



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
Acting Director

November 1, 2019

National Highway Traffic Safety Administration US Dept. of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

CL-11283212-2840

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Gregory Turner
Assistant Deputy of Enforcement
Consumer Service Center

GT/LZ

TG
11-25-19
UD

PR



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@dca.lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: LAST HANOVER, NJ

STATE: NEW JERSEY ZIP CODE: [REDACTED]

HOME TELEPHONE NUMBER: [REDACTED]

CELL [REDACTED]

WORK TELEPHONE NUMBER: [REDACTED]

* E-MAIL ADDRESS: [REDACTED]

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: FRANKLIN SUSSEX AUTO MALL

ADDRESS: 715 ROUTE 23

CITY: SUSSEX

STATE: NEW JERSEY ZIP CODE: 07461

TELEPHONE NUMBER (1): 1-973-875-3188

TELEPHONE NUMBER (2): 1-973-599-2167

BILL SNOUFFER

For statistical and informational purposes only. Your age: [REDACTED]

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|---|---|---|--|
| ☒ Automotive <u>TRUCK</u> | ☐ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☐ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☐ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☐ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Furniture | ☐ Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. ☒ New ☐ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price \$55,203 Current Mileage 525
- d. Date of Purchase 2-20-19 ☒ With Warranty ☐ With Service Contract ☐ As Is
- e. Make 2018 RAM 3500 Model _____ Year 2018

3. Name of company you dealt with: FRANKLIN SUSSEX AUTO MALL

4. Name and title of company agents or employees you dealt with: Copy of all the people involved

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

- ① Letter dated 9-11-19 to BILL SNOUFFER
 - ② Coverage Report & Copy of Vehicle Registration
 - ③ Cashiers check for \$55,202. dated 2-23-19 for purchase of the Truck
 - ④ My Truck has the same problem as 2014-2017 as the Coverage Report states under "Description": 2013-2018 D Truck Drag Link
 - ⑤ Certification in support of Probable Cause, which David Danbarashy took to Court for the charge of [REDACTED] abandonment, Private Property. as stated in my letter dated 9-11-19 Paragraph 4.
 - ⑥ Complaint Information Form: to the Court. This summons was dismissed by Judge Glenn Geron, JMC.
 - ⑦ Wastage Joint Municipal Court - #3 Dismissed
 - ⑧ Wastage Joint Municipal Court - Under Finding Dismissed ⑨ Revert to letter dated 9-11-19
 - ⑩ ⑪ ⑫ Revert to letter dated 9-11-19 ⑬ I have enclosed copies of all the people involved in this case
6. The amount of loss involved in this complaint: \$ 55,202. Please provide a breakdown of these losses:

As my letter states in Paragraph # 1 & 2

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature*

Date

* This certification must be signed by the person completing the form.

[REDACTED]
East Hanover, NJ [REDACTED]

Franklin Sussex Auto Mall
315 Route 23
Sussex, NJ 07461

September 11, 2019

Dear Bill,

As per our meeting on Friday September 6th, 2019 we left off that you were going to get in touch with Chrysler for me to return this truck and for you to return my money.

In the coverage report it states: Dealer: 442-59- Dodge Chrysler Jeep Inc. Vin: 3C63RRALO [REDACTED] (which is my VIN number) Franklin Sussex Auto Mall cannot say they did not know this truck had a recall on the steering issue as the Coverage Report states:

Strictly Confidential: "This information is provided to DEALER, in accordance with Section 4 of DEALER's software License date Exchange and Electronic commerce agreement with FCA USLLC. All information provide is based on entries provide by DEALER." In the Coverage Report, this information is given to the dealer but not to the customer. When you look at the Coverage Report, it states Launch Date: February 1, 2019, I purchased this truck on February 23, 2019, with a cashier's check of \$55,203.00. On the Coverage Report Recall Information: Description: [REDACTED] Truck Drag Link. This truck had a steering issue and Chrysler new it February 1, 2019 and so did Franklin Sussex Auto Mall. This truck should not have been sold to me on February 23, 2019 or anyone else. It is against the law.

Also as in the Certification in Support of Probable Cause, which David Lapsansky too to court for the charge of [REDACTED] Abandonment on Private Property and Complaint Information Form. Copy Enclosed to the court. This summons was dismissed by Judge Glenn Gavan JMC. Copy enclosed.

