



March 2017

Dealer Service Instructions for:

## Customer Satisfaction Notification T11 Child Seat Addendum Card

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### Models

**2016 (FB) FIAT 500X**

*NOTE: This campaign applies only to the above vehicles built from January 02, 2015 through October 05, 2016 (MDH 010200 through 100500).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### Subject

The Owner's manual in the DVD Format, has incorrect child seat installation information for the rear seat center positions as referenced in the "Frequent Asked Questions" table on page 263, on about 26,000 of the above vehicles. Customers may be misinformed of the rear seat child seat installation feature.

### Repair

An addendum card must be inserted into the vehicles glove box on all involved vehicles indicating the correct information.

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### Parts Information

<u>Part Number</u>	<u>Description</u>
<b>16FB-726-AA</b>	<b>Addendum Card</b>

### Ordering an Addendum Card:

The Addendum Card may be ordered using the Marketing Materials link within DealerCONNECT. **Please note that this process is for lost addendum cards only.** Owners will receive an Addendum Card in the mail for their vehicle.

### Process Steps to Order Additional Addendum Card(s)

1. Access the “**DealerCONNECT**” website.
2. Select the “**Marketing**” link in the header of DealerCONNECT.
3. Locate the “**Product Information**” section heading on the Marketing page.
4. Select the “**Literature and Merchandising Materials**” link in the product information section.
5. Locate the “**MOPAR**” section heading on the Literature and Merchandising Materials page.
6. Select the “**Recall Labels / Cards**” link listed in the MOPAR section.
7. **Select Item > Update Cart > Submit Order.**

### Parts Return

No parts return required for this campaign.

### Special Tools

No special tools are required to perform this service procedure.

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## Service Procedure

1. Insert the addendum card into the vehicles glove box.
2. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Inspect vehicle glove box in write up area for updated child seat addendum card	23-T1-11-82	0.0 hours
<b><u>Special Service Operation</u></b>		
Flat Fee for inserting addendum card completion	95231150	\$5.00

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.

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### 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.

### 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.*

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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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

**T11**

**LOGO**

**VEHICLE PICTURE**

**YOUR SCHEDULING OPTIONS**

- 1. RECOMMENDED OPTION**  
Call your authorized FIAT Studio
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit our Recall Website,** [recalls.mopar.com](http://recalls.mopar.com) or scan below.

**QR Code**

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

**DEALERSHIP INSTRUCTIONS**

Please reference CSN T11.

# CUSTOMER SATISFACTION NOTIFICATION

## Child Seat Addendum Card

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2016 Fiat 500X] vehicles.

### WHY DOES MY VEHICLE NEED REPAIRS?

The Owner's manual in the DVD Format, has incorrect child seat installation information for the rear seat center positions as referenced in the "Frequent Asked Questions" table on page 263, customers may be misinformed of the rear seat child seat installation recommendations.

**This may allow the child seat to experience excessive side-to-side movement during a crash event, increasing the risk of injury.**

**We ask that you place the enclosed addendum card into your vehicle's glove box.**

### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

If you prefer not to install the addendum card yourself, simply contact your dealer to schedule a service appointment. Addendum card installation will only take a few minutes. However, additional time may be necessary depending on service schedules. This service will be provided free of charge. **Please bring the enclosed addendum card and this letter with you to your FIAT Studio.**

**TO SCHEDULE YOUR FREE REPAIR CALL 1-888-242-6342  
OR YOUR FIAT STUDIO TODAY**

### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.