INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Gmail [redacted]

RE: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

1 message

BJ Geisler <BJGeisler@chapmanchoice.com> Tue, Aug 21, 2018 at 8:47 PM
To: [redacted]
Cc: Robert Mills <RobertMills@chapmanchoice.com>, Bill Beaudry <BillBeaudry@chapmanchoice.com>

Good evening [redacted]

We wholesaled the vehicle to the Chandler store which did pass our safety inspection set forth by the Chapman corporate policy based on DOT requirements. The vehicle was purchased at the Chandler store and any requests for concessions would need to be made to them.

BJ Geisler

Pre Owned Sales Director

Chapman BMW on Camelback

1144 E Camelback Rd

Phoenix AZ 85014

602-308-4974 Direct

602-241-6637 Fax

Certified Pre-Owned by BMW

From: [redacted]
Sent: Tuesday, August 21, 2018 4:22 PM
To: BJ Geisler
Subject: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

Hi BJ,

Approximately, **September 15, 2017 I purchased a 2015 Fiat 500 Abarth** from Chapman BMW (Chandler). **Originally, it was being sold by your location (Camelback)** but had it transferred there due to my on-going personal relationship with several people at this dealership. I have purchased other cars from them in the last year and referred friends there as well.

I am very particular about having my cars regularly maintenanced and on my recent service appointment at the Fiat Dealer (Abarth is still under warranty) I had them check over my entire car to ensure everything was in really good working order. My Fiat Service advisor explained that everything inspected was good, **except for my tires. He stated that my tires do not meet the governing tire safety standards and requirements. A very important issue I was not aware of until he brought it to my attention. He pointed out the (2012) manufacture date on those tires and showed me the extensive "dry rot" (a lot of cracking lines). Given the tires' conditions my Service advisor said they need immediate replacement; in that condition the vehicle is not really safe to drive.**

The Abarth's tires predate the manufacturing date of the vehicle by approximately 3 years. At the time of sale (transfer) from your dealership the age of the tires was approximately 5 nearly 6 years.

In the past month I have contacted Fiat Corporate Customer Service. They confirmed the Abarth would **not** have had tires from (2012) when it was manufactured and subsequently sent out for sale to a dealership for consumer purchase. According to the **"Carfax Report"**, Chapman (Camelback) inspected the Abarth's tire conditions on 8/22/17 which was just prior to me purchasing it. **(See picture attached).**

As a result the Fiat dealership and Fiat Corporate both stated that your dealership should never have allowed these tires to be on, or remain on, the vehicle before I bought it due to the tires' age and dry rot.

My questions for you are: 1) the car had approximately 17,000 miles on it when I bought it and with the tires' condition if they did not meet the national required safety standards why were they not replaced? 2) If replacement had occurred which it didn't why were the tires from 2012 instead of 2017, or at very minimum 2016?

The issue now is the fact that all 4 tires must be replaced for the reasons previously explained in this Email. As a non-expert I put a "blind-faith trust" in the fact that all things were checked and complied with the National Safety Standards and their requirements prior to my purchase. I know a fair amount about cars but am not a mechanic nor an expert in this field. Further, nothing was said to me at the time of purchase advising me the tires would need replacing and that they had extensive "dry rot." I am reaching out to you as I wholeheartedly believe that given this situation, Chapman (Camelback) should replace the tires with a newer (comply with the standards), and be done at "no cost" to me.

I look forward to working with you to resolve this as soon as possible and can be reached by Email at [redacted] thank you.

Sincerely,

—

[redacted]

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Gmail [redacted]

Fwd: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

1 message

[redacted] Thu, Aug 30, 2018 at 12:44 AM
To: Steven@chapmanbmw.com

Hey Steven,

I stopped in last night and I spoke with Jim about the following issue regarding my Fiat Abarth I bought last year. I left a post it note with my Email address on your desk, however I realized this would easier. The following is the emails between BJ (from Camelback) and I. I also contacted Bill and Robert the used car managers over there however they did not contact me back.

BJ does not appear to want to resolve this issue. It would appear that he would rather put the responsibility on the Chandler store. Even by him saying everything passed safety inspection, I have strong reason to believe the car was probably not inspected thoroughly. Look how I didn't even leave the lot before the car wouldn't start because it needed a new battery.

I know that you are the new car sales manager however I know you the best and I would really appreciate your's, Jim's and Brian's help in getting this resolved as soon as possible.