Also when Franklin Sussex Auto Mall gave me this truck it had 231 miles on it., by the law DOM-103-N-e attached. When I had it towed up to Franklin Sussex from my house it had only 481. When I had it towed it home on the attorneys say so from Franklin Sussex it had 525 miles - Why? Why is there 44 miles not accounted for. I have all the documentation from AAA and the other towing company K&A at the attorney's request.

Also I have enclosed text copies to the case manager Teena, on May 2, 2019. Teena on an email asked for documentation on May 3, 2019 on an email. She spoke to my daughter [REDACTED] and reminded her

that this is my home email and since I am not involved you can reach my father in writing at [REDACTED]
[REDACTED] East Hanover, NJ [REDACTED] Note: On May 3, 2019, I received from Teena that the case was closed. All copies enclosed.

I am enclosing all the people that are involved from Franklin Sussex Auto Mall and Nielsen Dodge. How they are all involved in this case, how all refused to help me take this truck back and return my money. I have letters and recorded conversation with all of them to back up what I am saying.

Bill, David Lapsanky had no right to take me to court for abandonment on Private Property, as Jude Glenn Gain told the prosecutor and he dismissed the charges of abandonment on Private Property.

Also this truck should have never been sold to me, especially when everyone knew there was a recall on February 1, 2019 and the truck was sold to me on February 23rd.

However, we left off that you were going to get in touch with Chrysler to get my money back. I am waiting to hear from or Chrysler.

Sincerely,

[REDACTED]

Coverages Report

Dealer: 44259 - DOVER DODGE CHRYSLER JEEP, INC.

Date: April 4, 2019 Time: 11:10:34

VIN: 3C63RRAL0

Dealer Entered Name:

Dealer Entered Odometer: 6,345 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

This information is given to the Dealer but not to the customer.

Recall Information

Incomplete Recall

Recall Number	Description	Part Number	Launch Date
V06	2013-2018 D TRUCK DRAG LINK	SEE RECALL	February 1, 2019

Complete Recall - No Complete Recall Information Available

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36,000 miles	0	February 25, 2022	35 Months or 29,655 miles
POWERTRAIN WARRANTY	60 Months or 100,000 miles	0	February 25, 2024	58 Months or 93,655 miles
DIESEL ENGINE WARRANTY	60 Months or 100,000 miles	0	February 25, 2024	58 Months or 93,655 miles
CORROSION WARRANTY	60 Months or Unlimited miles	0	February 25, 2024	58 Months or Unlimited miles
DIESEL ENG EMISSION WARRANTY	60 Months or 50,000 miles	0	February 25, 2024	58 Months or 43,655 miles
ADJUSTMENT WARRANTY	36 Months or 36,000 miles	0	February 25, 2022	35 Months or 29,655 miles
MAJOR EMISSION COMP WARRANTY	96 Months or 80,000 miles	0	February 25, 2027	94 Months or 73,655 miles
CARB HIGH COST EMISSION PART	84 Months or 70,000 miles	0	February 25, 2026	82 Months or 63,655 miles

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
536	Yes	Yes	N/A	Yes

Service Contract - No Service Contracts Available

LOP Coverage

No LOP Coverage Available

Part To LOP Cross Reference (PLX)

No PLX Available



VEHICLE REGISTRATION

PLATE NO: [REDACTED] GUID THRU: 02/2020
 VIN: 3C63RRAL0 [REDACTED]
 RAM 2018 PKUP BK 350 GW: 28000 AX: 2
 COMMERCIAL 11
 DL:M0986 01700 06362
 EAST HANOVER NJ INITIAL PT:CM
 EQ:26000 FEE: 409.50 QE GD20190651838

Check

55,203.00
55,203.00

at

261 100

Office AU # 11-24
1210(B)

CASHIER'S CHECK

Remitter:
Purchaser:
Purchaser Account:
Operator I.D.:
Funding Source: Paper Items(s)

PAY TO THE ORDER OF ***FRANKLIN SUSSEX AUTO MALL***

Fifty-five thousand two hundred three dollars and no cents

Payee Address:
Memo:

WELLS FARGO BANK, N.A.
216 RIDGEDALE AVE
FLORHAM PARK, NJ 07932
FOR INQUIRIES CALL (480) 394-3122

NOTICE TO PURCHASER - IF THIS INSTRUMENT IS LOST,
STOLEN OR DESTROYED, YOU MAY REQUEST CANCELLATION
AND REISSUANCE. AS A CONDITION TO CANCELLATION AND
REISSUANCE, WELLS FARGO BANK MAY IMPOSE A FEE AND
REQUIRE AN INDEMNITY AGREEMENT AND BOND.

