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

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

SEP 0 5 2019

CL-1125491I-9368

August 28, 2019

TO: **NHTSA HEADQUARTERS**
West Building
1200 New Jersey Avenue SE
Washington, DC 20590

Vehicle Safety Hotline: 888.327.4236
Email: nhtsa.webmaster@dot.gov
Attention: **Consumer Complaints – Tire Safety Issues**
Delivered by USPS Mail

CC TO: **CHAPMAN BMW ON CAMELBACK**
1144 E. Camelback Road
Phoenix, AZ 85014

Direct: 602.308.4974
Fax: 602.241.6637
Email: BJGeisler@chapmanchoice.com

Attention: **BJ Geisler, Pre-Owned Sales Director**
Delivered by USPS Mail

CC TO: **CHAPMAN BMW, I-10 CHANDLER**
17455 W. Orchid Lane
Chandler, AZ 85226

Direct: 480.344.4269
Email: StevenFoster@chapmanchoice.com

Attention: **Steven Foster, New Car Sales Manager**
Delivered by USPS Mail

Direct: 480.344.4225
Delivered by Email: BrianLee@chapmanchoice.com

Attention: **Brian Lee, Pre-Owned Sales Manager**
Delivered by USPS Mail

Direct: 480.344.4220
Email: JimMisner@chapmanchoice.com

Attention: **Jim Misner, Pre-Owned Sales Manager**
Delivered by USPS Mail

TG
9.9.19
CD

CC TO:	**CHRYSLER GROUP LLC, USA** 1000 Chrysler Drive Auburn Hills, MI 48326
CS Phone:	888.242.6342 (888.CIAO.FIAT)
Email:	customerassist@chrysler.com
Attention:	**Chrysler Corporate Resolution Team** **Delivered by USPS Mail**
Chrysler Reference No:	(KMM10760611V[redacted] and [redacted]
Chrysler Email Case No:	[redacted]

Dear Sirs or Mesdames:

COMPLAINANT:	[redacted]
VIN:	**3C3CFFFH0FT[redacted]**
Vehicle Year:	**2015**
Vehicle Make:	**Fiat 500**
Vehicle Model:	**Abarth 1.4 L Turbo Inj. 4 Cyl 6A FWD**
COMPLAINT:	**Vehicle tires on date of purchase from Dealership were approximately 6 years old with severe cracking and dry rot.**
AND	**The tires' manufacture date of (2012) pre-dates the manufacture date of the vehicle (2015) by approximately 3 years.**
AND	**Chapman BMW *Camelback* knowingly knew the condition of the tires because the CarFax report confirms a tire inspection of their condition and pressurewas done on August 22, 2017; I was not told of their condition at time of purchase, unsafe tires were not replaced and they refused to replace them when the issue was brought to their attention.**

TIRES:

Tire Brand:	**Pirelli**
Tire Line:	**Cinturato P7 Radial Tire**
Tire Size:	**P195/45 R16**
Code Stamp:	**3712 (tire manufactured 37th week (September) in 2012)**
Component:	**Unknown**
DOT No:	**Unknown**
Other:	**N501**

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, and in the event of any violations, take all affirmative actions required respecting this matter.

INTRODUCTION:

I purchased my pre-owned 2015 Fiat 500 Abarth Turbo **("ABARTH")** in approximately September 2017.

The parties copied in this complaint were notified in 2018, once I became aware of my tires' safety issues that I did not previously know about, and was not disclosed to me at the time of purchase.

I wholeheartedly believe the dealership knew of the tires' safety conditions when they performed an inspection (tire condition and pressure); **See the CarFax report entry dated August 22, 2017.** My requests for resolution from the parties "fell on deaf ears."

An investigation into their business safety practices must be done to determine whether or not these dealerships and/or manufacturers are consistently in full compliance with government safety regulations and standards especially since safety measures apply both to a vehicle, protection of the party(ies) in the vehicle, and the general public at large. A critical element that must **not** be compromised in any way, whatsoever.

It is my belief that my situation is **not** an isolated one. How many other unsuspecting consumers is/has this been happening too? How many other Government safety standards and/or regulations, etc. are being intentionally ignored to save a "buck or two", all at the expense and safety of the consumer(s)?

As previously stated, my issue was **not** resolved by any of these parties, Chrysler Group, LLC **("CHRYSLER");** Chapman BMW Camelback **("CAMELBACK");** Chapman BMW Chandler **("CHANDLER")** where I essentially purchased my vehicle (transfer from Camelback to Chandler). I am requesting it be done immediately since I had to bear the expense of purchasing 4 new tires when Camelback should have replaced the unsafe tires the moment they knew about it on or about August 22, 2017.

