

NEF-DIO
OCT 8 2019

CL-11267472-4768

[REDACTED]
Maricopa, AZ [REDACTED]

Email: [REDACTED]

September 30, 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 First Class Mail

Dear Sirs or Mesdames:

RE: UPDATE FROM COMPLAINT SUBMITTED TO THE (NHTSA) DATED AUGUST 28, 2019

COMPLAINANT: [REDACTED]

VIN: 3C3CFFFH0FT [REDACTED]

Vehicle Year: 2015

Vehicle Make: Fiat 500

Vehicle Model: Abarth 1.4 L Turbo Inj. 4 Cyl 6A FWD

Tire Safety Issues – Tires Pre-dated Manufacture Date of Vehicle (Severe Cracking and Dry Rot) With Vehicle Being Sold With Tires In This Condition

Further to the above-noted matter this communication is to provide the National Highway Transportation Safety Administration ("NHTSA") with an "update" regarding the formal complaint previously submitted to your office dated August 28, 2019. Issues presented in that original complaint involved the tires installed on my 2015 Fiat Abarth that pre-dated the vehicle's manufacture date by approximately 3 years. As well, the dealership knowing this fact in conjunction with the fact the tires were in extremely poor condition with severe cracking and dry rot at the time they sold me the vehicle; "safety hazard."

The respective parties at the dealership and Chrysler received their copies of my

EA
10/9/19
AS

"original complaint." Not one person from either the dealership or the Chrysler Group has contacted me back to discuss, address or resolve the issues presented in that complaint.

This fact alone further confirms to me, but should also convey to the NHTSA that consumer *"safety"* is both not important, and not their primary concern or priority. To them, its business as usual *"sales and money first!"* Consumer safety last!

They are putting safety of consumers purchasing their vehicles at the very bottom of their priority list. The silence and failure to show any concern whatsoever confirms that the sale of a vehicle and the monies made from the sale is their number one priority, over that of the safety of its customers.

Historically speaking these types of behaviors and actions displayed collectively by dealerships and manufacturers have not changed. A proven fact until such time those serious issues are exposed publicly and in the media that any level of concern is even raised and possibly addressed and remedied. Often times people have to be seriously harmed and/or killed and even then their responses to action and change are minimal with the cog wheels moving slowly. Their usual reactions are to intentionally stay silent and bury the facts knowingly full well that vehicles are being sold with safety defects of various kinds.

For your ease of reference I have included the first two pages of the initial complaint submitted to your office dated August 28, 2019.

Vehicle dealerships and manufacturers collectively know about "lot rot" that occurs from vehicles sitting around in the elements. Further, during the required inspections prior to selling the vehicle to a consumer the dealerships would know full well when tires pre-date the manufacture date of the vehicle yet do nothing to disclose it to the consumer or remedy the situation in placing 4 brand new tires on the vehicle.

When tire safety issues are brought to their attention they place the blame and responsibility on the consumers' shoulders at the consumers' expense. They all did this to me. Collectively they either completely ignore the consumer when its brought to their attention for redress. Give excuse after excuse as to why this has happened, that's its not their responsibility or their problem. And at the same time blatantly ignoring the fact of *"safety"* when they knew of the

existing safety issue prior to the sale of the vehicle.

In closing, I have enclosed the additional communications that have ensued since the originating complaint was submitted.

Should you have any further questions regarding both submissions please contact me by Email at [REDACTED] thank you.

Respectfully Submitted,

[REDACTED]

[REDACTED]

Enclosures

2015 ABARTH TIRE
ISSUES

 Gmail

 Consumer Complaint to the NHTSA Headquarters (2015 Fiat 500 Abarth Tire Issues)

Wed, Aug 28, 2019 at 9:15 PM

To: BJGeisler@chapmanchoice.com, Steven Foster <StevenFoster@chapmanchoice.com>, Brian Lee <BrianLee@chapmanchoice.com>, Jim Misner <JimMisner@chapmanchoice.com>, customerassist <customerassist@chrysler.com>

Dear Gentlemen:

Please see attached regarding my complaint to the NHTSA dated August 28, 2019.

Respectfully Submitted,


 NHTSA-8 August 28, 2019 Fiat 500 Abarth Tire Co...


