



CHRYSLER

October 2012

Dealer Service Instructions for:

Customer Satisfaction Notification M20 Engine Coolant Hot Bottle

Models

2012 (FF) Fiat 500

NOTE: This notification applies only to the above vehicles equipped with a 1.4L engine (sales code EAB or EAC) built from March 01, 2011 through April 09, 2011 (MDH 030100 through 040909).

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

Subject

The engine coolant hot bottle on about 3,400 of the above vehicles may leak coolant. This could cause the engine to overheat.

Repair

The engine coolant hot bottle must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CEB0M201AA	Bottle, Engine Coolant Hot

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bottle, Engine Coolant Hot
1	Clamp, Hose (18mm)
1	Clamp, Hose (28mm)

Each dealer, to whom vehicles in the notification were assigned, will receive enough engine coolant hot bottles to service about 20% of those vehicles.

<u>Part Number</u>	<u>Description</u>
68104496AA	Coolant, Engine

NOTE: One gallon of coolant can service four vehicles.

Special Tools

The following special tool is required to perform this repair:

- 10288 Pliers, Hose Clamp



Service Procedure

WARNING: DO NOT REMOVE THE COOLANT HOT BOTTLE PRESSURE CAP IF THE ENGINE COOLING SYSTEM IS HOT OR UNDER PRESSURE. SERIOUS BURNS FROM COOLANT MAY OCCUR.

1. Open the hood.
2. Clamp off the small coolant hose at the engine coolant hot bottle with hose pinch-off pliers (Figure 1).
3. Clamp off the large coolant hose at the engine coolant hot bottle with hose pinch-off pliers (Figure 1).
4. Remove and save the engine coolant hot bottle mounting screw (Figure 1).

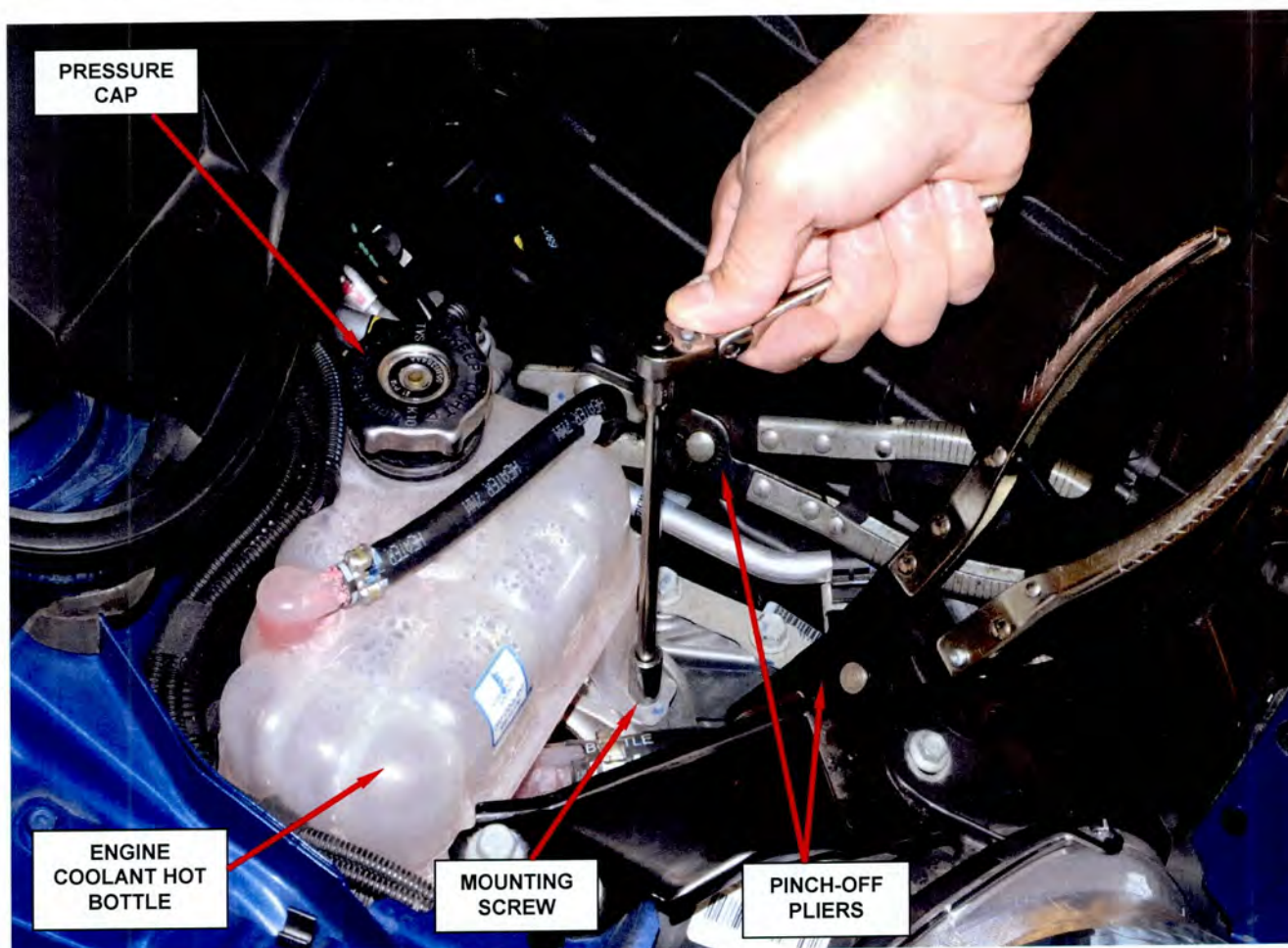


Figure 1 – Clamp-off Engine Coolant Hot Bottle Hoses

Service Procedure (Continued)



Figure 2 – Remove and Discard Hose Clamps

5. Lift up the engine coolant hot bottle and tilt it on its side (Figure 2).
6. Remove and discard the hose clamps from the large and small coolant hoses at the engine coolant hot bottle (Figure 2).
7. Remove the large and small coolant hoses from the engine coolant hot bottle.
8. Carefully remove the original engine coolant hot bottle from the vehicle.
9. Install the new clamps supplied in the kit onto the large and small coolant hoses.

