



**CHRYSLER**

December 2012

Dealer Service Instructions for:

## **Customer Satisfaction Notification M29 Windscreen**

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### **Models**

2012 (FF) Fiat 500 Cabrio

*NOTE: This notification applies only to the above vehicles equipped with a windscreen (sales code XWW) built from August 16, 2011 through May 15, 2012 (MDH 081615 through 051521).*

**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 windscreen and windscreen storage bag on about 400 of the above vehicles were not included with the vehicle when it was shipped from the assembly plant.

### **Repair**

A new windscreen and storage bag must be placed in the trunk of the vehicle.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
CFA0M291AA	Windscreen (with vehicle sales code –WD or –X9) (Gray)
CFA0M292AA	Windscreen (with vehicle sales code –XD or –XX) (Black)

Each windscreen package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Windscreen
1	Bag, Storage

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

1. Determine which interior sales code the vehicle has so that the correct windscreen and storage bag is given to the customer.
2. Obtain the correct windscreen and storage bag from your parts department based on vehicle sales code obtained in Step 1.
3. Open the trunk lid.
4. Remove the new windscreen and storage bag from the box.
5. Place the new windscreen and storage bag in the trunk.
6. Close the trunk lid.
7. Return the vehicle to the customer.

### **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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Place new windscreen in trunk	23-M2-91-82	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 M29 WINDSCREEN**

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 Cabrio vehicles equipped with a windscreen.**

**Recommended Service:** **The windscreen and windscreen storage bag for your vehicle (VIN: xxxxxxxxxxxxxxxxx) were not included when it was shipped from the assembly plant.**

**What your studio will do:** **Fiat will service your vehicle free of charge (parts and labor).** To do this, your studio will place a new windscreen and storage bag in your trunk. 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:** 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 M29