

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: Fwd: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER ODI#11128066
Date: Monday, January 6, 2020 1:05:06 PM
Attachments: [REDACTED]

Sent from my Samsung Galaxy smartphone.

...

----- Original message -----

From: [REDACTED]
Date: 1/2/20 5:56 PM (GMT-05:00)
To: nysag@ag.ny.gov
Subject: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER

FTC COMPLAINT NO [REDACTED]
NHTSA RECALL REQUESTS NO. 254112
ATTENTION MS. BARBARA UNDERWOOD:

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 1/2/20 4:27 PM (GMT-05:00)
To: nhtsa.webmaster@dot.gov
Subject: Fwd: CHRYSLER REFUSES TO HONOR WARRANTY.

[REDACTED]
MORE PROOF

Sent from my Samsung Galaxy
Subject: Fwd: CHRYSLER REFUSES TO HONOR WARRANTY.
12/30/2019

NHSTA RECALL REQUEST

SAME PROBLEMS

ALL BRAKE FLUID LEAKS OUT AGAIN
GAS LEAKING. ONLY PASSING INSPECTION TO PARK.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 12/31/19 6:10 PM (GMT-05:00)
To: nysag@ag.ny.gov, ConsumerComplaints@albanycounty.com
Subject: CHRYSLER REFUSES TO HONOR WARRANTY.

THEY CANCELLED THE WARRANTY THE YEAR I PURCHASED THE VEHICLE WITHOUT TELLING ME.
I NEVER IMPORTED THE VEHICLE, AS WELL .

IF DEEMED MERITORIOUS, FORGIVE ME, I WOULD LIKE TO SEE THE WHEELS OF JUSTICE WORK IN
MY LIFETIME AND IN MY FAVOR.
TOO MUCH HARM HAS BEEN DONE.

[REDACTED]

Sent from

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

From:

Date: Mon, Sep 24, 2018, 3:55 PM

Subject: Re: 20 page ARTICLE WITH DOJ AND PEOPLE BEING KILLED BY FIRES IN CAR?

To: Artemis HelpDesk (VOLPE) <artemis@dot.gov>, CFA Comp <CFA.Comp@ag.ny.gov>, <nhtsa.webmaster@dot.gov>, Candice Rugenstein <crugenstein@easternmichiganbbb.org>, Better Business Bureau <complaints@easternmichiganbbb.org>, <ADA.Administrator@ag.ny.gov>, <oig.whistleblower.ombudsperson.program@usdoj.gov>, <opengov@usdoj.gov>

MY COMPLAINT NUMBERS ARE LISTED BELOW

HOW MANY HAVE TO DIE, BURN AND SPEND THEIR HARD EARNED MONEY TO BUY A
CAR ONLY TO BE KILLED BY IT.

NO AMOUNT OF MONEY CAN EVER TAKE AWAY THE HORRIFIC, HEART WRENCHING PAIN AND
SORROW FOR THOSE THAT HAVE LOST A MOTHER, FATHER, SIBLING PARENTS...

I RECENTLY LOST MY BABY SISTER DUE TO A DR. MIS MEDICATING HER.
LIFE AS YOU KNEW IT WILL NEVER BE THE SAME.

STOP CHRYSLER FROM MAKING MONEY, LYING AND KILLING PEOPLE.

IT IS YOUR DUE DILIGENCE TO PROTECT THE PUBLIC
NOT THE COMPANIES WHO ARE MURDERERS.

[Daimler-Chrysler-Vehicle-Problems.pdf](#)

[REDACTED]

Sep 14, 2018, 7:51 PM [REDACTED] wrote:

[REDACTED] Wed, Sep 12, 4:21 PM (2 days ago)

>>
>

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]

THEY HAVE REFUSED TO ANSWER ANY OF MY QUESTIONS.

