

[REDACTED]  
[REDACTED] [REDACTED]  
Longmont, Colorado [REDACTED]  
[REDACTED]

Administrator  
National Highway Traffic Safety Administration  
1200 Jersey Avenue, S.E.  
Washington, DC 20590

October 29, 2024

I received a safety recall notice, 82B/NHTSA 24V-510, regarding my 2022 Fiat 500X, VIN Number ZFBNF3C10NP [REDACTED]. I visited the web address on the letter, [recalls.mopar.com](https://recalls.mopar.com), which allowed me to select and make a repair appointment with Prestige Dodge in Longmont, Colorado.

I have had problems with obtaining warranty service from the original dealer, Larry H. Miller Chrysler Dodge Ram FIAT Denver. I made an appointment last February to have the car diagnosed and repaired due to an electronics issue in the rear hatch. When I arrived I was informed they would need to keep my car for up to six days to diagnose and possibly repair. I was also told the dealer did not have a loaner vehicle, but I might be able to get Chrysler to pay for a rental car if I called Chrysler Customer Care. I was hung up on three times as I was trying to explain the issue with my car. I took back my keys and went home.

Just over an hour before this morning's recall repair appointment, I received a call from Prestige Dodge. I was told they don't work on Fiats. They're a JEEP dealership. The Fiat 500X is a Jeep Renegade with a sleeker body. They might be willing to change my oil, but they don't work on Fiats.

The original dealership is more than 60 miles from my home and I am not willing to do business with them again. There are no other Fiat dealerships in my area. Chrysler's recall website made an appointment with Prestige Dodge, which I can [REDACTED]

I've included copies of my correspondence with Chrysler Customer Care and Larry H. Miller.

I'd like my car repaired, but I guess I really don't have a warranty on the car and will have to live with it.

Please look into this. Feel free to contact me if you need further information. Thank you in advance.

Sincerely,

[REDACTED]  
CC: Prestige Dodge, Longmont, Colorado

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[REDACTED]  
[REDACTED]  
Longmont, Colorado [REDACTED]  
[REDACTED]

October 29, 2024

This morning turned out to be another colossal waste of my time.

I received a letter from you regarding Safety Recall 82B on my 2022 Fiat 500X.

I visited [recalls.mopar.com](https://recalls.mopar.com) and was directed to have the service performed at Prestige Dodge in Longmont, Colorado, which is [REDACTED]. I made an appointment for this morning and received confirmation texts and emails.

Just over an hour before my scheduled appointment I received a call from Prestige Dodge telling me that they cannot perform the repair because they do not work on Fiats.

I am done with Stellantis, Chrysler and Fiat. I had a Dodge Colt way back in 1980 and never had any trouble getting service. I had a Fiat 500C that I absolutely loved in 2012 and never had any trouble getting service. I had a 2020 Jeep Renegade that was cool and never had any trouble. My current car is the 2022 Fiat 500X.

I wrote to Chrysler last winter regarding an issue I'd had with the dealer, Larry H. Miller Chrysler Dodge Ram FIAT Denver. I was having an electronics issue in the rear hatch and wanted it diagnosed and fixed.

At that appointment I was informed that they would need to keep my car for up to six days to diagnose and possibly repair. I was also told that the dealer did not have a loaner vehicle, but I might be able to get Chrysler to pay for a rental car if I called Chrysler Customer Care.

Chrysler Customer Care treated me horribly. I tried three times to explain my issue and all three times I was hung up on. I received no response to my last letter; I said I was done trying to deal with Larry H. Miller Chrysler. It is outrageous to make an appointment with a dealership, more than a week in the future, to drive more than 60 miles, and be told they wouldn't even be looking at my car that day and would be keeping it for up to a week. I took back my keys and drove more than 60 miles back home.

I do not have the time or desire to seek another option in having your manufacturer's defect repaired.

I am, however, writing a written complaint to the National Highway Traffic Safety Administration. Thanks for providing the address in your recall notice. I'll be including a copy of all of my correspondence.

