INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

EQ-11291898-5709

From: [redacted]
To: [redacted] Webmaster, NHTSA (NHTSA); [redacted]; EVOQ (NHTSA);
Subject: Fwd: LEMON LAW APPLICATION COMPLETED.
Date: Tuesday, March 2, 2021 8:39:52 AM

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[redacted]

---------- Forwarded message ---------
From: [redacted]
Date: Thu, Jun 25, 2020, 10:44 AM
Subject: Re: LEMON LAW APPLICATION COMPLETED.
To: <nyag.lemon.law@ag.ny.gov>

[redacted]

On Mon, Jun 22, 2020, 4:22 PM [redacted] wrote:

[redacted]

On Mon, Jun 22, 2020, 4:15 PM [redacted] wrote:

PER YOUR REQUEST, I AM SENDING VIA E MAIL FILLED APPLICATION, MORE PROOF AND I WILL BE MAILING THE REST.

I HAVE ABOUT 15 PAGES OF PROOF FROM GARAGES. HOW SHOULD I SEND THEM??

ALSO, NHSTA AND SAFE CAR.GOV HAVE FILED YEARS WORTH OF COMPLAINTS, 3 FTC COMPLAINTS AND 3-4 RECALL REQUEST.

CHRYSLER RESPONDED WITH: THEY CANCELLED THE 10 YEAR, OR 100,000. MILE.WATRANTY THE YEAR I BAUGHT IT WITHOUT MY KNOWLEDGE. YET,THEY FIXED A RECALL IN 2006 AND KNEW WHERE I WAS LIVING.

THEY STATE I IMPROPERLY IMPORTED IN ONE LETTER, THE OTHER EXPORTED MY VEHICLE IMPROPERLY?????

THEY WONT RESPOND TO ANY QUESTIONS.

THANK YOU.

Office Use Only: Case No. _____
Referred To NYSDRA _____
Filing Date _____

NEW YORK STATE ATTORNEY GENERAL'S OFFICE
LETITIA JAMES, ATTORNEY GENERAL

NEW YORK USED CAR LEMON LAW ARBITRATION PROGRAM
REQUEST FOR ARBITRATION FORM

CONSUMER INFORMATION

1. Name: [redacted]

Address: [redacted]

City: Middletown State: NY Zip: [redacted]

Phone: Home ([redacted] Work:(___) ___ - 551)

E-mail address: [redacted]

☐ I prefer to send/receive communications by e-mail rather than by regular mail.

DEALER INFORMATION

2. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

VEHICLE INFORMATION (Attach Copy of Your Bill of Sale or Lease)

3. Manufacturer: Chrysler
(GM, Ford, Chrysler, Toyota, Winnebago, etc.)

4. Year: 2002 Make: Chrysler Model: Voyager
(ex. Chevrolet, Dodge) (ex. Cavalier, Caravan)

5. Vehicle Identification Number (VIN): _____

6. Date of delivery: _____ Mileage at delivery: _____

7. Did you purchase or lease your vehicle in New York? Purchase Yes ☑ No ☐

☑ I purchased my vehicle. ☐ I leased my vehicle.

8. Purchase Price: $ 9,000.00

9. Is your vehicle primarily used for personal, family or household purposes? ..... Yes [✓] No [ ]

10. Do you still own (or lease) your vehicle? ..... Yes [✓] No [ ]

WARRANTY INFORMATION

11. Which warranty applies to you (choose only one of the following)?

(a) 90 days or 4,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 18,000 and 36,000 miles?..... Yes [ ] No [✓]

or

(b) 60 days or 3,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 36,001 and 80,000 miles?..... Yes [ ] No [✓]

or

(c) 30 days or 1,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 80,001 and 100,000 miles?..... Yes [ ] No [✓]

*** 5) 10 years / 100,000 Miles

BANK OR FINANCING INSTITUTION (if financed):

12. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

LEASING COMPANY (if leased):

13. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Lease Acct #: _____

VEHICLE'S PROBLEM(S)

14. Briefly describe the problem(s) for which you seek relief:

Cloth lining in Car Falling off Ceiling

Large + EVAP Rust

Computer - All dials going low to high - by them

2) All break fluid leaked out - 2x

Recalled - Couldn't

(c) 30 days or 1,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 80,001 and 100,000 miles?..... Yes ☐ No ☑

** 5) 10 Years / 100,000 Miles

ANK OR FINANCING INSTITUTION (if financed):

2. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

EASING COMPANY (if leased):

3. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Lease Acct #: _____

EHICLE'S PROBLEM(S)