GAS LEAK FROM FUEL RAIL CAN'T BE FIXED, PART WAS RECALLED 2002.
EVERY PROBLEM I.HAVE HAS BEEN RECALLED IN THE EARLIER YEARS BEFORE THE YEAR I
PURCHASED THIS VEHICLE.

IT IS THE FUEL RAIL, ON RECEIPTS
STATE'S IMPROPERLY IMPORTED CAR INTO ANOTHER COUNTRY. IT WOULD HAVE BEEN
EXPORTED.

I SENT PROOF THE CAR WAS STORED WHEN BABY AND I WERE ASSAULTED HAD TO GO
STAY.WITH.PARENTS.

I WAS BACK.IN TIME FOR RHEM TO FIX RECALL ON SPEAKER FIRES IN 2006. THEY STILL SAID
NOTHING.

WHEN I CALLED WARRANTY DEPT THE WOMAN LOOKED UP WARRANTY. SHE STATED," THAT'S
STRANGE, POLICY NOT IN EFFECT AS OF TODAY.: SHE WAS SUPPOSED TO SEND PROOF THEY
NEVER LET ME SPEAK TO HER AGAIN.

WITH JUST THE RECEIPTS HAD I NOT BEEN ASSAULTED AND LEFT THE COUNTRY FOR SEVERAL
MONTHS

I COULD HAVE DECLARED IT A LEMON. I SPENT AS MUCH AS THE CAR COST AT A GARAGE ON
BROADWAY JUST TO GET THE ENGINE LIGHT OFF TO PASS INSPECTION FOR A WHILE.

I HAVE FIXED:
NEW COMPUTER
CATALYTIC CONVERTER
STARTER
2 X ALL BRAKE FLUID LEAKED OUT WHILE DRIVING, FIXED

BRAKE SUSPENSION , NEEDS TO BREAK THROUGH BEARINGS AND BRAKES TO SEE WHY WHEEL
ISN'T TURNING, BEING DRAGGED

4 TIRES
SERPENTINE BELT MELTED, NO STEERING
STEERING FLUID LEAKED OUT
LARGE EVAP LEAK
SMALL EVAP LEAK
AIR BAG LIGHT ALWAYS ON
GEARS CHANGE BY THEMSELVES
YOU PUT IN DRIVE, GOES TO REVERSE
FIXED RADIO AND SPEAKER FIRES
FUEL FILTER
MUFFLER 2X

HOSES LEAK
MANIFOLD LEAKS
FUEL PROPULSION PROBLEM
LIGHTS FLICKER. DIM, CAN'T SEE WHEN DARK
ALTERNATOR

.....

THAT'S MORE THEN ANY VEHICLE PURCHASED NEW IN MY LIFETIME.

I HAVE ONLY PUT 50,000. MILES ON THIS VAN. HAVE SEVERAL YEARS OF COMPLAINT NUMBERS.
THERE WERE NO FUEL RAILS IN THE U.S. AND CANADA, RECALLED.
JUNKYARS WON'T SELL THEM.

I WOULD APPRECIATE YOUR ASSISTANCE. I AM A DISABLED MOM AND THIS WAS SUPPOSED TO BE
SAFE CAR FOR BABY.

I CAN FORWARD YOU ALL THE OTHER COMPLAINT NUMBERS, IF YOU LIKE.

I.KEPT MY APR IN NY, PLATTSBURGH ST THAT TIME. MY SISTER LIVED THERE . THEY NEVER SENT
ANYTHING. WHEN THEY DID IN 2006, I RESPONDED.

THANK YOU

[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

[Redacted text block]


[Redacted text block]





For those who understand,
no explanation is needed.
For those who do not understand,
no explanation is possible.

HealGrief.org



For those who understand,
no explanation is needed.
For those who do not understand,
no explanation is possible.

HealGrief.org



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS
MOBILE COMPLAINT ASSISTANT

We have received your complaint.

Thank you for submitting your complaint to the FTC. Based on the information you have given us, we believe the following links to our consumer website may be helpful to you:

AUTO REPAIR BASICS

If you have any questions or would like us to add additional information to your complaint, please call 877-382-4357 to speak with a counselor. When you call, please have this reference number:

[REDACTED] to help us quickly retrieve your information.

Related Items



Dboyz Automotive LLC

10 County route 78 Suite 1
Middletown, NY 10940
(845) 775-3335

WORK ORDER

Reference Number: [REDACTED]

Updated: 12/5/2019

Written By: Dallas D. Dallas JR.

Customer

[REDACTED]

Vehicle

2002 Chrysler Voyager Ec
2.4L 2429 CC L4 FI VIN: B
VIN: 1C4GJ15BX2B [REDACTED]
Plate: [REDACTED]
Odometer In: 72941
Odometer Out: 72492

Symptoms/Requested Work

- CHECK BRAKES/LOW PEDAL/BRAKE WARNING LIGHT ON

Item	Description	Tax	Qty	Price	Extended
Job - Brakes:					
Part	BRAKE LINE SECTION POST JUNCTION	*	1	\$ 129.99	\$ 129.99
Job - Brakes: RIGHT REAR BRAKE BINDING					
Part	RECOMMEND REAR DRUM BRAKE INSPECTION	*	1	\$ 0.00	\$ 0.00
Job - Suspension: VEHICLE VERY RUSTY UNDERNEATH					
Part	UNDER CARRIGE INSPECTION	*	1	\$ 0.00	\$ 0.00

Technicians:

CUSTOMER HAS THE RIGHT TO RECEIVE REPLACED PARTS IF THE CUSTOMER MAKES A WRITTEN REQUEST FOR SUCH PARTS

Signed _____

Date _____

Subtotal			
Parts	Labor	Other	\$ 129.99
\$129.99	\$0.00	\$0.00	
* = Sales Tax @ 8.125%			\$ 10.56

Total	\$ 140.55
--------------	------------------

Payments	
Balance	\$ 140.55

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@NHTSA)
Subject: Fwd: Re: FW: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER ODI#11128066
Date: Wednesday, January 15, 2020 6:05:25 PM
Attachments: [REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 1/15/20 12:56 PM (GMT-05:00)
To: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Subject: Re: FW: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER ODI#11128066

[REDACTED]

BELOW I HAVE ATTACHED SOME DOCUMENTS. I ALSO HAVE MANY MORE I HAVE TO FIND. I CAN ALSO GIVE YOU THE NAMES AND LOCATIONS WHERE I HAD EXTENSIVE WORK BUT HAVE LIST SOME RECEIPTS.

MOST OF THE MECHANICS ARE ALSO THE PLACES THAT I USED FOR INSPECTION.

MITCHELLS AUTO REPAIR, NEWBURGH, NY. HAD A LOT OF WORK DONE RHERE5. MOST OF THE BIG THINGS TRYING TO GET ENGINE LIGHT OFF. MECHANIC NAME: ALVIN

DABOYZ, MIDDLETOWN, NY 10940
BRAKES, RECENT.

PEOPLE FOR PEOPLE, NEWBURGH, NY, SERPENTINE BELT, INSPECTION..

WALDEN, NY , TESTING WITH SMOKE VIA HOSES FOR EMISSUON LEAKS WHICH I HAD FOR YEARS, KEPT ENGINE LIGHT ON.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: 1/15/20 8:55 AM (GMT-05:00)
To: [REDACTED]
Subject: FW: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER
ODI#11128066

Good Morning

The files I have attacheded can't be open. Please send us another copy if possible. Thanks

[REDACTED]

From: [REDACTED]
Sent: Monday, January 6, 2020 12:59 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov> [REDACTED]
[REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Fwd: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER ODI#11128066

Sent from my Samsung Galaxy smartphone.

...

