

[REDACTED]
Newburgh, NY [REDACTED]

February 21, 2023

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

Re: Vehicle Inspection with FDR imaging 2020 Jeep Grand Cherokee
Vin 1C4RJFAG81 [REDACTED]

Dear Better Business Bureau:

On January 11th 2023, at or around 11:00AM, I was driving the 2020 Jeep Grand Cherokee Laredo, when the SUV suddenly accelerated and slammed into the back of another vehicle while I was attempting to slowly enter the multilevel parking garage on 11-13 Market Street, Poughkeepsie NY 12601. The SUV rear ended a vehicle and slammed into a pillar before it stopped. The SUV continued to accelerate and kept revving loudly. The vehicle was towed to Vince's Auto Body Works 185 Smith St. Poughkeepsie, NY 12601, where I instructed Chrysler to retrieve the vehicle.

[REDACTED] had no idea that Vince's Auto Body Works is an out of network garage and would simply put the vehicle back together. Today, the vehicle emergency break activated while in motion. When me and [REDACTED] inquired of "Vince's Auto Body Shop" I was told that "there was no damage to the vehicle other than the body" and Sid from the FCA had told Vince that the cause for the sudden acceleration was all manual meaning my fault. Vince's towed the vehicle again this evening. Now Sidney from the FCA instructed us to take the vehicle back to "Vince's Auto Body Shop" the out of network "Body Shop."

I am not an insurance claims adjuster, or agent. I am not an auto mechanic or a grease monkey, but I know that State Farm is 100% responsible for using an out of network body shop to piece back a totaled SUV. By Sid instructing me to return the defective SUV to Vince's the out of network auto body shop and not Chrysler, this is negligence. Sid knows that Vince's cannot repair the manufacturer's defect, if the manufacturer can't, or run a diagnostic test, besides Vince is too busy painting cars and fixing bumpers. This is criminal and not fair to [REDACTED]. This is negligence and if Sid from the FCA is informing State Farm and Chrysler that the acceleration was manual and the

vehicle is in perfect condition, the lack of a diagnostic test proves that he is a liar and together you are all covering and trying to prevent another recall for the hundredth time.

When I filed my complaint with Chrysler FCA US LLC. and NHTSA Headquarters, the SUV automatically was supposed to be diagnosed by a certified Chrysler mechanic not an out of network body shop. Sid from the FCA said that [REDACTED] and I chose the mechanic. State Farm chose the mechanic and Chrysler refused to run a diagnostic test. The FCA knows both issues exists. [REDACTED] must have a rental car by tomorrow morning to get to work until his vehicle is totaled and junked. State Farm and Chrysler FCA are discriminating by not following protocol and both companies are responsible. [REDACTED] is entitled to a reversal of his insurance increase since Chrysler is at fault for the defective SUV. Total the vehicle out immediately.

[REDACTED]

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

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