Sincerely,  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
**Longmont, Colorado**  
[REDACTED]

February 6, 2024

This morning turned out to be a colossal waste of my time.

I took my [REDACTED] to lunch about ten days ago. I wanted the car to look nice. It had a lot of bird droppings on the rear hatch, so I took it to a self-service car wash and made it look pretty again.

While driving to pick up my parents, a tone sounded, a gold key/wi-fi icon lit on the dash and a message to have the keyless entry system serviced appeared.

I made an appointment online with the dealer, Larry H. Miller Chrysler Dodge Ram FIAT Denver, to have the car serviced. At the time the car had about 6,000 miles on it.

My appointment was for 7:30 this morning.

At that appointment I was informed that they would need to keep my car for up to six days to diagnose and possibly repair. I was also told that the dealer did not have a loaner vehicle, but I might be able to get Chrysler to pay for a rental car if I called Chrysler Customer Care.

The first time I called I was curtly told I needed to have my VIN number. The dealer had my car in the garage so I ended the call.

I called again and described the warning the car was intermittently displaying, and told the agent that the dealer said they needed the car for up to six days to diagnose and repair, and that I was sixty miles from my home and I didn't have a ride home. The agent hung up on me and I was directed to a customer satisfaction survey.

I called a third time. Different agent, same response.

I asked the service tech if I could speak to his manager, Lisa Rondina.

Ms Rondina explained that Chrysler would cover the cost of a rental car if it was determined that there was a warranty issue at hand. She also told me to keep calling Chrysler Customer Care until I reached someone willing to open a case for me.

I took my car key back and I drove home.

[REDACTED]  
[REDACTED]  
**Longmont, Colorado**  
[REDACTED]

I am not willing to call Chrysler Customer Care again. Instead, I am writing you this letter, with a copy being sent to the dealership's general manager.

I tried to call the dealer to make a service appointment. The phone went unanswered.

I went to the dealer's website and made an appointment online, selecting an option that the car needed to be diagnosed. Nowhere during the process of making the appointment was I informed that I would have to leave the car for up to six days and that I would be responsible to secure a rental car.

I had anticipated that the dealer would put their code reader onto the car, find there was a fault with the proximity sensor for the rear hatch because it had gotten wet and would do whatever it takes to make the fault go away. I assumed this would be a warranty issue because said sensor should never have gotten wet in the first place. I further assumed all of this would have happened today.

When I made the appointment I gave a detailed description of what I thought was wrong and why it had happened. The dealer should have been prepared, with parts on hand, to repair my car. Instead I was informed they needed my car for nearly a week so they could play a game of finger-pointing with Chrysler over who will pay for a design flaw and/or installation error.

To remedy this, I do not wish to work with this dealer again. I live across the road from [REDACTED] in Longmont, Colorado. I bought a Jeep Renegade from them in 2020. In 2023 I traded that Jeep Renegade for what is essentially a Jeep Renegade. My 2022 FIAT 500X is a Jeep and it uses Jeep Parts. Please allow Prestige Dodge to do warranty work on my car.

My 2022 FIAT 500X has the Yacht Club Capri trim. The last eight characters of the VIN is NP [REDACTED] I am otherwise absolutely delighted with my car. It was only the second time my parents had ridden in my new car and I really did want it to look nice. I really didn't want it to go "GONG" every time I rolled to a stop. I've been living with it as an intermittent problem for a couple of weeks now.

Hopefully you'll see fit to have Prestige Dodge look at and fix my car without putting me through another 120-mile Alice in Wonderland ordeal in rush-hour traffic.

Sincerely,

[REDACTED]  
CC: Larry H. Miller Chrysler Dodge Ram Fiat Denver

Longmont CO

DENVER CO 802  
29 OCT 2024 PM 5 L

As in past  
USPS is ready

If you choose to  
please mail early

USA  
FOREVER

NEF  
11/6/24

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

20590-