Thanks,

[redacted]

---------- Forwarded message ----------
From: **BJ Geisler** <BJGeisler@chapmanchoice.com>
Date: Tue, Aug 21, 2018 at 8:47 PM
Subject: RE: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")
To: [redacted]
Cc: Robert Mills <RobertMills@chapmanchoice.com>, Bill Beaudry <BillBeaudry@chapmanchoice.com>

Good evening [redacted]

We wholesaled the vehicle to the Chandler store which did pass our safety inspection set forth by the Chapman corporate policy based on DOT requirements. The vehicle was purchased at the Chandler store and any requests for concessions would need to be made to them.

BJ Geisler

Pre Owned Sales Director

Chapman BMW on Camelback

1144 E Camelback Rd

Phoenix AZ 85014

602-308-4974 Direct

602-241-6637 Fax

Certified Pre-Owned by BMW

From: [redacted]
Sent: Tuesday, August 21, 2018 4:22 PM
To: BJ Geisler
Subject: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

Hi BJ,

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I am very particular about having my cars regularly maintenanced and on my recent service appointment at the Fiat Dealer (Abarth is still under warranty) I had them check over my entire car to ensure everything was in really good working order. My Fiat Service advisor explained that everything inspected was good, **except for my tires. He stated that my tires do not meet the governing tire safety standards and requirements. A very important issue I was not aware of until he brought it to my attention. He pointed out the (2012) manufacture date on those tires and showed me the extensive "dry rot" (a lot of cracking lines). Given the tires' conditions my Service advisor said they need immediate replacement; in that condition the vehicle is not really safe to drive.**

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As a result the Fiat dealership and Fiat Corporate both stated that your dealership should never have allowed these tires to be on, or remain on, the vehicle before I bought it due to the tires' age and dry rot.

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I look forward to working with you to resolve this as soon as possible and can be reached by Email at madisonlindstrom@gmail.com, thank you.

Sincerely,

--

[redacted]

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[redacted]

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Gmail [redacted]

Fwd: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

1 message

[redacted] Thu, Aug 30, 2018 at 12:50 AM

To: Jim Misner <JimMisner@chapmanchoice.com>

Hi Jim,

I thought I would forward you a copy of the communication I discussed with you earlier, so you can see what I was referring to. I also sent copies to Steven and Brian as well.

Thanks again,

[redacted]

---------- Forwarded message ----------
From: **BJ Geisler** <BJGeisler@chapmanchoice.com>
Date: Tue, Aug 21, 2018 at 8:47 PM
Subject: RE: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")
To: [redacted]
Cc: Robert Mills <RobertMills@chapmanchoice.com>, Bill Beaudry <BillBeaudry@chapmanchoice.com>

Good evening [redacted]

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BJ Geisler

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Phoenix AZ 85014

602-308-4974 Direct

602-241-6637 Fax

Certified Pre-Owned
by BMW

From: [redacted]
Sent: Tuesday, August 21, 2018 4:22 PM
To: BJ Geisler
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I look forward to working with you to resolve this as soon as possible and can be reached by Email at [redacted] thank you.

Sincerely,

--

[redacted]

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[redacted]

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Gmail [redacted]

Fwd: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

1 message

[redacted] Thu, Aug 30, 2018 at 12:58 AM

To: Brian Lee <BrianLee@chapmanchoice.com>

Hey Brian,

I stopped by the dealership last night and talked to Jim about the following issue. Attached is a copy of my communication with BJ at Camelback regarding my Fiat Abarth I bought last year. I sent copies to Steven and Jim as well.

Thanks,

[redacted]

---------- Forwarded message ---------
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Date: Tue, Aug 21, 2018 at 8:47 PM
Subject: RE: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")
To: [redacted]
Cc: Robert Mills <RobertMills@chapmanchoice.com>, Bill Beaudry <BillBeaudry@chapmanchoice.com>

Good evening [redacted]

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1144 E Camelback Rd

Phoenix AZ 85014

602-308-4974 Direct

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I look forward to working with you to resolve this as soon as possible and can be reached by Email at [redacted] thank you.

Sincerely,

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[redacted]

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[redacted]

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Gmail [redacted]

RE: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

1 message

Steven Foster <StevenFoster@chapmanchoice.com> Thu, Aug 30, 2018 at 10:56 AM
To: [redacted]

I'm in now if you would like to shoot me a call

Steven Foster

New Car Sales Manager

Chapman BMW I-10

7455 W. Orchid Ln.

Chandler, AZ 85226

Direct (480) 344-4269

www.chapmanbmwchandler.com

From: [redacted]
Sent: Thursday, August 30, 2018 12:45 AM
To: Steven Foster
Subject: Fwd: Chapman BMW (Camelback) - 2015 Fiat 500 (Abarth Tires (2012) "Predated Manufacture Date of Vehicle & Dry Rot")

Hey Steven,

I stopped in last night and I spoke with Jim about the following issue regarding my Fiat Abarth I bought last year. I left a post it note with my Email address on your desk, however I realized this would easier. The following is the emails between BJ (from Camelback) and I. I also contacted Bill and Robert the used car managers over there however they did not contact me back.

