

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint 11258624
Date: Wednesday, November 27, 2019 8:00:54 AM
Attachments: [Fiat500VehicleOwnerQuestionnaire.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Tuesday, November 26, 2019 9:16 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint 11258624

FAX 202 306 1767

U.S. Department
of TransportationNational 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

Date Received

27-SEP-2019

Repository ☐Reference No.
11258624**OWNER INFORMATION (Type or Print)**

Name

Address

City

THOMPSONS

State TX

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

3C3CFFKR9G

Make

FIAT

Model

500

Model Year

2016

Date Purchased

MAY 24 2019

Dealer's Name and Telephone Number

CARMAX FORTBEND (832) 586-7679

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

RICHMOND

State

TX

Zip Code

77469

Transmission Type

MANUAL

☒

Antilock Brakes

☒

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

19-AUG-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 100000 POWER TRAIN, 980000 UNKNOWN OR OTHER,
 101000 POWER TRAIN: CLUTCH ASSEMBLY CLUTCH DIAPHRAGM SPRING

Failure Mileage
12000Failure Speed
45**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
☐ Prior Repair

Failure Location:

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

1

Number of Deaths

0

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 2016 FIAT 500. WHILE DRIVING 45 MPH, THE MANUAL CLUTCH FAILED AND PREVENTED THE CONTACT FROM CHANGING GEARS. AS A RESULT, THE CONTACT DROVE INTO A CEMENT BARRIER TO AVOID TRAFFIC. THE DRIVER AND PASSENGER FRONTAL AIR BAGS FAILED TO DEPLOY, CAUSING THE CONTACT'S HEAD TO STRIKE THE STEERING WHEEL. THE CONTACT INJURED HER NECK, LEFT SHOULDER, AND LEFT FOOT. THE CONTACT WAS TRANSPORTED TO THE HOSPITAL BY FAMILY MEMBERS. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TOWED. THE MANUFACTURER WAS NOT CONTACTED. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE APPROXIMATE FAILURE MILEAGE WAS 12,000. *DT *TR

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.