Cloth lining in Car Falling off ceiling

Large + EVAP Rust

4. Briefly describe the problem(s) for which you seek relief:

Computer - All dials going low to high - by flea
2) All brake Rivets leaked out - 2x
3) gas leak - Fuel Rail - Recalled - Couldn't
Checked All VSt Canada - Told not to Dr
Year - Failed INSPECT - passed so
4) rear Brakes - Molded - Suspension
5) Car Rocks & gas + fumes - * Car ce
6) only Put # 50,000 Miles * What spe

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Lease Acct #: _____

LE'S PROBLEM(S) Cloth lining in Car Falling off ceiling

Large + small EVAP leak

Rust All over

Briefly describe the problem(s) for which you seek relief:

Computer - All dials going low to high - by themselves - R, PD -

2) All brake fluid leaked out - 2x

3) ~~gas leak~~ Fuel Rail - RECALLED - Couldn't fix - every

Checked All VSF Canada - Told not to Drive

Yay - Failed Inspect - passed so I can

) rear Brake - Problem - Suspension

) Gas + fumes - * Car changes gea

) Ran Racks & * by itself. Don't k

) Only Put # 50,000 Miles * what speed YOUR 90

15. On what date and at what mileage did you **first** report this problem(s) to the dealer or the manufacturer?.... Date: _____ Mileage: _____

16. Does the problem(s) substantially impair the value of the vehicle to you? ..... Yes [/] No [ ]

BASIS FOR RELIEF SOUGHT: **You must complete at least one of the following two questions (1 or 18).**

17. **Unsuccessful Repair Attempts**

A. *How many repair attempts for the* **same** problem were made by the selling dealer, or authorize by the dealer, within the warranty period that applies to your vehicle (see question #11)

B. Give the date, mileage, and work order number for each of the repair attempts by the dealer fo the **same** problem.

Problem 1 (Specify) SAFETY (EVAPORATIVE EMISSION SYSTEM GROSS LEAK, NO FLOW PREDETERMINED PERIOD)

	Date	Mileage	Work Order #
(1)	8/12/2015	60,000	[redacted] TICKET#
(2)	2015	60,000	[redacted] (ID#)
(3)	8/10/2015	51,360	[redacted] (REPAIR ORDER)

Problem 2 (Specify) BREAKS

	Date	Mileage	Work Order #
(1)	[redacted]8/10/2015	NOT NOTED	[redacted]
(2)	[redacted]/10/2017	NOT NOTED	
(3)	8/2/17	NOT NOTED	

C. Do you have copies of all relevant work orders?..... Yes [/] No [ ]
(If yes, attach copies of them. Otherwise, once accepted into the Program, you may reques copies from the dealer, with the arbitrator's approval, by writing to the Administrator pursuant to Regulation §300.9.)

D. Did the problem continue to exist **at the end of the third** repair attempt?
..... Yes [/] No [ ]

18. **Days in Shop for Repairs**

A. How many days was the vehicle out of service due to repairs within the warranty per
applies to your vehicle (see question #11)?
180 days.

B. List the dates, mileage, and repair order numbers for those repairs:

From: 8/10/2015 To: 8/12/2015 Days out: 2 Mileage: 51360 Work Order # [redacted]

From 8/12/2015 To 8/14/2015 Days out: 2 Mileage: 60000 Work Order # [redacted]

From: 8/2/2017 To: _____ Days out: _____ Mileage: _____ Work Order # [redacted]

C. Do you have copies of all relevant work orders?..... Yes ☐ No ☐
(If yes, attach copies of them. Otherwise, once accepted into the Program, you may req
copies from the manufacturer, with the arbitrator's approval, by writing to the Administr
pursuant to Regulation §300.9.)

