



March 2012

Dealer Service Instructions for:

## **Emissions Recall M03**

### **Diagnostic Link Connector Cover**

Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 08-056-11 / Rapid Response Transmittal (RRT) 11-092 is no longer applicable for the involved vehicles only. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this recall.

#### **Models**

2012 (FF) Fiat 500

*NOTE: This recall applies only to the above vehicles equipped with 50 State Emission Control System (sales code NAS) built through July 28, 2011 (MDH 072817).*

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

#### **Subject**

The Diagnostic Link Connector (DLC) cover on about 20,600 of the above vehicles does not comply with the regulations mandated by the Environmental Protection Agency and the California Air Resource Board.

#### **Repair**

The DLC cover must be removed from all affected vehicles. Dealers are required to remove the DLC cover on all vehicles in new vehicle inventory.

The owners have been requested to remove the DLC cover themselves or, if preferred, to arrange for dealer removal of the DLC cover without charge.

**NOTE:** The DLC cover removal can be done by write up personnel in the write up area (see Step 1 of the service procedure). The DLC cover can be removed and the vehicle can be immediately returned to the customer.

**Parts Information**

No parts are required to perform this service procedure.

**Service Procedure**

**NOTE:** The DLC cover removal can be done by write up personnel in the write up area (see Step 1 of the service procedure). The DLC cover can be removed and the vehicle can be immediately returned to the customer. See the “Completion Reporting and Reimbursement” section of this recall for special claims processing information.

1. Open the driver’s side door.
2. Locate the DLC cover on the driver’s side lower dash panel (Figure 1).
3. Remove and discard the DLC cover.
4. Return the vehicle to the customer.



Figure 1 - Driver's Side Lower Dash Panel

### **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 Chrysler Group LLC to record recall service completions and provide dealer payments.

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Remove and discard DLC cover in write up area	08-M0-31-82	No Charge

**FOR REMOVAL IN THE WRITE UP AREA: Enter “DLCCOVER” in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for reimbursement of DLC cover removal in the write up area.**

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 Chrysler are being notified of the service requirement by first class mail. They are requested to remove the DLC cover from their vehicle. Any owner who prefers not to remove the DLC cover is asked to schedule an appointment for the service with their dealer. 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  
Chrysler Group LLC



**EMISSIONS RECALL M03  
DIAGNOSTIC LINK CONNECTOR COVER**

Dear: (Name)

Chrysler has determined that some 2012 Fiat 500 vehicles were built with a non-compliant cover on the Diagnostic Link Connector (DLC).

**The problem is...** The DLC Cover on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) does not comply with the regulations mandated by the Environmental Protection Agency and the California Air Resource Board.

**What your studio will do...** **Fiat will repair your vehicle free of charge (parts and labor).** To do this, your studio will remove the DLC Cover from your vehicle. The work will take about 5 minutes to complete. However, additional time may be necessary depending on how busy the service write up area is when you arrive.

**What you must 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:

- Remove the DLC Cover following the instructions on the reverse side of this letter.
- Contact your Fiat Studio right away to schedule a service appointment. Please bring this letter with you to your studio.

**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.

We are sorry for any inconvenience but trust that you understand our interest in clean air. Thank you for your attention to this important matter.

Customer Services / Field Operations  
Chrysler Group LLC  
Notification Code M03

## DLC Cover Removal Instructions

1. Open the driver's side door.
2. Locate the DLC cover on the driver's side lower dash panel (Figure 1).
3. Remove and discard the DLC cover.

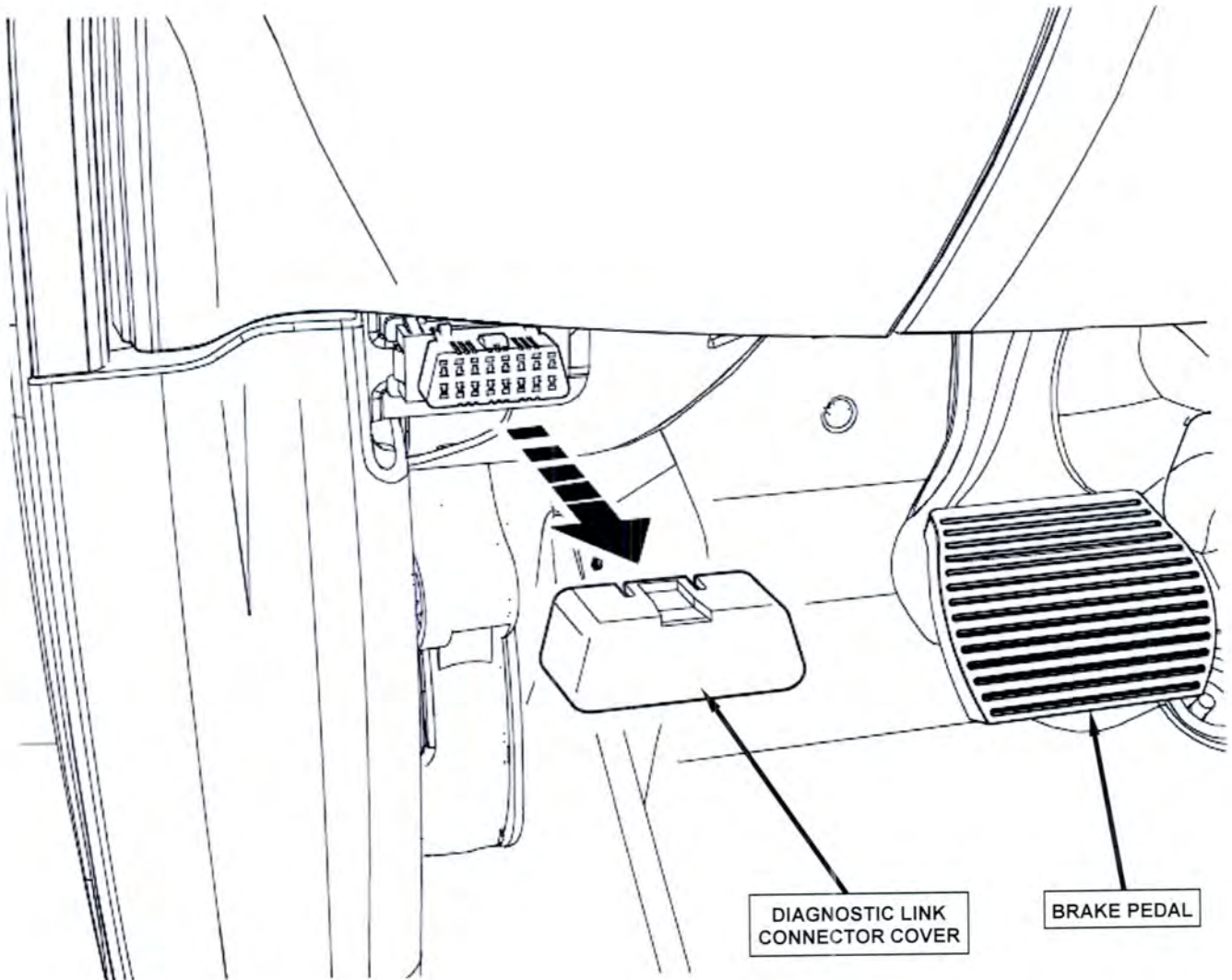


Figure 1 – Driver's Side Lower Dash Panel