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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

March 11, 2020

[redacted]

NEF-109 nlm
Ref. No. 11254911

Maricopa, AZ [redacted]

Dear [redacted]

Thank you for your correspondence concerning the Pirelli tires on your model year (MY) 2015 Fiat 500. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

The information you provided has been reviewed and entered into our database. It will be used with other reports to identify recall inadequacies or safety-related defect trends that require our attention. NHTSA staff may follow up and contact vehicle owners if we require additional information. You can learn more about NHTSA's investigation and recall process on our website at
https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

To determine whether your vehicle(s) has or have been recalled, NHTSA's free vehicle identification number (VIN) Look-Up Tool searches for open recalls via a direct connection to the manufacturer's database (https://www.nhtsa.gov/recalls). The VIN can be found on the door label, insurance card, or lower left corner of your windshield. Then enter your 17-character VIN

into the search box on our website above. If you have any open recalls, you will know immediately. If you received a recall notification from a manufacturer alerting you that the repair has been delayed due to part availability issue and/or the finale remedy is still under development; we recommend that you contact the manufacturer or your local dealer for the latest status of the recall.

Motor vehicle or motor vehicle equipment information can be found on our Internet website at www.nhtsa.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Vehicle Safety Hotline at 888-327-4236.

A complaint regarding a service/repair problem, warranty issue, or request for reimbursement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your state's lemon law. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your problem or request.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 800-955-5100.

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement