

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Consumer email - 3 Receipts attached for ODI #11128066 / 2002 CHRYSLER VOYAGER  
**Date:** Tuesday, September 11, 2018 1:50:27 PM  
**Attachments:** [car\\_receipts.jpg](#)  
[car2.jpg](#)  
[car3.jpg](#)

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**From:** Artemis HelpDesk (VOLPE)  
**Sent:** Tuesday, September 11, 2018 1:50 PM  
**To:** [REDACTED]  
**Subject:** RE: Consumer email - 3 Receipts attached for ODI #11128066 / 2002 CHRYSLER VOYAGER

[REDACTED],

Thank you for submitting your vehicle safety Complaint. We will add your images to our internal/private record of your Complaint.

Unfortunately, you did not provide your Vehicle Identification Number (VIN) with your Complaint – and it is unclear on one receipt and only a partial VIN is provided on another. Therefore, I cannot check if there are any Open Recalls on your specific vehicle. However, you should understand that your vehicle is 16 years old and the look-back period for new Recalls is 15 years. So you probably would not be eligible for free repair on any Recalls issued after 2017, unless the manufacturer extends the date. Still, you should always make whatever repairs are necessary to insure that your vehicle is safe to drive.

As to the warranty on your vehicle, NHTSA has no authority on vehicle warranties. Given the age of your vehicle, if you have a warranty, it is probably not a manufacturer's warranty, but rather purchased from a third party. You might want to inquire with the New York Attorney General's Office, Bureau of Consumer Frauds and Protection.

Thank you,

**Robert M. Montanari**

SGT, a KBRwyle business unit | V90P, 4-116

Volpe, The National Transportation Systems Center | U.S. Department of Transportation

55 Broadway, Cambridge MA 02142-1093 | Web: [www.volpe.dot.gov](http://www.volpe.dot.gov)

Email: [Robert.Montanari.CTR@DOT.gov](mailto:Robert.Montanari.CTR@DOT.gov)



**From:** [REDACTED]

**Sent:** Monday, September 10, 2018 12:11 PM

**To:** donotreplyodi (VOLPE) <[donotreplyodi@dot.gov](mailto:donotreplyodi@dot.gov)>

**Subject:** Re: ATTACHMENTS FOR COMPLAINT. WAITING FOR MANY MORE RECEIPTS.

[REDACTED]

On Fri, Sep 7, 2018, 11:54 AM U.S. DOT National Highway Traffic Safety Administration <[donotreplyodi@dot.gov](mailto: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 [11128066](#). 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.SaferCar.gov](http://www.SaferCar.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/-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.

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

To find out more about NHTSA, visit [SaferCar.gov](https://www.safercar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS RECEIPT

BY: *[Signature]*  
 OEO SIGNATURE  
 NUMBER BY: 17058

OPERATED SINCE 1951 - OVER 70 years of experience.  
 ELECTRICAL, SPECIAL ORDER TOOLS, AND OPEN HOUSES

TICKET #:  
 SALESMAN #:  
 TERRITORY:  
 PHONE:

LINE	NUMBER	DESCRIPTION	CORE	LIST EA.	YOUR COST	EXTENSION	TAX
OR 311		PURGE VALVE/DMO	.00	73.87	43.00	43.00	T
RA 100		FUEL CAP-BZ	.00	12.06	5.89	5.89	T
OR 310		LEAK DETEZN/	.00	191.79	102.93	102.93	T
OC 310		KWIK CONNECT BL	.00	6.63	2.75	2.75	
<i>Pad</i>							
			.00	204.41	.00	154.57	12.64
FREIGHT							
LABOR							
SUB							
CORE TOTAL							
DUTY TOTAL							
TOTAL							

NET 167.21

RECEIVED  
 BY: X

**PAY THIS AMOUNT**

167.21

**JEFF'S AUTO AND CYCLE REPAIR**  
 231 JERSEY AVE.  
 PORT JEFFERSON 12077  
 940-882-7777  
 FACILITY NUMBER 7150498

8/23/17 12:32 PM

Invoice #8031

City/Phone: [REDACTED]

