

[REDACTED]
Dennis port MA
U.S.A

12-Jun-17

National Highway Traffic Administration
1200 New Jersey Ave., S.E.
Washington DC 20590

JUN 22 2017

Recall S34/NHTSA 16V-302

To whom it may concern:

I have attempted to get my fiat serviced for the clutch recall and have been unsuccessful and am now concerned that it will remain an unresolved issue. I recently experienced a "customer service" issue that was so inept I can only glean that the dealership did not wish to perform the work. Please see the excerpt of the letter I wrote to the General Manager at the fiat dealer that was supposed to work on my car.

"I have had three interactions with Central Fiat and with the exception of the purchase of the Fiat Pop in 2014 I am less than impressed. The first experience with Central was when I had the first oil change, it took about an hour and a half with no explanation, the other items I had requested to be checked weren't and it was about \$100. This left me with the intent never to return. This was not even close to the ineptitude my husband and I experienced on Saturday June 10th.

I should have been aware that this was not going to be a good experience when I went on the website to make an appointment, the site let me make the appointment and even indicated that I would be contacted by someone at Central to confirm the date and time. After waiting almost a week with no response from Central, I called and spoke with a young woman who notified me that they have no idea that appointments are being made on the site as the information isn't transferred anywhere.

So I explained to the person that I had a recall and needed to get the work done. She asked if I would like an appointment during the week, I said yes, she paused and then said there weren't any appointments during the week and suggested Saturday the 10th at 9:30 am. I made the appointment. You may or may not have noticed that my return address is on the Cape, so we travelled an hour and a 1/2 to Central on Saturday morning, the person checking us in told us it would take 2-3 hours for the work to be completed and ordered the rental car I had requested, then told us they would call us when the car was ready.

Three hours passed and we did not receive a call so we went back to the garage. I saw my car outside so assumed it was ready, and no one called. You may imagine my surprise, when we were told that not only was car not ready, no one had even looked at it and it would be another FIVE HOURS before it would be ready. Not only that but we were then informed that recall appointments are only scheduled during the week. The rental car was offered for us to leave and come back; however, I believe I mentioned that we live an HOUR AND A HALF away.

NAL
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I am only able to infer two points from this experience, your staff is incredibly inept or Central was not overly interested in performing the recall as there is no revenue. In either case I am going to escalate to Chrysler – Fiat Corporate offices as well as the National Highway Safety Administration. I will also NEVER buy another Fiat and will tell every person I know to avoid the Central car dealerships."

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

Denise Port MA

BOSTON
MA 021
12 JUN '17
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RECALL COMPLAINT