

CravenSpeed

**IMPORTANT SAFETY RECALL** - Remedy Available



**Recall Campaign No. 19E0-44: Fiat 500 Short Shifter**

To our Customers:

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

CravenSpeed has decided that a defect which relates to motor vehicle safety exists in certain Fiat 500 Short Shifters.

CravenSpeed wants to offer you a free replacement short shifter if you purchased one before September of 2017, and we are contacting you because we think you might have one. The NHTSA is not asking us to do this, we involved them to make sure that we are doing everything we can to replace as many of these shifters as possible; because we really do care a lot about our customers. Roughly one half of a percent of our shifters have broken, cracked in half, at the spot where the curved arm connects to the shaft. After the first time this occurred we were able to update the design to strengthen it significantly, even though it seemed unlikely it could happen again (because we tried breaking them and couldn't). It did happen to a few others though, so we decided that every shifter in the wild ought to be updated the same way.

There have not been any injuries due to this defect but if yours broke it would at least ruin your day, so we want to get ahead of it and make sure that does not happen to anyone else. We'll outline how to get a free upgraded shifter below.

#### **DESCRIPTION OF PROBLEM**

The issue is the stainless steel shaft of your shifter. At the point where the curved arm attaches to the shifter shaft there is a hole drilled completely through for the arm to attach, creating a weak point.

#### **PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT CRAVENSPEED IMMEDIATELY FOR INSTRUCTIONS ON HOW TO EXCHANGE YOUR SHIFTER FOR A FREE REPLACEMENT AS SOON AS POSSIBLE. (Email: [recall@cravenspeed.com](mailto:recall@cravenspeed.com) phone: 503-505-6886)**
- 2. Reinstall the stock shifter to ensure that you do not experience any issues with the recalled item.**

3. In some cases, drivers notice the feel of the shift changing prior to the shifter actually breaking. Be cautious of any changes to your shifting and contact CravenSpeed immediately.
4. If you are not the only driver of the vehicle please advise all other drivers and passengers of this important info.

## **SAFETY RISK**

If the shifter breaks while the vehicle is in motion, it can increase the risk of a crash.

## **DESCRIPTION OF REPAIR**

Your entire shifter will be replaced free of charge. This repair will take 0.5 hours. Your new shifter will perform exactly the same but the hole in the shaft will not be drilled all the way through, increasing the strength of the item significantly.

If you have the stock shifter available for reinstall: CravenSpeed will email (or mail) you a pre-paid return label for the recalled item. Once the item is received at our shop CravenSpeed will mail a replacement

If you do not have the stock shifter: You can order a new shifter from [www.cravenspeed.com](http://www.cravenspeed.com) with free express shipping. We will include a return label for the recalled item in the shipment. You will be refunded 100% once the recalled item has been returned to our shop.

## **OTHER INFORMATION**

If you have any questions or concerns please contact CravenSpeed (Email: [recall@cravenspeed.com](mailto:recall@cravenspeed.com) phone: 503-505-6886) or go to [csrecall.com](http://csrecall.com) for step by step instructions.

If you are no longer the owner of a vehicle with this shifter we would appreciate your furnishing us with the name and address of the new owner.

We are really sorry about the inconvenience of this recall. The quality of our products and customer service are top priorities for us. No matter how unlikely, we want to ensure that no one is injured or has their Fiat out of commission due to this recall.

If you do not find that CravenSpeed is able to adequately address your needs with respect to this recall you may notify the Administrator, National Highway Traffic and Safety Administration, 1200 New Jersey Ave., S.E. Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>

## **Tread Act Customer Reimbursement Plan**

Please contact CravenSpeed if you have paid for a new shifter as a result of the issue described in this letter and you would like to be considered for reimbursement.

Please note:

- Only the cost of the part subject to recall is eligible for reimbursement, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses for repairs occurring more than 10 days after this notification will not be eligible for reimbursement.

We seriously hope that you have not already been inconvenienced by the issue described in this letter, but we are sure we can help resolve any problems that have arisen; it's what we do.

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