

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

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](mailto:EVOO@NHTSA); [REDACTED]  
**Cc:** [NHTSA ODI CRD](mailto:NHTSA.ODI.CRD); [REDACTED]  
**Subject:** ODI-11152975  
**Date:** Wednesday, June 22, 2022 11:20:38 AM

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[REDACTED]

Subject: UNFIXABLE, DEFECTIVE VEHICLE SOLD CAN GO ON FIRE!!!!@@@

To: [crugenstein@easternmichiganbbb.org](mailto:crugenstein@easternmichiganbbb.org), [uscustomecare@fcagroup.com](mailto:uscustomecare@fcagroup.com), [barb@dm.bbb.org](mailto:barb@dm.bbb.org), [info@dm.bbb.org](mailto:info@dm.bbb.org), [nysag@ag.ny.gov](mailto:nysag@ag.ny.gov), [nyag.pressoffice@ag.ny.gov](mailto:nyag.pressoffice@ag.ny.gov), [nyag.lemon.law@ag.ny.gov](mailto:nyag.lemon.law@ag.ny.gov), [oig.whistleblower.ombudsperson.program@usdoj.gov](mailto:oig.whistleblower.ombudsperson.program@usdoj.gov), [Inspector.General@usdoj.gov](mailto:Inspector.General@usdoj.gov), [HOTLINE@oig.dot.gov](mailto:HOTLINE@oig.dot.gov), [OIGCounsel@oig.treas.gov](mailto:OIGCounsel@oig.treas.gov), [SOS-OIS@michigan.gov](mailto:SOS-OIS@michigan.gov), [cody@dm.bbb.org](mailto:cody@dm.bbb.org), [chrysler@stellantis.com](mailto:chrysler@stellantis.com), [laura@dm.bbb.org](mailto:laura@dm.bbb.org), [portal@dfs.ny.gov](mailto:portal@dfs.ny.gov), [fraud@oi.ghotline.com](mailto:fraud@oi.ghotline.com), [ovsinfo@ovs.ny.gov](mailto:ovsinfo@ovs.ny.gov), [informations@justice.gouv.qc.ca](mailto:informations@justice.gouv.qc.ca), [info@cccsos.org](mailto:info@cccsos.org), [annacheccoli@virgilio.it](mailto:annacheccoli@virgilio.it), [d.onotreplyodi@dot.gov](mailto:d.onotreplyodi@dot.gov), [usaao.VictimOmbudsman@usdoj.gov](mailto:usaao.VictimOmbudsman@usdoj.gov), [USamie.Citizen.Response@usdoj.gov](mailto:USamie.Citizen.Response@usdoj.gov), [nathan.clark@carruslearn.com](mailto:nathan.clark@carruslearn.com), [Lawyers@Istriallaw.com](mailto:Lawyers@Istriallaw.com), [Theresa.Gordon@dot.gov](mailto:Theresa.Gordon@dot.gov), [gordonlaw@frontiernet.net](mailto:gordonlaw@frontiernet.net), [CP\\_Email1@michigan.gov](mailto:CP_Email1@michigan.gov), [cpr@americanbar.org](mailto:cpr@americanbar.org), [voicers@nydailynews.com](mailto:voicers@nydailynews.com), [victim.assistance@ic.fbi.gov](mailto:victim.assistance@ic.fbi.gov), [victimbar@ncvc.org](mailto:victimbar@ncvc.org), [questions@topclassactions.com](mailto:questions@topclassactions.com), [tips@thomsonreuters.com](mailto:tips@thomsonreuters.com), [nhtsahotline@telesishq.com](mailto:nhtsahotline@telesishq.com), [gregory.jankowski@stellantis.com](mailto:gregory.jankowski@stellantis.com), [DGross@lawampm.com](mailto:DGross@lawampm.com), [DANIEL@lawdss.com](mailto:DANIEL@lawdss.com), [dkatz@unitedjewish.org](mailto:dkatz@unitedjewish.org)

[REDACTED]

