

OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [NHTSA ODI CRD](#)
To: [REDACTED]
Cc: [EVOO \(NHTSA\)](#)
Subject: FW: 2002 CHRYSLER VOYAGER - follow-up to 11151970 and 11151018.
Date: Friday, May 20, 2022 1:05:06 PM
Attachments: [REDACTED]
Importance: High

Forwarding to you directly because consumer cc'd a DOJ address, among others (see below). 2002 CHRYSLER VOYAGER - follow-up to 11151970 and 11151018.

[REDACTED]

From: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Sent: Friday, May 20, 2022 12:52 PM
To: NHTSA ODI CRD <NHTSA.ODI.CRD@dot.gov>
Subject: FW: 2002 CHRYSLER VOYAGER

Forwarding an email that was sent to donotreplyodi dot.gov

Andy

Andrew Silletti | Software Engineer
Spatial Front Inc. (SFI)
Cell: 781.864.2844 | Email: andrew.silletti.ctr@dot.gov
(HQ) 1568 Spring Hill Road, Suite 300, McLean VA 22102

From: [REDACTED]
Sent: Friday, May 20, 2022 9:51 AM
To: NHTSA Service Desk <4me+nhtsa@telesishq.com>; donotreplyodi (VOLPE) <donotreplyodi@dot.gov>; ADA.Administrator@ag.ny.gov; Candice Rugenstein <crugenstein@easternmichiganbbb.org>; US Customer Care <uscustomercare@fcagroup.com>; usaao.VictimOmbudsman@usdoj.gov; Marietta Cash <Mcash@easternmichiganbbb.org>
Subject: 2002 CHRYSLER VOYAGER

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.

MAY 20,2022

I, [REDACTED], AM REQUESTING WRITTEN DOCUMENTATION AS TO YOUR REVIEWS OF MY COMPLAINTS, AS ALL YOUR RESPONSES STATE.

YOU ARE HEREBY NOTIFIED YOU HAVE 30 DAYS TO RESPOND.

[REDACTED]
[REDACTED]

With LESS THEN 74,000 MILES AS THE SECOND OWNER, THE VEHICLE IS AT SOUTH STREET TIRES,
WARWICK, NY, 10990
AND WILL FAIL INSPECTION AGAIN.
NOT WORTH REPAIRING!!!!

NO BRAKES, RUSTED THROUGH
UNDERCARRIAGE RUST TOO BAD
SUSPENSION
BEARINGS.....

AS STATED I WAS SOLD A LEMON HAVE SPENT NEARLY \$20,000 AND PUT MAYBE LESS THAN 50,000 MILES ON IT AS SOMETHING IS ALWAYS WRONG.

FUEL RAIL LEAK
3X BRAKES
COMPUTER
AIR BAG
4 TIRES
ELECTRICAL.....

THIS MEANS AT MOST I HAVE PUT SEVERAL THOUSAND MILES A YEAR

AT MOST. IT IS IMPOSSIBLE FOR IT TO BE FROM WEAR AND TEAR!!!!!!

I AM REQUESTING YOU DO SOMETHING AS I AM DISABLED AND STRANDED.

[REDACTED]

Keep this document to show to the police and courts.

MV-639CR (8/21)

NEW YORK STATE REGISTRATION DOCUMENT



G PAS

2002 CHRYS NONTRANSFERABLE
SUBN GY 1C4GJ15BX2B

3890 G 4 30502022 NOV 08 2021

Wt/Seats

Fuel/Cyl

WEB WEBCDA

Expires 07/30/22

33.25

WARWICK

NY

ANNUAL CHG

AMT PAID (INCL ADD CHG)

VOID IF ALTERED EXCEPT FOR ADDRESS

3.00



Work done while

Living Warden + Newburgh NY
12536 8013

Mitchell's Auto Repair

570 Broadway

Newburgh, NY 12550

Owner = Mr. William Mitchell

VC Tech: Mr. Alvin

Sept 2018

X Spoke to Alvin

X 11 11 11

X 11 11 11

Tel # 845-787-0821/6

Fax # 845-787-0876

9/13/18 -

Spoke to Alvin

can't reach owner

Most Repairs were made by Company
located Above.

