

From: [REDACTED]  
To: [EVOQ \(NHTSA\)](mailto:EVOQ@NHTSA); [REDACTED]  
Cc: [NHTSA ODI CRD](mailto:NHTSA.ODI.CRD); [REDACTED]  
Subject: ODI-11128066  
Date: Thursday, April 28, 2022 12:35:41 PM

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]

Subject: Re: MAIN MECHANIC BUSINESS CARD AND WORK ON THIS Chrysler VOYAGER 2002, 65,000. MILES ISSUE=[REDACTED]  
To: [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com), [REDACTED], [nhtsahotline@telesishq.com](mailto:nhtsahotline@telesishq.com), [EVOQ@dot.gov](mailto:EVOQ@dot.gov)

With regards to the response from CHRYSLER stating my Warranty expired in 2004. I DID NOT PURCHASE THE VEHICLE YET. SO I DON'T KNOW WHO HE IS REFERRING TOO.

THANK YOU.

[REDACTED]

[REDACTED]

...  
On Tue, Apr 26, 2022, 7:17 PM [REDACTED] > wrote: > MORE PROOF. > >  
THANK YOU > [REDACTED] > > [REDACTED] > > ----- Forwarded message ----- > From: [REDACTED]  
[REDACTED] > > Date: Tue, Apr 26, 2022, 9:54 AM > Subject: Fwd: MAIN MECHANIC  
BUSINESS CARD AND WORK ON THIS Chrysler VOYAGER 2002, 65,000. MILES ISSUE [REDACTED]  
> To: [REDACTED] > > > > > [REDACTED] > ----- Forwarded message -  
----- > From: NHTSA Hotline <[nhtsahotline@telesishq.com](mailto:nhtsahotline@telesishq.com)> > Date: Tue, Sep 18, 2018, 2:38 PM > Subject: Re:  
MAIN MECHANIC BUSINESS CARD AND WORK ON THIS Chrysler VOYAGER 2002, 65,000. MILES  
ISSUE=[REDACTED] > To: [REDACTED] > > > > When replying, type  
your text above this line. > ----- Notification of Case  
Change (All times are GMT-0400) > > Workspace: NHTSA Hotline Center > Case: Re: MAIN MECHANIC  
BUSINESS CARD AND WORK ON THIS Chrysler VOYAGER 2002, 65,000. MILES > Case Number: [REDACTED] >  
> Date: 09/18/2018 Time: 14:37:55 > Creation Date: 09/17/2018 Creation Time: 15:24:15 > > Symptom: > Entered  
on 09/18/2018 at 2:37:55 PM EDT (GMT-0400) by [REDACTED]: > Thank you for contacting the U.S.  
Department of Transportation's Vehicle Safety Hotline Information Center. > > To make corrections or additions to  
your complaint it must be done by mailing your information to the Department of Transportation with a printed copy  
of your complaint. > > Please mail the corrected information to: > > U.S. Department of Transportation > National  
Highway Traffic Safety Administration > Office of Defects Investigation (NVS-210) > 1200 New Jersey Ave, SE >  
West Building > Washington, DC 20590 > > We hope that you find this information helpful. However, if you need  
additional information on our services please feel free to contact us at 1-888-327-4236. > > Thank you, >  
> [NHTSA.dot.gov](http://NHTSA.dot.gov) Response Team > > Disclaimer: "This response is for information purposes only and does not  
constitute an official communication of the U.S. Department of Transportation. For an official response, please  
write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave,  
SE, West Building, Washington, DC 20590. > Entered on 09/17/2018 at 3:24:15 PM EDT (GMT-0400)  
by [REDACTED]: > [REDACTED] > > On Sat, Sep 15, 2018, 12:19 PM [REDACTED]  
[REDACTED] wrote:

> COPY OF QUESTIONS SENT TO CHRYSLER REGARDING VOIDING THE WARRANTY SHORTLY  
> AFTER THE CAR WAS PURCHASED.