HEARING LOCATION

9. Please indicate where you want the arbitration hearing to be held:

- ☐ Albany
- ☐ Amsterdam
- ☐ Auburn
- ☐ Batavia
- ☐ Binghamton
- ☐ Bronx
- ☐ Brooklyn
- ☐ Buffalo
- ☐ Canandaigua
- ☐ Carmel
- ☐ Catskill
- ☐ Cobleskill
- ☐ Corning
- ☐ Cortland
- ☐ Delhi
- ☐ Elmira
- ☐ Fort Edward
- ☐ Geneseo
- ☐ Glens Falls
- ☐ Goshen
- ☐ Hempstead
- ☐ Highland
- ☐ Hudson
- ☐ Ilion
- ☐ Ithaca
- ☐ Jamaica
- ☐ Jamestown
- ☐ Johnstown
- ☐ Lake Placid
- ☐ Lower Manhattan
- ☐ Lowville
- ☐ Lyons
- ☐ Malone
- ☐ Monticello
- ☐ Montour Falls
- ☐ New City
- ☐ Niagara Falls
- ☐ Norwich
- ☐ Ogdensburg
- ☐ Olean
- ☐ Oneida
- ☐ Oneonta
- ☐ Oswego
- ☐ Penn Yan
- ☐ Plattsburgh
- ☐ Poughkeepsie
- ☐ Rochester
- ☐ Saratoga Springs
- ☐ Schenectady
- ☐ Smithtown
- ☐ Speculator
- ☐ Staten Island
- ☐ Syracuse
- ☐ Troy
- ☐ Upper Manhattan
- ☐ Utica
- ☐ Waterloo
- ☐ Watertown
- ☐ Yonkers

TYPE OF HEARING AND RELIEF REQUESTED

20. ☑ Oral (In Person) ☑ Documents only (if manufacturer agrees

PREVIOUS ARBITRATION

21. A. Did you participate in any previous arbitration for the same problem(s) for which you now seek arbitration?..... Yes ☐ N

B. If yes, what was the name of the Program? _____

C. Date of Decision: _____ (Attach copy of decision)

D. Did you accept the decision of the arbitrator?..... Yes ☐ No

E. Did the dealer comply with the decision? Yes ☐ No

SIGNATURE: [redacted] Date: 06/18/2

BS AUTO PARTS 8/12/2015

1 - 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)

- 1 - H MONITORS ARE NOT READ - EGR, EVAP, CAT + HOS2

- T

- PO

[redacted]

JEFF'S

INVOICE #: [redacted] 8/2/17

- SMOKE TEST (8000) [redacted] - HOSE (MISC)? (5.00$)
- MAC OCTANE TREATMENT (12.92$)

8/9/17 (BROUGHT BACK - FAILED INSPECTION)

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: 6,7,549

CANT DRIVE - FIRE HAZARD

- DIAGLABOR (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

[redacted]

8/10/15

1) Hudson Valley Auto tec Center
Evap Leak more than 3x

2) B'Sacco part
Leaks Detect 2N | 08/12/2015

3) Jeffs Invoice # [redacted] 8/2/17
smoke test for EVAP leaks

Auto Zone 60,000 (2015
P0455 Evap sy Detected
P0442 EVAP S/System sm leak li
P0456 small leak Detected

Hudson Valley Auto Center
Leaks Detector Pompt
By Pass Soleno.d To be
Malfunctioning (Recommend
Replace w/ factory pars.

REPAIR
Day Ph
Tag/St
Color
Odome
Odome
@ $140.76
ISA $152.
ng with the
or articles
and/or you
ewhere for
Inspection. An express garagekeeper's lien is hereby acknowledged on abo
amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are co

Living Walden / Newburgh NY
12586
2014 2018

Mitchell's Auto Repair
570 Broadway
Newburgh, NY 12550
Owner = Mr. William Mitchell
Svc Tech: Mr Alvin
Tel # 845-787-0826
Fax # 845-787-0876

Sept 2018
* Spoke to A
* " "
* " "

9/13/18 -
Spoke to
cant Reach

Most Repairs were made by Compan
Located Above.

Work Done by [Alvin]
1) failed inspection - Repeatedly - Drive
2) gears would not stay in place
3) EVAP Leaks 2g SMALL - Repea
4) Brakes
5) Serpentine BELT broke - no pow
6) * Engine Light on for years - steer
Kept Bringing back, Kept failing
+ inspection -
7) ~~Air bag light on~~ TO DATE - sensors fixed comes back
PARTS fixed from Above.
1) gas cap
2) purchased Used Computer - dials ske
3) Rotors, Brakes Less shiftin
4) Calipers 8 gears
5) New Mufflers
6) Catalytic Converter
7) Starter = key trouble - turning on + off Remains fo
8) hoses - EVAP leak/ BRAKE
9) Need 4 Shi

MITCHELL'S
AUTO REPAIR

570 BROADWAY
NEWBURGH, N.Y. 12550
FOREIGN & DOMESTIC

WILLIAM MITCHELL
OWNER
ALVIN, SERVICE TECH.

845-787-0846
FAX 845-787-0870

Newburgh, NY

Owner = Mr. William

SVC Tech: Mr. Alvin

Lights - Daytime do not work properly
(DIM) - bulb broke - no Accidents

EMissions Leak - Code Repeee