



CHRYSLER

September 2013

Dealer Service Instructions for:

## **Customer Satisfaction Notification N03 Tire Pressure Monitor & Overlay Label**

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### **Models**

2013 (FF) Fiat 500 Sport Turbo

*NOTE: This notification applies only to the above vehicles equipped with 135 engine horse power rating (sales code NZP) built through October 10, 2012 (MDH 101023).*

**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 Tire Pressure Monitor (TPM) System on about 380 of the above vehicles may have been programmed to set a “low tire pressure” warning lamp at higher than intended rear tire pressure levels and the Tire and Loading Information Label indicates a lower than intended value for the front tire pressure.

### **Repair**

The Tire Pressure Module must be reprogrammed and a revised tire pressure overlay applied to the Tire and Loading Information Label.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
68225778AA	<b>Overlay, Tire and Loading Information</b>

Each dealer, to whom vehicles in the notification were assigned, will receive enough Tire and Loading Information Overlays to service about 100% of those vehicles.

**Special Tools**

**The following special tools are required to perform this repair:**

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

## **Service Procedure**

**NOTE: wiTECH must be used to perform this notification. This procedure must be performed with software release level 14.01 or higher. If the programming for the TPM System is aborted or interrupted, repeat the procedure.**

### **A. Program the TPM System:**

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 programming process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause the programming to be unsuccessful. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

2. Connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, select the row/tool for the wiPOD device you are using.
6. Enter your “**User id**” and “**Password**”, then select “**OK**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**TPM**” icon.
9. Select “**Misc Function**” from the “**TPM View**” screen.
10. Select “**Update Front and Rear Axle Nominal Tire Pressure Values**” from the “**Misc Functions**” screen, then click the small green arrow button on the right side of the screen.



**Service Procedure (Continued)**

11. From the **“Update Front and Rear Axle Nominal Tire Pressure Values”** screen follow the wiTECH screen instructions to update the tire pressure threshold. The **“Front Axle Nominal Tire Pressure”** must remain at the factory setting of 38 PSI in the TPM.

**NOTE: Do not select “Continue” when you are prompted to update the front axle nominal tire pressure from the “Update Front and Rear Axle Nominal Tire Pressure Values” screen. You must select “38 PSI” using the drop down arrow before pressing “Continue”.**

The same procedure must be used to update the rear tire pressure setting. The rear axle nominal tire pressure must be updated from 32 PSI to 30 PSI in the TPM.

12. Once the rear axle nominal tire pressure update procedure is completed, select **“Vehicle View”** from the **“TPM View”** screen.
13. From the **“All DTC’s”** tab, select the **“Clear Stored DTC’s”** button.
14. Select **“OK”** from the pop-up text box.
15. Turn the ignition to the **“OFF”** position, remove the wiPOD and battery charger from the vehicle.
16. Continue with **Section B. Install Tire and Loading Information Overlay Label.**

**Service Procedure (Continued)**

**B. Install Tire and Loading Information Overlay Label:**

1. Open the driver's door and locate the Tire and Loading Information Label on the driver's side B-pillar as shown in Figure 1.
2. Clean the existing Tire and Loading Information Label by wiping it with a household cleaner to remove any dirt, oil residue or grease.



**Figure 1 – Tire and Loading Information Label Location**

**Service Procedure (Continued)**

- 3. Remove the Tire Pressure Overlay Label from its paper backing and carefully install it over the Tire and Loading Information Label, covering the incorrect front tire inflation pressure information (Figure 2). Firmly press and smooth the Tire Pressure Overlay Label to the surface of the Tire and Loading Information Label to ensure good adhesion.