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I know that you are the new car sales manager however I know you the best and I would really appreciate your's, Jim's and Brian's help in getting this resolved as soon as possible.

Thanks,

[redacted]

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To: [redacted]
Cc: Robert Mills <RobertMills@chapmanchoice.com>, Bill Beaudry <BillBeaudry@chapmanchoice.com>

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I look forward to working with you to resolve this as soon as possible and can be reached by Email at [redacted] thank you.

Sincerely,

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[redacted]

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–

[redacted]

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Gmail [redacted]

RE: Called

1 message

Steven Foster <StevenFoster@chapmanchoice.com> Fri, Aug 31, 2018 at 11:13 AM
To: [redacted]

Hey [redacted] thank you for reaching back out, we have been busy so sorry for the delay in response. I spoke with the service manager and the car was given the clean bill a health across the board and did pass all standards has stated in his previous email. The 2012 manufacture date is also correct as tires have a 6 yr shelf life from time of manufactured to time of expiration. So unfortunately there isn't really anything to be done on our end. I'm at work all day if you want to reach out and talk as well. Talk to you sonn.

From: [redacted]
Sent: Thursday, August 30, 2018 3:03 PM
To: Steven Foster
Subject: Called

Hey Steven,

Thank you for getting back to me so quickly. I will be running errands off and on throughout the day, Email might work best. I did call and leave you a voicemail though.

After reviewing my emails, do you think there's someway you guys will be able to assist me with this issue?

Thanks!

[redacted]

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[redacted]

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[redacted]
Maricopa, AZ [redacted]
Phone: [redacted]
Email: [redacted]

August 28, 2019

TO: **NATIONAL HIGHWAY TRANSPORTATION SAFETY ADMINISTRATION HEADQUARTERS (NHTSA)**
West Building
1200 New Jersey Avenue SE
Washington, DC 20590
VS Hotline: 888.327.4236
Email: nhtsa.webmaster@dot.gov

Attention: **Consumer Complaints – Tire Safety Issues**
Complaint Delivered by USPS Mail

CC: **FCA US LLC (FIAT)**
PO Box 21-8004
Auburn Hills, MI 48321-8004
Phone: 800.334.9200
Fiat Phone: 888.242.6342
Email: mike.manley@fcagroup.com

Attention: **Mike Manley, CEO – (Tire Safety Issues)**
Complaint Delivered by Email – mike.manley@fcagroup.com

CC: **BRIDGESTONE/FIRESTONE HEADQUARTERS**
535 Marriott Drive
PO Box 140990
Nashville, TN 37214

200 - 4th Avenue S.
Nashville, TN 37201

Phone: 615.937.1000
Fax: 615.937.3621

Attention: **Gordon Knapp, CEO & President – (Tire Safety Issues)**
Complaint Delivered by Fax

Dear Sirs or Mesdames:

COMPLAINANT: [redacted]

VIN: **3C3-CFFKR2HT** [redacted]
Vehicle Year: **2017**

Vehicle Make:	**Fiat 500, 6-Speed Automatic Transmission**
Vehicle Model:	**Pop**
Current Mileage:	**17,933**
COMPLAINT:	**Firestone Tires on 2017 Fiat 500 Pop (original tires on vehicle at time of purchase) are showing signs of separation on sidewall, cracking, peeling, and dry rot.**
AND	**All 4 tires do not consistently hold tire pressure...stem issue?**
TIRES:	
Tire Brand:	**Firestone**
Tire Line:	**FireHawk GT Tubeless Radial Tire**
Tire Size:	**P185/55 R15**
Code Stamp:	**All Different (3 tires manufactured in 2016, 1 tire in 2017)** **One tire was manufactured on or about January 9, 2016** **One tire was manufactured on or about February 3, 2016** **One tire was manufactured on or about March 6, 2016** **One tire was manufactured on or about April, 2017**
Component:	**Tread is 1 Polyester, 2 Steel, 1 Nylon; Sidewall is 1 Polyester; E4 0254502-S; 0254501**
DOT No:	**V68X PHU**
Other:	**82H M + S**

Further to the above-noted matter please be advised I am submitting this **"formal written complaint"** to the National Highway Transportation Safety Administration **("NHTSA")** to request an investigation regarding the manufacturing process and materials used regarding the Firestone Firehawk GT Tubeless Radial Tires **("FIREHAWKS")** defective, sub-standard, deteriorating tires that are not lasting anywhere near the manufacturer's claimed expectancy which is approximately 50,000 miles.