Purchaser Copy

SERIAL #
ACCOUNT#

February 23, 2019

***\$55,203.00**

VOID IF OVER US \$ 55,203.00

NON-NEGOTIABLE

ck #

3



Fiat Chrysler Automobiles (FCA) is recalling more than 573,000 heavy-duty trucks, including 2014-2017 Ram 2500 pickups and 2013-2017 Ram 3500 pickups and chassis cab trucks.

A faulty steering component could separate, causing drivers to experience a loss of steering control. FCA said it is aware of one injury and eight crashes that may be related to this issue.

Stay informed about recalls that might affect your vehicle using our [Car Recall Tracker](#). Create a free account now to become a CR member.

My truck has the same problem as the 2014-2017 as the coverage report states under the 2013-2018 D Truck Recg. Link

Service Procedure

NOTE: If using a digital torque wrench during the inspection, observe the torque wrench digital reading to determine if minimum torque of 20 N·m (15 ft. lbs.) is achieved.

NOTE: Some jam nut movement may occur when tightening from 20 N·m (15 ft. lbs.) to 148 N·m (109 ft. lbs.). DO NOT replace the drag link if initial 20 N·m (15 ft. lbs.) is achieved.

6. Rotate each jam nut in direction as shown (tightening direction) until wrench clicks or 20 N·m (15 ft. lbs.) is achieved (Figure 2).
 - If paint lines do not show nut rotation, continue to section E. Weld Turnbuckle Jam Nuts.
 - If either paint line shows nut rotation, continue to section B. Measure Drag Link Assembly Threads.



Figure 2 – Inspect for Jam Nut Movement

Service Procedure

V06

A. Inspect Drag Link Assembly

1. Inspect the drag link assembly for drag link to turnbuckle separation.
 - ✦ If no separation is observed, continue to Step 2.
 - ✦ If the vehicle was towed in and separation has occurred, continue to section **D. Replace Drag Link Assembly.**
2. Using a .020" feeler gauge, confirm jam nut contact to drag link turnbuckle. If no contact is noted, proceed to section **B. Measure Drag Link Assembly Threads** (Figure 1). Jam nut to turnbuckle gap is not considered separation.
3. Using a paint pen or equivalent, mark both jam nuts and turnbuckle with lines (Figure 1).
4. Hold the drag link turnbuckle with back-up wrench (Figure 2).
5. Using a 41 mm crow'sfoot, such as Special Tool 2069400190 (Snap-on SCOM41) or equivalent, set a torque wrench to 20 N·m (15 ft. lbs.) (Figure 2).

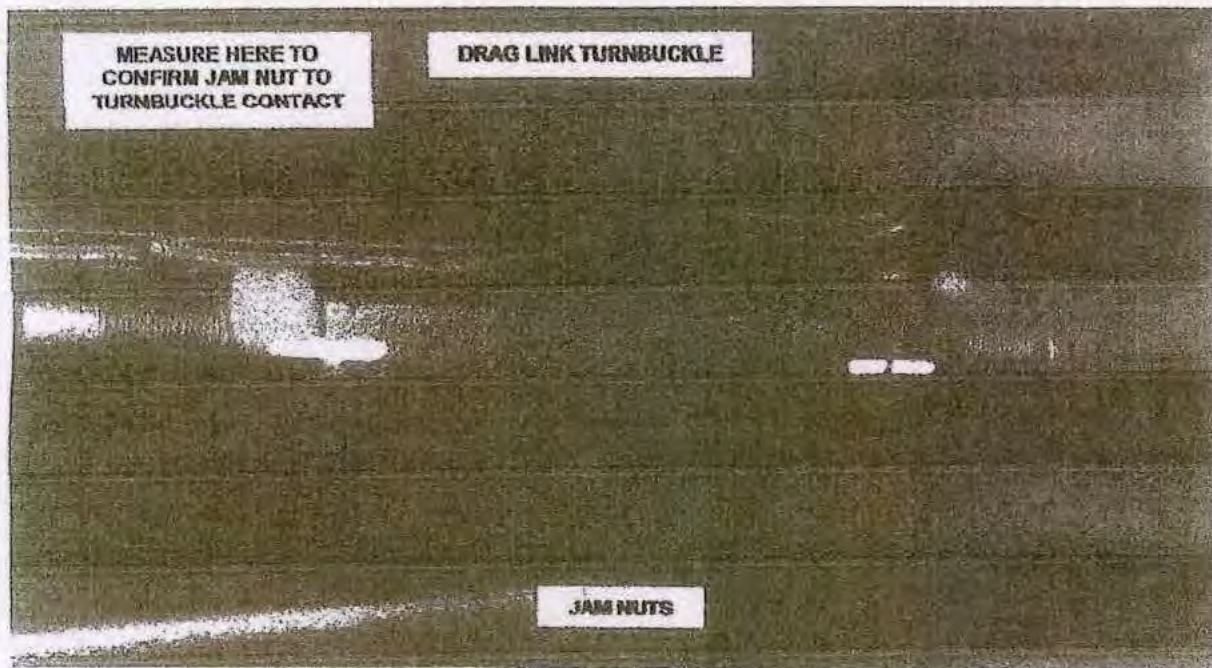
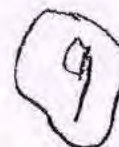


