



September 2012

Dealer Service Instructions for:

Customer Satisfaction Notification M32 Reprogram Powertrain Control Module

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 18-016-12 is no longer applicable for the involved vehicles only.

Models

2012 (FF) Fiat 500 Abarth

NOTE: This notification applies only to the above vehicles equipped with a 1.4L Multi-air turbocharged engine (sales code EAF).

IMPORTANT: Some of the involved vehicles may be in dealer new or used 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 actual engine horsepower output on about 2,400 of the above vehicles may be slightly less than intended.

Repair

The Powertrain Control Module (PCM) must be reprogrammed to increase the engine horsepower to the intended level.

Parts Information

<u>Part Number</u>	<u>Description</u>
04275086AD	Label, Authorized Modification

Due to the likelihood that the required Authorized Modification Labels are already in your parts inventory, no labels will be distributed initially.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: A wiTECH scan tool must be used to perform this recall with software release level 13.01 or higher. If the reprogramming flash for the PCM is aborted or interrupted, repeat the procedure.

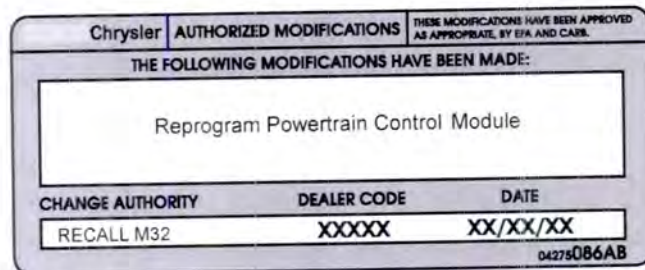
1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.
2. Connect the wiTECH pod to the vehicle data link connector located under the steering column.
3. Place the ignition in the "RUN" position.
4. Open the wiTECH desktop application.
5. Starting at the "Vehicle View" screen, select "PCM" from the modules on the "Vehicle View" screen illustration.

Service Procedure (Continued)

6. Select the “**Flash**” tab at the top of the screen.
7. Select the software update from the list.
8. Follow the screen prompts to complete the PCM reprogramming process.
9. Turn the ignition key to the “**OFF**” position for a minimum of 60 seconds.
10. Turn the ignition key to the “**RUN**” position.
11. **For vehicles equipped with a manual transaxle**, perform the following procedure:
 - a. Go to the “Vehicle View” screen and select “**PCM**” from the modules on the “Vehicle View” screen illustration.
 - b. Select the “**Miscellaneous Functions**” tab.
 - c. Select “**Clutch Pedal Learn**” from the list.
 - d. Follow the screen prompts to complete the clutch pedal learn procedure.
12. Perform the Cruise Control Learn by pressing and holding the ON/OFF button on the steering wheel until the cruise indicator lamp illuminates on the instrument panel.
13. Turn the ignition key to the “**OFF**” position for a minimum of 60 seconds.
14. Turn the ignition key to the “**RUN**” position.
15. Clear all Diagnostic Trouble Codes (DTC’s).
16. Start the vehicle and verify that there are no DTC’s present.
17. Turn the ignition key to the “**OFF**” position.
18. Type or print the necessary information on the “Authorized Modifications Label” and attach it near the VECI label.
19. Remove the wiTECH pod and the battery charger.

Service Procedure (Continued)

20. Type or print (with a ballpoint pen) the recall number, repair modification, dealer code and date on the Authorized Modifications Label (Figure 1).



21. Attach the label near the VECI label and then close the hood.

Figure 1 – Authorized Modification Label

22. Complete Proof of Correction Form for California Residents.

NOTE: This recall is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

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 one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Powertrain Control Module update previously performed	18-M3-21-81	0.2 hours
Reprogram the Powertrain Control Module	18-M3-21-82	0.3 hours

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.

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.

**Customer Satisfaction Notification M32
Reprogram Powertrain Control Module**

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



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