WALDEN NY [REDACTED]

Vehicle: 2000 Chrysler Voyager 2.4L H8 Q33 LA D34C 18 Value

Tag/Plate: [REDACTED]

VIN: 1C4GL08502 [REDACTED]

Color: Gray

Created: 8/22/17 9:50:29 AM

Completed in: 8/23/17

Completed: 8/23/17 12:34:08 PM

Customer CAC: 82758

Invoiced: 8/23/17 12:34:38 PM

Service Writer: MLE

Qty	Description	Reference	Estimated	Actual	Price
1	SMOKE TEST	SMOKE TEST			45.00
1	HOOD	HOOD			25.00
1	SMOKE TEST	SMOKE TEST			45.00
1	SMOKE TEST	SMOKE TEST			45.00
1	LABOR				100.00
1	PARTS				27.00
1	SUBMITTAL				50.00
1	DIAGNOSTIC				50.00
1	CHARGES				50.00
1	SALES TAX				28.75
				Tax @ 8.875% = 100.00	100.00
				Cash \$708.00	708.00
				PAID	708.00

8/9/2017 brought back

I hereby authorize the repair work herein set forth to be done along with the necessary material used, and I agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereof. All vehicles left over 48 hrs. after repairs are completed shall incur a \$85.00 PER DAY STORAGE FEE. [REDACTED]

Customer Signature: [REDACTED]

Date: [REDACTED]  
 Name: [REDACTED]  
 Address: [REDACTED]

In accordance with the agreement for  
 Lapping & Grinding Programs, all fees  
 submitted are pre-paid and due in full  
 unless otherwise noted.

Jeffery L. [REDACTED]  
 1. [REDACTED]  
 1. [REDACTED]  
 1. [REDACTED]

AutoZone Store 4703

1013 ROUTE 94 NEW WINDSOR NY 12553



**AutoZone**  
MyZone Health Report Powered By Innova  
ID # [REDACTED]

Mileage Reported: 60000  
VIN: 1B8GP15B\*2B\*\*\*\*\*

**ASE certified Master Technicians have seen this issue on your type of vehicle and the most likely solution is: Inspect for Loose Fuel Cap and Tighten or Replace as Necessary**

**Definition**

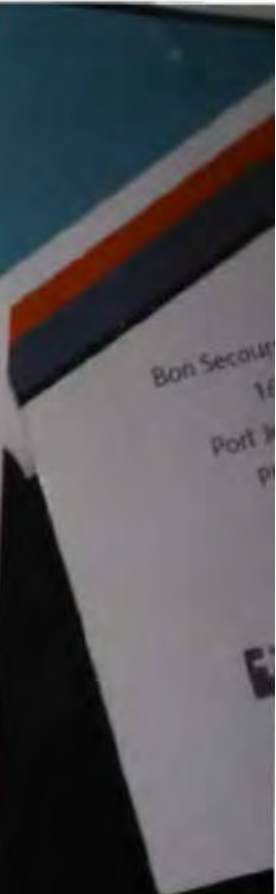
Code P0455 indicates that the Evaporative Emission System had a gross leak or no flow for a predetermined period of time.

**Error Codes Read**

- P0455** EVAP Large Leak Detected
- P0442** EVAP System Small Leak Detected
- P0456** EVAP Small Leak (0.020") Detected

**Suggested Maintenance**

- 60000 miles - Change Automatic Transmission Fluid and Filter
- 60000 miles - Change Engine Oil and Filter
- 60000 miles - Inspect Accessory Drive Belts
- 60000 miles - Inspect Air Filter
- 60000 miles - Inspect Front Suspension, Tie-Rod Ends & Boot Seals
- 60000 miles - Inspect Positive Crankcase Ventilation (PCV) System
- 60000 miles - Replace Cabin Filter
- 60000 miles - Replace Engine Air Filter
- 60000 miles - Replace Spark Plug Wires
- 60000 miles - Rotate Tires, Inspect Tire Wear, & Adjust Tire Pressure
- 63000 miles - Inspect Brake Linings