WORK Done by Alvin

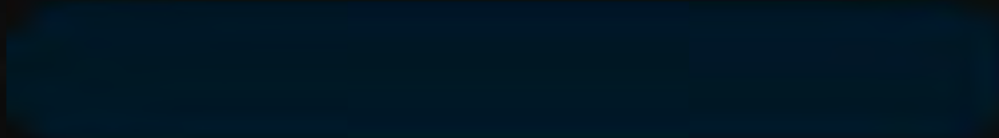
- 1) failed inspection - Repeatedly - Drive 70?
- 2) gears would not stay in place
- 3) EVAP Leaks 2g, SMALL - Repeatedly
- 4) Brakes - No power
- 5) Serpentine Belt broke - Steering
- 6) X Engine Light on for years -
- 7) kept bringing back, kept failing inspection
- 8) an bad light on TO DAY sensors fixed comes back

PARTS fixed from Above

- 1) gas cap
- 2) purchased used Computer deals steady less shifting 8 years
- 3) Rotors, Brakes
- 4) Calipers
- 5) New Muffler
- 6) Catalytic Converter
- 7) Starter = key trouble - turning on & off remaining key
- 8) hoses - EVAP leak
- 9) used 4 New tires - (Firestone) - Newburgh NY
- 10) Filters

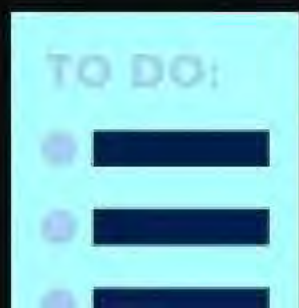
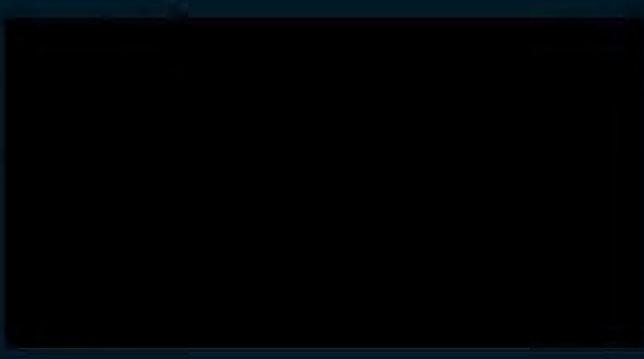


FEDERAL TRADE COMMISSION
ReportFraud.ftc.gov

Start  Submitted

Report submitted! Thank you for helping our work to protect consumers.

Report Number



Your Next Steps

July 7, 2004



NHTSA ACTION NUMBER: PE04049

SPEAKER FIRE IN THE REAR OF THE VEHICLE

NHTSA Action Number: PE04049

Components ELECTRICAL SYSTEM,
EQUIPMENT

Opened From: July 7, 2004–November
5, 2004

Summary

ON JULY 7, 2004, THE OFFICE OF DEFECTS INVESTIGATION (ODI) OPENED A PRELIMINARY EVALUATION BASED ON CONSUMER COMPLAINTS ALLEGING AN INTERIOR VEHICLE FIRE STARTING IN THE AREA OF THE DRIVER SIDE REAR SPEAKER.

DAIMLERCHRYSLER CORPORATION (DCC) INFORMED ODI THAT CONDENSATION FROM THE INSTRUMENT PANEL AIR



Instant Cash Off...

<https://www.kbb.com...>



Enter the 17-digit VIN



Go



Sorry, your vehicle doesn't qualify for an Instant Cash Offer. Vehicles may be ineligible because of:

- Salvage title or other title issues
- Flood/water damage
- Frame damage
- Mileage or odometer issues
- Auto auction in the last 45 days

Need the Full Vehicle History?
[See the AutoCheck® report](#)

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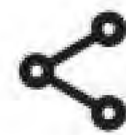
My BBB



Your complaint **case number** is  If you provided an email address, you will receive an email with a link to your case within approximately 48 hours. You may click **here** to print a copy for your records. BBB acts as an impartial third party between you and



