



April 2016

Dealer Service Instructions for:

# **Customer Satisfaction Notification S20 Reprogram Powertrain Control Module**

*Effective immediately all repairs on involved vehicles are to be performed according to this campaign. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this campaign.*

## **Models**

**2012-2015 (FF) Fiat 500**

*NOTE: This campaign applies only to the above vehicles equipped with an automatic transmission (Sales Code DF1 or DF4) built through October 31, 2014 (MDH103122).*

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

## **Subject**

The Powertrain Control Module (PCM) software on about 81,000 of the above vehicles may have backup lamp illumination timing that does not meet customer expectations.

## **Repair**

The PCM must be reprogrammed with new software.



**Service Procedure (Continued)**

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**Powertrain Control Module (PCM)**” icon.
8. From the “**PCM View**” screen, select the “**flash tab**” then compare the “**Current PCM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”.
  - If the “**Current PCM Flash Number**” is the same as the “**New Part Number**”, continue to **Step 12**.
  - If the “**Current PCM Flash Number**” is not the same as the “**New Part Number**”, continue to **Step 9**.
9. With the cursor over the desired flash file, click the green arrow button on the right side of the screen to start the update process.
10. From the “**Flash Tab**” screen, follow the wiTECH “**Screen Prompt**” instructions to complete the reprogramming.
11. Verify that all Diagnostic Trouble Codes (DTCs) have been cleared.
12. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II and battery charger from the vehicle.
13. 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 FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
PCM update previously performed	18-S2-01-81	0.2 hours
Reprogram PCM	18-S2-01-82	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 FCA 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 campaign 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  
FCA US LLC

## **CUSTOMER SATISFACTION NOTIFICATION**

**S20**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2012 through 2015 model year Fiat 500 vehicles** equipped with an automatic transmission.

- The problem is...***      **The Powertrain Control Module (PCM) software on your vehicle may have backup lamp illumination timing that does not meet customer expectations.**
- What your studio will do...***      **FCA will service your vehicle free of charge.** To do this, your studio will reprogram the powertrain control module. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer 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.

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. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is 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. Thank you for being our customer.

Sincerely,  
Customer Service / Field Operations  
FCA US LLC