There was no care or concern regarding the safety issue my tires posed to me, any passengers, or anyone else. Compliance with well-known Government safety regulations and standards are required by law for businesses in the car sales industries to follow and adhere to, without exception.

Copies of the communications have been enclosed/attached for your reference and records. They contain further information regarding this matter and my attempts to resolve it.

BACKGROUND:

During a maintenance visit to a different authorized Fiat dealership in Scottsdale, AZ *(not the one I purchased my vehicle from)* I was informed by the Service Manager, Patrick, that the tires on my **Abarth** had **serious "dry rot" and "pre-dated" the manufacture date of the vehicle, by approximately 3 years.** I was impressed that he paid close attention to details in servicing my vehicle. As well, took the time to show, and educate me on what to look for any time I purchase a new and/or pre-owned vehicle, or replacement tires. This was something I did not know about until Patrick pointed it out and I am very grateful he did.

At the time of purchasing my Abarth, the tires' ages were approximately 6 years old, and in very poor condition.

Therefore, I feel it is safe to presume that dealerships and/or manufacturers know they must comply with all Federal motor vehicle safety regulations enacted under the *National Traffic and Motor Vehicle Safety Act* (P.L. 89-563) administered by the *National Highway Traffic Safety Administration* (NHTSA) for vehicle **safety laws; safety standards, including regulations affecting** windshield wipers, hood and door latches, **tires,**and airbags.

My tires' conditions fall under the realm of those safety standards. When a vehicle is being offered for sale to consumers either as "new", "used", or "as-is" there are safety standards that must be complied with prior to its sale. Both State and Federal governments require that each vehicle undergo a "basic safety inspection" Why? Because safety is a basic consumer and human right.

Dealerships have a legal duty to have a vehicle inspected, and when necessary repair any safety problems they come across. Dealers are not able to sell a vehicle "as-is" if they have knowledge or should have known of a vehicle's safety defect which includes the condition of my Abarth's tires. Dealers are required to disclose any prior damage that compromises a vehicle, along with any known condition the vehicle may have. They failed to inform me.

To also note for this record, the day I completed the paperwork for the purchase of my Abarth, I went to start the vehicle, and it wouldn't start. The issue was the battery. Chandler had

to buy me a new battery so I could start it and drive home. Was this issue also something that came up in the safety inspection but not replaced, just like the tires? I believe its very plausible.

I contacted Chrysler to notify them about the issue but in the end they did nothing to resolve it. Instead they referred me to contact Pirelli in Italy at:

Pirelli Tire NA, LLC
100 Pirelli Drive
Rome, GA 30161-7000
Phone: 800.747.3554

Chrysler, I believe, disregarded the fact that a well-known Dealership sold me a vehicle with unsafe tires. Tires that did not meet the required government safety standards, were not really road worthy, and would essentially not last, leaving me to hold the bag, *per se* in having to purchase new ones. The quote Patrick gave me to have the same *new* Pirelli tires mounted, installed, and balanced would cost me around $900.00.

A key fact that I believed the dealership relied on was the general fact, on the whole, that consumers are ignorant of the Government safety standards Dealerships must know, keep up-to-date on, comply, and adhere to especially when selling a used vehicle to a consumer.

Consumers generally, as I did, inherently put a "blind faith trust" and rely on a Dealerships' word since they are viewed as the experts and therefore be led to believe that the required safety checks and balances were performed for the safety of the buyer.

What makes this situation even more reprehensible is the fact I was told that a full safety inspection had been performed on my Abarth, at the time of purchase.

I informed Chrysler representatives that prior to taking this matter to the next level I had some questions I wanted answered which are as follows:

Question One:

- Whether or not Fiat puts tires on a vehicle that pre-date the manufacturing date of the vehicle?

Question Two:

- What is Fiat's policies for tires placed on their new vehicles?

Question Three:

- What year of the tire is their acceptable standard in compliance with the safety laws?

COMMUNICATIONS HISTORY LIST:

1. A screenshot copy of my Abarth's CarFax Report; see notation dated August 22, 2017; Chapman Auto Group, Phoenix AZ - (Camelback); **"Maintenance inspection completed. Tire condition and pressure checked."**

2. Online Portal Communication sent on July 12, 2018 **from** Lindstrom **to** Chrysler *(copy is no longer in Lindstrom's possession due to their house being unlawfully broken into and burglarized on September 24, 2018. All contents in house were stolen)*. The communication thread of the original communication is detailed in Chrysler's response of July 17, 2018.