Figure 1 – Mark Jam Nuts and Turnbuckle

15



Service Procedure [Continued]

B. Measure Drag Link Assembly Threads

1. Back off both jam nuts enough to paint mark threads.
2. Paint mark threads of outer drag link at turnbuckle (Figure 3).

NOTE: Turnbuckle end with notch marks on hex goes toward the outer drag link.

3. Remove the turnbuckle from the inner and outer drag links (Figure 4).

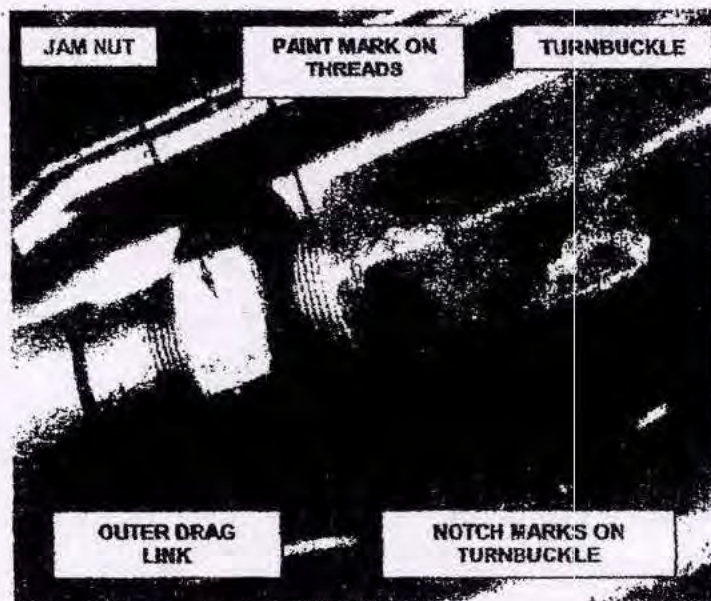


Figure 3 – Paint Mark on Threads

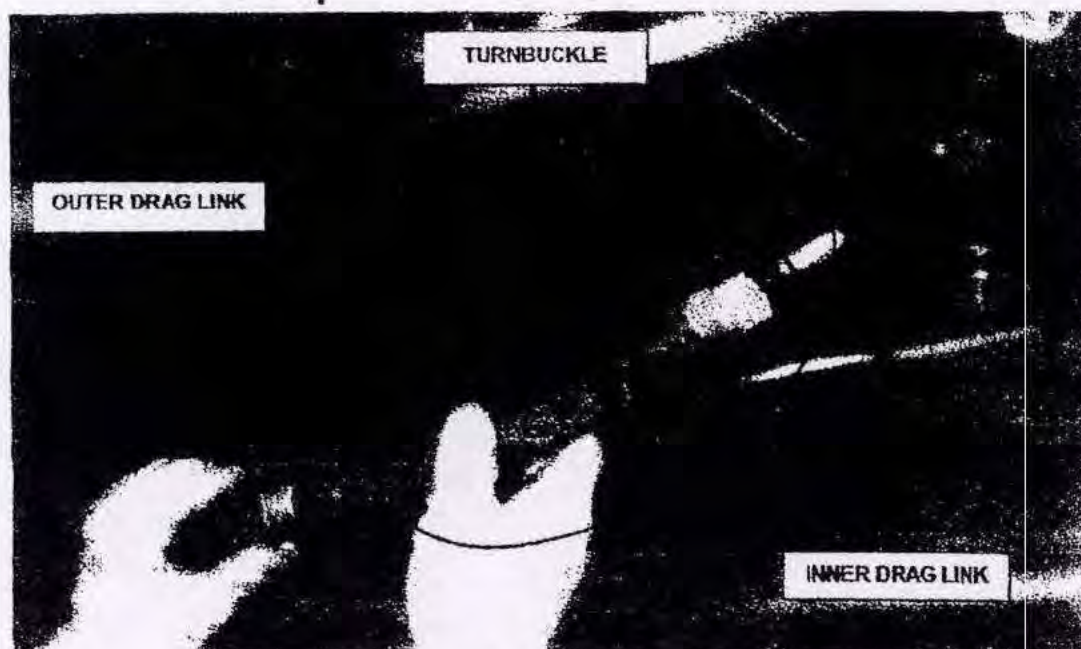


Figure 4 – Remove Turnbuckle



Choosing It, Insuring It, Driving It

Get everything you need to know when it comes to your vehicle.

[Join](#)

The Details

Vehicles recalled:

- 2014-2017 Ram 2500 pickups
- 2013-2017 Ram 3500 pickups
- 2013-2017 Ram chassis cab trucks

The problem: The part that connects the truck's steering with its front wheels—called a steering linkage—could separate over time. As a result, drivers may lose the ability to steer the truck.

The fix: Dealers will replace or repair any faulty parts at no charge to owners.

How to contact the manufacturer: FCA says it will notify owners of affected trucks before April 2019. Owners can contact FCA at 800-853-1403.

NHTSA campaign number: The National Highway Traffic Safety Administration has yet to issue a recall number for this campaign.



5

CERTIFICATION IN SUPPORT OF PROBABLE CAUSE

State of New Jersey

Court Name _____

County of: _____

Court Address _____

Date of Incident: 4-9-19

Location of Incident: _____ Municipality: _____

I offer the following facts and information to establish probable cause in this complaint against _____

(Defendant's Name)

whom I would like to charge with _____ Abandonment of Veh on Private Property
(List Statute(s) or Ordinance(s))

How do you know the identity of the person you are charging? I met with him

Describe incident in detail:

_____ dropped his vehicle on our lot on 4-9-19, removed his plates and refuses to remove it.

I sent him a certified letter on 4-22-19, after meeting with him, and his continued refusal to remove his vehicle.