**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Log ID 26534 - FW: Consumer email - Receipts attached for ODI #11128066 / 2002 CHRYSLER VOYAGER  
**Date:** Wednesday, September 12, 2018 10:27:32 AM  
**Attachments:** [Canada papers](#)  
[car injury](#)  
[car2](#)  
[car3](#)  
[dog letter](#)  
[car3](#)  
[Canada papers](#)  
[car injury](#)  
[car2](#)

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Artemis HelpDesk (VOLPE)

Wednesday, September 12, 2018 10:25 AM

**ct:** Log ID 26534 - FW: Consumer email - Receipts attached for ODI #11128066 / 2002 CHRYSLER VOYAGER

response necessary, but you might want to save the images in the Repository ... and maybe not. The Vehicle is a 2002 ... there are no Open  
lookback period.

s, – Bob

Wednesday, September 12, 2018 1:56 AM

Artemis HelpDesk (VOLPE) <[Artemis@dot.gov](mailto:Artemis@dot.gov)>

**ct:** Log ID [REDACTED] - RE: Consumer email - Receipts attached for ODI #11128066 / 2002 CHRYSLER VOYAGER

not normal to have the same problem with a car repeatedly for years. Why did it fail inspection nearly every year.

upon reading complaints:

leaks constant

the light always. Spent several thousand and years trying to fix this problem.

it is not legal to nullify a warranty due to being assaulted and staying in families home just because in another country.

never made aware of warranty being terminated.

is IMPROPERLY EXPORTING VEHICLE? YOU HAVE TO FOLLOW THEIR

LAWS TO GET CAR IN AND NYS LAWS TO BRING BACK.

GAS LINE BREAKLINE BREAKING NO BRAKES WHILE DRIVING. ALL FLUID LEAKED OUT.

I, TO DATE, HAVE NOT DONE 45,000. MILES ON THIS VEHICLE.

FUEL LEAKAGE IS COMMON FOR THIS VEHICLE THUS CAUSING ME TO HAVE TO REPAIR EVERY YEAR, INCLUDING GAS CAP. SO MANY MECHANICS TRIED TO FIGURE.

IT HAS HAD PROBLEMS FROM BEGINNING AND I FIND IT BIZARRE THEY STATE" IMPROPERLY EXPORTING. NO CANADIAN LICENSE AS THIS WAS TEMPORARY. WHEN I CAME BACK TO NY THEY CAN CHECK REGISTRATION.

VIN#1C4GJ15BX2B [REDACTED]  
[REDACTED]

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**From:** Artemis HelpDesk (VOLPE) <[Artemis@dot.gov](mailto:Artemis@dot.gov)>

**Sent:** Tuesday, September 11, 2018 1:49:34 PM

**To:** [REDACTED]

**Subject:** RE: Consumer email - 3 Receipts attached for ODI #11128066 / 2002 CHRYSLER VOYAGER

[REDACTED],

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SGT, a KBRwyle business unit | V90P, 4-116

Volpe, The National Transportation Systems Center | U.S. Department of Transportation

55 Broadway, Cambridge MA 02142-1093 | Web: [www.volpe.dot.gov](http://www.volpe.dot.gov)

Email: [Robert.Montanari.CTR@DOT.gov](mailto:Robert.Montanari.CTR@DOT.gov)



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[REDACTED]

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TTY: 888-424-9153

(Please have your ODI number referenced above available.)

- Email: <https://www.nhtsa.gov/about-nhtsa/-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.

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[Review our Privacy Policy.](#)



STATUTORY DECLARATION TO THE COMMISSION

DÉCLARATION STATUTAIRE À LA COMMISSION

The name of the [redacted]		Social Insurance Number / Numéro d'assurance sociale [redacted]
Human Resource Centre of [redacted]	[redacted]	

I do solemnly declare that / Je déclare solennellement que

I have identified myself with my USA passport, drivers liscence from the United States and also my birth certificate from the province of Quebec.