----- Original message -----

From: [REDACTED]
Date: 1/2/20 5:56 PM (GMT-05:00)
To: nysag@ag.ny.gov
Subject: INSTRUCTED TO CONTACT YOU REGARDING CHRYSLER

FTC COMPLAINT NO [REDACTED]
NHTSA RECALL REQUESTS NO. 254112
ATTENTION MS. BARBARA UNDERWOOD:

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 1/2/20 4:27 PM (GMT-05:00)
To: nhtsa.webmaster@dot.gov
Subject: Fwd: CHRYSLER REFUSES TO HONOR WARRANTY.

[REDACTED]
MORE PROOF
Sent from my Samsung Galaxy

Subject: Fwd: CHRYSLER REFUSES TO HONOR WARRANTY.
12/30/2019

NHSTA RECALL REQUEST

SAME PROBLEMS

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GAS LEAKING. ONLY PASSING INSPECTION TO PARK.

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 12/31/19 6:10 PM (GMT-05:00)
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Subject: CHRYSLER REFUSES TO HONOR WARRANTY.

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MY LIFETIME AND IN MY FAVOR.
TOO MUCH HARM HAS BEEN DONE.

[REDACTED]
Sent from

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

From: [REDACTED]
Date: Mon, Sep 24, 2018, 3:55 PM
Subject: Re: 20 page ARTICLE WITH DOJ AND PEOPLE BEING KILLED BY FIRES IN CAR?
To: Artemis HelpDesk (VOLPE) <artemis@dot.gov>, CFA Comp <CFA.Comp@ag.ny.gov>, <nhtsa.webmaster@dot.gov>, Candice Rugenstein <crugenstein@easternmichiganbbb.org>, Better Business Bureau <complaints@easternmichiganbbb.org>, <ADA.Administrator@ag.ny.gov>, <oig.whistleblower.ombudsperson.program@usdoj.gov>, <opengov@usdoj.gov>

MY COMPLAINT NUMBERS ARE LISTED BELOW
HOW MANY HAVE TO DIE, BURN AND SPEND THEIR HARD EARNED MONEY TO BUY A
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LIFE AS YOU KNEW IT WILL NEVER BE THE SAME.

STOP CHRYSLER FROM MAKING MONEY, LYING AND KILLING PEOPLE.

IT IS YOUR DUE DILIGENCE TO PROTECT THE PUBLIC
NOT THE COMPANIES WHO ARE MURDERERS.

[Daimler-Chrysler-Vehicle-Problems.pdf](#)

On Fri, Sep 14, 2018, 7:51 PM [REDACTED] wrote:

[REDACTED] Wed, Sep 12, 4:21 PM (2 days ago)

> >
>

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 BROUGHT BACK TO NYS ?

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

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GAS LEAK FROM FUEL RAIL CAN'T BE FIXED, PART WAS RECALLED 2002.
EVERY PROBLEM I HAVE HAS BEEN RECALLED IN THE EARLIER YEARS BEFORE THE YEAR I PURCHASED THIS VEHICLE.

IT IS THE FUEL RAIL, ON RECEIPTS
STATE'S IMPROPERLY IMPORTED CAR INTO ANOTHER COUNTRY. IT WOULD HAVE BEEN EXPORTED.

I SENT PROOF THE CAR WAS STORED WHEN BABY AND I WERE ASSAULTED HAD TO GO STAY WITH PARENTS.

I WAS BACK IN TIME FOR RHEM TO FIX RECALL ON SPEAKER FIRES IN 2006. THEY STILL SAID NOTHING.

WHEN I CALLED WARRANTY DEPT THE WOMAN LOOKED UP WARRANTY. SHE STATED, "THAT'S STRANGE, POLICY NOT IN EFFECT AS OF TODAY.": SHE WAS SUPPOSED TO SEND PROOF THEY NEVER LET ME SPEAK TO HER AGAIN.