I gave him until 4-26 to remove the vehicle and as of 4-30-19 the vehicle remains on our property.

Certification: I certify that the foregoing statements made by me are true. I am aware that if any are wilfully false, I am subject to punishment.

4-30-19

Date



6

COMPLAINT INFORMATION FORM

Please complete the following information to the best of your ability. This information will help in the preparation of the complaint.

Defendant's Name: [REDACTED]

Defendant's Address: [REDACTED] Warner, NJ [REDACTED]

Defendant's Phone # (if known): [REDACTED]

Defendant's Date of Birth (if known): [REDACTED]

Defendant's Driver's License # (if known): [REDACTED]

State NJ

If this is a motor vehicle complaint, list license plate # of other vehicle:
State _____

Description of vehicle (if known): 2018 Dodge RAM 3500

Names and addresses of witnesses (use additional paper if necessary):

Your Name (you are the complainant): David Lapinsky for Franklin Sister Antoinette

Your Address: [REDACTED] Sumner, NJ [REDACTED]

Your Telephone #: [REDACTED]

E-mail: [REDACTED]

FOR COURT USE ONLY

Court Administrator/Deputy Initials: DC

Date: 4/30/19

Corresponding complaint #s: [REDACTED]

(Every request requires the filing of a complaint.)

November 2010



WANTAGE JOINT MUNICIPAL COURT

888 STATE ROUTE 23
WANTAGE, NJ 07461
Telephone: 973-875-7310
Fax: 973-875-8676

SERVING WANTAGE, SUSSEX, STILLWATER and BRANCHVILLE

OFFICE HOURS
8:30 am – 4:30 pm

Glenn T. Gavan, JMC

Donna Chernov, CMCA
Court Administrator

Thursday, August 29, 2019

[REDACTED]
East Hanover, NJ [REDACTED]

Re: New Jersey Judiciary Records Request

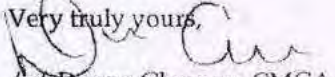
Dear [REDACTED]

Attached is a copy of the court record(s) you requested. One sheet is printed for each disposition. Note that codes are used to record the disposition in ATS/ACS, Automated Traffic System/ Automated Complaint System. A list of these codes is provided below to help you better understand the computer printout.

