



June 2016

Studio Service Instructions for:

Safety Recall S26 / NHTSA 16V-303 Reprogram Power Inverter Module

Models

2013 - 2016 (FF) Fiat 500e

*NOTE: This recall applies only to the above **Battery Electric Vehicles (BEV)** vehicles built from October 03, 2012 through January 29, 2016 (MDH 100307 through 012902).*

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Power Inverter Module (PIM) on about 16,500 of the above vehicles may have diagnostic software that is overly sensitive. During normal vehicle operation, the PIM may falsely diagnose an over-voltage condition in the ground circuit setting Diagnostic Trouble Codes (DTC's) PA1EE and/or P0A1B. The consequence of setting these DTC's is a loss of motive power. This could cause a crash without warning.

Repair

The PIM must be reprogrammed with new diagnostic software.

Service Procedure

NOTE: The wiTECH scan tool 1.0 or 2.0 must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the PIM is aborted or interrupted, repeat the procedure.

WARNING: BEFORE PERFORMING THIS SERVICE PROCEDURE, READ, UNDERSTAND AND FOLLOW ALL APPLICABLE HIGH VOLTAGE SAFETY PROCEDURES.

A. Reprogram PIM using wiTECH 1.0

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. Place the ignition in the “**READY**” position.
3. Open the wiTECH Diagnostic application.
4. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using.
5. Enter your “**User id**” and “**Password**”, then select “**OK**”.
6. Select the “**Next**” tab at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**PIM**” icon.
8. From the “**PIM View**” screen select the “**Flash**” tab. Compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to Step 13. If the part numbers are not the same, continue with Step 9.

Service Procedure (Continued)

9. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

10. From the “**ECU Flash**” screen follow the wiTECH screen instructions to complete the reprogramming.

11. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.

12. Select the “**Clear Stored DTC’s**” button.

13. From the “**PIM View**” screen, select the “**Flash**” tab. Compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the flash is complete. Continue with Step 14. If the part numbers are not the same, repeat Steps 7 through 13.

NOTE: If there are other modules that require reprogramming, refer to the appropriate Service Bulletin for reprogramming procedures, labor operation numbers, and time allowances. Do not return the vehicle to the customer until all modules are at the latest software level.

14. Turn the ignition to the “**OFF**” position.

15. Remove the wiTECH micro pod II from the vehicle.

16. Return the vehicle to the customer.

Service Procedure (Continued)

B. Reprogram PIM using wiTECH 2.0

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.

CAUTION: Be sure that the micro pod II being used is compatible with wiTECH 2.0.

2. Place the ignition in the “**READY**” position.
3. Open a web browser (Goggle Chrome, Internet Explorer, FireFox).
4. Select “**wiTECH Log In**”.
5. Enter information required in wiTECH 2.0 “Log In” screen (**I.D. / Password / Dealer code**).
6. Select the vehicle.
7. From the “Action Items” screen, select the “**PIM**” icon.
8. From the “Flash” tab, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to Step 13. If the part numbers are not the same, continue with Step 9.
9. Follow the screen prompts to complete the reprogramming procedure.

Service Procedure (Continued)

10. After reprogramming is complete, select the “**View DTC’s**” button on the screen.

11. Select “**Clear All DTC’s**” button on the screen.

12. Select “**Continue**” in the pop-up box.

13. From the “**PIM View**” screen, select the “**Flash**” tab. Compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the reprogramming is complete. Continue with Step 14. If the part numbers are not the same, repeat Steps 6 through 13.

NOTE: If there are other modules that require reprogramming, refer to the appropriate Service Bulletin for reprogramming procedures, labor operation numbers, and time allowances. Do not return the vehicle to the customer until all modules are at the latest software level.

14. Turn the ignition to the “**OFF**” position.

15. Remove the wiTECH micro pod II from the vehicle.

16. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Update previously performed	18-S2-61-81	0.2 hours
Reprogram PIM with new software	18-S2-61-82	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

S26 / NHTSA 16V-303

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2013 through 2016 model year FIAT 500e vehicles**.

The problem is... **The Power Inverter Module (PIM) on your vehicle may have diagnostic software that is overly sensitive. During normal vehicle operation, the PIM may falsely diagnose an over-voltage condition in the ground circuit setting Diagnostic Trouble Codes (DTC's). The consequence of setting DTC's is a loss of motive power. This could cause a crash without warning.**

What your studio will do... **FCA will repair your vehicle free of charge.** To do this, your studio will reprogram the PIM with new diagnostic software. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your FIAT studio**, at your convenience, to schedule a service appointment. Although not required, we recommend bringing this letter with you to your studio, when you bring your vehicle in for this service.

If you need help... Please contact the FCA US Customer Assistance Center at either **recalls.mopar.com** or phone 1-888-242-6342.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your studio fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safercar.gov**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.