

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

To: [redacted]
Subject: Fwd: need help re nyag
Date: Monday, March 29, 2021 1:24:10 PM

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.

[redacted]

----- Forwarded message -----

From: [redacted]
Date: Mon, Mar 15, 2021, 5:31 PM
Subject: Fwd: need help re nyag
To: <Governor.Cuomo@exec.ny.go>, <ADA.Administrator@ag.ny.gov>, Better Business Bureau <complaints@easternmichiganbbb.org>, Lopez, David <David.Lopez@ag.ny.gov>, IQ Gillibrand(imailgent) <casework@gillibrand.senate.gov>, <Laura.F.Klein@usdoj.gov>

I HAVE SENT NUMEROUS E MAILS SHOWING THE APPLICATION IN QUESTION WAS SENT IN MARCH 2020.

I.EVEN FORWARDED A RESPONSE FROM MR. DAVID LOPEZ, EMPLOYEE FOR THIS DEPT.

I HAVE NUMEROUS REFERENCE NO.'S AND TWO RECALL REQUESTS, WHICH NO ONE HAS FOLLOWED UP ON OR INVESTIGATED CAUSING THIS VEHICLE TO SIT FOR YEARS THINKING IT WAS BEING WORKED ON.

THE MANUFACTURER DID NOT HONOR THE 10 YEAR, 100,000. MILE WARRANTY AND SUPPOSEDLY CANCELLED IT THE YEAR I PURCHASED THE VEHICLE.

THEY SOLD IT WITH A RECALLED FUEL RAIL, WHICH CANT BE FIXED AND THE VEHICLE CAN GO ON FIRE.

I HAVE ALL THE PROOF AND SPENT AS MUCH AS I PAID TO FIX. THIS IS UNFIXABLE

I FILED WITH BBB EASTERN MICHIGAN ON WARRANTY HANDBOOK. THEY STATE THEY ARE SMALL NON FOR PROFIT ENTITY, TOOK COMPLAINT AND CANT DO ANYTHING.

PLEASE INSTRUCT ME ON HOW TO PROCEED. I WILL ADD ATTACHMENTS BELOW.

[redacted]

----- Forwarded message -----

From: NYAG LemonLaw <NYAG.LemonLaw@ag.ny.gov>
Date: Thu, Mar 11, 2021, 2:02 PM
Subject: RE: LEMON LAW APPLICATION COMPLETED.
To: [REDACTED]

We have not received a form filed under this name. As previously instructed, if you wish to be considered for our arbitration program, please mail the form to:

New York State Attorney General's Office

28 Liberty Street, 15th Floor

New York, NY 10005

Attention: LEMON LAW ARBITRATION UNIT

Supporting documents are not required at this time. Thank you for your interest in our program.

From: [REDACTED]
Sent: Thursday, March 11, 2021 1:57 PM
To: NYAG LemonLaw <NYAG.LemonLaw@ag.ny.gov>
Subject: Re: LEMON LAW APPLICATION COMPLETED.

I MAILED EVERYTHING IN ??

DID YOU RECEIVE IT?

SOMEONE NAMED DAVID LOPEZ SENT AN E MAIL A YEAR OR SO AGO.

I AM SURE IT WAS SENT REGISTERED OR CERTIFIED. MY HOME HEALTH AID BRAUGHT TO THE POST OFFICE.

Therefore, the form was previously filled. Please check your records.

Thank You

[REDACTED]
[REDACTED]

P.S. I ALSO RECENTLY RECEIVED FROM THE NHTSA THEY FILLED OUT. A FORM, AGAIN??

[REDACTED]

On Wed, Mar 10, 2021, 5:18 PM NYAG LemonLaw <NYAG.LemonLaw@ag.ny.gov> wrote:

The attachment(s) cannot be opened by our system.

Please submit **only the Request for Arbitration Form**, found on our website, as a **SINGLE PDF(1 single attachment) document, at this time.**

Cars purchased with more than 100K miles are not covered by the Used Car Lemon Law.

Forms and our Lemon Law Guide For Consumers can be obtained from our website: <http://www.ag.ny.gov/consumer-frauds/lemon-law>. Be sure all questions pertaining to your vehicle's problem(s), **especially date and mileage responses**, are answered in response to the appropriate questions on the form.

If your application is accepted, you may then send any supporting documents you have directly to the arbitration program, not to our office. If you are re-submitting an application please be sure your form indicates any changes you want reviewed and considered by this office. All the information we need to determine your eligibility for arbitration can be ascertained from the Request Form.

From: [REDACTED] >
Sent: Wednesday, March 10, 2021 11:24 AM
To: NHTSA Service Desk <4me+nhtsa@telesishq.com>; NYAG LemonLaw

<NYAG.LemonLaw@ag.ny.gov>; NYSAG EMAIL FOR INTRANET
<nysag@ag.ny.gov>; newsmanager@foxnews.com; vhs@vot.gov
Subject: Fwd: LEMON LAW APPLICATION COMPLETED.