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Maricopa, AZ

Phone

Email

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**

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:
Chrysler Email Case No:

Dear Sirs or Mesdames:

COMPLAINANT:

VIN: 3C3CFFFH0FT
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 pressure was 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.

**ADDITIONAL COMMUNICATIONS SINCE ORIGINATING
COMPLAINT WAS SUBMITTED TO THE NHTSA**



Fwd: [REDACTED] Consumer Complaint to the NHTSA Headquarters (2015 Fiat 500 Abarth Tire Issues)

1 message

Sun, Sep 29, 2019 at 11:20 PM

To: "jordanlasure@chapmanchoice.com" <jordanlasure@chapmanchoice.com>

Dear Jordan:

I am forwarding the same communication (communication with attachment) previously Emailed to other employees at the Chapman Group regarding my recent complaint submitted to the National Highway Transportation Safety Administration. No response and/or resolution has been received from the parties it was originally sent to. It is for these reasons I am forwarding the same communication to Mr. Jerry Chapman. Please pass this on to him, thank you.

Respectfully Submitted,
[REDACTED]

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

From: [REDACTED]
Date: Wed, Aug 28, 2019 at 9:15 PM
Subject: [REDACTED] Consumer Complaint to the NHTSA Headquarters (2015 Fiat 500 Abarth Tire Issues)
To: <BJGeisler@chapmanchoice.com>, Steven Foster <StevenFoster@chapmanchoice.com>, Brian Lee <BrianLee@chapmanchoice.com>, Jim Misner <JimMisner@chapmanchoice.com>, customerassist <customerassist@chrysler.com>

Dear Gentlemen:

Please see attached regarding my complaint to the NHTSA dated August 28, 2019.

Respectfully Submitted,
[REDACTED]

 NHTSA-8 August 28, 2019 Fiat 500 Abarth Tire Co...

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Automatic reply: [REDACTED] Consumer Complaint to the NHTSA
Headquarters (2015 Fiat 500 Abarth Tire Issues)

1 message

Jordan Lasure <JordanLasure@chapmanchoice.com>

Sun, Sep 29, 2019 at 11:18 PM

To: [REDACTED]

I will be out of the office until Tuesday October 1st . If you need immediate assistance please contact Renee @ 480-970-0740 or reneewang@chapmanchoice.com

Thank You,

Jordan

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

September 30, 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

Dear Sir or Madam:

COMPLAINANT:

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 this communication is to provide the National Highway Transportation Safety Administration ("NHTSA") with an "update" regarding the formal complaint previously submitted to your office dated August 28, 2019. Issues presented in that original complaint involved the (FIREHAWK) tires installed on my 2017 Fiat 500 Pop.

Since the original complaint was submitted to the NHTSA I have engaged in communications with Mr. Mike MacDonald, Executive Referrals Manager at the Fiat Corporate office and with an individual who only identified themselves as JK from Market Assurance at Bridgestone/Firestone Corporate office. The result was no resolve.

Those additional communications have been enclosed for your review, reference and action. Their responses are somewhat astonishing. It is very clear they have no intentions to act in "Good Faith" or "Fair Dealings" and most definitely lack integrity given the very fact that the issues I am presenting are ones involving "consumer safety."

Should you require any further information, please contact me by Email at

Respectfully Submitted,

Enclosures

2017 FIAT 500 POP
ISSUES

[REDACTED]
Maricopa, AZ
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 200 - 4th Avenue S.
PO Box 140990 Nashville, TN 37201
Nashville, TN 37214

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,

**ADDITIONAL COMMUNICATIONS SINCE ORIGINATING
COMPLAINT WAS SUBMITTED TO THE NHTSA**



Complaint Letter To Bridgestone

1 message

TechServices <TechServices@bfusa.com>

Wed, Sep 4, 2019 at 9:35 AM

To: [REDACTED]
[REDACTED]
[REDACTED]

c/o The UPS Store: Suite B104-275
[REDACTED]

Maricopa, AZ [REDACTED]

VIA EMAIL

Dear [REDACTED]

We have received a fax containing a "courtesy copy" of a complaint letter. We regret that the Firestone tires installed on the 2017 Fiat 500 Pop did not meet expectations.