INTRODUCTION:

I purchased my 2017 FIAT 500 Pop **("POP")** brand new from Bill Luke Fiat Dealership in Chandler, AZ, in approximately October 2017. The Firehawks referred to in this complaint are the original tires from when I purchased my Pop. It is driven on a regular basis and when its not in use it is parked at my home, in an enclosed garage.

On approximately June 14, 2019 during a recent maintenance check & service (oil change and tire rotation) at Nyle Maxwell Fiat Dealership in Austin, TX. I noticed that my four Firehawks appear to be defective and deteriorating. They are showing signs of separation on the sidewalls, cracking,

peeling, and dry rot. In addition, they do not consistently hold their tire pressure which leads me to believe there might be a stem issue. During a conversation with my service advisor who happens to have the same vehicle as me, and Firehawks, has dry rot etc with his tires as well.

This further leads me to believe that my Firehawk issues are not an isolated one.

For your review and records, I have enclosed the following documentation and communications for your review and records:

1. 4 black & white tire photos showing the issues and conditions of my tires.
2. A copy of the communication thread between Bridgestone and me for the dates of June 20 and 26, 2019.
3. A copy of the communication thread between Bridgestone and me for the date of July 16, 2019.

Further, I am seeking an immediate resolution that would consist of 4 brand new replacement tires (equal and/or comparable value, quality, and type). The tire price, their mounting, installation, and balancing will be at **no** cost to me.

As stated previously my vehicle currently only has 17,933 miles on it and my tires should **not** be deteriorating the way that they are, in such a short period of time; safety issue.

To my understanding, knowledge and belief the warranty of the manufacturer for my tires is as follows:

Warranty Duration

Each manufacturer specifies the duration of their tires' limited warranty in months or years from the date of purchase. Therefore, tire warranties begin at the time of delivery for new vehicles and at the time of purchase for replacement tires. Consequently, a new vehicle's registration certificate or the replacement tire's sales invoice will establish proof of ownership and the tire's in-service date. If no proof of purchase is available, the week and year the tire was manufactured (as identified by the DOT Tire Identification Number (TIN) branded on the sidewall) will be used.

Tire warranties also expire when the tire's original tread is worn down to 2/32" (1.6 mm) of remaining tread at which time the tread blocks are worn flush with the treadwear indicator bars.

"...tires...are typically backed by their manufacturer's limited warranties for a period of 4 to 6 years from the date of purchase or until the tread wears out, whichever occurs first."

Tread/Mileage Warranties

Treadlife/mileage warranties *are a popular marketing tool used to help position tires competitively in the marketplace by identifying their potential longevity. However not all consumers will receive the warranted mileage due to the variety of road surfaces, driving conditions and geographic influences across the United States.*

Treadlife/mileage warranties typically do not apply to tires fitted as Original Equipment on new vehicles (unless specifically included by the tire manufacturer). Replacement tires covered by a treadlife/mileage warranty have the warranty cost factored into their price.

Treadlife/mileage warranties only apply to the original owner and vehicle upon which the set of tires was initially installed.

Treadlife/mileage warranties are also subject to time limits set by the tire manufacturers and expire along with the standard warranty four, five, or six years from the date of purchase (proof of purchase required).

According to most states' laws, tires become legally worn out when they reach 2/32" of remaining tread depth (identified when the tread blocks/ribs wear down to the bars molded across their tread pattern). Tire manufacturer treadlife/mileage warranties specify pro-rated replacement will only be considered when all four tires reach that point.

Uniformity Warranty

Even though tires are built to tight tolerances, there is bound to be some unavoidable variation during the manufacturing process. This is one reason why tire balance and internal forces are measured during a tire's final inspection at the factory.

Note: Because of the factory's final inspection, none of the tire manufacturers will accept that all four tires from the same vehicle are out-of-round or responsible for a vibration. If a request is made to return all four tires, the tire manufacturer will deem that there was no genuine attempt to isolate the true cause of the problem.

The tire manufacturers have identified that if a new tire contributes to a vehicle ride disturbance because of workmanship or materials, it will be apparent immediately and should be diagnosed and corrected as soon as possible. Depending on the manufacturer, the responsible tire must be replaced before the first 1/32" to 2/32" of treadwear or during the first six months/one year of service.