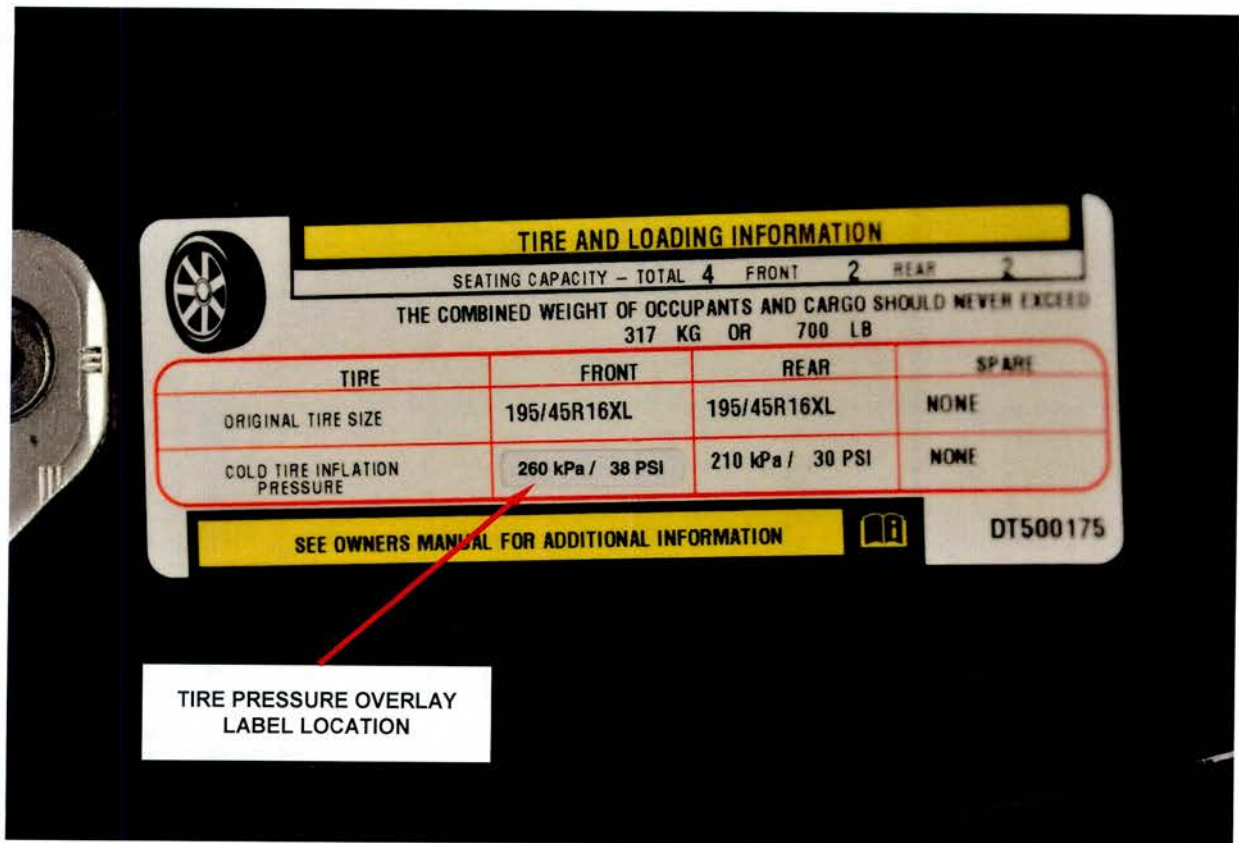


Figure 2 – Tire and Loading Information Label with Tire Pressure Overlay Label Location



**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><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Reprogram Tire Pressure Module and Install Tire Pressure Overlay Label	23-N0-31-82	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.

**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 N03 TIRE PRESSURE MONITOR & OVERLAY LABEL**

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 **2013 model year Fiat Sport Turbo vehicles equipped with 135 horse power engine.**

***Recommended Service:*** **The Tire Pressure Monitor (TPM) System on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may have been programmed to set a "low tire pressure" warning lamp at higher than intended rear tire pressure levels and the Tire and Loading Information Label indicates a lower than intended value for the front tire pressure.**

***What your dealer will do:*** **Fiat will service your vehicle free of charge (parts and labor).** To do this, your studio will program the Tire Pressure Monitor and affix a revised tire pressure overlay on the Tire and Loading Information Label. 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. The 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 dealership 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 N03