While the pictures included in the fax were not legible enough to see any relevant tire conditions, the description of the tire condition is what normally is called "ozone cracking," "weather checking," or "weather cracks." This cracking can occur in tires, especially in conditions with high heat, ozone and sunlight. Shallow surface cracks are usually cosmetic in nature and do not affect the performance of the tire. Proper care of tires, including keeping the inflation pressure at the recommended values and not allowing the tires to sit in the same position for long periods of time, can minimize the occurrence and effects of ozone. Note that just because a vehicle may be equipped with a tire pressure monitoring system (TPMS) doesn't mean that the tires are at the proper pressure. It is recommended that tire pressure is physically checked at least monthly.

The tires sold as original equipment on the Fiat 500 carry a Limited Warranty. The terms of that limited warranty can be found at https://www.bridgestonetire.com/content/dam/bridgestone/consumer/bsit/PDF/GM_OE_Warranty_EN.pdf. Since the Fiat was purchased in 2017, it is well beyond the first 12 months which would qualify for a free tire replacement.

However, based on the description provided, it is likely that the tires would be covered under a pro-rated replacement. Without specific tire measurements of remaining tread depth we cannot specifically determine the pro-rated amount. So, we are providing a conservative estimate based on the stated vehicle mileage.

Bridgestone can offer a 75% discount off the purchase of a new, replacement tires as an execution of the limited warranty. The costs of balancing, mounting, disposal, applicable taxes and the like are not included in this remedy. The new, replacement tires must be purchased through an authorized Bridgestone/Firestone retailer. One can find an authorized retailer by searching www.firestonecompleteautocare.com, www.bridgestonetire.com or www.firestonetie.com.

To take advantage of this offer, please use reference number [REDACTED] at the authorized retail location. In the event the dealer has any questions or concerns, they can call 800-847-3272 and ask for the tire technical team. This offer is valid for 30 days.

We appreciate the opportunity to respond to this complaint.

With kind regards

Market Assurance / JK



Tire Concern

1 message

Mike Mac Donald <mike.macdonald@fcagroup.com>

Fri, Sep 6, 2019 at 11:37 AM

To: [REDACTED]

Good Afternoon [REDACTED]

We received your email regarding the problem you had with the tires on your Fiat 500. We apologize for the problem you had with the tires wearing out prematurely. I wasn't sure if you already had the tires replaced or not. If you have had them replaced, please scan and email me a copy of your invoice, so that I can review it and look into a goodwill reimbursement. In the event that you have not had the tires replaced yet, please let me know.

Should you have any additional questions/concerns, please let me know as well. We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com



Re: Tire Concern

1 message

Mike Mac Donald <mike.macdonald@fcagroup.com>

Sun, Sep 8, 2019 at 2:08 PM

To [REDACTED]

Hi [REDACTED]

Due to the premature wearing of the tires (that are not part of the FCA vehicle warranty but are warranted by the tire manufacturer), I will reimburse you for a set of tires once you have them replaced. Please have the tires replaced with tires that you feel will last you longer and then send me the paid invoice. Once I receive your invoice I will reimburse you in full for the amount you paid.

Should you have any questions/concerns, please let me know.

We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.

Enjoy the rest of your weekend.



Fiat Chrysler Automobiles

Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

On Fri, Sep 6, 2019 at 4:40 PM [REDACTED] wrote:

Dear Mike,

I appreciate your quick response. No, I have not had them replaced, they are still the original tires from when I bought it brand new at the end of 2017 because I was waiting to hear back for a resolution.

Recently when I was having an oil change at the Fiat dealership (Nyle Maxwell Fiat) they pointed out the poor condition my tires were in especially considering the low mileage and I take extremely good care of my cars. The tires should not need to be replaced already.

We all know tires in poor condition is a huge safety concern, so I would like to get them replaced as soon as possible in the event they are replaced at the dealership Nyle Maxwell Fiat in Austin, TX is my preferred dealer. I look forward to hearing from you.