...  
----- Forwarded message -----

From: [REDACTED]  
Date: Mon, Jun 20, 2022, 6:34 PM  
Subject: Fwd: DAMAGED VEHICLE SOLD, UNFIXABLE  
To: Candice Rugenstein <[crugenstein@easternmichiganbbb.org](mailto:crugenstein@easternmichiganbbb.org)>, TIS, NHTSA (NHTSA) <[TIS@dot.gov](mailto:TIS@dot.gov)>, Cody H <[cody@dm.bbb.org](mailto:cody@dm.bbb.org)>, U.S. DOT National Highway Traffic Safety Administration <[donotreplyodi@dot.gov](mailto:donotreplyodi@dot.gov)>, Davidson, Kathy (OVS) <[Kathy.Davidson@ovs.ny.gov](mailto:Kathy.Davidson@ovs.ny.gov)>, Justice Pro Bono <[info@justiceprobono.ca](mailto:info@justiceprobono.ca)>, <[nyag.lemon.law@ag.ny.gov](mailto:nyag.lemon.law@ag.ny.gov)>, <[lawhelp@ny.org](mailto:lawhelp@ny.org)>, ovs.sm.ovsinfo <[ovsinfo@ovs.ny.gov](mailto:ovsinfo@ovs.ny.gov)>, US Customer Care <[uscustomecare@fcagroup.com](mailto:uscustomecare@fcagroup.com)>, Nat Org Victim Assistance (NOVA) <[help@trynova.org](mailto:help@trynova.org)>, <[vhs@vot.gov](mailto:vhs@vot.gov)>, Barb Carson <[barb@dm.bbb.org](mailto:barb@dm.bbb.org)>, CATHOLIC CHARITIES <[info@cccsos.org](mailto:info@cccsos.org)>, IQ Gillibrand(imailagent) <[casework@gillibrand.senate.gov](mailto:casework@gillibrand.senate.gov)>, GREGORY JANKOWSKI <[gregory.jankowski@stellantis.com](mailto:gregory.jankowski@stellantis.com)>, HOTLINE, DOT-OIG <[HOTLINE@oig.dot.gov](mailto:HOTLINE@oig.dot.gov)>, <[letters@nytimes.com](mailto:letters@nytimes.com)>, <[CNNTips@cnn.com](mailto:CNNTips@cnn.com)>, <[tips@thomsonreuters.com](mailto:tips@thomsonreuters.com)>, Bryant, Thomas (MDOS) <[BryantT3@michigan.gov](mailto:BryantT3@michigan.gov)>, Tristan Lejeune <[editor@thehill.com](mailto:editor@thehill.com)>, Tina Harvey <[tharvey@lshv.org](mailto:tharvey@lshv.org)>, <[chrysler@stellantis.com](mailto:chrysler@stellantis.com)>, <[FBI\\_Accessibility@ic.fbi.gov](mailto:FBI_Accessibility@ic.fbi.gov)>, <[intake@dmny.gov](mailto:intake@dmny.gov)>, <[care@stellacenter.com](mailto:care@stellacenter.com)>, <[john@mckigganhebert.com](mailto:john@mckigganhebert.com)>, Collins, Crystal (JUSTICECENTER) <[crystal.collins@justicecenter.ny.gov](mailto:crystal.collins@justicecenter.ny.gov)>, opdv.sm.criminal.justice <[opdvcriminaljustice@opdv.ny.gov](mailto:opdvcriminaljustice@opdv.ny.gov)>, King, Sharon (OPDV) <[Sharon.King@opdv.ny.gov](mailto:Sharon.King@opdv.ny.gov)>, <[oig.whistleblower.ombudsperson.program@usdoj.gov](mailto:oig.whistleblower.ombudsperson.program@usdoj.gov)>, <[SOS-OIS@michigan.gov](mailto:SOS-OIS@michigan.gov)>, General, Inspector (OIG) <[Inspector.General@usdoj.gov](mailto:Inspector.General@usdoj.gov)>

June 20,2022

We have now established:

1. This vehicle was never imported or exported
2. The vehicle was sold and HAD EVERY PROBLEM FOR WHICH THEIR WAS A RECALL PRIOR TO SALE.
3. THE VEHICLE WAS PURCHASED IN NEWBURGH NY
4. LESS THEN 50,000 MILES HAVE BEEN PUT ON VEHICLE DUE TOO:

FAILING INSPECTION NUMEROUS YEARS.

ENGINE LIGHT ON RIGHT AFTER SALE

AIR BAG LIGHT IS ALWAYS ON.

I PAID \$9,000  
SPENT MORE THEN THAT IN REPAIRS DUE TOO:

CHRYSLER INSISTING THE VEHICLE WAS NORTH AMERICAN VEHICLE.