Ride disturbances that occur after this initial period have been linked to road hazard damage or irregular wear stemming from the vehicle's mechanical condition and/or lack of routine maintenance.

Workmanship & Materials Warranty

Tire Manufacturer's Materials and Workmanship Warranty covers conditions that require a tire to be removed from service that are within the tire manufacturers' control of raw materials or quality of workmanship.

Usually during the first year of ownership or 25% of the tire's treadwear (whichever occurs first), the tire will be exchanged free of charge for the customer (not including freight). For the rest of the tire's warranty period, the cost of replacement is prorated by crediting the owner for the percentage of service not received.

Manufacturer Road Hazard Coverage

While road hazard injuries (cuts, punctures, snags and bruises) or impact damage caused by potholes, curbs or other objects in the road are an undesirable part of driving, the tire damage they inflict is not within the control of the tire manufacturer and is not typically covered by their limited tire warranties. Regardless of its quality, no tire is indestructible.

Currently there are a limited number of tires that remain backed by a tire manufacturer road hazard coverage.

However, because many drivers desire the financial security that a road hazard program provides, Tire Rack includes its free Tire Road Hazard Protection with most tires. See all the details here.

Manufacturer Special Warranty - Test Drives/Satisfaction Trials

If a retail customer who purchased eligible tires is not completely satisfied, they can return the tires to the location from which the tires were purchased within the specified period (usually 30-, 45- or 60-days) for exchange for another tire model made by the same manufacturer or, in a few cases, a full refund (freight not included). Original proof of purchase is required.

Tires received as Original Equipment on new vehicles are not covered by tire manufacturers' Test Drives/Satisfaction Trials.

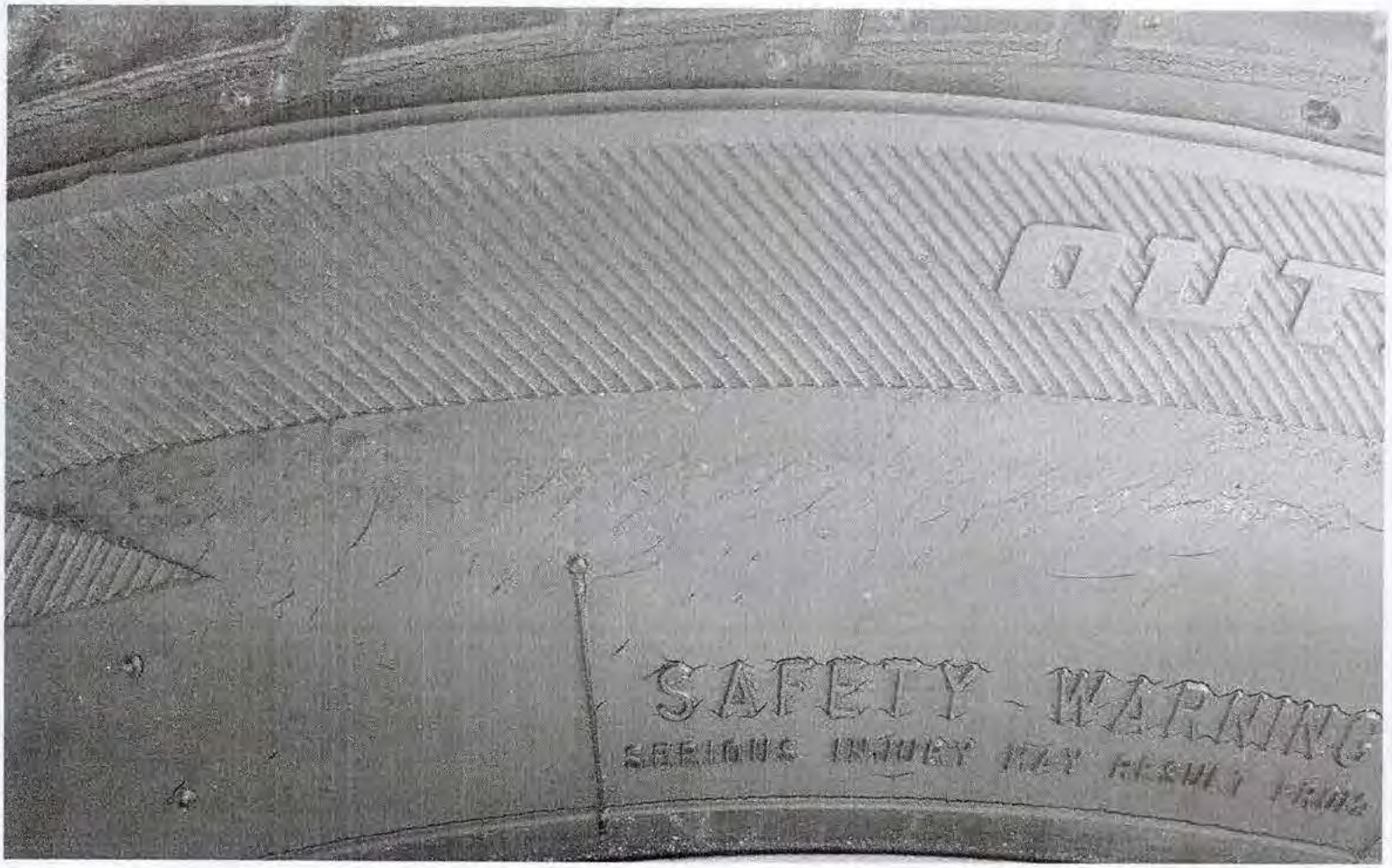
In closing, should the NHTSA have any questions regarding my complaint the best way to reach me at this time is by Email at [redacted] thank you.