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My BBB



Your complaint **case number** is [REDACTED]. If you provided an email address, you will receive an email with a link to your case within approximately 48 hours. You may click **here** to print a copy for your records. BBB acts as an impartial third party between you and



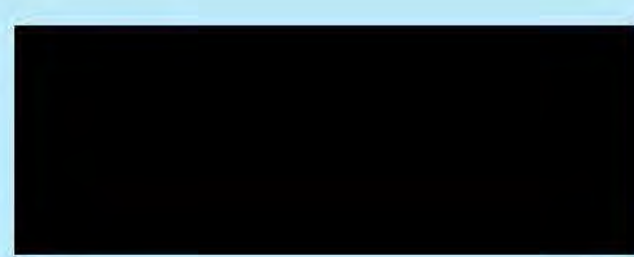
Start



Submitted

Report submitted! Thank you for helping our work to protect consumers.

Report Number



TO DO:

- [Redacted]
- [Redacted]
- [Redacted]

Your Next Steps





south street tire...



All Maps Images Shopping

South Street Tire & Auto



4.9      (55)

Tire shop in
Warwick, New York

Open

- Overview
- Reviews
- Service



CALL



DIRECT...



SAVE



WEBSITE



In-store shopping · Curbside



Discover



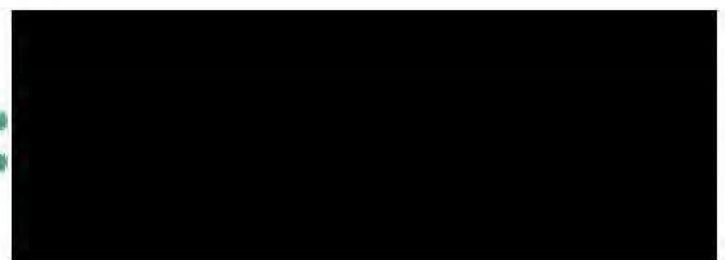
Search



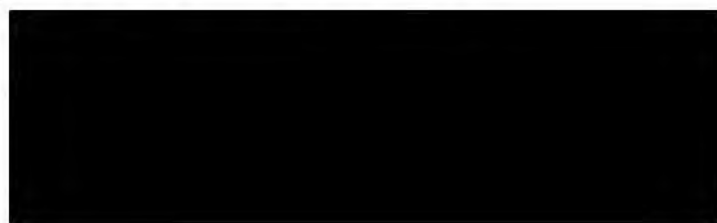
Collections

CONFIRM EMAIL ADDRESS

Case Created :



Thank you for contacting Mopar. A customer service representative will be contacting you within 1 business day for you reference your case number is



Upload (optional) :

Upload Attachments - File
Name cannot exceed 45
characters

Upload Files

NHTSA...(3).pdf – Read-only



Safety Issue Type: Complaints

November 20 2018 NHTSA ID Number: 11152975

Components: AIR BAGS, SERVICE BRAKES, FUEL/PROPULSION SYSTEM

NHTSA ID Number 11152975

Incident Date September 01 2004

Consumer Location PORT JERVIS, NY

Vehicle Identification Number 1C4GJ15BX2B*****

Complaint Summary

CRASH No AIR BAG LIGHT IS ALWAYS ON. I WAS TOLD IT WAS SENSORS. HAD IT
FIRE No REPAIRED BUT ALWAYS COMES BACK ON AND THE MINUTE I START THE
INJURIES 0 CAR IT STAYS ON UNTIL I SHUT OFF CAR. HAVE OTHER COMPLAINT IN
DEATHS 0 BUT FORGOT TO ADD THIS. DO NOT KNOW WHAT TYPE OF AIRBAGS THEY
ARE. HOW DO I FIND OUT IF TAKATA?