Thank you,

[REDACTED]

On Fri, Sep 6, 2019 at 11:37 AM Mike Mac Donald <mike.macdonald@fcagroup.com> wrote:

Good Afternoon Mr. [REDACTED]

We received your email regarding the problem you had with the tires on your Fiat 500. We apologize for the problem you had with the tires wearing out prematurely. I wasn't sure if you already had the tires replaced or not. If you have had them replaced, please scan and email me a copy of your invoice, so that I can review it and look into a goodwill reimbursement. In the event that you have not had the tires replaced yet, please let me know.

Should you have any additional questions/concerns, please let me know as well. We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike MacDonald@FCAGroup.com



2017 Fiat 500 New Tires Quote

1 message

To [Redacted]

Mon, Sep 9, 2019 at 5:15 PM



scanner@nylemaxwell.com

[Redacted] if

30K

FIAT ALFA ROMEO OF AUSTIN



A Nyle Maxwell
Family Dealership

13049 N. Hwy 183 · Austin, TX 78750
Phone (512) 583-9740 · Fax: (512) 583-9735
· www.fiatofaustin.com

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DISCLAIMERS OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
09 SEP 19		09 SEP 19		

**** INVOICE QUOTE - DO NOT PAY ****

S
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ACCOUNT NO.

PAGE 1 OF 1

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H
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O

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT	
		30117		35	AUSTIN, TX	
QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
4		TCN1548799	RACK TIRE-185/	132.00	115.00	460.00
4		DFDF	DVFVF	20.00	20.00	80.00
STATE SALES TAX			44.55			
**** INVOICE QUOTE - DO NOT PAY ****						
CASH RECEIVED: PD CK#:				PARTS 540.00		
DELIVERY PERSON:				SUBLET		
CASHIER:				FREIGHT 0.00		
				SALES TAX 44.55		
CUSTOMER'S SIGNATURE				TOTAL 584.55		
X						

17:01

ATW 100.1

CUSTOMER COPY



Re: Tire Concern

Mon, Sep 9, 2019 at 5:23 PM

To: Mike Mac Donald <mike.macdonald@fcagroup.com>

Dear Mike,

I just got off the phone with my local Fiat here in Austin, TX and I have attached the tire replacement quote from them. I am asking that your office advance pay the dealership directly for the tire change. This way it is easier for all parties and ensures no miscommunication. Please advise when this has been done.

Thank you,

On Sun, Sep 8, 2019 at 2:08 PM Mike Mac Donald <mike.macdonald@fcagroup.com> wrote:

Hi [REDACTED]

Due to the premature wearing of the tires (that are not part of the FCA vehicle warranty but are warranted by the tire manufacturer), I will reimburse you for a set of tires once you have them replaced. Please have the tires replaced with tires that you feel will last you longer and then send me the paid invoice. Once I receive your invoice I will reimburse you in full for the amount you paid.

Should you have any questions/concerns, please let me know.

We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.

Enjoy the rest of your weekend.



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

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Thank you,

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Should you have any additional questions/concerns, please let me know as well. We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

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Austin Fiat 2017 Fiat 500 Tire Quote.pdf

30K



Re: Tire Concern

1 message

Mike Mac Donald <mike.macdonald@fcagroup.com>

Tue, Sep 10, 2019 at 6:08 AM

Good Morning [REDACTED]

Unfortunately I can't do that. I will need you to pay for the repair upfront and then send me the invoice for a full reimbursement.

Please let me know if you have any other questions.

Thank you



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

On Mon, Sep 9, 2019 at 6:24 PM [REDACTED] wrote:

Dear Mike,

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Thank you,

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Should you have any questions/concerns, please let me know.

We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.

Enjoy the rest of your weekend.



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

On Fri, Sep 6, 2019 at 4:40 PM [REDACTED] wrote:

Dear Mike,

I appreciate your quick response. No, I have not had them replaced, they are still the original tires from when I bought it brand new at the end of 2017 because I was waiting to hear back for a resolution.

Recently when I was having an oil change at the Fiat dealership (Nyle Maxwell Fiat) they pointed out the poor condition my tires were in especially considering the low mileage and I take extremely good care of my cars. The tires should not need to be replaced already.

We all know tires in poor condition is a huge safety concern, so I would like to get them replaced as soon as possible in the event they are replaced at the dealership Nyle Maxwell Fiat in Austin, TX is my preferred dealer. I look forward to hearing from you.

