



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20580

April 19, 2018

[REDACTED]
Dennis Port, MA [REDACTED]

NEF-109 nam
Ref. No. 11004509

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2014 Fiat 500. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond. Our office received an unprecedented increase in the number of correspondence in 2017. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

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 NHTSA. We are aware of the delay for NHTSA Safety Recall Campaign No. 16V-302 and understand your concerns. The recall addresses a problem in certain MY 2012 through MY 2016 Fiat 500 vehicles equipped with manual transmissions. The clutch diaphragm spring may fracture, causing an inability to change gears.

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Manufacturers may decide to limit the volume of recall parts they automatically shipped to ensure a balanced distribution to dealers. In addition, some manufacturers may impose order limitations to discourage dealers with tendencies to over order and stock pile parts, thus avoiding waste for parts they do not need. Parts for Recall 16V-302 are available and we recommend that you contact Fiat Chrysler Automobiles (FCA) or your dealer if you still require assistance with the recall.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



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