



January 2020

Dealer Service Instructions for:

Safety Recall VB4 / NHTSA 19V-817

Gear Shift Cable

Remedy Available

2012 - 2013 (FF) Fiat 500 vehicles

NOTE: This recall applies only to the above vehicles equipped with a 6-Speed Automatic Transmission.

IMPORTANT: Some of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The shift cable adjuster on about 65,000 of the above vehicles may have a bushing which will deteriorate and allow the shift cable to detach from the transmission. If this happens, the vehicle may not perform the shifts intended by the driver, which could lead to unintended vehicle movement and a vehicle crash could occur.

Repair

Replace the transmission shift cable adjuster on the transmission end of the shifter cable.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Description</u>
CSCJVB41AA	Adjuster, Shift Cable

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Park the vehicle on level ground and set the parking brake.
2. Place the gearshift lever in gated Park (P) and remove the ignition key.
3. Open the hood.
4. Remove the positive battery terminal cover (Figure 1).
5. Disconnect the positive battery cable (Figure 1).
6. Disconnect the Powertrain Control Module (PCM) ground strap at the negative battery cable (Figure 1).
7. Disconnect the negative battery cable (Figure 1).
8. Remove the battery thermo cover (Figure 2).
9. Remove the battery hold-down retainer (Figure 2).
10. Remove the battery from the vehicle.

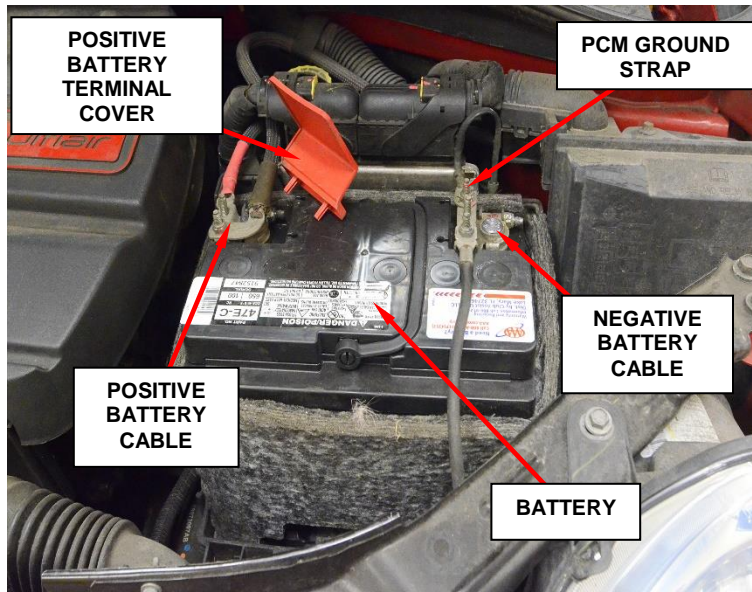


Figure 1 – Positive Battery Terminal Cover

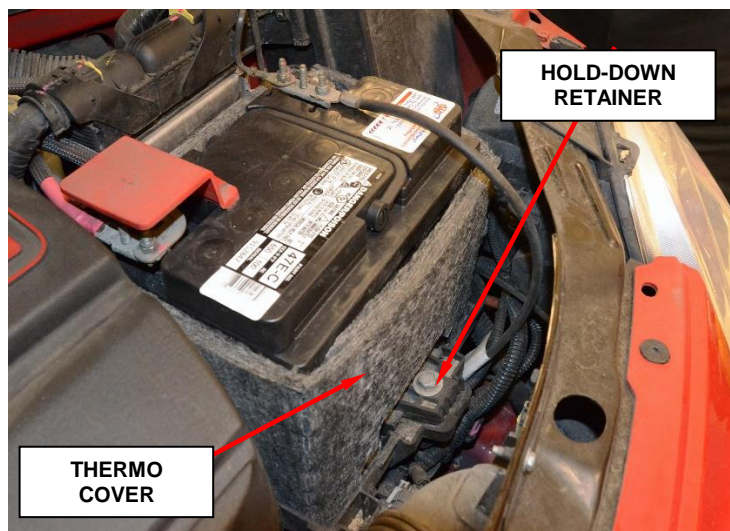


Figure 2 – Battery and Thermo Cover

Service Procedure [Continued]