>  
> ALSO KEPT SAME ADDRESS IN PLATTSBURGH, WHICH I UPDATED RECENTLY.  
>  
> I LIVED WITH MY RECENTLY DECEASED BABY SISTER, [REDACTED] WHO HELPED ME  
> RAISE MY DAUGHTER.  
> LOCATION:  
> [REDACTED]  
> PLATTSBURGH, NY. ON RECORD WITH CHRYSLER UNTIL I CONTACTED FOR UNFIXABLE  
> FUEL RALE PROBLEM.  
>  
> THEIR RECALL TO FIX RADIO/VENT PROBLEM WAS FIXED BY THEM SEVERAL YEARS  
> AFTER BUYING CAR AND VOIDING WARRANTY.  
>  
> THEY STILL DID NOT TELL ME AND OBVIOUSLY KNEW I WAS RESIDING IN NY. RECALL  
> NOT SURE 2006. PLEASE REQUEST DATES.  
>  
> I HAVE NOTHING TO HIDE.  
>  
> APPARENTLY THEY DO AND THEIR WARRANTY DOES NOT STATE YOU LOSE  
> MANUFACTURERS WARRANTY FOR STAYING WITH YOUR FAMILY.  
>  
> IF YOU NEED CASE NO. AND POLICE INFORMATION I WILL PROVIDE IT UPON REQUEST.  
>  
> THANK YOU  
> WHO IS RESPONSIBLE DURING THIS TIME FOR THE VEHICLE, WHICH HAS NOT EVEN  
> REACHED WARRANTY COVERAGE FIR 80,000. MILES, DISABLED, INJURED AND GRIEVING.  
>  
> CANNOT GO ANYWHERE WITHOUT CAR WHICH IS SITTING IN PARKING LOT , I AM  
> PAYING INSURANCE,  
>  
> WORSE: I CANNOT GET GROCERIES, GO TO DR...  
> I AM STRANDED, NO HELP IN THIS COUNTRY. I AM WITHOUT FAMILY  
>  
> WE ARE ALL GRIEVING AS WELL THE TRAGEDY OF MY [REDACTED] YEAR OLD SISTER BEING  
> KILLED DEC 30 2017.  
> [REDACTED] >  
> Wed, Sep 12, 4:21 PM (2 days ago)  
> to jsmith  
> QUESTIONS REGARDING RESPONSES FOR WARRANTY EXPIRATION,AND TERMINATION.  
> 1. WHAT YEAR DID [REDACTED] PURCHASE THIS VEHICLE?  
> 2.WHEN DID THE WARRANTY BEGIN FOR [REDACTED] AFTER PURCHASE AND  
> ASSUMING NEW OWNERSHIP?  
> 3.HOW WAS VEHICLE IMPROPERLY EXPORTED?  
> 4. WAS VEHICLE EXPORTED CANADIAN REQUIREMENT FOR VISITING?  
> 5.WHEN WAS [REDACTED] NOTIFIED IN NY OF WARRANTY NULLIFICATION?  
> 6. WHAT ADDRESS OR PHONE NUMBER WAS USED TO NOTIFY [REDACTED] OF  
> WARRANTY NULLIFICATION  
> 7.WHAT YEAR DID YOU FIX RECALL IN [REDACTED] VEHICLE  
> 8. WAS THAT BEFORE OR AFTER WARRANTY NULLIFIED?  
> 9. WHAT YEAR WAS VEHICLE IMPROPERLY EXPORTED?  
> 10. WHAT YEAR WAS THE VEHICLE BRAUGHT BACK TO NYS ?  
>  
> THANK YOU,  
> I WOULD LIKE YOU TO PLEASE PROVIDE ME WITH THIS INFORMATION FOR MY RECORDS.  
> [REDACTED]  
>  
>  
>

>  
> Artemis(Volpe)ODI  
> CASE# 111 280 66  
>  
> ADA, CFA  
> COMPLAINT # [REDACTED]  
>  
> MHTSA  
> CASE#111 28 066  
>  
> BBB COMPLAINT # [REDACTED]  
>  
>  
>  
>  
> CHRYSLER RESPONSE:  
>  
> Thank you for your response.  
>  
> As you have been previously advised I certainly do regret to inform you  
> that I have reviewed and found that you do not fall within warranty as  
> your warranty, which would have covered your fuel line expired in 2004.  
> Also, as the vehicle is listed as improperly imported into another  
> country the vehicle became ineligible for warranty coverage. I have  
> also determined that there are no recalls or extended warranties in  
> relation to the symptoms described in your email. While I understand the  
> above information does not assist with your request, I hope you  
> understand our position on this situation. I once again apologize for  
> the inconvenience.  
>  
> There is currently no further assistance that we can offer you due to  
> the age and importation of the vehicle. I do certainly apologize again.  
>  
> In regards to locating a discontinued part I would recommend reaching  
> out to Lambert Auto Sales. They are an excellent source for finding  
> older parts and parts that have been discontinued. Their information is  
> as follows:  
>  
> Website: [www.lambertauto.net](http://www.lambertauto.net)  
> Address: 5 River Road, Claremont, NH 03743  
> Phone: (888) 856-4524/(603) 543-1727  
>  
> Thank you again for your email. Should you require additional  
> assistance, or have any new information to provide, please reply to this  
> email message or call 1-800-247-9753.  
>  
> Sincerely,  
>  
> Ally  
>  
> Customer Service Representative  
> FCA Customer Assistance Center  
>  
> For any future communications related to this email, please refer to the  
> following information:  
> REFERENCE NUMBER:  
> EMAIL CASE NUMBER [REDACTED]

> REPLY LINK:

> [REDACTED]

>

>

>

>

>

>

>

>

> 1. NEXT EMAIL: FROM [REDACTED] TO CHRYSLER

>

>

> [REDACTED] >

> Wed, Sep 12, 4:21 PM (2 days ago)

> to jsmith

> QUESTIONS REGARDING RESPONSES FOR WARRANTY EXPIRATION,AND TERMINATION.