WITH JUST THE RECEIPTS HAD I NOT BEEN ASSAULTED AND LEFT THE COUNTRY FOR SEVERAL MONTHS

I COULD HAVE DECLARED IT A LEMON. I SPENT AS MUCH AS THE CAR COST AT A GARAGE ON BROADWAY JUST TO GET THE ENGINE LIGHT OFF TO PASS INSPECTION FOR A WHILE.

I HAVE FIXED:
NEW COMPUTER

CATALYTIC CONVERTER
STARTER
2 X ALL BRAKE FLUID LEAKED OUT WHILE DRIVING, FIXED

BRAKE SUSPENSION , NEEDS TO BREAK THROUGH BEARINGS AND BRAKES TO SEE WHY WHEEL ISN'T TURNING, BEING DRAGGED

4 TIRES
SERPENTINE BELT MELTED, NO STEERING
STEERING FLUID LEAKED OUT
LARGE EVAP LEAK
SMALL EVAP LEAK
AIR BAG LIGHT ALWAYS ON
GEARS CHANGE BY THEMSELVES
YOU PUT IN DRIVE, GOES TO REVERSE
FIXED RADIO AND SPEAKER FIRES
FUEL FILTER
MUFFLER 2X
HOSES LEAK
MANIFOLD LEAKS
FUEL PROPULSION PROBLEM
LIGHTS FLICKER. DIM, CAN'T SEE WHEN DARK
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THAT'S MORE THAN ANY VEHICLE PURCHASED NEW IN MY LIFETIME.

I HAVE ONLY PUT 50,000. MILES ON THIS VAN. HAVE SEVERAL YEARS OF COMPLAINT NUMBERS.
THERE WERE NO FUEL RAILS IN THE U.S. AND CANADA, RECALLED.
JUNKYARDS WON'T SELL THEM.

I WOULD APPRECIATE YOUR ASSISTANCE. I AM A DISABLED MOM AND THIS WAS SUPPOSED TO BE
SAFE CAR FOR BABY.

I CAN FORWARD YOU ALL THE OTHER COMPLAINT NUMBERS, IF YOU LIKE.

I KEPT MY APR IN NY, PLATTSBURGH ST THAT TIME. MY SISTER LIVED THERE . THEY NEVER SENT
ANYTHING. WHEN THEY DID IN 2006, I RESPONDED.

THANK YOU

[REDACTED]

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
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]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Re: Request # [REDACTED] Fwd: Response from Chrysler
Date: Wednesday, January 15, 2020 5:53:04 PM
Attachments: [REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 1/2/20 4:32 PM (GMT-05:00)
To: NHTSA Service Desk <4me+nhtsa@telesishq.com>
Subject: Re: Request [REDACTED] Fwd: Response from Chrysler

MORE PROOF

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: NHTSA Service Desk <noreply@telesishq.com>
Date: 1/2/20 2:58 PM (GMT-05:00)
To: [REDACTED]
Subject: Request [REDACTED] Fwd: Response from Chrysler

Good Day,

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

To add documents, videos, or photos to your complaint, please send an email to nhtsa.webmaster@dot.gov with your ODI (Office of Defects Investigations) complaint number in the subject field. This would insure that your documents, videos, and photos are uploaded to the correct complaint in a timely manner.

However, if you have not filed a formal complaint in regards to a vehicle failure, please call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you or you may submit it online by visiting the following link: <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>.

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 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.

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Re: Request # [REDACTED] Fwd: RE: Response from Chrysler (# [REDACTED])
Date: Wednesday, January 15, 2020 5:51:12 PM

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED] >
Date: 1/12/20 11:10 AM (GMT-05:00)
To: NHTSA Service Desk <4me+nhtsa@telesishq.com>
Subject: Re: Request [REDACTED] Fwd: RE: Response from Chrysler ([REDACTED])

[REDACTED], RECALL REQUEST

I COMPLAINED ABOUT THE AIR BAG LIGHT BEING ON FOR YEARS AND REPEATEDLY FIXING IT NUMEROUS TIMES.