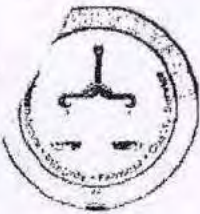
- S – Disposed at Superior Court (contact same for disposition at (973) 326-6950)
- D – Dismissed – Prosecutorial Discretion
- M – Dismissed – Mediation
- F – Disposed at Family Court
- 1 – Guilty
- 2 – Not Guilty
- 3 – Dismissed
- 4 – Guilty but Merged
- 5 – Dismissed – Rule
- 6 – Dismissed – Lack of Prosecution
- 7 – Dismissed – Prosecutor's Motion / Request of Victim
- 8 – Dismissed – Conditional Discharge
- 9 – No Bill

Note: Civil Reservation will be noted under "Case Notes"

Please do not hesitate to contact me, should you have future inquiries relative to same.

Very truly yours,

/s/ Donna Chernov, CMCA

Enclosure(s)



8

WANTAGE JOINT MUNICIPAL COURT

888 STATE ROUTE 23
WANTAGE, NJ 07461
Telephone: 973-875-7310
Fax: 973-875-8676

SERVING WANTAGE, SUSSEX, STILLWATER and BRANCHVILLE

OFFICE HOURS

8:30 am – 4:30 pm

Glenn T. Gavan, JMC

Donna Chernov, CMCA

Court Administrator

WANTAGE/SUSSEX

NJ AUTOMATED TRAFFIC SYSTEM
COURT DISPOSITION DISPLAY

08/19/19
3:48 P

TICKET NO:

DEF NAME (FML):

VIOLATION:

DESC: PARKING VEHICLE ON PRIVATE PROPERTY

CASE STATUS: DISP

PLEA: 2

PLEA DATE: 08 14 2019

FINDING: 3

DISPO DATE : 08 14 2019

AMENDED VIOL:

SPEED: 000 IN MPH: 00

FINE : .00

COST: .00

FUNDS :

MISC AMT1:

CODE:

MISC AMT2:

CODE:

3:

:

4:

:

5:

:

6:

:

SENTENCES: CODE LENGTH M/D/Y

CODE LENGTH M/D/Y

CODE LENGTH M/D/Y

1.

0

2.

3.

4.

5.

6.

*** DISPOSITION INFORMATION ***

*** D/L INFORMATION ***

METHOD OF DISPOSITION: DIOT

LICENSE SURRENDERED:

ACCIDENT DISPOSITION CODE:

TERMS STATUS:

COMMERCIAL:

DWI INFLUENCE:

DETERMINED BY :

READING #1:

READING #2:

CASE NOTES:

Revert to Letter dated 9-11-19 (9)

LAW[®] ODOM-103-N_e

CUSTOMER'S NAME		STOCK NO.
ODOMETER DISCLOSURE STATEMENT		
Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.		
I, <u>FRANKLIN SUSSEX AUTO MALL INC.</u> (transferor's name, Print)		
state that the odometer now reads <u>231</u> (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.		
☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.		
☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.		
WARNING - ODOMETER DISCREPANCY.		
MAKE <u>RAM</u>	MODEL <u>RAM 3500</u>	BODY TYPE <u>4WD REG CAB</u>
VEHICLE IDENTIFICATION NUMBER <u>3C63RRAT01</u>	YEAR <u>2018</u>	
TRANSFEROR'S SIGNATURE <u>FRANKLIN SUSSEX AUTO MALL INC.</u>		
PRINTED NAME		
<u>315 ROUTE 23</u>		
TRANSFEROR'S ADDRESS (STREET)		
<u>SUSSEX</u> CITY	<u>NJ</u> STATE	<u>07461</u> ZIP CODE
<u>02/25/2019</u> DATE OF STATEMENT		
X <u>[REDACTED]</u>		
PRINTED NAME		
<u>[REDACTED]</u>		
TRANSFeree'S NAME		
<u>[REDACTED]</u>		
TRANSFeree'S ADDRESS (STREET)		
<u>EAST HANOVER</u> CITY	<u>NJ</u> STATE	<u>[REDACTED]</u> ZIP CODE
LAW[®] FOR/INO. ODOM-103-N_e (REV. 3/13) ©2013 The Reynolds and Reynolds Company THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.		



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From: [REDACTED]

To: [REDACTED]

Subject: FW: buyback [ref: [REDACTED]]

Date: Thu, May 2, 2019 4:18 pm

10

[REDACTED]
Please send in the documentation and attach it to this email for me.

