 2016
IF FAX WAS RECEIVED
- ⑤ OCT 19 2016 ARE PARTS READY FOR
THE DEALERSHIP TO REPAIR

RECALL CENTER TASK WAS MAYBE
LATER THIS MONTH. THERE ANSWER

⑥ OCT 21 2016 CALLED - RECALL CENTER
ANSWER DONT KNOW WHEN PARTS
WILL BE READY.

YOU MAY NOT BE REFUND.
IF YOU GET A REFUND ITS
AFTER VEHICLE IS FIXED

⑦ NOV 1st 2016 - CALL RECALL
CENTER - ANSWER MAYBE
LATER THIS MONTH, NO
PART YET.

THIS IS A SAFETY ISSUE.
I DRIVE ON ROADS THAT ARE
BUSY AND HIGH SPEED. I COULD
HAVE BEEN KILLED, THERE JUST
SO HAPPEN TO BE A ROAD THAT I
COASTED ONTO.

I PAID \$1100 TO FIX THE CAR.
I'M 63 YR OLD AND DONT BEAT
UP THE CLUTCH.

SINCERELY

CLAIM # FOR RECALL

FRIENDLY CHRYSLER JEEP AND D
15111
151111 01 40446
(010) 004 7500
MID 0000000209704
HUR LINE 6

Merchant ID: 00625020930403
Record Num: 0013

CREDIT CARD Sale

Application Label: CAPITAL ONE VISA

XXXXXXXXXXXX
AID: A00000000031010

Exp: XX/XX

VISA

Entry Method: Contact

CHIP READ

ATC: 0000

AC: 5A7E122C0401FC

Total:

USD\$ 1,090.50

04/04/15

17:31:51

Resp Code: 00

INV: 0000000000000000
ISI: 1500

InvN: [REDACTED]

Appr Code: 04500A

Apprvd: Online

Batch#: 000273

TRN Ref #:

306095775119367

Validation Code:

BP2J

THANK YOU
FOR 4

CHARACTER COPY

RETAIN THIS COPY FOR STATEMENT
VERIFICATION

CUSTOMER #:

34528



*INVOICE

CHRYSLER-DODGE-JEEP-RAM, INC.

1515 S. LAPEER ROAD
LAPEER, MI 48446

PHONE: (810) 664-2900

F157186

www.jimriehl.com

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PAGE 1

COLUMBIAVILLE, MI

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 1292 Mike Soper

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FIAT 500 FOR SPORT	3C3CFFBR6CT		58927/58940	T4490	
IN SERVICE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR13 DD			08:15 02APR16		0.00	CASH	04APR16
R.O. OPENED	READY	OPTIONS: DLR:CDJ-S ENG:1.4_Liter					

07:47 28MAR16 16:46 04APR16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A MAINTENANCE GUIDE SERVICE #1 FREE

LS1 MAINTENANCE GUIDE SERVICE #1 FREE

3655 MOCNY, MICHAEL T LIC#: M185785

CPQL

0.00 0.00

L30PT FREE 30 POINT INSPECTION

3655 MOCNY, MICHAEL T LIC#: M185785

CPQL

16.95 16.95

30PTD DISCOUNT FOR FREE 30PT INSPECTION

-16.95 -16.95

LAC ALIGNMENT CHECK INSTALL ALIGNMENT HEADS

INSPECT TOE CASTER AND CAMBER

3655 MOCNY, MICHAEL T LIC#: M185785

CPQL

19.95 19.95

LACD DISCOUNT FOR FREE ALIGNMENT CHECK

-19.95 -19.95

POC OIL CHANGE SELECTION REQUIRED WITH PACKAGE

3655 MOCNY, MICHAEL T LIC#: M185785

CPQL

0.00 0.00

B LMAN Manual Transmission Concern Customer states vehicle will not go into gear. May need a clutch

LMAN Manual Transmission Concern Customer states vehicle will not go into gear. May need a clutch

3655 MOCNY, MICHAEL T LIC#: M185785

CPRO

670.00 670.00

2 6509729AA LOCK NUT-HEX FLANGE LOCK

16.45 14.30 28.60

1 4892691AC CLUTCH

169.56 162.00 162.00

1 68136988AA BEARING-CLUTCH RELEASE

135.25 128.00 128.00

2 68092630AA *FLUID-CSERIESTRANSMISSION

35.88 31.20 62.40

6 6509632AA SCREW-M6X1.0X20.0

1.38 0.95 5.70

CLUTCH DOESNT ENGAGE 7.00 REMOVED TRANS AND REPLACED CLUTCH AND PRESSURE PLATE CLEANED FLYWHEEL SURFACE. THROW OUT BEARING REPLACED REASSEMBLED CAR AND VERIFIED FIX WITH ROAD TEST.

ENVIRONMENTAL/HAZ/WASTE/MISC MATERIALS

10.00

AUTHORIZATION				DESCRIPTION		TOTALS
				LABOR AMOUNT		
				PARTS AMOUNT		
				GAS, OIL, LUBE		
				SUBLET AMOUNT		
				SHOP SUPPLIES		
				TOTAL CHARGES		
				LESS ADJUSTMENT		
				SALES TAX		
				PLEASE PAY THIS AMOUNT		

* SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX. \$15.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: WAX, POLISH, WAX, TAPE, PINS, AEROSPRAY, SHELLAC SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

Dealer Reg. # F135185

CUSTOMER #:



* INVOICE

CHRYSLER-DODGE-JEEP-RAM, INC.

1515 S. LAPEER ROAD

LAPEER, MI 48446

PHONE: (810) 664-2900

F157186

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PAGE 2

COLUMBIANVILLE, MI

HOME:

CONT:

BUS:

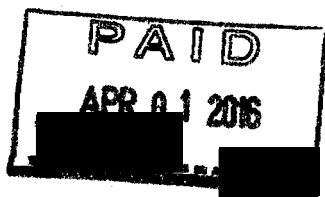
CELL:

SERVICE ADVISOR: 1292 Mike Soper

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	12	FIAT 500 POP	3C3CFFB6CT		58927/58940	T4490	
IN SERVICE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
23APR13 DE			08:15 02APR16		0.00	CASH	
R.O. OPENED	READY	OPTIONS: DLR:CDJ-S ENG:1.4 Liter					
07:47 28MAR16	16:46 04APR16						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR VISITING OUR SERVICE DEPARTMENT
YOUR SATISFACTION IS VERY IMPORTANT TO US.

PLEASE LET US KNOW YOUR OPINION...
VISIT US AT WWW.RIEHLREVIEW.COM AND CLICK ON
"BUSINESS REVIEW" AND SHARE YOUR COMMENTS
WITH US. THANKS AGAIN FOR YOUR BUSINESS.



AUTHORIZATION				All parts installed are genuine Mopar parts unless specified otherwise.		DESCRIPTION		TOTALS	
				REPAIRS PROPERLY COMPLETED AND CHECKED BY:		LABOR AMOUNT		706.90	
ZONE				AUTHORIZED REPRESENTATIVE		PARTS AMOUNT		386.70	
DEALER CODE				X		GAS, OIL, LUBE		0.00	
ORIGINAL ESTIMATE				- Certification -		SUBLET AMOUNT		0.00	
PARTS				All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)		SHOP SUPPLIES		-26.90	
LABOR				X		TOTAL CHARGES		1066.70	
TOTAL						LESS ADJUSTMENT		0.00	
HRS.						SALES TAX		23.80	
AUTHORIZED ADDITIONS						PLEASE PAY THIS AMOUNT		1090.50	
DATE									
TIME									
BY				X					

* SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX. \$15.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

Dealer Reg. # F135185