I was born in Montreal Canada. I left the country in 1969. I was 4 years old. I left with my family for New York. We stayed in New York state from 1969 until May 2006. I stayed there with my father [redacted] my mother and sisters. My parents moved back from New York in 1988.

In the past 10 years I lived [redacted] in New York. [redacted] in Forest hills (1981-2001) lived with my parents at that address. I lived at Orange county New York (2002-2006).

Now I am living with my parents at [redacted] in Montreal.

I was on vacation with my daughter in Florida in early May 2006. My daughter and I were attacked and so was my daughter and I am having trouble to take care of my daughter. I have post traumatic disorder in New York. My fiance and myself have seperated. My parents are now helping me. I do not plan to go back to the United States. I am getting therapy here in Montreal.

Once everything is better. My goal is to find myself a job and an appartement and get a normal life.

ORIG.MO

and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect if made under oath, and by virtue of the Canada Evidence Act / I hereby acknowledge receiving a copy of this statement.

et je fais cette déclaration solennelle, le croyant consciencieusement vraie et sachant qu'elle a la même force et le même effet que si elle était faite sous serment, aux termes de la Loi sur la preuve au Canada. J'accuse réception d'une copie de ma déclaration.

DECLARED BEFORE ME - DÉCLARATION FAITE DEVANT MOI  
 at / à Montreal  
 this / le 19 day of / jour de July 2006

Position - Titre  
 Address - Adresse

An employee of the Department of Human Resources and Skills Development authorized pursuant to Section 22 of the Access to Information Act / Un(e) employé(e) du ministère du Développement des compétences autorisé(e) en vertu de l'article 22 de la Loi sur l'accès à l'information

The information collected on this form is used for the administration of the Employment Insurance Act / L'information recueillie sur ce formulaire est utilisée aux fins de l'application de la Loi sur l'assurance-emploi.

Line Archambault  
 [redacted]  
 The information collected on this form is used for the administration of the Employment Insurance Act / L'information recueillie sur ce formulaire est utilisée aux fins de l'application de la Loi sur l'assurance-emploi.



REGIONAL ECONOMIC COMMUNITY ACTION PROGRAM, INC.

40 Smith Street · Middletown, New York 10940

(845) 342-3978 · [www.recap.org](http://www.recap.org)

Charles R. Quinn  
Chief Executive Officer

Date: 9/28/17

Name: [REDACTED]

Address: [REDACTED]





**FRUIT VALLEY RIVER TIRE CENTER, INC.**

14100 HWY 99  
 SUITE 100  
 FARMERSVILLE, TX 77834  
 (817) 338-1111

[Redacted]

Two (2) Tires

1994 Ford [Redacted]

Vehicle: 1994 Ford Mustang 2.5L 130,000 Miles  
 VIN: 1F8P11C04A [Redacted]  
 Estimated: \$1200.00

Employee: [Redacted]  
 License #: [Redacted]  
 License Exp: 01/95

**LABORING**

Front End Alignment  
 Tire Rotation  
 Oil & Filter Change  
 Brake Pad & Shoe Replacement (Front)  
 Wheel Balancing (Front)

Labor	\$64.00
Parts	\$0.00
Shop Supplies	\$0.00
Taxes	\$0.00
Bank Fee	\$0.00
<b>Total</b>	<b>\$64.00</b>

Due: [Redacted]  
 Paid: [Redacted]

I hereby authorize the repair work listed and herein to be done along with the necessary material and agree that you are not responsible for loss or damage to articles or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby give you my express permission to operate the vehicle herein described on wheels, highway at all times for the purpose of testing and/or inspection. An express paragraphed has in hereby incorporated in every vehicle to secure the amount of repair thereon. All vehicles left over 48 hrs the repairs are considered V.I.L. INCUR A \$30.00 PER DAY (V.I.L. Fee) for each day over 48 hrs. No Warranty On Repairs

Customer Signature: [Redacted]



