



EMEA
Quality - Product Liability
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Turin, 23rd September 2013

Messrs. **FIAT GROUP Automobiles FOREIGN**
Att. **BRANCHES/ITALY MARKET**
Technical Service Managers
Att. **Importers**
Eng. Bertolusso



CAMPAIGN 5760 - Service Campaign
Model: Fiat Ducato - versions for people transport
- Owner Handbook



On 25.071 Fiat Ducato vehicles, versions for people transport (that is vehicles having at least 2 rows of seats and ISOFIX coupling) whose chassis numbers range between 1000339 and 2451721, contain wrong instruction in the Owner Handbook about the assembly direction of the child restraint seat.



Therefore, it is compulsory to update the Owner Handbook and make a pre-delivery intervention on vehicles still in stock. For vehicles which have already been delivered, the attached first-class letter (Annex 1) must be sent to all customers along with the additional pages, to upgrade all vehicles.



Annex 2 contains the PDF of the additional pages to be sent. The document will be printed by the Market.



Sincerely yours



A. Milizia



Annex

Turin, September 2013

DRAFT OF FIRST-CLASS MAIL LETTER

SERVICE CAMPAIGN 5760

**Model: Fiat Ducato - versions for people transport
- Owner Handbook**

Dear Customer,

We inform you that, on a batch of Fiat Ducato vehicles, including yours, the Owner Manual contains wrong instructions on how to assemble the child restraint seat.

We kindly ask you to update the Owner Handbook of your vehicle, adding the page attached to this letter to the same Handbook.

For any clarification or assistance, contact our toll-free number

If you have already sold or transferred your vehicle to someone else, we would be very grateful if you could provide us with the name and address of the new owner, using the enclosed stamped and pre-printed card, along with any information which could make our research of the possible owner or user easier.

We thank you for your kind cooperation and apologise for any inconvenience caused. In the meanwhile, we send you our most sincere regards.

Vehicle: Fiat Ducato

chassis.....

Annex 2

Download the attached file, containing the file with the additional pages to be sent.

To download the file:

- create a support folder on your PC to save the zipped file with the additional pages of the update in PDF format.
- To download the zipped file, click on this link:

[5760.zip](#)

Unzip the compressed file and extract the PDF document to be printed.

The document will be printed by the Market.