11. Disconnect the powertrain control module (PCM) electrical connectors (Figure 3).

12. Disengage wire harness retainers from the battery tray (Figure 3).

13. Remove the two bolts and nut attaching the battery tray (Figure 3).

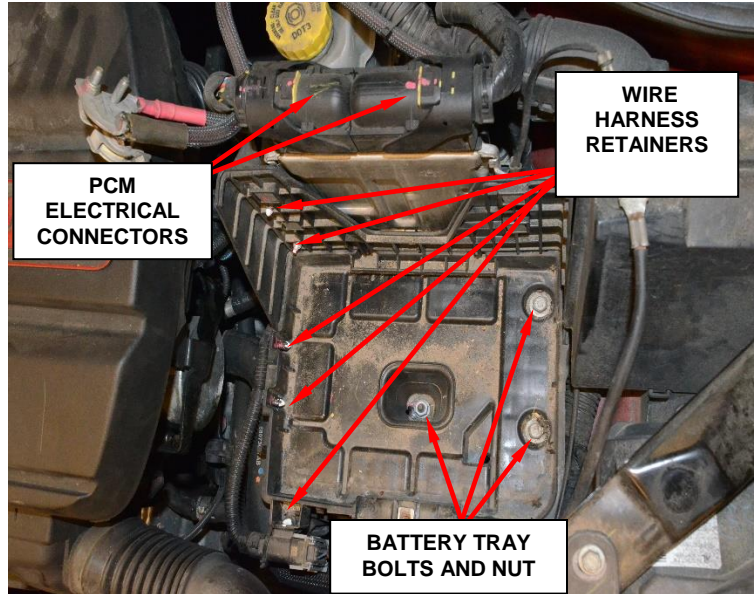


Figure 3 – Battery Tray

14. Partially remove the battery tray forward and disconnect the engine wire harness from the battery tray wire harness clips on that are on the back of the battery tray.

15. Remove the battery tray, and set aside.

16. Remove the fastener retaining the oxygen sensor connector bracket (Figure 4).

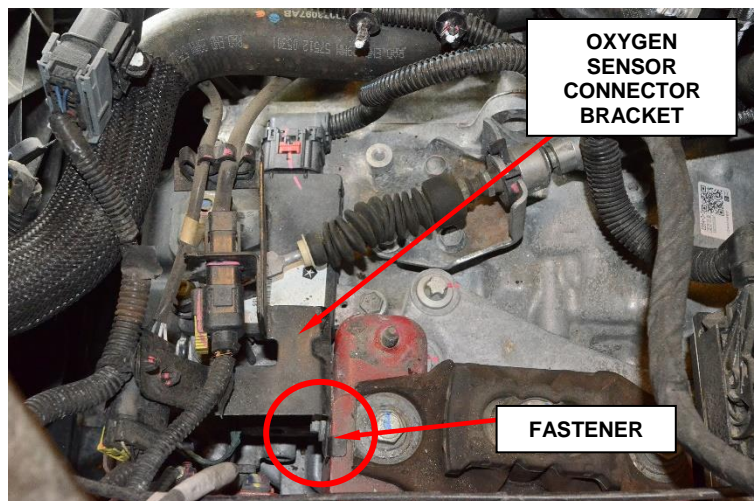


Figure 4 - Oxygen Sensor Bracket

Service Procedure [Continued]