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On Fri, Sep 6, 2019 at 11:37 AM Mike Mac Donald <mike.macdonald@fcagroup.com> wrote:

Good Afternoon [REDACTED]

We received your email regarding the problem you had with the tires on your Fiat 500. We apologize for the problem you had with the tires wearing out prematurely. I wasn't sure if you already had the tires replaced or not. If you have had them replaced, please scan and email me a copy of your invoice, so that I can review it and look into a goodwill reimbursement. In the event that you have not had the tires replaced yet, please let me know.

Should you have any additional questions/concerns, please let me know as well. We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.



Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

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Re: Tire Concern

1 message

Tue, Sep 10, 2019 at 10:43 AM

To: Mike Mac Donald <mike.macdonald@fcagroup.com>
Cc: mike.manley@fcagroup.com

Dear Mike:

"Time Sensitive Deadline"

Thank you for your response and this is my reply.

First, and most importantly resolving this situation from my complaint is not just about replacing a set of tires for me. Its about "safety!" And dealing with Fiat/Chrysler knowingly placing and/or selling sub-grade tires known to deteriorate thus becoming unsafe and not lasting what any normal consumer would expect given the manufacturer's well known, and established name they have advertised themselves as being for years, in the marketplace. One such example is their ad **"Firestone tire-no matter how much or how little you pay-you get a safe tire."**

I have enclosed another reference link for you out of numerous of why tire safety is important and should mean the same to Fiat.

Placing this brand "Firehawks" on Fiats and/or other models/brands of vehicles under the Fiat/Chrysler umbrella knowing what is occurring is one that needs to be taken seriously, addressed, and resolved, especially because it involves a consumers' safety.

Second, as I said in my previous email I wanted this to be a smooth process because it appears from just one example of several consumer complaint responses found on the internet that following through with [your] word gives the appearances of being very shaky, to say the least. I would like to avoid a similar scenario that others have experienced in bringing their complaints to the corporate office.

A couple of snippets of the conversation posted from a different consumer's complaint, and their dealings with what is believed to be you, is this correct?

"...were in contact with Mike MacDonald, Executive Referrals Manager with Chrysler Group LLC..."

"...I reached out to Mr. MacDonald asking for help in resolving this. I assumed that something had just slipped through the cracks and it would be an easy remedy. Despite having the offer in writing in an email exchange, Mr. MacDonald denied that was ever an option. I pointed out, through email, that when my husband asked specifically about the extension of our warranty, he had replied with the 7/100,000/\$0. Mr. MacDonald insisted "That is not the offer that was made." He then phoned me to go over this "miscommunication", offering an extension much less than the 7 years - 2 years and 70,000 mi, giving me until the end of the day to decide or the offer was off the table. Additionally during this call he proceeded to deny what I had in writing, refused to give me the contact information of his superior, yelled at me, and hung up on me..."

Third, at the time of purchasing my vehicle no one in the Fiat Dealership told me my tires would only last a year. That they were made of sub-standard materials, would deteriorate prematurely, severely crack, split, dry rot etc. and I would be expected to purchase new tires (mounting, balancing, and disposal) at a cost of about \$550.00 in approximately a year's time. That is absolutely ludicrous! Had I known at the time of purchasing my vehicle that this would be the situation, I would have compelled the dealership to change out the "Firehawk" tires to ones that would have lasted (see below), again what a reasonable consumer would expect given the same circumstances.

As stated above, I expected my tires would last the same reasonable period of time ie. \$50,000 miles, approximately 4 years from the tire manufacture date (this info is found on the tire which I have already provided you in the complaint) any other normal consumer would expect - referencing the Federal Magnusson-Moss Warranty Act.

Fourth: Businesses, including Fiat/Chrysler without exception have a responsibility of dealing with consumers reasonably, "fairly" in "good faith, without "deception."

Finally, is the very fact that my tires I have complained about, that other consumers have experienced the same: a known "safety issue". Is it really any different from the collective total (millions of vehicles) of safety recalls Fiat Chrysler had to do in replacing the "ignition switches", off the top of my head, going back to 2013? Both of these issues presented though different parts of the vehicle both fall under "safety" with the NHTSA.

