



CUSTOMER SATISFACTION NOTIFICATION L36 WHEEL LUG NUT WRENCH

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2012 model year Fiat 500 vehicles equipped with compact spare tire.**

Recommended Service: The wheel lug nut wrench for your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may crack during use.

What your studio will do: Fiat will service your vehicle free of charge (parts and labor). To do this, your studio will replace the wheel lug nut wrench for your vehicle. The work will take less than ½ hour to complete. We recommend that you make an appointment with your studio to minimize your inconvenience.

What you should do: Due to the simplicity of the repair, Chrysler is offering you two choices to resolve this issue. Choose either of the following options to have your vehicle repaired:

- **Contact your Fiat Studio** right away to schedule a service appointment. Ask the studio to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your studio.**
- **Contact the Fiat Customer Assistance Center** at 1-800-242-6342 to request a new wheel lug nut wrench. A new wheel lug nut wrench will be sent directly to you for installation. If, after receiving your new wrench, you feel you are unable to install it, simply take the new wrench to your Fiat Studio for installation at no charge to you.

If you need help: Please contact the Fiat Customer Assistance Center at 1-888-242-6342.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8004, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle.

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive studio experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code L36

Wheel Lug Nut Wrench Installation Instructions

1. Open the driver's side door.
2. Unstrap and remove the jack/tool pouch located under the driver's side seat.
3. Open the jack/tool pouch and remove the original wheel lug nut wrench.
4. Place the new wheel lug nut wrench into the jack/tool pouch and close the pouch.
5. Install the jack/tool pouch back under the driver's seat and secure the pouch with the hold down strap.
6. Discard the original wheel lug nut wrench.
7. Close the driver's side door.