

[REDACTED]
Newburgh, NY [REDACTED]

January 23rd 2023

Better Business Bureau
30 East 33rd Street, 12th Floor
New York, NY 10016
Phone: (212) 533-6200
inquiry@newyork.bbb.org

Re: VIN# 1C4RJF[REDACTED] / Vince's Auto Body Works

Dear BBB:

I would like to report the following businesses identified as parties to this matter. First, I received maltreatment from Vince's Auto Body Works, when Vince, made a false statement that he will follow up with a false report.

On January 23, 2023, at or around 11:25AM, I contacted Vince's Auto Body Works to inquire of the vehicle that was towed on January 11, 2023, at 12:30PM. The unprofessional attitude begin with the receptionist who was condescending as if I had no right to inquire. I merely tried to raise concerns about the vehicle's malfunction responsible for the two head on collisions that I endured within a minute apart.

When Vince, took the phone, immediately he too was condescending as if speaking to me about car business was beneath him. I was not able to ask questions or get an answer. When I asked Vince did he think it was a good idea to put the vehicle back together and simply return it to [REDACTED], he said, "I am paid to fix the vehicle." When I asked Vince to preserve evidence that will be contained in the "Black Box", Vince said "oh the car has a black box. I never heard of a car having a Black Box. I have only heard of a plane having a black Box." The communication ended then. I believe the "black box" is activated when airbags are deployed and records the 10 seconds or so before a crash and remembers what you were doing just before impact. Speed, braking." Before I hung up, Vince said to me the "last time you called her you said that you pushed the accelerator." This was a ball face lie. Vince also said, "I didn't know that Black people talk like

does he work with small children who love him, but no public transportation is available. I recommend that Chrysler who is truly responsible for the vehicles damage and injures compensate [REDACTED], and State Farm totals the car. Witnesses also said that the tow driver also made note of the brake that was still down when he inspected it. There is a foreseeable risk of injury and death to [REDACTED] and any passengers and drivers on the road and pedestrians, when [REDACTED] drives this vehicle again. Please expedite a resolution. (49 USC Ch. 301: Motor Vehicle Safety Chapter).

Sincerely

[REDACTED]

cc:

Re: 85133892

Chrysler FCA US LLC.

PO Box 21-8004

Auburn Hills MI 58321-8004

Attn: Tracking Number 11501815

NHTSA Headquarters

1200 New Jersey Avenue SE.

West Building

Washington, DC 20590

Vince's Auto Body Works

185 Smith St.

Poughkeepsie, NY 12601

[REDACTED]

Newburgh, NY [REDACTED]

Milford Chrysler

500 Routes 6 & 209

Milford PA 18337

that." State Farm Insurance has estimated the claim to be \$11372.17. After a \$500 deductible. Then the vehicle will be returned to [REDACTED] as is. This is not legal or safe

On January 11, 2023 at or around 11:30AM, I was driving the 2020 Jeep Grand Cherokee, when a manufacture's defect caused the accident. While entering 11-13 Market Street in Poughkeepsie, NY 12601, I put my foot on the brake to slow down while entering the local parking garage, suddenly, the vehicle accelerated and crashed into the back of another vehicle that was in front of me, then bounced off the vehicle, swerved to the right at top speed and crashed into a pillar just outside of the parking garage.

After the vehicle struck the pillar, it stopped moving but continued to accelerate. A witness yelled for me to move away from the car because it was still roaring with acceleration. The air bag did not deployed. The responding officer only inquired if I wanted a tow or did I want to drive the vehicle. That is when I got back in the vehicle, it was still running, and the brake was stuck to the floor. A witness heard the tow person say, "The brake is still stuck to the floor." According to ongoing investigations, and various websites, the Jeep Grand Cherokee has been unexpectedly accelerating since 1996. The 2020 Jeep Grand Cherokee has recalls, for one defective and malfunctioning part or the other like the air bag, brakes and computer malfunctioning causing the gears to shift and unexpected acceleration. These businesses are misinforming [REDACTED] of the vehicle safety issues. It is clearly discrimination. Just because Chrysler wittingly or unwittingly elected not to notify [REDACTED] of any recalls is irrelevant and does negate the safety issues for concern. VIN numbers are not the fact in a recall but the model and parts. It is humanly impossible for Chrysler to know which VIN and vehicles are going to malfunction beforehand then the recall requires all owners to be notified. If consumers are not notified the manufacture is wholly responsible for all damages. If Chrysler knew beforehand which vehicles to recall then it recklessly sold these vehicles in the first place. When I checked the NHTSA website, for Recalls As of 1/23/23, 2:18 PM "0 Unrepaired Recalls associated with this VIN. This is inaccurate and as ridiculous as it sounds [REDACTED] vehicle was never inspected for the air bag, brakes, acceleration, and shifting problems, and could not have been repaired. [REDACTED] is a United States Veteran and hardworking man. Transportation is necessary. It is unconscionable to return the vehicle to [REDACTED] and neither State Farm, Vince's, nor the National Highway Traffic Safety Administration are serious about their job or the public's safety. [REDACTED] is stuck between a rock and hard place. He has to work, his job is over thirty miles from his residence, and not only

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Newburgh Ny [Redacted]

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Washington, DC 20590

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