In closing, I trust you will act in good faith under the terms and conditions I have presented, which are very reasonable and that is to send the money in advance to the dealership (information Emailed to you yesterday) and notifying me at the same time this is done so I can immediately bring my vehicle into the dealership and have my tires replaced. Please advise me by end of business today if you will accept my terms presented.

Respectfully Submitted

PS. All communications that have been exchanged between us will be passed on to the NHTSA for their additional records respecting my complaint submitted to them as well.

On Tue, Sep 10, 2019 at 4:09 AM Mike Mac Donald <mike.macdonald@fcagroup.com> wrote:

Good Morning [REDACTED]

Unfortunately I can't do that. I will need you to pay for the repair upfront and then send me the invoice for a full reimbursement.

Please let me know if you have any other questions.

Thank you

FCA

Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

On Mon, Sep 9, 2019 at 6:24 PM [REDACTED]

wrote:

Dear Mike,

I just got off the phone with my local Fiat here in Austin, TX and I have attached the tire replacement quote from them. I am asking that your office advance pay the dealership directly for the tire change. This way it is easier for all parties and ensures no miscommunication. Please advise when this has been done.

Thank you.

[REDACTED]

On Sun, Sep 8, 2019 at 2:08 PM Mike Mac Donald <mike.macdonald@fcagroup.com> wrote:

Hi [REDACTED]

Due to the premature wearing of the tires (that are not part of the FCA vehicle warranty but are warranted by the tire manufacturer), I will reimburse you for a set of tires once you have them replaced. Please have the tires replaced with tires that you feel will last you longer and then send me the paid invoice. Once I receive your invoice I will reimburse you in full for the amount you paid.

Should you have any questions/concerns, please let me know.

We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.

Enjoy the rest of your weekend.



Mike MacDonald

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Fiat Chrysler Automobiles

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

On Fri, Sep 6, 2019 at 4:40 PM [REDACTED] wrote:

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We all know tires in poor condition is a huge safety concern, so I would like to get them replaced as soon as possible in the event they are replaced at the dealership Nyle Maxwell Fiat in Austin, TX is my preferred dealer. I look forward to hearing from you.

Thank you,
[REDACTED]

On Fri, Sep 6, 2019 at 11:37 AM Mike Mac Donald <mike.macdonald@fcagroup.com> wrote:

Good Afternoon [REDACTED]

We received your email regarding the problem you had with the tires on your Fiat 500. We apologize for the problem you had with the tires wearing out prematurely. I wasn't sure if you already had the tires replaced or not. If you have had them replaced, please scan and email me a copy of your invoice, so that I can review it

and look into a goodwill reimbursement. In the event that you have not had the tires replaced yet, please let me know.

Should you have any additional questions/concerns, please let me know as well. We value you as a customer and THANK YOU for your support of Fiat Chrysler Automobiles.



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[REDACTED]

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[REDACTED]

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Re: Complaint Letter To Bridgestone

1 message

Fri, Sep 13, 2019 at 11:54 AM

To: TechServices <TechServices@bfusa.com>

Dear JK:

Thank you for your response Email of September 4, 2019. It is crystal clear that your company does not want to address and resolve issues relating to the very poor grade of tire being made and placed on consumers vehicles.

I will update the NHTSA with your response and how you are minimizing the seriousness of this issue as you know thousands of consumers have reported the same and we all live in different parts of the country.

It is believed that Firestone has had a long history of producing defective, sub-standard tires, and avoiding taking responsibility when tires can and do present serious safety risks for consumers. You are being dismissive in your response.

Food for thought, JK as one example. You may want to check the internet and or other resources to confirm the others.

Article link and the investigation by the NHTSA and the facts they uncovered also in a different brand of tire made by same companies Firestone / Goodyear. It is highly suggestive you read this article [REDACTED]

Further, I am not paying a cent for any new tires, mounting, disposal fees etc. because my tires should have lasted and not deteriorated as fast as they did. You may also want to become familiar with the Federal Magnusson-Moss Warranty Act to check your facts, which I believe from my knowledge you are incorrect.