HOWEVER, WHILE LIVING IN PORT JERVIS, NY, THE REPORT WAS MADE NEARLY 2 YEARS AGO ALONG WITH OTHERS AND NO ONE TOLD ME:

IF THE AIRBAG LIGHT IS ON THE AIRBAGS WILL NOT DEPLOY. MY COMPLAINT IS THE FIRST ONE, WHICH DISPLAYS ON YOUR SITE OR IF YOU GOOGLE CHRYSLER VOYAGER, 2002. !!!

I AM AFRAID TO DRIVE THIS DEATH TRAP AS IT IS AS IT HAS REPEATEDLY PUT MY LIFE IN DANGER.

AFTER 2 YEARS OF COMPLAINTS AND NOW I AM STRANDED AND HAVE NO VEHICLE TO USE WHILE I AM DISABLED AND NEED TO GO TO DOCTOR APPOINTMENTS.

THERE ARE NO SIDEWALKS WHERE I MOVED TOO, MIDDLETOWN, NY. WHAT AM I SUPPOSED TO USE???
HOW LONG WILL THIS TAKE??

FORGIVE MY LACK OF PATIENCE BUT NOW EVEN MORE CONCERNED. PAYING INSURANCE FOR NOTHING.
WHEN DOES THE MANUFACTURER TAKE ANY LIABILITY ?

THANK YOU

[REDACTED]

Sent from my Samsung Galaxy smartphone.AINEDA

----- Original message -----

From: NHTSA Service Desk <noreply@telesishq.com>

Date: 1/6/20 9:10 AM (GMT-05:00)

To: [REDACTED]

Subject: Request [REDACTED] Fwd: RE: Response from Chrysler ([REDACTED])

Dear [REDACTED],

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The following request has been completed for you:

Request [REDACTED] Fwd: RE: Response from Chrysler ([REDACTED])

We value your opinion. Please take a moment to complete our [Survey](#).

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 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.

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Re: Thanks for Letting Us Know About Your Vehicle
Date: Wednesday, January 15, 2020 5:54:19 PM

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 12/30/19 11:05 AM (GMT-05:00)
To: "U.S. DOT National Highway Traffic Safety Administration" <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

I DID NOT UPLOAD THE NEW RECEIPT WHICH I HAVE. CAR PARTLY REPAIRED BY DAH BOYZ MECHANIC, MIDDLETOWN, NY 10940.

I HAVE SPENT AS MUCH AS CAR, 9,000. AND CAN'T AFFORD [MORE.TO](#) FIX THINGS THAT WERE RECALLED AFTER PURCHASE.

I WAS NEVER CONTACTED.
THEY NEVER TOLD ME THEY CANCELLED MY WARRANTY AND EXTENDED WARRANTY UNTIL LAST YEAR.

On Sun, Dec 29, 2019, 4:19 PM U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11291898](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.nhtsa.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit www.nhtsa.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Request # [REDACTED] Fwd: Form submission from: Questions & Comments to Attorney General Barbara Underwood
Date: Wednesday, January 15, 2020 5:56:06 PM

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED]
Date: 12/31/19 5:57 PM (GMT-05:00)
To: nysag@ag.ny.gov
Subject: Fwd: Request # [REDACTED] Fwd: Form submission from: Questions & Comments to Attorney General Barbara Underwood

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: NHTSA Service Desk <noreply@telesishq.com>
Date: 2/22/19 12:58 PM (GMT-05:00)
To: [REDACTED]
Subject: Request # [REDACTED] Fwd: Form submission from: Questions & Comments to Attorney General Barbara Underwood

[REDACTED]

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The Hotline Information Center can provide you assistance and information regarding vehicle safety, recalls or motor vehicle equipment defects.

Based on your email, you may wish to contact the Federal Trade Commission which handles inquires on automobile warranties and problems with dealers. Their number is 202-326-2222 or toll free at 877-382-4357.

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 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.