Service Procedure (Continued)

10. Place the new engine coolant hot bottle into position and connect the large and small coolant hoses to the bottle.

NOTE: Be sure that the notch on end of the large hose lines up with the alignment tab on the engine coolant hot bottle hose nipple (Figure 3).

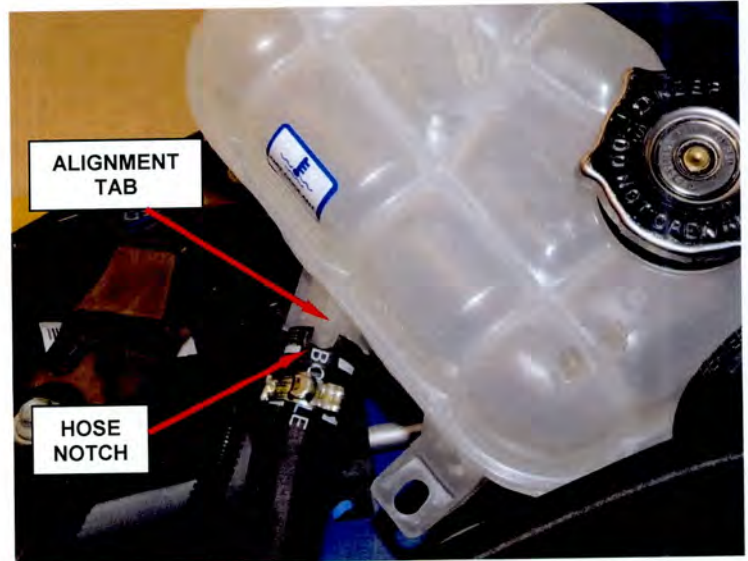


Figure 3 – Align Large Hose to Alignment Tab

11. Using special tool 10288, tension the hose clamps for the large and small coolant hoses at the engine coolant hot bottle.

CAUTION: Be sure to grab the clamp with the tool as shown in Figure 4 to obtain proper hose clamp tension.

12. With the engine coolant hot bottle in position, install the engine coolant hot bottle mounting screw. Tighten the screw to 70 in. lbs. (8 N·m).

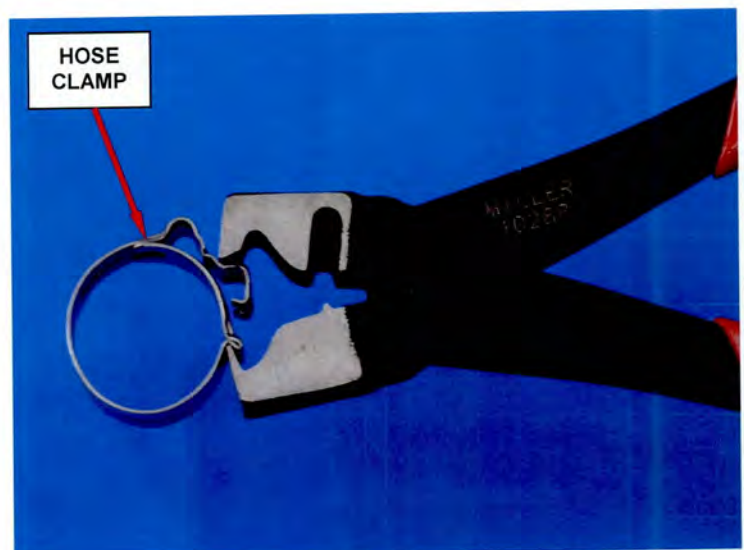


Figure 4 – Special Tool 10288

13. Remove the hose pinch-off pliers from both coolant hoses.

Service Procedure (Continued)

14. Remove the pressure cap from the new engine coolant hot bottle and transfer the engine coolant from the original engine coolant hot bottle to the new engine coolant hot bottle (Figure 5). Add additional coolant if required.
15. Discard the original engine coolant hot bottle.
16. Install the pressure cap onto the engine coolant hot bottle.
17. Start the engine and verify that there are no coolant leaks at the engine coolant hot bottle.
18. Close the hood and return the vehicle to the customer.



Figure 5 – Transfer Coolant from the Original Engine Coolant Hot Bottle to the New Engine Coolant Hot Bottle

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 to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace engine coolant hot bottle	07-M2-01-82	0.2 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 mail. They are requested to schedule appointments for this service with their dealers. 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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 should 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.

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 notification 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 Service / Field Operations
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION M20 ENGINE COOLANT HOT BOTTLE

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 a 1.4L non-turbocharged engine.**

Recommended Service: **The engine coolant hot bottle on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may leak coolant. This could cause the engine to overheat.**

What your studio will do: **Fiat will service your vehicle free of charge (parts and labor).** To do this, your studio will replace the engine coolant hot bottle. 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.

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 M20