

NEF-010

CL-10947191-7423

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Springfield, Massachusetts, [REDACTED]

January 2017

National Highway
Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

JAN 12 2017

Dear Sir or Madam,

On March 25, 2016, I financed a white 2008 Buick Lacrosse
(VIN # 2G4WD582181 [REDACTED]) from Chris Auto Sales 76 Boston Road, Springfield,
Massachusetts 01109. I also purchased an extended warranty through Wynn's.
The issues pertaining to my vehicle started in April 2016.

The first issue that surfaced was the brake system and my car was in the shop for
four days, the second issue was the recall of the ignition module, third issue was the
Balise Chevrolet service center on 440 hall of fame avenue that were supposed to do the
repairs and they did not. When I arrived to get my car back, they stated that 2,150.00
more work needed to be still done, after I already paid over 2000.00. The car was in the
same condition as it was when it was towed in. I had many questions and when I asked
about the discrepancies, I was asked to leave and to take my car off the lot.

I was treated unfairly because I stood up for myself. I wanted some answers about
my vehicle because it had every service light on. My vehicle was at the shop from July 5,
till September 9, 2016. During this time, I lost my job, my apartment, and failed my last
year to get my bachelor's degree due to the condition of this car. My children missed an
unlawful amount of days of school. I have spent all my savings for Christmas on cab
rides and tows.

I have tried to reach out to the corporate office and resolution department and didn't
receive any assistance. I have undergone an enormous amount of distress and I am now in
counseling 3 times a week. My children and I are afraid to ride in this vehicle due to its
uncertainty. My children and I had to run to safety twice because that vehicle is not safe
to drive. Balise also claimed unauthorized items on my warranty company. I have spent
the last 9 months in distress and complete depression. I am currently seeking treatment
for anxiety attacks, traumatic stress, depression, and panic attacks. My life has been
flipped upside down and I have lost enough due to the condition of the vehicle and the
neglect of Balise Chevrolet. I have reached my limit and I am requesting my money back
and also assistance with another vehicle.

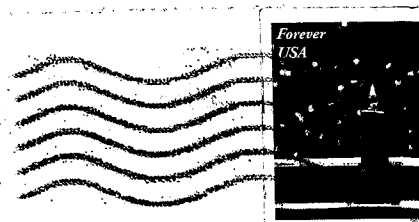
I plan to continue reaching as many people on Facebook, twitter, Instagram and
the newspapers, and publically speaking on behalf of the victims with automobiles such
as mine. I have followed every procedure as possible about this issue and this is my last
attempt because now it has effected the treatment of my [REDACTED] years olds Cerebral Palsy and
my [REDACTED] years old is now having serious behavioral health problems. I look forward to
getting this resolve quickly. I can be reached at [REDACTED]

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Springfield, ma [Redacted]

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