> 1. WHAT YEAR DID [REDACTED] PURCHASE THIS VEHICLE?

> 2.WHEN DID THE WARRANTY BEGIN FOR [REDACTED] AFTER PURCHASE AND

> ASSUMING NEW OWNERSHIP?

> 3.HOW WAS VEHICLE IMPROPERLY EXPORTED?

> 4. WAS VEHICLE EXPORTED CANADIAN REQUIREMENT FOR VISITING?

> 5.WHEN WAS [REDACTED] NOTIFIED IN NY OF WARRANTY NULLIFICATION?

> 6. WHAT ADDRESS OR PHONE NUMBER WAS USED TO NOTIFY [REDACTED] OF

> WARRANTY NULLIFICATION

> 7.WHAT YEAR DID YOU FIX RECALL IN [REDACTED] VEHICLE

> 8. WAS THAT BEFORE OR AFTER WARRANTY NULLIFIED?

> 9. WHAT YEAR WAS VEHICLE IMPROPERLY EXPORTED?

> 10. WHAT YEAR WAS THE VEHICLE BRAUGHT BACK TO NYS ?

>

> THANK YOU,

> I WOULD LIKE YOU TO PLEASE PROVIDE ME WITH THIS INFORMATION FOR MY RECORDS.

>

> NO RESPONSE

>

>

>

>

>

>

>

>

>

>

> On Fri, Sep 14, 2018 at 3:13 PM [REDACTED]

> carpapers.zip

> [REDACTED]

> [REDACTED]

>

>

>

> ----- Forwarded message -----

> From: \* [REDACTED]

> Date: Fri, Sep 14, 2018 at 3:13 PM

> Subject: Car papers

> To: [REDACTED]

>

> MORE PROOF TO COME.

>

> \*Print page for your Records\*

>

>

>

>  
> PRINT  
>  
> Complaint Number: [REDACTED]  
>  
> \*Vehicle Identification Number:\* 1C4GJ15BX2E [REDACTED]  
>  
> \*Your Vehicle's Make Model and Model Year:\* Chrysler suburban 2002,  
> 1c4GJ15BX2E [REDACTED]  
>  
> Note: Your VIN, make, model, and year are all protected under the Privacy  
> Act.  
>  
> \*What part of your car was affected?\* Air Bags, Fuel/Propulsion System,  
> Unknown or Other  
>  
> \*What happened?\*

> CHRYSLER CANNOT FIND THE FUEL RAIL IN US OR CANADA. I CANT WALK AND HAD I  
> NOT GOTTEN DISABLED AND HAD TO GO TO CANADA, AT FAMILIES DUE TO CHILD AND  
> I BEING ASSAULTED AND INJURED. HAVE GOVERNMENT DOCUMENTS SHOWING WE  
> ENTERED COUNTRY DUE TO STATEMENT ABOVE. CAR NOT USED, GARAGED FOR SEVERAL  
> YEARS BUT TURNED ON PERIODICALLY SO CAR WOULD NOT DIE AND FLUIDS CHANGED.  
> WOULD HAVE FILED THE LEMON LAW BACK THEN! I AM LOOKING INTO ARBITRATION  
> ,FTC OR MEDIA. I HAVE CONTACTED MECHANICS FOR RECEIPTS AND TESTIMONY. DUE  
> TO ENGINE LIGHT NEVER GOING OFF , AIR BAG LIGHT,AND GEARS WOULD SWITCH  
> THEMSELVES AND ALL DIALS WOULD GO CRAZY ALL THIS WORK HAS BEEN DONE: NEW  
> COMPUTER STARTER CATALYTIC CONVERTER EVAP LEAKS, CHANGED PARTS NO BREAKS  
> WHILE DRIVING, BREAKLINE BROKE GAS CAP, SENSORS MUFFLER TIRES 4 New battery  
> PLUS, PLUS, PLUS NOW NO PART, FUEL RAIL DISCONTINUED. CAR CAN GO ON FIRE IF  
> DRIVEN. CAR ONLY HAS 65,000 ORIGINAL MILED CHRYSLER CUST. SVC, TOLD ME TO  
> SELL IT TO SOMEONE ELSE. FUEL RAIL DISCONTINUED , SO THEY WILL GO ON FIRE??  
> OR SELL FOR SCRAP? CARS ARE SUPPOSED TO LAST MORE THAN 65,000.THIS  
> [REDACTED] IS NEGLIGENCE AND U HAVE ENDANGERED MY FAMILY MORE  
> THAN ONCE. MECHANIC SAID LUCKY , CANT DRIVE AT ALL. IN PKG LOT. CANT WALK,  
> NEED CAR. TRADE IT FOR ONE OF SIMILAR VALUE AND MILEAGE. SPENT NEARLY  
> 7,000. FIXING. NOW DISABLED AND DONT HAVE MONEY. Also expect refund for  
> radio recall.