Sincerely,

ma

A Case Manager

44-827-2006 Ext. 3020199

[REDACTED]

[REDACTED]

Case: [REDACTED] À propos de votre dossier ([REDACTED])
Customer Care <uscustomer@fcagroup.com>

Regarding your Case [REDACTED] propos de votre dossier [REDACTED] Referente a su caso [REDACTED]
Fri, May 3, 2019 1:00 pm

(12)



Dear [REDACTED]

Thank you for contacting Ram Customer Care.

Our records indicate that case number [REDACTED] is closed.

If you require further assistance please contact us at (866) 726-4636 and we would be happy to assist.

Thank you and have a great day.

Ram Customer Care

Madame, Monsieur [REDACTED]

Nous vous remercions d'avoir communiqué avec le service à la clientèle de Ram.

Selon nos renseignements, le dossier [REDACTED] a été clos.

Si vous avez besoin de plus d'aide, n'hésitez pas à nous contacter au (866) 726-4636. Nous serons heureux de pouvoir vous aider.

Nous vous remercions et vous souhaitons une excellente journée.

Le Service à la Clientèle de Ram

Estimado [REDACTED]

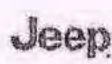
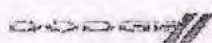
Le agradecemos que haya contactado a Ram Customer Care.

Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.

Si necesita asistencia adicional, comuníquese con nosotros por teléfono al (866) 726-4636 y con gusto lo ayudaremos.

Muchas gracias y que tenga un excelente día.

Centro de Atención de Ram



(30)

DOVER CHRYSLER

JOEY YENESSEL
Body Shop Manager

160 EAST BLACKWELL ST. DOVER, NJ 07801
bodyshop@doverdodge.com
Bodyshop (973) 366-1000
Ext. 4

DOVER CHRYSLER

CHALLENGER



Joey Yenesel
He was going to fix my 2003-350 Ram
The insurance co. totaled it

FRANKLIN SUSSEX CHRYSLER **DOVER** CHRYSLER **RAM**

FIVE STAR
Auto Mall Inc.

315 ROUTE 23 • P.O. BOX 347 • SUSSEX, NJ 07461

JOSEPH CHISMAR
Sales Manager

E-Mail: joe@fsautomall.com
www.fsautomall.com
(973) 702-2516

RAM
REBEL



Joseph Chismar
He is the sales manager. He did not
Want to return my money.

NIELSEN CHRYSLER **Jeep** CHRYSLER **RAM**

Joe Amorando
Express Advisor

175 NJ-10
East Hanover, NJ 07936
www.nielsendodge.com jamorando@nielsendodge.com

Tel: 973-899-2509
Fax: 973-887-0795
jamorando@nielsendodge.com

Joe Amorando
He told me there was a recall and gave me the
Paper work for it when I went into see him
Because the clutch was burning.

FRANKLIN SUSSEX CHRYSLER **DOVER** CHRYSLER **RAM**

FIVE STAR
Auto Mall Inc.

www.fsautomall.com

JAMES W. TESTER
Service Manager

(973) 875-3188
(973) 702-2508
service@fsautomall.com



315 ROUTE 23 • SUSSEX, NJ 07461

James W. Tester
He said this is a sales issue not a service issue.
I told him the clutch keeps on burning.
I then sent him a letter that I am returning his
Truck and I want my money back.

NIELSEN CHRYSLER **Jeep** CHRYSLER **RAM**

Jason Fonte
Sales Professional

175 NJ-10
East Hanover, NJ 07936
www.nielsendodge.com

Tel: 973-899-2155
Cell: 862-216-2822
Fax: 973-884-2737
jfonte@nielsendodge.com

Jason Fonte
He told me he could not get a 2019 in a standard
transmission 6 speed. Only automatic transmission,
which I did not want

FRANKLIN SUSSEX CHRYSLER **DOVER** CHRYSLER **RAM**

FIVE STAR
Auto Mall Inc.

www.fsautomall.com

DOUG AGNE
Sales & Leasing Professional

DIRECT (973) 702-2541
FAX (973) 875-9547
E-Mail: dagne@fsautomall.com



315 ROUTE 23 • P.O. BOX 347 • SUSSEX, NJ 07461

Doug Agne
He is the one who sold me the wrong truck. He told
me the truck could pull 26,000 lb and it cannot