Affected Products (1)

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	VOYAGER	2002

JEFF'S AUTO AND CYCLE REPAIR

101 JERSEY AVE.

PORT JERVIS NY 12771

914-655-7177

FACILITY NUMBER 770849

8/20/17 12:35 PM

Invoice

Day/Phone

WALDEN NY

Vehicle: 2002 Chrysler Voyager 2nd DR. 146 CUBIC LITERS 18 VALVE

Tag/State

VIN: 1C4ALCB88E210000000

Color

Created: 8/20/17 9:50:25 AM

Customer ID: 007750

Complete: 8/20/17 12:34:08 PM

Customer Clk: 007750

Invoice: 8/20/17 12:34:08 PM

Dr: Walter ARLE

Qty	Description	Reference	Particulars	Amount	Balance	Total
1	WASH	WASHING TEST	WASHING TEST		100.00	100.00
1	WAC	WAC	WAC		10.00	110.00
1	WAC	WAC	WAC OCTANE TREATMENT		111.00	221.00
Labor						500.00
Parts						217.00
Sweet/Wac						30.00
Shop Supplies						30.00
Charges						30.00
Sales Tax						30.00
Tax @ 8.75% on 221.00						50.83
Cost						50.83
Paid						50.83

8/9/2017 brought back

I hereby authorize the repair work herein set forth to be done using with the necessary material and 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 your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of making and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. All vehicles left over 48 hrs. after repairs are completed WILL INCURE A \$60.00 PER DAY STORAGE CHARGE. This is not to be applied to any On Repairs.

Customer Signature

Print page for your Records

PRINT ▶

Complaint Number: 11151018

Vehicle Identification Number: 1C4GJ15BX2B [REDACTED]

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?

FUEL RAIL LEAKING GAS. FUMES INSIDE AND OUTSIDE OF VEHICLE, MAKES YOU VER LIGHTHEADED AND GROGGY, AFRAID IF SOMEONE LIGHTS MATCH WILL IGNITE. HAVE TO GET OUT AND AIR OUT CAR;CANNOT USE DEFOG, HEAT, OR KEEP VENTS OPEN , GAS FUMES GET WORSE, BLINDED BY NOT BEING ABLE TO USE DEFOG, WINDSHIELD GETS FOGGY 2. ALL DIALS GOING FROM LOW TO HIGH REPEATEDLY, LOSS OF CONTROL OF CAR VERY SCARY. DO NOT KNOW HOW FAST YOUR DRIVING, LIKE EXTRA TERRESTRIAL EVENT. HAVE BEEN PULLED OVER BY POLICE 2X NO BRAKES WHILE DRIVING ***ENGINE LIGHT ON SINCE FEW MONTHS AFTER I BAUGHT CAR FOR \$9,000 WITH 24,000. MILES AND TEN YEAR WARRANTY. ***FAILED INSPECTION EVERY SINGLE YEAR MANUFACTURER WOULD NIT HONOR WARRANTY. BAUGHT IN 2004, WITH 10 YEARS OR 80,000. MILES. CHRYSLER SAID WARRANTY TERMINATED 2004??? EVERY TIME YOU CALL WARRANTY DEPARTMENT THEY GIVE ME DIFFERENT YEAR. ONE EMPLOYEE, STEPHANI SAID, " STRANGE, COMPUTER SHOWS WARRANTY TERMINATED EFFECTIVE IMMEDIATELY!! Of course, AFTER I CALL WITH PROBLEM. THEY NEVER LET ME SPEAK TO HER AGAIN. SUPPOSED TO E MAIL IT TO ME. CAR SEAR FIE BABY DOES NOT STAY LOCKED IN. SEAT GOING SIDE TO SIDE, DANGEROUS, BABY THREW UP NO STEERING SUDDENLY, SMELLS LIKW SMOK,SERPENTINE BELT MELTED VEHICLE SLIPS OUT OF GEAR, VERY SCARY U PUT IN DRIVE SUDDENLY IN REVERSE KEY GETS STUCK IN IGNITION THEN WHEEL LOCKS, CANT GET KEY IN OR OUT LIGHTS FOGGY, NOT BRIGHT AT NIGHT LIGHT BULB BROKE INSIDE LIGHT PANEL, NO ACCIDENTS VEHICLE HARDLY DRIVEN, 67,000 MILES TO DATE LOST BACK SEAT.!!! CAR WENT INTO REVERSE WHILE IN PARK,FELL OUT OF BACK BREAK PEDAL PRESSING TO THE BOTTOM, WOULD NOT STOP. BRAKE PEDAL FELL OFF. SIDE DOORS JAM WHILE TRYING TO OPEN, BUTTON RELEASE DOESNT ALWAYS WORK RAIN ALTHOUGH EVERYTHING CLOSED, WATER APPEARS TRAPPED BETWEEN SIDE

Files you uploaded.