3. A copy of the July 12, 2018 Email communication (auto response) sent **from** Chrysler **to** Lindstrom.

4. A copy of the July 17, 2018 Email communication sent **from** Chrysler **to** Lindstrom.

5. A copy of the July 20, 2018 Email communication sent **from** Lindstrom **to** Chrysler.

6. A copy of the July 22, 2018 Email communication sent **from** Chrysler **to** Lindstrom.

7. A copy of the July 26, 2018 Email communication sent **from** Lindstrom **to** Chrysler.

8. A copy of the July 26, 2018 Email communication sent **from** Chrysler **to** Lindstrom.

9. A copy of the August 20, 2018 Email communication sent **from** Lindstrom **to** Camelback.

10. A copy of the August 20, 2018 Email communication sent **from** Lindstrom **to** Camelback.

11. A copy of the August 21, 2018 Email communication sent **from** Lindstrom **to** Chrysler.

12. A copy of the August 21, 2018 Email communication sent **from** Camelback **to** Lindstrom.

13. A copy of the August 30, 2018 Email communication sent **from** Lindstrom **to** Chapman *Chandler (BMW dealership Camelback delivered my Abarth to).*

14. A copy of the August 30, 2018 Email communication sent **from** Lindstrom **to** Chapman Chandler *(BMW dealership Camelback delivered my Abarth to).*

15. A copy of the August 30, 2018 Email communication sent **from** Lindstrom **to** Chapman Chandler *(BMW dealership Camelback delivered my Abarth to).*

16. A copy of the August 30, 2018 Email communication sent **from** Chapman Chandler *(BMW dealership Camelback delivered my Abarth to.)* **to** Lindstrom.

17. A copy of the August 31, 2018 Email communication sent **from** Lindstrom **to** Chrysler.

Should you have any questions the best way to reach me is to contact me by Email at [redacted]

Respectfully Submitted,

[redacted]

Enclosures

	Motor Vehicle Dept. Henderson, NV	Registration updated when owner moved the vehicle to a new location
6/12/17 16,092 mi.	Chapman Dodge Las Vegas, NV 702-457-1061 lasvegaschapman.com	Vehicle offered for sale
6/16/17	Nevada Inspection Station Las Vegas, NV	Passed emissions inspection
6/21/17	Chapman Dodge Las Vegas, NV 702-457-1061 lasvegaschapman.com	Oil and filter changed Vehicle washed/detailed Emissions inspection performed
7/31/17 16,108 mi.	Chapman Dodge Las Vegas, NV 702-457-1061 lasvegaschapman.com	Vehicle serviced
8/14/17	Chapman Mesa Auto Center Mesa, AZ 480-464-5200 chapmanusedcars.com	Vehicle offered for sale
8/17/17	Chapman Mesa Auto Center Mesa, AZ 480-464-5200 chapmanusedcars.com	Vehicle sold
8/18/17 16,146 mi.	Chapman Auto Group Phoenix, AZ azbmw.com	Vehicle offered for sale
8/22/17	Chapman Auto Group Phoenix, AZ azbmw.com	Maintenance inspection completed Tire condition and pressure checked
9/1/17 16,317 mi.	Dealer Inventory	Vehicle offered for sale

Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Gmail [redacted]

FIAT Information Center (KMM10753812V46[redacted]

1 message

customerassist <customerassist@chrysler.com> Thu, Jul 12, 2018 at 6:40 PM
To: [redacted]

*****AUTOMATED RESPONSE - PLEASE DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the FIAT Information Center. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add customerassist@chrysler.com to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone at 888-242-6342 to discuss your issue with one of our Customer Service Representatives.

For any future communication related to this email, please refer to reference number[redacted]

To view the FCA Privacy Policy, visit http://www.chrysler.com/universal/privacy.html.

Gmail [redacted]

Re: Chrysler Group LLC Customer Assistance (KMM10760611V96[redacted]

1 message

customerassist <customerassist@chrysler.com> Tue, Jul 17, 2018 at 11:40 PM
To: [redacted]

Dear [redacted]

Thank you for contacting the FIAT Information Center.

I appreciate you giving us the opportunity to review your tire concern, and would definitely like to see what can be done to assist you with how your vehicle could have had previous model year tires installed.

I want to confirm [redacted] what brand tires are you seeing on the vehicle that are requiring replacement was there any identification on the tires themselves, or any paperwork in the glove compartment regarding used tire replacements?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10760611V[redacted]

Original Message Follows:

US Customer Service - Fiat Brand Site
Brief Description:
Tires
Comments:
I purchased my 2015 Fiat Abarth from a dealership here in Arizona. I am the 2nd owner of it and recently when I took it into the Fiat dealership for mai ntaince they took a look at my tires and told me that they needed replacing because they are from 2012 (6 years old). My question for you is if the ca r is a 2015 would it have come from the factory with tires from 2012?

