

# Service Centers & “Stealership Hall of Shame” Blacklist

Many dealerships:

- Charge as much as \$1.2k just for a 5-minute OBD scan you can DIY for \$14.00
- Techs haven't been trained to do the [easy DIY repairs \(click here\)](#).
- Don't permit most of the [repair methods \(click here\)](#).
- Have actually made at least 2 cars fail! (scroll down) 😡😡👉

However, forum members report:

😊 [BoschCarService.com](#) shops are often willing to provide service.

😊 [B.C., Canada, Langley: Precision Auto Service](#) fixed a BPCM for about 4800 CAD (tax included) with a 40 thousand kilometre warranty on the work. Re-diagnosed irreparable “pack failure” as repairable BPCM. Michael W. seems to be their current expert.

😊 [California, Northern:](#) The following shops offered service & warranty:

- [Manteca: Cabral CJDR of Manteca](#)
- [Fresno CJDR](#)
- [Eureka CJDR](#)
- [Redding: SJ Denham CJ FIAT of Redding](#)

😊 [California, L.A. \(Signal Hill, Long Beach\): 500 Madness](#) does 500e service, at least brake & coolant flush (I only asked specifically about those).

😊 [California, Palmdale Mobile Auto Care can do ANYTHING a 500e ever needs:](#)  
818-708-9588 call or text for appointments or any questions.

😊 [California, Ontario Jeep Chrysler Dodge Ram FIAT](#) does “fantastic” 500e warranty service. A customer had a bad BPCM inside the main HV drive battery pack. It took a month, but they replaced the pack **free** under warranty.

😊 [California, San Francisco Bay Area:](#) The following shops can do at least some service, but you may have to ask for the service manager, & describe your issue in detail:

- [Berkeley: Argonaut](#)
- [Burlingame: Putnam](#)
- [San Jose: Normandin CJDR \(Service Advisor Jason H. is the current expert\)](#)
- [Walnut Creek CJDR](#)

😊 **California, South: [Konduit EV](#)** 1315 Hot Spring Way STE 102, Vista, CA 92081

😊 **Colorado, Denver: [Motorized Solutions](#)** works on Fiats and took a 500e without hesitation for a mechanical problem. By the time you read this they may do electrical too.

😊 **Florida, Miami: [Affordable Auto Repair](#)** can help.

😊 **Massachusetts, Millbury (44mi from Boston) [Herb Chambers Chrysler Dodge Jeep Ram FIAT of Millbury](#)**. Someone reported a good experience there when they needed work done on a 2015 500e.

**New York:** A used PIM was installed by a dealership, in I think the NY area. I know that's extremely vague but it might prompt me or someone else to try to find details, & post them here. If one dealer will do it, another one might, if they knew.

😊 **Oregon, Portland: [WattWorks](#): Alex Bessinger there is extremely knowledgeable, & can even resurrect a completely dead main High Voltage drive battery pack!**

😊 **Texas, Austin 78753: [Austin EV Only](#)** Kevin Karaffa (info@austinEVonly.com)  
[www.austinEVonly.com](http://www.austinEVonly.com)

500e replace battery pack, OBCM, PIM, BPCM, charge port, etc. 737.329.4763

😊 **Texas, Austin (Spicewood): [500 Madness](#)** appears to do 500e service (except for High Voltage items), since their other shop does in L.A. (Signal Hill, Long Beach).

😊 **Virginia, Richmond: [Hybrid Battery Pros](#) Todd there can do FULL service, & can resurrect a completely dead main High Voltage drive battery pack!**

😊 **Washington State: [Grip Automotive in Sedro-Woolley \(near Mount Vernon\)](#) 22313 Grip Rd, Sedro-Woolley, WA 98284 (360) 929-9198 [GripAutomotive98284@yahoo.com](mailto:GripAutomotive98284@yahoo.com) Michael "Mike" will take good care of you.**

😊 **Washington State: [Renton Jeep Ram Dodge Chrysler Fiat](#)** warrantied an HV pack without requiring PIM replacement. However, the owner had to repeatedly strongly insist on evidence of PIM failure, which they didn't have, so they finally relented.

😞 **California:** The following centers reportedly will no longer service a 500e:

- [Silver Lake: Electric Ave](#)
- [Concord: Future CJDR](#)
- [Berkeley: McKevitt FIAT](#) has gone out of business as of 7/1/23

## **"STEALERSHIP HALL OF SHAME" BLACKLIST:**

🤔 **Arizona, Tempe: Bill Luke** wanted **\$16,000** for a new PIM, but the car runs fine with just a **12V reboot & terminal tightening**. [Help with a Dying 500e](#)

🤔 **California, Carlsbad:** Fiat dealership charges **\$1,200 just for diagnosis!!!** ([click here for easy \\$44 DIY](#)) They had previously got Fiat USA to replace a PIM "somewhat under warranty", for only \$600! (2 zeros, not 3), but after the \$1.2k/hr fee it seems likely that Fiat covered it & Carlsbad still charged \$600.