Respectfully Submitted

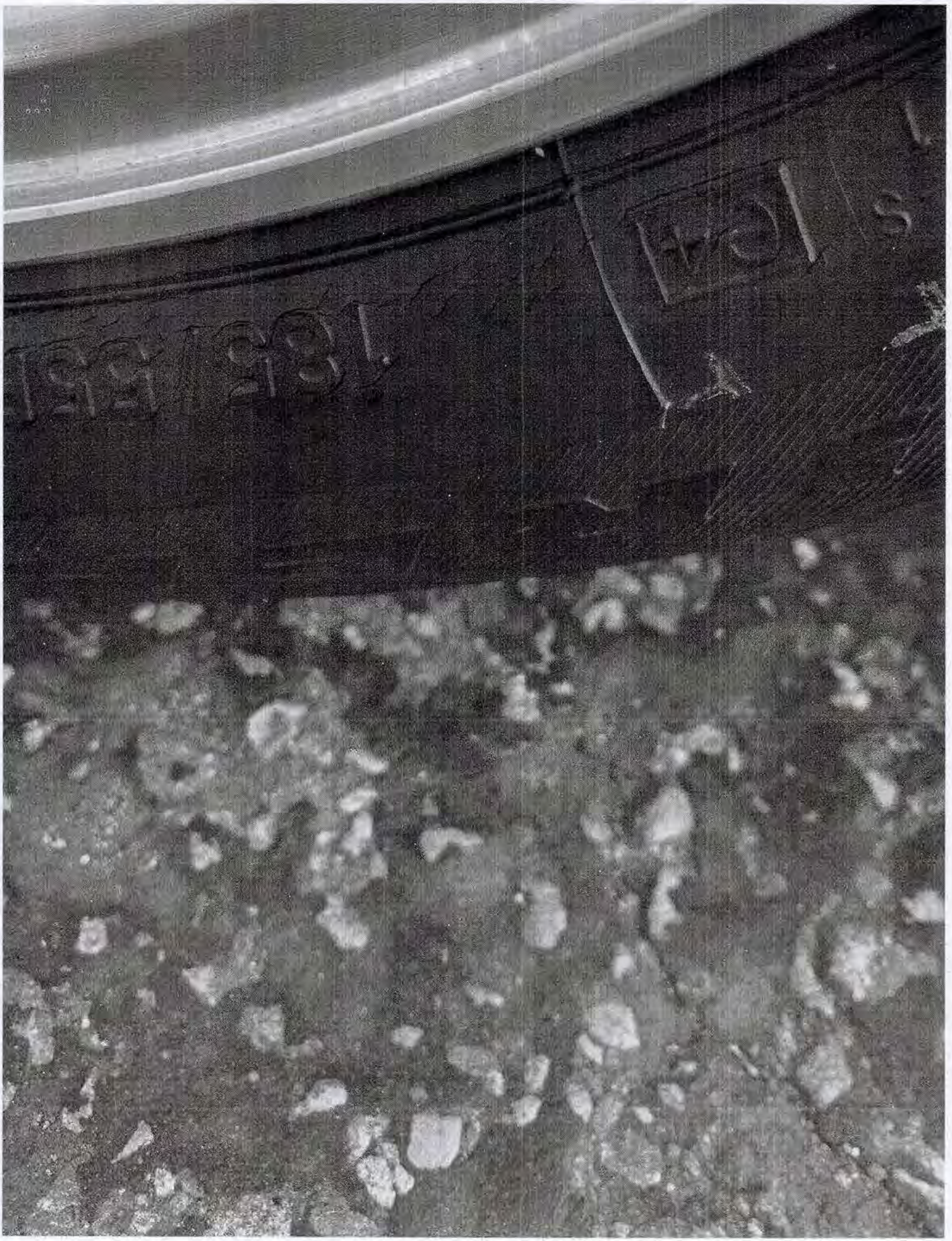
[redacted]