Respectfully Submitted,

On Wed, Sep 4, 2019 at 7:35 AM TechServices <TechServices@bfusa.com> wrote:

c/o The UPS Store: Suite B104-275

Maricopa, AZ

VIA EMAIL

Dear [REDACTED]

We have received a fax containing a "courtesy copy" of a complaint letter. We regret that the Firestone tires installed on the 2017 Fiat 500 Pop did not meet expectations.

While the pictures included in the fax were not legible enough to see any relevant tire conditions, the description of the tire condition is what normally is called "ozone cracking," "weather checking," or "weather cracks." This cracking can occur in tires, especially in conditions with high heat, ozone and sunlight. Shallow surface cracks are usually cosmetic

in nature and do not affect the performance of the tire. Proper care of tires, including keeping the inflation pressure at the recommended values and not allowing the tires to sit in the same position for long periods of time, can minimize the occurrence and effects of ozone. Note that just because a vehicle may be equipped with a tire pressure monitoring system (TPMS) doesn't mean that the tires are at the proper pressure. It is recommended that tire pressure is physically checked at least monthly.

The tires sold as original equipment on the Fiat 500 carry a Limited Warranty. The terms of that limited warranty can be found at https://www.bridgestonetire.com/content/dam/bridgestone/consumer/bsl/PDF/GM_OE_Warranty_EN.pdf. Since the Fiat was purchased in 2017, it is well beyond the first 12 months which would qualify for a free tire replacement.

However, based on the description provided, it is likely that the tires would be covered under a pro-rated replacement. Without specific tire measurements of remaining tread depth we cannot specifically determine the pro-rated amount. So, we are providing a conservative estimate based on the stated vehicle mileage.

Bridgestone can offer a 75% discount off the purchase of a new, replacement tires as an execution of the limited warranty. The costs of balancing, mounting, disposal, applicable taxes and the like are not included in this remedy. The new, replacement tires must be purchased through an authorized Bridgestone/Firestone retailer. One can find an authorized retailer by searching www.firestonecompleteautocare.com, www.bridgestonetire.com or www.firestonetire.com.

To take advantage of this offer, please use reference number [REDACTED] at the authorized retail location. In the event the dealer has any questions or concerns, they can call 800-847-3272 and ask for the tire technical team. This offer is valid for 30 days.

We appreciate the opportunity to respond to this complaint.

With kind regards,

Market Assurance / JK

[REDACTED]

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Fwd: Tire Concern

1 message

Sun, Sep 22, 2019 at 3:22 PM

To: Mike Mac Donald <mike.macdonald@fcagroup.com>
Cc: mike.manley@fcagroup.com

Dear Mike MacDonald:

I wanted to follow-up regarding my last Email to you that was "Time Sensitive" for receiving a response back. Since I did not hear from you I believe it is safe to presume that what this consumer experienced in dealing with you as well as others (information posted on Internet) is true; lack of integrity and ability to act in good faith, and fair dealings with consumers. Which includes lack of professionalism in common courtesy to contact someone back.

Respectfully Submitted,

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

From: [REDACTED]
Date: Tue, Sep 10, 2019 at 8:43 AM
Subject: Re: Tire Concern
To: Mike Mac Donald <mike.macdonald@fcagroup.com>
Cc: <mike.manley@fcagroup.com>

Dear Mike:

"Time Sensitive Deadline"

Thank you for your response and this is my reply.

First, and most importantly resolving this situation from my complaint is not just about replacing a set of tires for me. Its about "safety!" And dealing with Fiat/Chrysler knowingly placing and/or selling sub-grade tires known to deteriorate thus becoming unsafe and not lasting what any normal consumer would expect given the manufacturer's well known, and established name they have advertised themselves as being for years, in the marketplace. One such example is their ad **"Firestone tire-no matter how much or how little you pay-you get a safe tire."**

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Thank you

FCA

Mike MacDonald

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Enjoy the rest of your weekend.



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[REDACTED]

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[REDACTED]

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[REDACTED]

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Manicopa, AZ



NOVA PS/DC 220

WED 02 OCT 2019 PM

National Highway Transportation Safety Admin.
West Building
1200 New Jersey Avenue SE
Washington, DC 20590

attention: Consumer Complaints