[EXTERNAL]

----- Forwarded message -----

From: [REDACTED] >
Date: Tue, Mar 9, 2021, 1:14 PM
Subject: Fwd: LEMON LAW APPLICATION COMPLETED.
To: NHTSA Service Desk <4me+nhtsa@telesishq.com>, <nysag@ag.ny.gov>, <nyag.lemon.law@ag.ny.gov>, <ADA.Administrator@ag.ny.gov>

----- 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>

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.

[REDACTED]
[REDACTED]
[REDACTED]

IMPORTANT NOTICE: This e-mail, including any attachments, may be confidential, privileged or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system.

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: _____
Address: _____
City: Middle town State: NY Zip: _____
Phone: Home _____ Work: (____) _____ SSI
E-mail address: _____

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: \$ 76,000.00

(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

FX *5) 10 Years / 100,000 Miles*
BANK OR FINANCING INSTITUTION (if financed):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

LEASING COMPANY (if leased):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Lease Acct #: _____

VEHICLE'S PROBLEM(S)

Cloth lining in car falling off ceiling *Large + EVAP*
Rust

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

- Computer - All dials going low to high - by the way*
- 2) All brake fluid leaked out - 2x*
- 3) Gas leak - Fuel Rail - Recalled - Couldn't check all VST Canada - Told not to drive Year - Failed INSPECT - Passed so*
- 4) Rear Brake - Problems - Suspension*
- 5) Car Reeks of gas + fumes - ** Car ceiling by itself**
- 6) Only put \$ 50,000 Miles ** what speed**

TYPE OF HEARING AND RELIEF REQUESTED

20. Oral (In Person)

Documents only (if manufacturer agrees)

PREVIOUS ARBITRATION

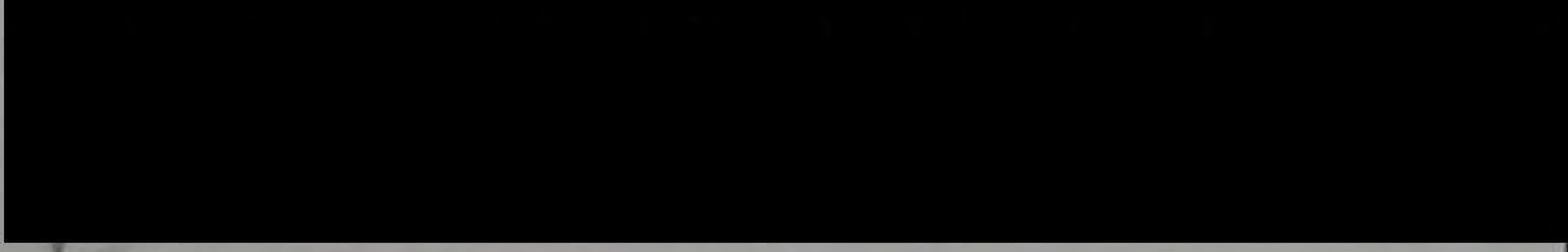
21. A. Did you participate in any previous arbitration for the same problem(s) for which you now seek arbitration?..... Yes No

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: _____

Date: 06/18/2

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

~~FAX~~ **BANK OR FINANCING INSTITUTION (if financed):** 5) 10 years / 100,000 Miles

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 then
 2) All brake fluid leaked out - dx
 Fuel pump - Recalled - couldn't

18. Days in Shop for Repairs

A. How many days was the vehicle out of service due to repairs within the warranty period that 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: 8/2/2011 To: _____ Days out: _____ Mileage: _____ Work Order # _____

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 request copies from the manufacturer, with the arbitrator's approval, by writing to the Administrator pursuant to Regulation §300.9.)

HEARING LOCATION

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

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

(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

FX *5) 10 Years / 100,000 Miles*
BANK OR FINANCING INSTITUTION (if financed):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

LEASING COMPANY (if leased):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Lease Acct #: _____

VEHICLE'S PROBLEM(S)

Cloth lining in car falling off ceiling *Large + EVAP*

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

Rust

Computer - All dials going low to high - by the way

2) All brake fluid leaked out - 2x

3) Gas leak - Fuel Rail - Recalled - Couldn't check all VST Canada - Told not to drive Year - Failed INSPECT - Passed so

4) Rear Brake - Problems - Suspension

*5) Car Rattles & gas + fumes - ** Car cl
* by use
* what spe**

6) Only put \$ 50,000 Miles

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: _____
Address: _____
City: Middletown State: NY Zip: _____
Phone: Home _____ Work: (____) _____ SSI
E-mail address: _____

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: \$ 16,000.00