🤔 **California, Downey: At Champion Fiat**, an "appointment" is just a time to drop your car off for them to look at it in the next few days, so make sure you have a ride home. They charge \$600+ just for an OBD scan ([click here for easy \\$44 DIY](#)), & before even looking at it they told a forum member "It's likely the Power **Integrated** [sic] Module". They fixed it themselves for \$30 with the easy DIY tips ([click here](#)).

🤔 **California, Glendale** gave a customer a \$12,000 repair quote & I fixed the car myself in a few minutes with a \$5 wrench. I cleared the fault codes first with \$58 worth of cables, but that didn't seem to make any difference. For another customer, the Glendale dealer recommend brake fluid change without even checking ([click here for ~\\$14 easy DIY tester](#)), & 10-year coolant change on a 6-yr-old car, for \$533.

🤔 **California, Fresno Fiat** charged \$200 for diagnosis ([click here for easy \\$44 DIY](#)), & \$317 to replace a perfectly good \$120 12V battery. The car drove but wouldn't charge. It needed a new PIM (\$12k there) & they absolutely insisted a used one wouldn't work (but it will, see post #1).

🤔 **California, Orange County: Orange Coast** returned an owner's car without the 12V battery, & as of 9/8/23, had another forum member's car for 2 months & a day!

🤔 **California, Santa Monica: Fiat of Santa Monica** took a car that died overnight, so it definitely wasn't an HV drive battery issue, took weeks to misdiagnose it as an HV battery issue covered by the warranty. Upon completion the bill was \$18,000 for a new PIM, replaced **without customer's authorization**, with no evidence of failure! Then they dropped the price to \$11,700 as **IF** that wasn't still illegal.

Later, someone else reported: "We had a few problems that we wanted Santa Monica Fiat to fix. Each was misdiagnosed and work estimates were off the mark."

Earlier, they made a forum member wait over 7 months for a Blue&Me module that's in stock at Mopar.com. That part can simply be left unplugged, if it's not just another little [easily-cleared computer glitch](#). ([click here](#)).

🤔 **California, Santa Rosa: Cardinaleway CJDR of Santa Rosa**. "In Santa Rosa. The service advisor cheerfully told me, 'Sure, bring it in, we'll fix it!'. Weeks went by without a peep. When I finally got in touch with someone, they tried to charge me \$400+ for a new 12-volt battery. More weeks passed. Crickets. I reached out to the service manager, who set up a phone appointment with the

regional service manager. Guess what? They stood me up. My call went straight to voicemail, never to be returned. At this point, I was beyond frustrated. My assistant tried to follow up, only to be given the runaround. When I finally got back in touch with the original service advisor, he was incredibly rude and abruptly told me to come pick up my still unrepaired car because they had given up." Prior to that, someone else reported service but no warranty there, & \$309 for proxy alignment which is a 5 minute DIY with \$110 worth of items, most of which are advisable to have on hand anyway - [click here](#).

😡 **California, Van Nuys** quoted \$728+tax for a blower motor without just running it with the A/C off, to realize it was A/C failure. They did waive their \$500 diagnostic scan fee ([click here for easy sub-\\$45 DIY](#)).

😡😡😡👉😡😡👉👉 **Colorado, Denver: Worst one yet: Larry H Miller** was asked by the car's owner to just clear warning light codes, since it worked fine, & they made it fail to even start, & then wanted \$11,850 to fix it! [PIM Power Inverter Error](#).

Then they diagnosed a different 500e as "drive motor temperature sensor", when the real issue was a driveshaft has completely fallen off at the tranny flange!



😡 **New Jersey, Somerville: Fullerton Fiat** took in a car that would charge but not start:

- They refused to produce any written estimate or diagnosis.
- They said Fiat corp. claimed it had battery pack damage from "sitting too long" prior to purchase, even though it drove fine for 11 months after that and OBD still shows the pack is perfect even now.
- They didn't even know/care how to put the car into neutral to get it on the tow truck to return it.

😡 **Oregon, Milwaukie: Ron Tonkin CJDRF** @cajungypsy1971 wrote: "You give me a vehicle from the 60's 70's or 80's and I can fix pretty much anything wrong with them anything newer than that I take to a shop. Ron Tonkin service department has treated me like I am crazy and making things up

about the errors being reported by the car itself. They refused to give me a copy of the diagnostics report.