VIN:
3C3CFFFH0F[redacted]
Mileage:
30000
Servicing Dealer:

Title:

First Name:

[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Maricopa
State:
AZ
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Gmail [redacted]

Re: Chrysler Group LLC Customer Assistance (KMM10760611V96[redacted]

1 message

[redacted] Fri, Jul 20, 2018 at 1:51 PM

To: customerassist <customerassist@chrysler.com>

Hi Michael,

The tires on my 2015 Abarth are Pirelli 195/45 R16. The code stamp is [redacted] which tells me they were manufactured the 37th (September) week in 2012 (picture attached).

During a regular maintenance visit with my Fiat Service Advisor, Patrick, was shocked to see the condition of my tires because he knew that I had fairly recently purchased this vehicle. There are hairline cracks along the tread and sidewalls, which to my knowledge and understanding is tire dry rot.

What is very unsettling is the fact that these are the tires that were on my vehicle when I purchased it. Second, Chapman Camelback should have known or ought to have known during their vehicle inspection check ("tire condition" and "pressure") that these tires were in very poor condition. The tires were inspected by Chapman Camelback on August 27th, 2017 which can be confirmed by viewing the CarFax Report.

Cracking on tires to the extent that appear on mine does not just happen overnight, so it is believed Chapman Camelback knew they were in very poor condition to begin with and failed to change them prior to me purchasing the Abarth from Chapman BMW.

Patrick advised me that due to the vehicle's tire condition it really is not safe to drive until all the tires are replaced. I believe that all the costs to replace the 4 tires should be borne by Chapman Camelback. The estimate I got from Fiat of Scottsdale is approximately $900.

I look forward to receiving your immediate reply in how we will move forward to completely resolve this issue.

Thanks,

--

[redacted]

Confidentiality/Privileged Notice: This electronic transmission (including any/all attachments) is strictly for the intended addressee; is confidential, subject to strict copyright, and may be subject to legal or other privilege. Access to this E-mail by anyone other than the intended party is strictly unauthorized and prohibited. If you have received this communication by mistake please notify the sender immediately by return Email or telephone and delete this message from your system. Any unauthorized use or dissemination of this message either in whole or in part is strictly prohibited.

On Tue, Jul 17, 2018 at 11:40 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [redacted]
>
> Thank you for contacting the FIAT Information Center.
>
> I appreciate you giving us the opportunity to review your tire concern, and would definitely like to see what can be done to assist you with how your vehicle could have had previous model year tires installed.
>
> I want to confirm [redacted] what brand tires are you seeing on the vehicle that are requiring replacement was there any identification on the tires themselves, or any paperwork in the glove compartment regarding used tire replacements?
>
> Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10760611V96[redacted]

Original Message Follows:

US Customer Service - Fiat Brand Site
Brief Description:
Tires
Comments:
I purchased my 2015 Fiat Abarth from a dealership here in Arizona. I am the 2nd owner of it and recently when I took it into the Fiat dealership for mai ntaince they took a look at my tires and told me that they needed replacing because they are from 2012 (6 years old). My question for you is if the ca r is a 2015 would it have come from the factory with tires from 2012?

VIN:
3C3CFFFH0FT[redacted]
Mileage:
30000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Maricopa
State:
AZ
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

IMG_9630.jpg
71K

Gmail [redacted]

Re: Chrysler Group LLC Customer Assistance (KMM10767131V1[redacted]

1 message

customerassist <customerassist@chrysler.com> Sun, Jul 22, 2018 at 8:31 PM
To: [redacted]

Dear[redacted]

Thank you for your response [redacted] and for confirm what was happening with the tires.

When it comes to tires, the tires normally have a warranty offered by the tire manufacturer; in this case the manufacturer would be Pirelli.

If you were to contact Pirelli regarding the tires they may be able to point you in the right direction.

Pirelli Tire NA, LLC
100 Pirelli Drive
Rome, GA 30161-7000
(800) 747-3554

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10767131V[redacted]

Original Message Follows:

Hi Michael,

The tires on my 2015 Abarth are Pirelli 195/45 R16. The code stamp is 3712 which tells me they were manufactured the 37th (September) week in 2012 (picture attached).

During a regular maintenance visit with my Fiat Service Advisor, Patrick, was shocked to see the condition of my tires because he knew that I had fairly recently purchased this vehicle. There are hairline cracks along the tread and sidewalls, which to my knowledge and understanding is tire dry rot.