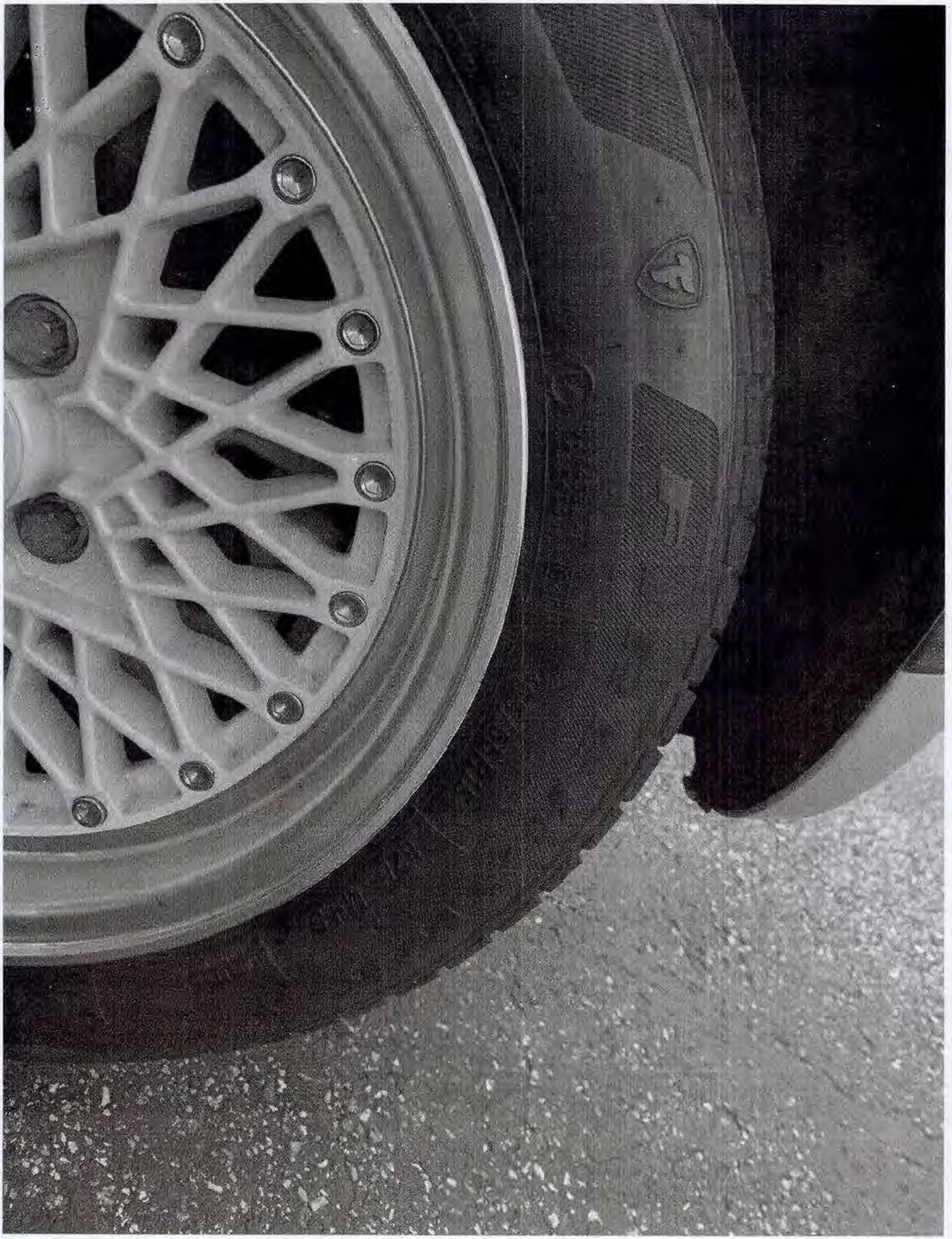
[redacted]

Enclosures


SAFETY - WARNING

AT
C19166
E680





Gmail [redacted]

[BridgestoneSupport] Re: BATOFS: Warranties

2 messages

BridgestoneSupport <support@bridgestonesupport.zendesk.com> Thu, Jun 20, 2019 at 12:21 PM
Reply-To: BridgestoneSupport <support+id10872@bridgestonesupport.zendesk.com>
To: [redacted]

##- Please type your reply above this line -##

Your request [redacted] has been updated. To add additional comments, reply to this email.