17. Place a mark on the gear shift cable notches that are in line with the adjuster (Figure 5).

18. Remove the fastener and remove the shift cable adjuster from the transmission shift lever and discard (Figure 5).

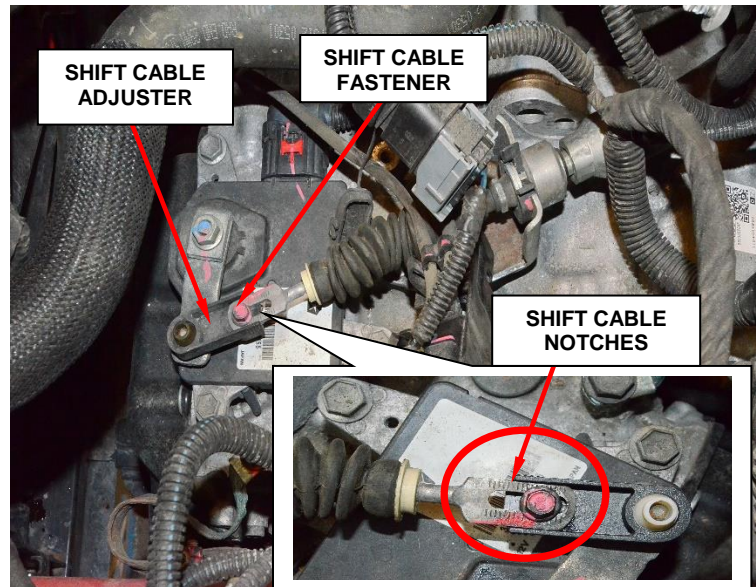


Figure 5 – Shift Cable Adjuster

19. Install the **NEW** shift cable adjuster on the transmission shift lever (Figure 6).

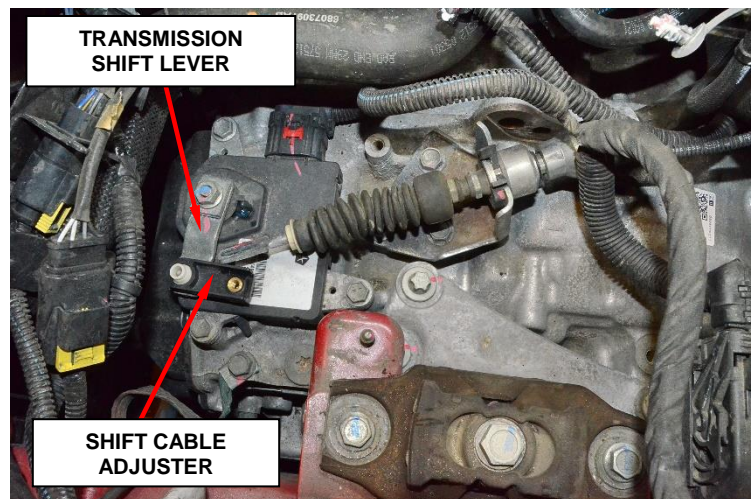


Figure 6 – Shift Cable Installed

20. Align the shift cable notches mark and the fastener witness mark on the gear shift cable (Figure 5).

Service Procedure [Continued]

21. Place a small drop of thread lock on the adjustment screw threads and tighten the cable adjustment screw to 8 N·m (71 in. lbs.).
22. Install the oxygen sensor connector bracket and install the fastener (Figure 4).

23. Partially install the battery tray, then reattach the wiring harness to the clips on the back of the tray (Figure 7).

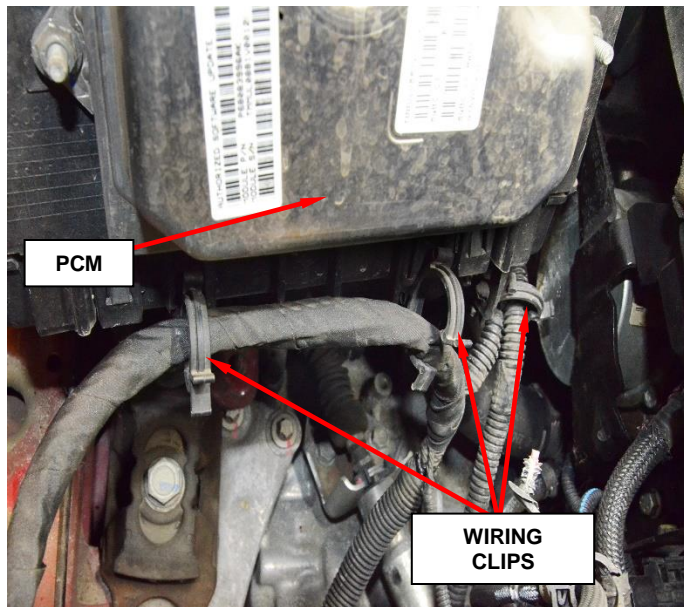


Figure 7 – Wiring Harness Clip

24. Reattach all the wiring harness retainers to the battery tray (Figure 3).

25. Align the battery tray in place and install the nut and two bolts. Tighten all three fasteners to 25 N·m (18 ft. lbs.) (Figure 3).

26. Install the battery into the battery tray (Figure 1).

27. Install the battery hold-down retainer (Figure 2).

28. Install the battery thermo cover (Figure 2).

29. Connect the positive battery cable, then tighten the clamp nut to 7 N·m (62 in. lbs.) (Figure 1).

30. Connect the negative battery cable, then tighten the clamp nut to 7 N·m (62 in. lbs.) (Figure 1).

31. Install the positive battery terminal cover (Figure 1).

32. Connect the PCM ground strap to the negative battery cable (Figure 1).

Service Procedure [Continued]

- 33. Close the hood.
- 34. Set the time, month, day, and year on the instrument cluster.
- 35. 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace gear shift adjuster	21-VB-41-82	0.6 hours

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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

VB4/NHTSA 19V-817

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized FIAT Studio
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your FIAT Studio, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall VB4.

IMPORTANT SAFETY RECALL

Gear Shift Cable

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2012 - 2013 Fiat 500] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle ^[1] may have been built with a shifter cable bushing on the transmission end of the shifter cable that could deteriorate and become detached from the transmission which could result in the inability of the driver to actually shift the transmission, even though the driver may move the shifter handle. If the shifter cable becomes detached from the transmission, the vehicle may not perform the shifts intended by the driver. The true transmission gear position will be displayed on the instrument cluster and on the display next to the shifter. **If these warnings are not heeded, unintended vehicle movement and vehicle crash can occur.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your FIAT Studio will replace the shift cable adjuster, which contains a more robust bushing. The estimated repair time is about an hour. In addition, your FIAT Studio will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your FIAT Studio.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR FIAT STUDIO TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer 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.

[3] You can also mail in 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.

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