What is very unsettling is the fact that these are the tires that were on my vehicle when I purchased it. Second, Chapman Camelback should have known or ought to have known during their vehicle inspection check ("tire condition" and "pressure") that these tires were in very poor

condition. The tires were inspected by Chapman Camelback on August 27th, 2017 which can be confirmed by viewing the CarFax Report.

Cracking on tires to the extent that appear on mine does not just happen overnight, so it is believed Chapman Camelback knew they were in very poor condition to begin with and failed to change them prior to me purchasing the Abarth from Chapman BMW.

Patrick advised me that due to the vehicle's tire condition it really is not safe to drive until all the tires are replaced. I believe that all the costs to replace the 4 tires should be borne by Chapman Camelback. The estimate I got from Fiat of Scottsdale is approximately $900.

I look forward to receiving your immediate reply in how we will move forward to completely resolve this issue.

Thanks,
--

[redacted]

Confidentiality/Privileged Notice: This electronic transmission (including any/all attachments) is strictly for the intended addressee; is confidential, subject to strict copyright, and may be subject to legal or other privilege. Access to this E-mail by anyone other than the intended party is strictly unauthorized and prohibited. If you have received this communication by mistake please notify the sender immediately by return Email or telephone and delete this message from your system. Any unauthorized use or dissemination of this message either in whole or in part is strictly prohibited.

On Tue, Jul 17, 2018 at 11:40 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted]

Thank you for contacting the FIAT Information Center.

I appreciate you giving us the opportunity to review your tire concern,

and would definitely like to see what can be done to assist you with how
your vehicle could have had previous model year tires installed.

I want to confirm [redacted] what brand tires are you seeing on the vehicle
that are requiring replacement was there any identification on the tires themselves, or any paperwork in the glove compartment regarding used tire replacements?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this
email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID =KMM10760611V960[redacted]

Original Message Follows:

US Customer Service - Fiat Brand Site
Brief Description:
Tires
Comments:
I purchased my 2015 Fiat Abarth from a dealership here in Arizona. I am

the 2nd owner of it and recently when I took it into the Fiat dealership
for mai ntaince they took a look at my tires and told me that they
needed replacing because they are from 2012 (6 years old). My question
for you is if the ca r is a 2015 would it have come from the factory
with tires from 2012?

VIN:
3C3CFFFH0FT[redacted]
Mileage:
30000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Maricopa
State:
AZ
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Gmail [redacted]

Re: Chrysler Group LLC Customer Assistance (KMM10767131V1[redacted]

1 message

[redacted] Thu, Jul 26, 2018 at 2:03 PM

To: customerassist <customerassist@chrysler.com>

Hi Michael:

It appears from your last Email that you have missed the point completely. First, the tires that were on my **2015 Fiat Abarth** PRE-DATE the manufacture date of the vehicle by approximately 3 years. At the time of purchase, my Abarth's tire age was approximately 6 years old and in very poor condition. This is an extremely important fact that was **NOT** disclosed to me at the time of purchase. And what is equally important not remedied to comply with the governing safety laws prior to my purchase.

As I have stated in previous communications, I only became aware of the Abarth's very poor tire condition when Patrick, my Fiat Service Advisor, told and showed me.

For your reference, my Email sent to you on Friday, July 20, 2018 at 1:51 PM stating:

> ***"...What is very unsettling is the fact that these are the tires that were on my vehicle when I purchased it. Second, Chapman Camelback should have known or ought to have known during their vehicle inspection check ("tire condition" and "pressure") that these tires were in very poor condition. The tires were inspected by Chapman Camelback on August 27th, 2017 which can be confirmed by viewing the CarFax Report.***
>
> ***Cracking on tires to the extent that appear on mine does not just happen overnight, so it is believed Chapman Camelback knew they were in very poor condition to begin with and failed to change them prior to me purchasing the Abarth from Chapman BMW..."***

Federal motor vehicle safety regulations enacted under the *National Traffic and Motor Vehicle Safety Act* (P.L. 89-563) administered by the *National Highway Traffic Safety Administration* (NHTSA) for vehicle **safety laws; safety standards, including regulations affecting** windshield wipers, hood and door latches, **tires,** and airbags.

My tires' conditions fall under the realm of those safety standards. When a vehicle is being offered for sale to consumers either as "new", "used", or "as-is" is there are safety standards that Dealers must comply with prior to its sale. Both State and Federal governments require that each vehicle undergo a "basic safety inspection" Why? Because safety is a basic consumer and human right.