>  
> \*When did this happen? \*08/23/2018  
>  
> \*Was there a Crash? \*No  
>  
> \*Was there a Fire? \*No  
>  
> \*Was there an injury or fatality? \*No  
>  
> \*How fast were you going? (in mph)\*  
>  
> \*About how many miles were on your vehicle at the time of the incident?\*

> 65,000  
>  
> \*First Name:\* [REDACTED]  
>  
> \*Last Name:\* [REDACTED]  
>  
> \*Email:\* [REDACTED]  
>

> \*Address 1:\* [REDACTED],  
>  
> \*Address 2:\* [REDACTED]  
>  
> \*City:\* Port Jervis  
>  
> \*State :\* NEW YORK  
>  
> \*ZIP Code :\* [REDACTED]  
>  
> \*Phone:\* [REDACTED] . :  
>  
> \*Alt. Phone:\*>  
> 1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA  
> 1.888.327.4236 TTY 1.800.424.9153  
>  
> Complaint Number: 11128066  
>  
> \*Vehicle Identification Number:\*>  
> \*Your Vehicle's Make Model and Model Year:\* CHRYSLER VOYAGER 2002  
>  
> Note: Your VIN, make, model, and year are all protected under the Privacy  
> Act.  
>  
> \*What part of your car was affected?\* Brakes, Electrical, Fuel/Propulsion  
> System  
>  
> \*What happened?\*> While driving suddenly breaks failed to work.HOSE [REDACTED] BROKE  
> ALL FLUID LEAKED OUT. COULD NOT STOP CAR. Smelling STRONG ODOR,especially  
> when using DEFOG, VENTS, MAKING ME VERY GROGGY, DIZZY, SLEEPY,EYES  
> WATERING:FUEL RAIL LEAKING GAS ONTO MANIFOLD.CAR [REDACTED] CAN  
> GO ON FIRE. NO PARTS MADE, DISCONTINUED. CHRYSLER SAID TO SELL TO SOMEONE  
> ELSE EXPORT RESTRICTION, NULLIFIED WARRANTY??? ASSAULTED WITH BABY. CAR  
> TOWED AND GARAGED, VEHICLE TAKEN BACK TO NY WHERE I RESIDED??? DIALS OUT OF  
> CONTROL AND GEARS WOULD CHANGE, NO CONTROL VERY SCARY. POOR VISIBILITY WITH  
> LIGHTS AT NIGHT LARGE EVAP LEAK, FAIL INSPECTION EVERY YEAR ENORMOUS RUST,  
> NO ACCIDENTS. PURCHASED CAR WITH 22,000. MILES. HAS 65,000 NOW. SHOULD HAVE  
> BEEN LEMON. REPLACED: COMPUTER, CATALYTIC CONVERTER, STARTER, BRAKES,  
> ROTORS, BREAK LINE,MUFFLER, FILTERS, HOSES, ... PAID AS MUCH AS NEW CAR.  
> COMPANY HORRIBLE. AIR BAG LIGHT ALWAYS ON, ENGINE LIGHT YEARS OF PROBLEMS.  
> STRANDED, DISABLED, LYING ABOUT WARRANTY. DID NOT GET TO USE FOR MORE THAN  
> 40,000. SPENT OVER 20,000. CANT FIND USED OR NEW PART.FUEL  
> [REDACTED] RAIL . WHAT KIND OF COMPANY TELLS U TO SELL CAR TO  
> SOMEONE ELSE KNOWING IT CAN GO ON FIRE? EXPORTING VEHICLE NULLIFIES  
> WARRANTY??? IS THAT LEGAL????  
>  
> \*When did this happen? \*07/24/2018  
>  
>  
>  
> RESPONSE BY CHRYSLER FCA:  
> Show quoted text  
> Show quoted text  
> RESPONSE:



> FAMILY AND I ARE GRIEVING THE DEATH OF MY BABY SISTER DEC 30, 2017 AT  
> AGE [REDACTED]. I HAVE A  
>  
> GO FUND ME TOWARDS HER FUNERAL COSTS BUT OUR SOCIETY HAD LOST ALL  
> HUMANITY.  
>  
>  
> I AM ASKING YOU ONE MORE TIME TO PLEASE SOLVE THIS PROBLEM.  
>  
>  
> POSSIBLE REMEDIES:  
>  
> TRADE THE CAR FOR CAR IF EQUAL MILEAGE AND VALUE.  
>  
>  
> Pay for towing and see if factory defect  
>  
>  
> ARBITRATION  
>  
>  
> BUY THE CAR FROM ME.  
>  
>  
> I AM OPEN TO OTHER POSSIBILITIES. HOWEVER THIS Situation CANT CONTINUE  
> MUCH LONGER AS I SM STRANDED.  
>  
>  
> I WILL HAVE NO CHOICE TO CONTACT DISABILITY RIGHTS Lawyer's And Whatever  
> OTHER APPROPRIATE AVENUES SRE AVAILABLE.  
>  
>  
> FIN  
>  
>  
> Get Outlook for Android  
>  
>  
>  
>  
> From: [REDACTED]  
>  
> Sent: Friday, August 31, 10:46 PM  
>  
> Subject: Re: Reply to Chrysler Group LLC ([REDACTED])  
>  
> To: customerassist  
>  
>  
>  
> I AM NOT AWARE OF THE MATTER BEING HANDLED. THE PHONE CONVERSATION  
> CONSIST OF TRYING TO SELL THE CAR SO SOMEONE ELSE CAN GO ON FIRE. THE  
> OTHER SCRAPPING A CAR WITH 65 000 MILES.  
>  
>  
> NEITHER ARE ACCEPTABLE. I Don't THINK Chrysler Would LIKE THE PUBLICITY  
> OF SELLING A CAR THAT CAN KILL A PERSON OR CHILD.

>  
>  
> PERHAPS.THEY [REDACTED] SHOULD THINK BEFORE THEY SPEAK. THEY  
> ARE LIABLE. A CAR  
> SHOULD NEVER HAVE HAD ALL THESE PROBLEMS.  
>  
> YOU CANNOT IMPOSE A PERSON TO BUY A CAR WHEN THEY CANNOT. IF THEY STOP  
> MAKING A PART THERE SHOULD BE A Plausible REMEDY EVEN MORESO IF YOU  
> CANNOT WALK DUE TO BEING HANDICAPPED.

>  
>  
> [REDACTED]

>  
>  
> Get Outlook for Android

>  
> From: customerassist <[customerassist@chrysler.com](mailto:customerassist@chrysler.com)>

>  
> Sent: Friday, August 31, 2018 4:51:01 PM

>  
> To [REDACTED]

> Subject: Re: Reply to Chrysler Group LLC [REDACTED]

>  
>  
> Dea [REDACTED]

>  
>  
> I can see that your concern is now being handled in a department  
>  
> separate from my own. I'll document your email on file.

>  
>  
> Thank you again for your email. Should you require additional  
>  
> assistance, or have any new information to provide, please reply to this  
>  
> email message or call 1-800-247-9753.

>  
>  
> Sincerely,

>  
>  
> Ally  
>  
>  
> Customer Service Representative  
>  
> FCA Customer Assistance Center

>  
>  
> For any future communications related to this email, please refer to the  
>  
> following information:

>  
> REFERENCE NUMBER [REDACTED]

>  
> EMAIL CASE NUMBER: [REDACTED]

>  
> REPLY LINK: [REDACTED]

> [REDACTED]  
> [REDACTED]  
> [REDACTED]  
> [REDACTED]  
> [REDACTED]  
> [REDACTED]  
> [REDACTED]

> &

>  
>  
>  
>  
>

> Original Message Follows:

>  
> -----

>  
> Comments:

>  
> Nothing had been RESOLVED. CHRYSLER CANNOT FIND THE FUEL RAIL IN US OR  
>  
> CANADA. I CANT WALK AND HAD I NOT GOTTEN DISABLED I WOULD HAVE FILED  
>  
> THE  
>  
> LEMON LAW BACK THEN I AM LOOKING INTO ARBITRATION ,FTC OR MEDIA. I HAVE  
>  
> CONTACTED MECHANICS FOR RECIEPTS AND TESTIMONY. DUE TO ENGINE LIGHT  
>  
> NEVER  
>  
> GOING OFF AND GEARS WOULD SWITCH THEMSELVES AND ALL DIALS WOULD GO  
>  
> CRAZY  
>  
> ALL THIS WORK HAS BEEN DONE: NEW COMPUTER STARTER CATALYTIC CONVERTER  
>  
> EVAP LEAKS, CHANGED PARTS NO BREAKS WHILE DRIVING, BREAKLINE BROKE GAS  
>  
> CAP, SENSORS MUFFLER TIRES 4 PLUS, PLUS, PLUS NOW NO PART CAR ONLY HAS  
>  
> 65,000 ORIGINAL MILES WANT TRADE OF EQUAL VALUE. BEFORE DISABLED ALWAYS  
>  
> JAPANESE NEVER HAD PROBLEM GOING TO SEE IF INHALATION OF GAS FUMES HAS  
>  
> EFFECTED MY HEALTH AND CHILD. I HOPE TO HEAR FROM U SOON AS I AM  
>  
> STRANDED.  
>  
> HAVE 3 COLLEGE DEGREES AND WILL MOVE A MOUNTAIN. THIS IS NEGLIGENCE AND  
>  
>  
>  
>  
> HAVE ENDANGERED FAMILIES MORE THAN ONCE.