THEY CANCELLED MY.10 YEAR, 100,000 MILES WARRANTY UPON PURCHASE.  
I.HAVE THEIR EMAIL FROM ALLY FROM CHRYSLER

5. MOPAR STILL HAS WARRANTY COVERAGE ON MY VEHICLE FOR POWER TRAIN

6. THE VEHICLE IS 20 YEARS OLD BUT WAS OFF THE ROAD DUE TOO:  
FUEL RAIL LEAK, VEHICLE CAN GO ON FIRE. CAN'T FIX DUE TOO PART BEING RECALLED IN 2002.  
I PURCHASED VEHICLE SEVERAL YEARS LATER SO THEY KNEW THE PART WAS RECALLED.

I JUST WANT TO END THIS CIRCLE OF LIES.

WE NOW KNOW BBB DEMOINE IOWA, COTY, IS NOT A PALLET WHEAT PACKING COMPANY AS STATED.

BBB EASTERN MICHIGAN WROTE TO COTY TO STATE MY CLAIM NUMBER AND IN ," RED FILE."  
YET I WAS TOLD I FILED A CLAIM AGAINST THE WRONG COMPANY!!!!

SHAME ON YOU, [I,AM](#) DISABLED.

ISNT THIS FRAUD?

[REDACTED]

[REDACTED]

----- Forwarded message -----  
From: [REDACTED]  
Date: Sat, Jun 18, 2022, 10:47 AM  
Subject: Fwd:  
To: <[laura@dm.bbb.org](mailto:laura@dm.bbb.org)>, Barb Carson <[barb@dm.bbb.org](mailto:barb@dm.bbb.org)>

[REDACTED]

----- Forwarded message -----  
From: [REDACTED] >  
Date: Sat, Jun 18, 2022, 10:43 AM  
Subject:  
To: Candice Rugenstein <[crugenstein@easternmichiganbbb.org](mailto:crugenstein@easternmichiganbbb.org)>, <[nysag@ag.ny.gov](mailto:nysag@ag.ny.gov)>, Cody H <[cody@dm.bbb.org](mailto:cody@dm.bbb.org)>

[REDACTED]

[REDACTED]

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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**SOUTH STREET TIRE / VGM AUTOCENTER**

5 SOUTH STREET  
 NEW YORK, 10990. WARWICK  
 Phone: 845-986-5001 Fax: 845-986-5065

Sub Estimate

NYS TF # [REDACTED]  
 NYS DMV [REDACTED]

Estimate Date : 5/27/2022

**Estimate for Services**

[REDACTED]  
 Warwick, NY [REDACTED]  
 Home: [REDACTED]

2002 Chrysler - Voyager EC - 2.4L,In-Line4 (146CI) VIN(B)  
 Lic # : [REDACTED] Odom. In: 0  
 VIN # : 1C4GJ15BX 2E [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
Strut Assembly - NAPA Proformer - Front Left LS56956	2.00	211.98	423.96	SHOCK &/OR STRUT ASSEMBLY - Remove & Install or Remove & Replace - Both Sides - [DOES NOT include alignment.]	270.00
BRAKE HOSE/Brake Hydraulic Hose 70932	1.00	63.34	63.34	FOUR WHEEL ALIGNMENT - Check - Both Axles - [NOTE: Cancel check operation if alignment is made.]	108.00
3/16 BRAKE LINE PER FOOT BRAKE LINE PER FOOT	8.00	3.00	24.00	BRAKE HOSE - Remove & Replace - Front or Rear,Right or Left - [Includes: Bleed Brake System.]	108.00
1/4 BRAKE LINE PER FOOT BRAKE LINE A FOOT	4.00	4.20	16.80	REPLACE BRAKE LINE FROM FRONT OF VEHICLE TO REAR, ALSO REPLACE LINES TO LEFT AND RIGHT WHEEL CYLINDERS	270.00
BRAKE CONNECTORS FOR ZINC COPPER LINES BRAKE CONNECTORS	7.00	9.00	63.00	(Additional) - WHEEL CYLINDER - Remove & Replace w/Four Wheel ABS add LEFT AND RIGHT REAR SPRING - Remove & Replace - Rear,Both Sides	108.00
Brake Wheel Cylinder - Rear 370191	2.00	24.42	48.84	REPLACE FRONT BRAKE LINE HOSES, AND METAL LINES TO MASTER CYLINDER	270.00
Leaf Spring Bushing - Rear 2749731	2.00	43.74	87.48	BG- HOOK UP BRAKE FLUSH SYSTEM, FILL WITH BG FLUID DOT 4, BLEED BRAKES AT ALL 4 WHEELS, CLEAN UP AREAS AND TEST DRIVE	108.00
Brake Hose - Front Left 382367	1.00	49.30	49.30	Hazardous Materials	25.00
Brake Hose - Front Right 382366	1.00	39.56	39.56		
1/4 BRAKE LINE PER FOOT BRAKE LINE A FOOT	4.00	4.20	16.80		
BRAKE CONNECTORS FOR ZINC COPPER LINES BRAKE CONNECTORS	4.00	9.00	36.00		
BG BRAKE FLUID ULTRA DRY FLUSHING FORMULA DOT 4 BG8830CC BRAKE SRV	1.00	36.92	36.92		
Shop Supplies			25.00		