Daimler-Chrysler-Vehicle-Problems.pdf

When did this happen? 07/31/2004

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? 25000

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:

FILE A NEW COMPLAINT ▶

Print page for your Records

PRINT ▶

Complaint Number: 11151970

Vehicle Identification Number: 1C4GJ15BX2B [REDACTED]

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? Elec. Stability Control, Electrical, Fuel/Propulsion System

What happened?

WANT CAR INSPECTED FOR DEFECTS. FUEL RAIL LEAKING GAS ONTO INTERIOR AND EXTERIOR OF VEHICLE. GAS FUMES COME IN THROUGH VENTS, INTOXICATING CANNOT USE VEHICLE. MECHANIC STATED, "CAN GO ON FIRE!" CAN CATCH ON FIRE OR IGNITE FROM CIGARETTE OR MATCH OUTSIDE VEHICLE CANNOT FIX. NO FUEL RAILS MADE SINCE 2017. DUE TO FIRE HAZARD CANNOT USE ONE FROM JUNKYARD OR SCRAPYARD, WONT SELL DUE TO PREVIOUS FIRE HAZARD. CAR ONLY HAD 65,000 ORIGINAL MILES VEHICLE DOES NOT STAY IN GEAR DIALS GO CRAZY, CANNOT CONTROL CAR BREAK FLUID LEAKED OUT NO BRAKES WHILE DRIVING, GOT VERY LUCKY SERPENTINE BELT MELTED. NO STEERING ABILITY WHILE DRIVING HAD TO CHANGE ALL 4 TIRES, BLOW OUT PROBLEM WITH ROTORS AND BRAKES SUSPENSION TROUBLE OPENING SIDE DOORS, STICK ENGINE LIGHT ON SINCE CAR PURCHASE LARGE EVAP LEAK PFO3, PFO4 SMALL EVAP LEAKS. TEMPORARILY GOES OFF COMES BACK. FAILED INSPECTION EVERY SINGLE YEAR, CHRYSLER WILL NOT RESPECT WARRANTY, 10 YEARS, 80,000. MILES CHRYSLER TELLS ME WARRANTY ENDED THE SAME YEAR I BAUGHT THE CAR WARRANTY DEPT., MOPAR, STATE TEN YEARS, 80,000 MILES STEPANI WARRANTY DEPT, SAID, THAT IS STRANGE ON COMPUTER STATES TERMINATED EFFECTIVE TODAY, WAS SUPPOSED TO SEND NEVER DID. WINDSHIELD WIPER DEFECTIVE, LOCKS TOGETHER, AND BREAKS. ALWAYS CANNOT SEE, CANNOT USE DEFOG, WW WIPERS, IN INTOXICATED BY GAS, EYES BURN, DRIP, START TO GET GROGGY AND SLEEPY BEHIND WHEEL, HAD 4 PEOPLE HAVE TO GET OUT TO AIR OUT GAS FUMES IF CLOSE VENTS, WHEN I OPEN DOOR WAVE OF GAS FUMES, INTOXICATING AND DANGEROUS LOSING GAS QUICKLY, MORE MONEY GAGE NOT WORKING RIGHT, LIGHT GOES ON RHAN MOVES UP AND DOWN AFRAID CAR WILL GO ON FIRE WHILE DRIVING UN PARKING LOT. PEOPLE SMOKE CIGARETTES AND THROW ON FLOOR CAN SEE MANIFOLD SOAKED WITH GAS AND SEE IT LEAKING IF I OPEN HOOD SAME CODES EVERY SINGLE YEAR, HAVE SPENT MORE ON FIXING CAR THEN PRICE OF CAR.

Files you uploaded

When did this happen? 08/30/2018

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? 35

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] Ext. [REDACTED]

Alt. Phone:

FILE A NEW COMPLAINT ▶