Dealerships have a legal duty to have a vehicle inspected, and when necessary repair any safety problems they come across. Dealers are not able to sell a vehicle "as-is" if they have knowledge or should have had knowledge of a vehicle's safety defect which includes the condition of my Abarth's tires. Dealers are required to disclose any prior damage that compromises a vehicle, along with any known condition the vehicle may have.

For the record, the day I bought my Abarth and completed the paperwork I went to start the vehicle to leave and it wouldn't start. The issue was the battery. The dealership had to buy a new battery. Was this issue also something that came up in the safety inspection but not replaced just like the tires? I am not asking you to respond to this question, I am only presenting it as another issue that occurred yet told a safety inspection was done and there were no issues. Thankfully for me it happened while I was still on the other Dealer's lot (Chapman BMW). The place where Chapman Camelback had delivered the car to.

In closing, what was the purpose of you referring me to Pirelli? The fact remains, it is believed that I was sold a vehicle with unsafe tires that did not meet the required government safety standards.

Before I take this issue to the next level. A question I would like answered from you is whether or not Fiat puts tires on a vehicle that pre-date the manufacturing date of the vehicle? And what is Fiat's policies for tires

placed on their new vehicles; what year of the tire is their acceptable standard in compliance with the safety laws?

I look forward to hearing from you as soon as possible, thank you.

Sincerely,

[redacted]

On Sun, Jul 22, 2018 at 8:31 PM, customerassist <customerassist@chrysler.com> wrote:

Dear Stesha,

Thank you for your response [redacted] and for confirm what was happening with the tires.

When it comes to tires, the tires normally have a warranty offered by the tire manufacturer; in this case the manufacturer would be Pirelli.

If you were to contact Pirelli regarding the tires they may be able to point you in the right direction.

Pirelli Tire NA, LLC
100 Pirelli Drive
Rome, GA 30161-7000
(800) 747-3554

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10767131V16665L0KM&

Original Message Follows:

Hi Michael,

The tires on my 2015 Abarth are Pirelli 195/45 R16. The code stamp is 3712 which tells me they were manufactured the 37th (September) week in 2012 (picture attached).

During a regular maintenance visit with my Fiat Service Advisor, Patrick, was shocked to see the condition of my tires because he knew that I had fairly recently purchased this vehicle. There are hairline cracks along the tread and sidewalls, which to my knowledge and understanding is tire dry rot.

What is very unsettling is the fact that these are the tires that were on my vehicle when I purchased it. Second, Chapman Camelback should have known or ought to have known during their vehicle inspection check ("tire condition" and "pressure") that these tires were in very poor condition. The tires were inspected by Chapman Camelback on August 27th, 2017 which can be confirmed by viewing the CarFax Report.

Cracking on tires to the extent that appear on mine does not just happen overnight, so it is believed Chapman Camelback knew they were in very poor condition to begin with and failed to change them prior to me purchasing the Abarth from Chapman BMW.

Patrick advised me that due to the vehicle's tire condition it really is not safe to drive until all the tires are replaced. I believe that all the costs to replace the 4 tires should be borne by Chapman Camelback. The estimate I got from Fiat of Scottsdale is approximately $900.

I look forward to receiving your immediate reply in how we will move forward to completely resolve this issue.

Thanks,
--

[redacted]

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On Tue, Jul 17, 2018 at 11:40 PM, customerassist <customerassist@chrysler.com> wrote:

Dea[redacted]

Thank you for contacting the FIAT Information Center.

I appreciate you giving us the opportunity to review your tire concern,

and would definitely like to see what can be done to assist you with how
your vehicle could have had previous model year tires installed.

I want to confirm[redacted] what brand tires are you seeing on the vehicle
that are requiring replacement was there any identification on the tires themselves, or any paperwork in the glove compartment regarding used tire replacements?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this
email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID =KMM10760611V9602[redacted]

Original Message Follows:

US Customer Service - Fiat Brand Site
Brief Description:
Tires
Comments:
I purchased my 2015 Fiat Abarth from a dealership here in Arizona. I am

the 2nd owner of it and recently when I took it into the Fiat dealership
for mai ntaince they took a look at my tires and told me that they needed replacing because they are from 2012 (6 years old). My question for you is if the ca r is a 2015 would it have come from the factory with tires from 2012?