Parts/Supplies: 931.00 Labor: 1,404.00 HazMat/Fees: 25.00 Tax: 191.75 Total: \$ 2,551.75

**THANK YOU**

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right. TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts \_\_\_\_. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

CONKLIN, DANIEL



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

\* FIRST NAME

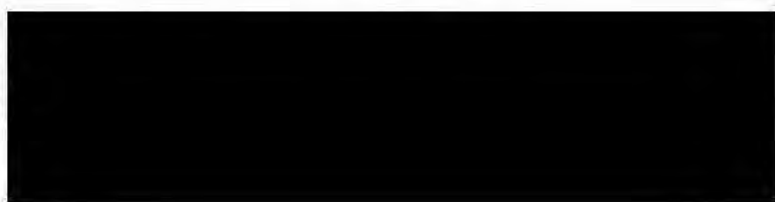
\* LAST NAME

X

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

Names cannot exceed 15

# 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 REPAIRED BUT ALWAYS COMES BACK ON AND THE MINUTE I START THE CAR IT STAYS ON UNTIL I SHUT OFF CAR. HAVE OTHER COMPLAINT IN

FIRE No

**INJURIES** 0 BUT FORGOT TO ADD THIS. DO NOT KNOW WHAT TYPE OF AIRBAGS THEY

DEATHS 0 ARE. HOW DO I FIND OUT IF TAKATA?

## Affected Products (1)

### Vehicle

MAKE	MODEL	YEAR
CHRYSLER	VOYAGER	2002



BS AUTO PARTS | 8/12/2015

- PURGE VAL ZN/GWC - FUEL CAP - BX
- LEAK DETE ZN/ - KWIK CONNECT BL

JEFF'S CONTINUED

INVOICE # [REDACTED] 8/23/18

- NYSINSPSE - OIL 5/30

INVOICE # [REDACTED] 8/17/17

- NYSINSPSE

HUDSON VALLEY AUTO + TIRE CENTER, INC.

REPAIR ORDER # [REDACTED] 8/10/15

- COMPUTER DIAGNOSTIC
- ENGINE TROUBLE CODE P0455 (EVAPORATION LEAK)
- GAS CAP NOT FITTING PROPERLY
- LEAK DETECTION PUMP + BYPASS SOLENOID TO BE MALFUNCTIONING (RECOMMEND REPLACE W/ FACTORY PARTS)
- 4 MONITORS ARE NOT READ - EAR, EVAP, CAT + HOS2

- 1  
- 1  
- PO

\$65.00 PER DAY S [REDACTED]

Customer Signatur [REDACTED]

DO N

remember  
ction of

Warranty On Rep

JEFF'S

INVOICE # [REDACTED]

JEFF'S

1) INVOICE # [REDACTED] 8/2/17  
 - SMOKE TEST (80.00) - HOSE (MISC) (5.00)  
 - MAC OCTANE TREATMENT (12.92\$)  
 8/9/17 (BROUGHT BACK - FAILED INSPECTION)

2) INVOICE # [REDACTED] 11/10/17  
 - BRAKE HOSE - LEFT REAR (51.41\$)  
 - BRAKE FLUID (5.25\$)  
 - BREAK HOSE REPLACEMENT (80.00\$)