>  
> NEVER HAD A DRIVERS LICENSE FROM CANADA. STAYED WITH PARENTS TO  
> RECOOPERATE FROM ASSAULT.  
>  
> DID NOT MOVE THERE. IF CRYSLER CLAIMS EXPORT IMPROPERLY DONE I HAVE SENT  
> THEM A LIST OF QUESTIONS REGARDING THIS.  
>  
>  
> I EXPECT THEM TO PROVE WHAT THEY ASSUME WAS IMPROPERLY DONE.  
>  
>  
>  
> WOULD HAVE FILED THE LEMON LAW BACK THEN! I AM LOOKING INTO ARBITRATION  
> ,FTC OR MEDIA. I HAVE CONTACTED MECHANICS FOR RECEIPTS AND TESTIMONY. DUE  
> TO ENGINE LIGHT NEVER GOING OFF , AIR BAG LIGHT,AND GEARS WOULD SWITCH  
> THEMSELVES AND ALL DIALS WOULD GO CRAZY ALL THIS WORK HAS BEEN DONE: NEW  
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> WHILE DRIVING, BREAKLINE BROKE GAS CAP, SENSORS MUFFLER TIRES 4 New battery  
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> SELL IT TO SOMEONE ELSE. FUEL RAIL DISCONTINUED , SO THEY WILL GO ON FIRE??  
> OR SELL FOR SCRAP? CARS ARE SUPPOSED TO LAST MORE THAN 65,000.THIS  
> [REDACTED] IS NEGLIGENCE AND U HAVE ENDANGERED MY FAMILY MORE  
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> radio recall.  
>  
>  
> \*When did this happen? \*08/23/2018  
>  
>  
> \*Was there a Crash? \*No  
>  
>  
> \*Was there a Fire? \*No  
>  
>  
> \*Was there an injury or fatality? \*No  
>  
>  
> \*How fast were you going? (in mph)\*  
>  
>  
> \*About how many miles were on your vehicle at the time of the incident?\*<br>> 65,000  
>  
>  
> \*First Name:\* [REDACTED]  
>  
>  
> \*Last Name:\* [REDACTED]  
>  
>  
> \*Email:\* [REDACTED]  
>  
>  
> \*Address 1:\* [REDACTED]  
>  
>  
> \*Address 2:\* [REDACTED]  
>  
>  
> \*City:\* Port Jervis  
>  
>  
> \*State .\* NEW YORK  
>  
>  
> \*ZIP Code :\* [REDACTED]  
>

