

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Front Bumper Anti-theft Label Detachment



Reference: 62B

FCA US LLC



Remedy available for

2024 (FG) Fiat 500E

Template Version 1.0

Revision	Edition	Detail
0	May 2024	Initial Version.

SYMPTOM DESCRIPTION

The front bumper anti-theft label on about 658 of the above vehicles may not be properly attached to the grained plastic surface of the front bumper. The label can be lost during the lifetime of the vehicle making it not possible to identify the origin of a part in case it is stolen. The theft prevention standard requires that the label must be permanently affixed to the passenger's motor vehicle part.

SCOPE

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

REPAIR TO BE PERFORMED

Install an antitheft label to the front bumper.

COMPLETION REPORTING / REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record campaign service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Apply an Antitheft Label to the Front Bumper	23-62-B1-82	0.2

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

PARTS INFORMATION

NOTE: Dealers that have unsold units in inventory will have the labels mailed to them at the time the dealer instructions are released. Labels are VIN specific.

If a replacement label is required, one may be ordered by sending an email with the required information below to:
FCA-RecallFulfillment@wolverinemail.com
Please allow 2 - 4 days for label delivery

Please provide the following information when placing the label order. Failure to provide all the required information may result in a delay of receiving the label.

- Campaign #:
- VIN:
- Dealer Code:
- Dealer Name:
- Dealer Address:
- Dealer Phone Number:
- Attn:

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

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 / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified of the service requirement and provided their VIN specific label by mail. They are able to install the label themselves or request to schedule an appointment for this service with their dealers. A generic copy of the owner letter is attached.

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Front Bumper Anti-theft Label Detachment



Reference: 62B

FCA US LLC

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 campaign 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.

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 Services / Field Operations
FCA US LLC.

SERVICE PROCEDURE

A. Insert Title

1. Open the vehicle hood and locate the existing antitheft label on the vertical grained black plastic inner surface of the front bumper right (passenger) side of the vehicle as shown in the below image.
2. Obtain the NEW antitheft label for the vehicle and verify the label is appropriate for the vehicle based on vehicle identification number printed on the label.

NOTE: The new antitheft label must be applied on the horizontal painted surface of the front bumper right (passenger) side as close as possible to the location of the existing label as shown in the below image.

3. Use isopropyl alcohol or window cleaner and a clean cloth to remove any wax, oil, dust, and debris from the NEW label application area.
4. Allow the isopropyl alcohol or window cleaner to fully evaporate before applying the NEW antitheft label.
5. Apply the NEW antitheft label using even pressure to the entire surface with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.
6. Close the vehicle hood then return the vehicle to the customer or inventory.



This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

62B

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest FIAT Studio, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN 62B.

CUSTOMER SATISFACTION NOTIFICATION

Front Bumper Anti-theft Label Detachment

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2024 Model Year (FG) Fiat 500E] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The front bumper anti-theft label on your vehicle may not be properly attached to the grained plastic surface of the front bumper. The label can be lost during the lifetime of the vehicle making it not possible to identify the origin of a part in case it is stolen. The theft prevention standard requires that the label must be permanently affixed to the passenger's motor vehicle part.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

You may choose to apply the enclosed label using the instruction as described on the enclosed instructions letter. Or if you prefer not to install the label yourself, simply contact your FIAT Studio to schedule a service appointment. FCA will repair your vehicle free of charge (parts and labor). To do this, your FIAT Studio will install an antitheft label to the front bumper. The estimated repair time is 20 minutes. In addition, your FIAT Studio will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring the enclosed overlay label and this letter with you to your FIAT Studio.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
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 to submit your reimbursement request online. ^[2] 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 satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA 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] 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.

SAFETY RECALL 62B - FRONT BUMPER ANTI-THEFT LABEL DETACHMENT

OWNER INSTRUCTIONS

INSTALL THE ANTITHEFT LABEL BY FOLLOWING THE PROCEDURE BELOW:

1. Open the vehicle hood and locate the existing antitheft label on the vertical grained black plastic inner surface of the front bumper right (passenger) side of the vehicle as shown in the below image.
2. Obtain the NEW antitheft label for the vehicle and verify the label is appropriate for the vehicle based on vehicle identification number printed on the label.

NOTE: The new antitheft label must be applied on the horizontal painted surface of the front bumper right (passenger) side as close as possible to the location of the existing label as shown in the below image.

3. Use isopropyl alcohol or window cleaner and a clean cloth to remove any wax, oil, dust, and debris from the NEW label application area.
4. Allow the isopropyl alcohol or window cleaner to fully evaporate before applying the NEW antitheft label.
5. Apply the NEW antitheft label using even pressure to the entire surface with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.
6. Close the vehicle hood.