VIN:
3C3CFFFH0F[redacted]
Mileage:
30000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Maricopa
State:
AZ
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

--
[redacted]

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Gmail [redacted]

Re: Chrysler Group LLC Customer Assistance (KMM10774546V57647L0KM)

1 message

customerassist <customerassist@chrysler.com> Thu, Jul 26, 2018 at 7:14 PM
To: [redacted]

Dear [redacted]

Currently when used vehicles a purchased with mismatched tires from a previous year, it could be due to the previous owner swapping out the tires for the better set, which I have seen in the past.

At this point [redacted] if the studio is not able to assist with the tire repairs we would recommend contacting Pirelli as they may have details regarding where the tires would have come from, or if they have any warranty applicable.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10774546V5[redacted]

Original Message Follows:

Hi Michael:

It appears from your last Email that you have missed the point completely. First, the tires that were on my 2015 Fiat Abarth PRE-DATE the manufacture date of the vehicle by approximately 3 years. At the time of purchase, my Abarth's tire age was approximately 6 years old and in very poor condition. This is an extremely important fact that was NOT disclosed to me at the time of purchase. And what is equally important not remedied to comply with the governing safety laws prior to my purchase.

As I have stated in previous communications, I only became aware of the Abarth's very poor tire condition when Patrick, my Fiat Service Advisor, told and showed me.

For your reference, my Email sent to you on Friday, July 20, 2018 at 1:51 PM stating:

"...What is very unsettling is the fact that these are the tires that were

on my vehicle when I purchased it. Second, Chapman Camelback should have known or ought to have known during their vehicle inspection check ("tire condition" and "pressure") that these tires were in very poor condition. The tires were inspected by Chapman Camelback on August 27th, 2017 which can be confirmed by viewing the CarFax Report.

Cracking on tires to the extent that appear on mine does not just happen overnight, so it is believed Chapman Camelback knew they were in very poor condition to begin with and failed to change them prior to me purchasing the Abarth from Chapman BMW..."

Federal motor vehicle safety regulations enacted under the National Traffic and Motor Vehicle Safety Act (P.L. 89-563) administered by the National Highway Traffic Safety Administration (NHTSA) for vehicle safety laws; safety standards, including regulations affecting windshield wipers, hood and door latches, tires, and airbags.

My tires' conditions fall under the realm of those safety standards. When a vehicle is being offered for sale to consumers either as "new", "used", or "as-is" is there are safety standards that Dealers must comply with prior to its sale. Both State and Federal governments require that each vehicle undergo a "basic safety inspection" Why? Because safety is a basic consumer and human right.

Dealerships have a legal duty to have a vehicle inspected, and when necessary repair any safety problems they come across. Dealers are not able to sell a vehicle "as-is" if they have knowledge or should have had knowledge of a vehicle's safety defect which includes the condition of my Abarth's tires. Dealers are required to disclose any prior damage that compromises a vehicle, along with any known condition the vehicle may have.

For the record, the day I bought my Abarth and completed the paperwork I went to start the vehicle to leave and it wouldn't start. The issue was the battery. The dealership had to buy a new battery. Was this issue also something that came up in the safety inspection but not replaced just like the tires? I am not asking you to respond to this question, I am only presenting it as another issue that occurred yet told a safety inspection was done and there were no issues. Thankfully for me it happened while I was still on the other Dealer's lot (Chapman BMW). The place where Chapman Camelback had delivered the car to.

In closing, what was the purpose of you referring me to Pirelli? The fact remains, it is believed that I was sold a vehicle with unsafe tires that did not meet the required government safety standards.

Before I take this issue to the next level. A question I would like answered from you is whether or not Fiat puts tires on a vehicle that pre-date the manufacturing date of the vehicle? And what is Fiat's policies for tires placed on their new vehicles; what year of the tire is their acceptable standard in compliance with the safety laws?

I look forward to hearing from you as soon as possible, thank you.

Sincerely,

[redacted]

On Sun, Jul 22, 2018 at 8:31 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted]

Thank you for your response Stesha, and for confirm what was happening with the tires.

When it comes to tires, the tires normally have a warranty offered by the tire manufacturer; in this case the manufacturer would be Pirelli.

If you were to contact Pirelli regarding the tires they may be able to point you in the right direction.

Pirelli Tire NA, LLC
100 Pirelli Drive
Rome, GA 30161-7000
(800) 747-3554

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this
email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID =KMM10767131V166[redacted]

Original Message Follows:

Hi Michael,

The tires on my 2015 Abarth are Pirelli 195/45 R16. The code stamp is 3712 which tells me they were manufactured the 37th (September) week in

2012 (picture attached).

During a regular maintenance visit with my Fiat Service Advisor, Patrick, was shocked to see the condition of my tires because he knew that I had fairly recently purchased this vehicle. There are hairline cracks along the tread and sidewalls, which to my knowledge and understanding is tire dry rot.