> \*Phone: [REDACTED] :  
>  
> \*Alt. Phone: \*  
>  
> 1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA  
> 1.888.327.4236 TTY 1.800.424.9153  
>  
> Complaint Number: 11128066  
>  
> \*Vehicle Identification Number: \*  
>  
> \*Your Vehicle's Make Model and Model Year: \* CHRYSLER VOYAGER 2002  
>  
> Note: Your VIN, make, model, and year are all protected under the Privacy  
> Act.  
>  
> \*What part of your car was affected? \* Brakes, Electrical, Fuel/Propulsion  
> System  
>  
> \*What happened? \*  
> While driving suddenly breaks failed to work.HOSE [REDACTED] BROKE  
> ALL FLUID LEAKED OUT. COULD NOT STOP CAR. Smelling STRONG ODOR,especially  
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> NO ACCIDENTS. PURCHASED CAR WITH 22,000. MILES. HAS 65,000 NOW. SHOULD HAVE  
> BEEN LEMON. REPLACED: COMPUTER, CATALYTIC CONVERTER, STARTER, BRAKES,  
> ROTORS, BREAK LINE,MUFFLER, FILTERS, HOSES, ... PAID AS MUCH AS NEW CAR.  
> COMPANY HORRIBLE. AIR BAG LIGHT ALWAYS ON, ENGINE LIGHT YEARS OF PROBLEMS.  
> STRANDED, DISABLED, LYING ABOUT WARRANTY. DID NOT GET TO USE FOR MORE THAN  
> 40,000. SPENT OVER 20,000. CANT FIND USED OR NEW PART.FUEL  
> [REDACTED] RAIL . WHAT KIND OF COMPANY TELLS U TO SELL CAR TO  
> SOMEONE ELSE KNOWING IT CAN GO ON FIRE? EXPORTING VEHICLE NULLIFIES  
> WARRANTY??? IS THAT LEGAL????  
>  
> \*When did this happen? \*07/24/2018  
>  
>  
>  
> RESPONSE BY CHRYSLER FCA:  
>  
> mith  
> QUESTIONS REGARDING RESPONSES FOR WARRANTY EXPIRATION,AND TERMINATION.  
> 1. WHAT YEAR DID [REDACTED] PURCHASE THIS VEHICLE?  
> 2.WHEN DID THE WARRANTY BEGIN FOR [REDACTED] AFTER PURCHASE AND  
> ASSUMING NEW OWNERSHIP?  
> 3.HOW WAS VEHICLE IMPROPERLY EXPORTED?  
> 4. WAS VEHICLE EXPORTED CANADIAN REQUIREMENT FOR VISITING?  
> 5.WHEN WAS [REDACTED] NOTIFIED IN NY OF WARRANTY NULLIFICATION?  
> 6. WHAT ADDRESS OR PHONE NUMBER WAS USED TO NOTIFY [REDACTED] OF  
> WARRANTY NULLIFICATION  
> 7.WHAT YEAR DID YOU FIX RECALL IN [REDACTED] VEHICLE  
> 8. WAS THAT BEFORE OR AFTER WARRANTY NULLIFIED?

> 9. WHAT YEAR WAS VEHICLE IMPROPERLY EXPORTED?  
> 10. WHAT YEAR WAS THE VEHICLE BRAUGHT BACK TO NYS ?  
>  
> THANK YOU,  
> I WOULD LIKE YOU TO PLEASE PROVIDE ME WITH THIS INFORMATION FOR MY RECORDS.  
> [REDACTED]  
>  
>  
>  
> Artemis(Volpe)ODI  
> CASE# 111 280 66  
>  
> ADA, CFA  
> COMPLAINT # [REDACTED]  
>  
> MHTSA  
> CASE#111 28 066  
>  
> BBB COMPLAINT # [REDACTED]  
>  
>  
>  
>  
> CHRYSLER RESPONSE:  
>  
> Thank you for your response.  
>  
> As you have been previously advised I certainly do regret to inform you  
> that I have reviewed and found that you do not fall within  
>  
> \*warranty as your warranty, which would have covered your fuel line  
> expired in 2004. Also, as the vehicle is listed as improperly imported into  
> another \*  
> country the vehicle became \*ineligible for warranty coverage\*. I have  
> also determined that there are no recalls or extended warranties in  
> relation to the symptoms described in your email. While I understand the  
> above information does not assist with your request, I hope you  
> understand our position on this situation. I once again apologize for  
> the inconvenience.  
>  
> There is currently no further assistance that we can offer you due to  
> the age and importation of the vehicle. I do certainly apologize again.  
>  
> In regards to locating a discontinued part I would recommend reaching  
> out to Lambert Auto Sales. They are an excellent source for finding  
> older parts and parts that have been discontinued. Their information is  
> as follows:  
>  
> Website: [www.lambertauto.net](http://www.lambertauto.net)  
> Address: 5 River Road, Claremont, NH 03743  
> Phone: (888) 856-4524/(603) 543-1727  
>  
> Thank you again for your email. Should you require additional  
> assistance, or have any new information to provide, please reply to this  
> email message or call 1-800-247-9753.  
>  
>

>  
> RESPONSE:

>

>>

>> Ally

>>

>> Customer Service Representative

>> FCA Customer Assistance Center

>>

>> For any future communications related to this email, please refer to the following information:

>> REFERENCE NUMBER:

>> EMAIL CASE NUMBER: [REDACTED]

>> REPLY LINK [REDACTED]

>>

>>

>>

>> &

>>

>>

>>

>> Original Message Follows:

>> -----

>> WOULD YOU BE KIND ENOUGH TO TELL ME WHO YOU THINK IS HANDLING THE MATTER?

>>

>>

>> EVERYDAY THAT PASSES I AM STRANDED. I CANT GO ANYWHERE, MEDICATION, POST OFFICE, FOOD SHOPPING...

>>

>>

>> A COMPANY THAT STANDS BEHIND ITS PRODUCT AND DISCONTINUED MAKING THE PART WOULD TAKE RESPONSIBILITY FOR THE SITUATION THEY CREATED.

>>

>>

>> ALTHOUGH IT COST ME MORE THEN THE PRICE OF THE CAR TO HAVE CHANGED ALL THOSE PARTS, I TOOK RESPONSIBILITY.