ESTIMATE # [REDACTED] 9/11/18 MILEAGE: 6,754  
 \*CANT DRIVE - FREQ HAZARD\*  
 - DIAG LABOR (DIAGNOSTIC LABOR FUEL RAIL LEAKING)

AUTOZONE

MILEAGE: 60,000 (2015)  
 \*PINK REC\*  
 - P0455 EVAP LG. LEAK DETECTED  
 - P0442 EVAP SYSTEM SM. LEAK DETECTED  
 - P0456 SM. LEAK DETECTED

585.00 PER DAY \$ [REDACTED] hrs. after repairs are co  
 2,000 Mile Warranty On

1) Evap leaks } 8/10/15  
 Hudson Valley Auto Fuel Center  
 more than 3x

2) B's auto part

embc  
on of  
\$65.00 PER DAY S  
over 48 hrs. after repairs are co  
2,000 Mile Warranty On

1) Evap leaks + more than 3x  
Hudson Valley Auto Center 8/10/15

2) B's auto part  
leak Detect 20 / 09/12/2015

3) Jiffy invoice # [redacted] 8/2/17  
smoke test for EVAP leaks

Auto Zone 60,000 (2015)  
P0455 Evapdg Detected  
P0442 EVAP SYSTEM SM LEAK LI  
P0456 small leak detected

Hudson Valley Auto Center  
Leak Detector Pump  
Bypass Solenoid to be  
Malfunctioning (Recommend  
Replace w/ factory)

Inspection. An express garagekeeper's lien is hereby acknowledged on ab  
amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are co  
\$65.00 PER DAY STORAGE FEE

Living walden + Newburgh NY  
12536  
2014

Mitchell's Auto Repair  
570 Broadway  
Newburgh, NY 12550

Sept 2015

Owner = [redacted]  
BVC Tech: Mr [redacted] X take to A  
X 11 20





**Date**

05-16-2022

**Odometer**

74000



**Service Provider**

Warwick Auto REPAIR

**Description**

3x Brakes Failed, Vehicle Can Go On Fire

[Edit](#)

[Delete](#)

**Date**

05-14-2022

**Odometer**

74000

**Service Provider**

Firestone



**Date**

05-14-2022

**Odometer**

74000



**Service Provider**

JEFFS REPAIR, WALDEN AUTO REPA

**Description**

Gas Fumes From Vents In Car, Intoxicating

Edit

Delete

**Date**

05-14-2022

**Odometer**

74000

**Service Provider**

MITCHELL'S AUTO REPAIR



**Date**

05-14-2022

**Odometer**

74000



**Service Provider**

People for People

**Description**

Serpentine Belt Melted

[Edit](#)

[Delete](#)

**Date**

05-14-2022

**Odometer**

74000

**Service Provider**

MITCHELL'S AUTO REPAIR



Edit

Delete



**Date**

**Odometer**

05-14-2022

74000

**Service Provider**

Jeff's Auto Repair,3x

**Description**

Vehicle Fuel Rail Leaking Gas, Can Go On Fire

Edit

Delete

**Date**

**Odometer**



**Date**

05-14-2022

**Odometer**

74000



**Service Provider**

Jeff's Repair MITCHELL'S Warwic

**Description**

3x Brakes Failed, Vehicle Can Go On Fire

[Edit](#)

[Delete](#)

**Date**

05-11-2022

**Odometer**

74000

**Service Provider**

Multiple. NHTSA has receipts



**Date**

05-14-2018

**Odometer**

74000



**Service Provider**

SEVERAL

**Description**

Keeps Failing Inspection, Large Evap Leak  
And Small Evap Leak

[Edit](#)

[Delete](#)

**Date**

05-14-2018

**Odometer**

50000

**Service Provider**

DABOYZ

×  **NYSOA...**  
m.ag.ny.gov



Secretary's Bureau of

Frauds and Protection

Intake Reference Number

. Your compl

be reviewed as soon as

after which we will notif

to whether yours is a

which can be handled

office. Thank you for co

us. If you plan on

supporting documents,

reply to the confirmatio

you received and att

Form Successfully Submitted

Thank you for your submission to the New York State Attorney General's Bureau of Consumer Frauds and Protection. Your case Intake Reference Number [REDACTED]. Your case will be reviewed as soon as possible after which we will contact you to whether yours is a case which can be handled.