What is very unsettling is the fact that these are the tires that were on my vehicle when I purchased it. Second, Chapman Camelback should have known or ought to have known during their vehicle inspection check ("tire condition" and "pressure") that these tires were in very poor condition. The tires were inspected by Chapman Camelback on August 27th, 2017 which can be confirmed by viewing the CarFax Report.

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the costs to replace the 4 tires should be borne by Chapman Camelback.

The estimate I got from Fiat of Scottsdale is approximately $900.

I look forward to receiving your immediate reply in how we will move forward to completely resolve this issue.

Thanks,
--
[redacted]

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On Tue, Jul 17, 2018 at 11:40 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted]

Thank you for contacting the FIAT Information Center.

I appreciate you giving us the opportunity to review your tire concern,

and would definitely like to see what can be done to assist you with how your vehicle could have had previous model year tires installed.

I want to confirm [redacted] what brand tires are you seeing on the vehicle
that are requiring replacement was there any identification on the tires themselves, or any paperwork in the glove compartment regarding used tire replacements?

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this
email message or call 1-888-CIAO-FIAT (1-888-242-6342).

Sincerely,
Michael

Customer Service Representative
FIAT Information Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
REPLY LINK: http://www.chrysler.com/wccs/b
rand_forms/us/reply.jsp?trk_ID =KMM10760611V96[redacted]

Original Message Follows:

US Customer Service - Fiat Brand Site
Brief Description:
Tires
Comments:
I purchased my 2015 Fiat Abarth from a dealership here in Arizona. I am

the 2nd owner of it and recently when I took it into the Fiat dealership
for mai ntaince they took a look at my tires and told me that they needed replacing because they are from 2012 (6 years old). My question

for you is if the ca r is a 2015 would it have come from the factory with tires from 2012?

VIN:
3C3CFFFH0FT[redacted]
Mileage:
30000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:

Maricopa
State:
AZ
Zip: [redacted]
Email: [redacted]
Home Phone: [redacted]

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[redacted]

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Gmail [redacted]

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

1 message

[redacted] Mon, Aug 20, 2018 at 2:45 PM

To: RobertMills@chapmanchoice.com, BillBeaudry@chapmanchoice.com

Dear Mr. Mills and Mr. Beaudry:

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]

[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] Mon, Aug 20, 2018 at 2:47 PM

To: BillBeaudry@chapmanchoice.com, RobertMills@chapmanchoice.com

Sorry, forgo to add "Carfax Report"

Sincerely,

[redacted]

---------- Forwarded message ---------

From: [redacted]

Date: Mon, Aug 20, 2018 at 2:45 PM

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

To: <RobertMills@chapmanchoice.com>, <BillBeaudry@chapmanchoice.com>

Dear Mr. Mills and Mr. Beaudry:

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 madisonlindstrom@gmail.com, thank you.

Sincerely,

[redacted]

[redacted]

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--

[redacted]

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Carfax - 2015 Fiat 500 Abarth.png
445K

	Motor Vehicle Dept Henderson, NV	Registration updated when owner moved the vehicle to a new location
6/12/17 16,092 mi.	Chapman Dodge Las Vegas, NV 702-457-1061 lasvegaschapman.com	Vehicle offered for sale
6/16/17	Nevada Inspection Station Las Vegas, NV	Passed emissions inspection
6/21/17	Chapman Dodge Las Vegas, NV 702-457-1061 lasvegaschapman.com	Oil and filter changed Vehicle washed/detailed Emissions inspection performed
7/31/17 16,108 mi.	Chapman Dodge Las Vegas, NV 702-457-1061 lasvegaschapman.com	Vehicle serviced
8/14/17	Chapman Mesa Auto Center Mesa, AZ 480-464-5200 chapmanusedcars.com	Vehicle offered for sale
8/17/17	Chapman Mesa Auto Center Mesa, AZ 480-464-5200 chapmanusedcars.com	Vehicle sold
8/18/17 16,146 mi.	Chapman Auto Group Phoenix, AZ azbmw.com	Vehicle offered for sale
8/22/17	Chapman Auto Group Phoenix, AZ azbmw.com	Maintenance inspection completed Tire condition and pressure checked
9/1/17 16,317 mi.	Dealer Inventory	Vehicle offered for sale

Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Gmail [redacted]

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

1 message

[redacted] Tue, Aug 21, 2018 at 4:21 PM

To: BJGeisler@chapmanchoice.com

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.**

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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?

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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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Carfax - 2015 Fiat 500 Abarth.png
445K