>>

>>

>> I AM ONE PERSON RIGHT NOW BUT I AM QUITE SURE OTHERS HAVE HAD IR WILL HAVE THE SAME PROBLEM.

>>

>>

>> I HOPE YOUR COMPANY WILL STAND BEHIND A PRODUCT OR CAR THAT SHOULD HAVE BEEN RECALLED OR LEMON.

>>

>>

>> YOU CANNOT SCRAP A CAR WITH 65,000. MILES. NO ONE IN THEIR RIGHT MIND WOULD.

>>

>>

>> I CANNOT SELL IT AS THEY CANT FIND THE PART. SHOULD THE CAR GO ON FIRE, WHICH MECHANIC TOLD ME NOT TO DRIVE IT, I WILL NOT TAKE THE LIABILITY FOR YOU.

>>

>>  
>> YOU ARE A TREMENDOUS CORPORATION WITH MANY RESOURCES. I HAVE NONE AND MY  
>> FAMILY AND I ARE GRIEVING THE DEATH OF MY BABY SISTER DEC 30, 2017 AT  
>> AGE [REDACTED]. I HAVE A  
>>  
>> GO FUND ME TOWARDS HER FUNERAL COSTS BUT OUR SOCIETY HAD LOST ALL  
>> HUMANITY.  
>>  
>>  
>> I AM ASKING YOU ONE MORE TIME TO PLEASE SOLVE THIS PROBLEM.  
>>  
>>  
>> POSSIBLE REMEDIES:  
>>  
>> TRADE THE CAR FOR CAR IF EQUAL MILEAGE AND VALUE.  
>>  
>>  
>> Pay for towing and see if factory defect  
>>  
>>  
>> ARBITRATION  
>>  
>>  
>> BUY THE CAR FROM ME.  
>>  
>>  
>> I AM OPEN TO OTHER POSSIBILITIES. HOWEVER THIS Situation CANT CONTINUE  
>> MUCH LONGER AS I SM STRANDED.  
>>  
>>  
>> I WILL HAVE NO CHOICE TO CONTACT DISABILITY RIGHTS Lawyer's And Whatever  
>> OTHER APPROPRIATE AVENUES SRE AVAILABLE.  
>>  
>>  
>> FIN  
>>  
>>  
>> Get Outlook for Android  
>>  
>>  
>>  
>>  
>> From: [REDACTED]  
>>  
>> Sent: Friday, August 31, 10:46 PM  
>>  
>> Subject: Re: Reply to Chrysler Group LLC [REDACTED]  
>>  
>> To: customerassist  
>>  
>>  
>>  
>> I AM NOT AWARE OF THE MATTER BEING HANDLED. THE PHONE CONVERSATION  
>> CONSIST OF TRYING TO SELL THE CAR SO SOMEONE ELSE CAN GO ON FIRE. THE  
>> OTHER SCRAPPING A CAR WITH 65 000 MILES.  
>>  
>>

>> NEITHER ARE ACCEPTABLE. I Don't THINK Chrysler Would LIKE THE PUBLICITY  
>> OF SELLING A CAR THAT CAN KILL A PERSON OR CHILD.  
>>  
>>  
>> PERHAPS.THEY [REDACTED] SHOULD THINK BEFORE THEY SPEAK. THEY  
>> ARE LIABLE. A CAR  
>> SHOULD NEVER HAVE HAD ALL THESE PROBLEMS.  
>>  
>> YOU CANNOT IMPOSE A PERSON TO BUY A CAR WHEN THEY CANNOT. IF THEY STOP  
>> MAKING A PART THERE SHOULD BE A Plausible REMEDY EVEN MORESO IF YOU  
>> CANNOT WALK DUE TO BEING HANDICAPPED.

>>

>>

>> [REDACTED]

>>

>>

>>

>> Get Outlook for Android

>>

>>

>> From: customerassist <[customerassist@chrysler.com](mailto:customerassist@chrysler.com)>

>>

>> Sent: Friday, August 31, 2018 4:51:01 PM

>>

>> To: [REDACTED]

>>

>> Subject: Re: Reply to Chrysler Group LLC [REDACTED]

>>

>>

>>

>> Dear [REDACTED]

>>

>>

>> I can see that your concern is now being handled in a department

>>

>> separate from my own. I'll document your email on file.

>>

>>

>> Thank you again for your email. Should you require additional

>>

>> assistance, or have any new information to provide, please reply to this

>>

>> email message or call 1-800-247-9753.

>>

>>

>> Sincerely,

>>

>>

>> Ally

>>

>>

>> Customer Service Representative

>>

>> FCA Customer Assistance Center

>>

>>

>> For any future communications related to this email, please refer to the