NIELSEN CHRYSLER **Jeep** CHRYSLER **RAM**

DAVID LAPSANSKY
Director Of Fixed Operations

175 Route 10 East • East Hanover, NJ 07936
Dlapsansky@NielsenDodge.com
www.NielsenDodge.com
(973) 599-2533

David Lapsansky
He sent me a letter stating he was going to have the police tow
my truck away and I answered that letter. Then he sent me a
summons from the court that I abandoned the truck on Franklin
Sussex Property. I went to court and the judge disagreed with the
Prosecutor and we have to go back in 2 weeks and prove



Dear Sir,

Sept 13, 2019

With reference to the enclosed
material, All Sent Registered, Return.
Receipt. Letters to:

James Tester - dated April 4, 2019

James Tester - dated April 10, 2019

David Lapsansky dated April 22, 2019

Prosecutor: Jonathan McMeen
dated May 7th 2019

Prosecutor: Jonathan McMeen
dated May 15th 2019

David Lapsansky dated July 31st
2019



1415 Kellum Place
Garden City, NY 11530-1690
(516) 746-7730
AAA.com

May 02, 2019

[REDACTED]
East Hanover, NJ [REDACTED]

Dear [REDACTED]

As per your request, here are the details of your Roadside Assistance call record.

Date: 04/09/2019

Year and Make of Vehicle: 03 DODGE RAM 3500-Black in color

Location: [REDACTED] EAST HANOVER, NJ

Time of initial call: 08:46 AM

Type of service: Tow was requested to Franklin Sussex Auto Mall in Wantage, NJ

Station arrived on location at: 9:08 AM

We appreciate your membership with us, and look forward to serving your future automotive needs.

Sincerely,

Heidi Drubych

Heidi Drubych
Member Relations
AAA Northeast
1-800-291-8022 x8385

*I spoke with Jessica @ Capital One 8-23-19
110 days.*

www

AAA TOWING AND RECOVERY

20 Champ Road 880
SUSSEX, NJ 07461
Phone (908) 286-1000

TOWING REPORT

OWNER	NAME	[REDACTED]	
	ADDRESS	[REDACTED]	
	CITY	STATE	[REDACTED]
	PHONE		

PAY METHOD
☐ CASH
☐ CHECK #
☐ CREDIT CARD
☐ ON ACCOUNT

DATE: 8/23/19	TIME: 1:45 PM	REQUESTED BY: [REDACTED]	MILEAGE BEFORE TOW: 100
YEAR: 2015	MAKE/MODEL/COLOR: Dodge Ram / Black	REGISTRATION NO.:	LICENSE NO.:
DRIVER: [REDACTED]		REGISTRATION NO.:	LICENSE NO.:
LOCATION OF VEHICLE: 200 S. Sussex		TOWED TO: Culbert E. Highway	

MILEAGE	SERVICE TIME	EXTRA TIME
FINISH: 11.0	FINISH:	FINISH:
START:	START:	START:
TOTAL:	TOTAL:	TOTAL:

☐ SLING HOIST TOW	☐ FLAT TIRE	☐ SINGLE LINE WINCHING
☐ WHEEL LIFT	☐ OUT OF GAS	☐ DUAL LINE WINCHING
☐ FLAT BED/RAMP	☐ WRECK	☐ SNATCH BLOCKS
☐ START	☐ RECOVERY	☐ SCOTCH BLOCKS
☐ LOCK OUT	☐	☐

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.

SIGNATURE OF CAR OWNER OR AGENT: [REDACTED]	DATE:
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VEHICLE WILL NOT BE RELEASED UNTIL TOWING SERVICE IS PAID.

REMARKS: <i>This truck was towed to my house on Sunday 8/26/19 for a safety issue that has not been resolved. 570000 trucks have this issue & no placard. Therefore I had to bring it back to my house & now it's in the driveway.</i>	MILEAGE CHG.	
	TOWING CHG.	
	LABOR CHG.	
	STORAGE CHG.	
	SUBTOTAL	
SIGNATURE OF TOW OPERATOR: [REDACTED]	DATE:	TAX:
	DATE:	TOTAL: 275.00

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



7017 3380 0000 0430 8891



1000



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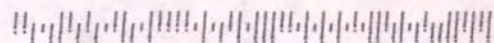
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New Jersey Office of the Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, N.J. 07101

EAST HANOVER, NJ

NJ Off



OFFICE OF CONSUMER PROTECTION

P.O. BOX 45025

NEWARK, NJ 07101



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National Highway Traffic Safety Administration
U.S. Dept of Transportation
1200 New Jersey Ave, SE
WASHINGTON, DC 20590