



**CUSTOMER SATISFACTION NOTIFICATION M32  
REPROGRAM POWERTRAIN CONTROL MODULE**

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 **2012 model year Fiat 500 Abarth vehicles equipped with a 1.4L turbocharged engine.**

**Recommended Service:** **The actual engine horsepower output on your Fiat (VIN: xxxxxxxxxxxxxxxxxxxx) may be slightly less than intended.**

**What your studio will do:** **Fiat will service your vehicle free of charge (parts and labor).** To do this, your studio will reprogram the Powertrain Control Module (PCM) to increase the engine horsepower to the intended level, giving you every bit of horsepower you deserve. The work will take about ½ hour to complete. We recommend that you make an appointment with your studio to minimize your inconvenience.

**What you should do:** Simply **contact your Fiat studio**, at your convenience, to schedule a service appointment. Your studio will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. 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 Fiat Customer Assistance Center at 1-888-242-6342.

**California residents...** **The State of California requires the completion of emission recall repairs prior to vehicle registration renewal.** Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

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 21-8007, Auburn Hills, MI 48321-8007, 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 M32