Jillenne B (BridgestoneSupport)
Jun 20, 15:21 EDT

Good Afternoon [redacted]

Thank you for contacting Firestone. I'd be happy to assist you.

I apologize that you've had issues with our tires. Original equipment tires do not have a mileage warranty or a road hazard warranty, unless the road hazard or extended coverage on your tires were purchased through your dealer. We will need to have the tire inspected to see if it would be covered under the limited manufacturer's warranty. This warrants that the tire will be free from material or manufacturing flaws. There would be no charge for the inspection. After the inspection the store will be able to discuss your available options. Dry rot has many different root causes including exposure to the heat and cold, the terrain that the tires are driven on or if the vehicle has been sitting for periods of time and not being used. Would you like me to set up an appointment for a tire inspection?

If you have any other questions or concerns, please do not hesitate to contact us via chat, email, or by phone at (800) 367-3872.

Sincerely,
Jillienne B.

[redacted]
Jun 20, 14:58 EDT

First Name[redacted]
Last Name: [redacted]
Email Address: [redacted]
Email Confirmation: [redacted]
Comments: I bought my car brand new from Fiat in October 2017. The car currently has just under 18,000 miles on it and already the tires are dry rotted.

ContactID is [redacted]

This email is a service from BridgestoneSupport. Delivered by Zendesk

[redacted]

[redacted] Wed, Jun 26, 2019 at 4:23 PM
To: BridgestoneSupport <support+id10872@bridgestonesupport.zendesk.com>

Dear Jillienne B:

Thank you for your reply. I wanted to let you know that there is a more serious issue regarding the manufacturing and materials used in making these tires. In a recent discussion with my Service Advisor at Fiat here in TX it came to my attention during our conversation that he has the same vehicle as me, and similar issues are happening with his tires as well which are the Firestone Firehawk GT brand also on his vehicle at time of purchase.

It is for this reason, I feel it is critical since tires are a safety issue that I am filing a complaint with the National Highway Transportation Safety Administration ("NHTSA") to request an investigation (manufacturing and materials being used for this make and brand of tire) into this as I believe my issue is not an isolated one and must be addressed. I am cc'ing Fiat and Bridgestone as well, as I am expecting full replacement of my tires (equal and/or comparable tires, mounting, installation, and balancing) at no cost to me.

Sincerely,

[redacted]

[Quoted text hidden]

[redacted]

Phone: [redacted]
Email: [redacted]

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[BridgestoneSupport] Re: Re: [BridgestoneSupport] Re: BATOFS: Warranties

From: BridgestoneSupport (support@bridgestonesupport.zendesk.com)

To: [redacted]

Date: Tuesday, July 16, 2019, 02:01 PM MST

##- Please type your reply above this line -##

Your request [redacted] has been updated. To add additional comments, reply to this email.

Jillenne B (BridgestoneSupport)
Jul 16, 17:01 EDT

Good Afternoon [redacted]

Thank you for the follow up email. I understand the sincerity of your concerns. The tire warranty department can be reached at 800-367-3872. You may request to speak to the tire warranty department and you may let the representative know that you have been emailing me and you were referred to them directly.

Again, I apologize for any inconveniences and I hope you have a wonderful evening.

Sincerely,
Jillienne B.
Bridgestone/Firestone/Tires Plus/Wheel Works
Customer Service

[redacted]
Jun 26, 19:23 EDT

This is a follow-up to your previous request [redacted] BATOFS: Warranties"

Dear Jillienne B:

Thank you for your reply. I wanted to let you know that there is a more serious issue regarding the manufacturing and materials used in making these tires. In a recent discussion with my Service

Advisor at Fiat here in TX it came to my attention during our conversation that he has the same vehicle as me, and similar issues are happening with his tires as well which are the Firestone Firehawk GT brand also on his vehicle at time of purchase.

It is for this reason, I feel it is critical since tires are a safety issue that I am filing a complaint with the National Highway Transportation Safety Administration ("NHTSA") to request an investigation (manufacturing and materials being used for this make and brand of tire) into this as I believe my issue is not an isolated one and must be addressed. I am cc'ing Fiat and Bridgestone as well, as I am expecting full replacement of my tires (equal and/or comparable tires, mounting, installation, and balancing) at no cost to me.

Sincerely,

[redacted]

This email is a service from BridgestoneSupport. Delivered by Zendesk

[redacted]

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Cost Center: 4 West
Mail Point: NVS-220
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