

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [4ME](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)  
**Subject:** ODI-11501815  
**Date:** Tuesday, May 30, 2023 2:26:23 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, May 26, 2023 9:01 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov) <[nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)>  
**Subject:** CHRYSLER

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[REDACTED]  
Newburgh, NY [REDACTED]

May 26<sup>th</sup>, 2023

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

Re: FCA Third Complaint [REDACTED]

Dear BBB:

As a result of the ongoing vehicle malfunctioning and the fact that Chrysler is refusing to provide a release so that the vehicle owner can service his vehicle serviced by a Certified Chrysler mechanic, I had to file a third complaint with the FCA. I understand that the FCA decided not to respond to your inquiry, and that Chrysler is not taking responsibility for the vehicle, but today, [REDACTED] was advised that until the FCA Legal Department provided a release, neither the Certified Chrysler Mechanic at Hudson Valley Auto, nor anyone else could service the vehicle because of the product concern.

On January 11<sup>th</sup>, 2023, a vehicle malfunction was responsible for two separate accidents. Currently, the vehicle's transmission is slipping, and the emergency brake engages while the vehicle is moving. Due to the product concern, Milford Auto Group-Jeep Chrysler Dodge Ram, where [REDACTED] purchased the 2020 Jeep Grand Cherokee Laredo, advised [REDACTED] that he could not sell his vehicle back to the dealer or trade it.

Not only does the vehicle appear to be a lemon under New York Lemon Law, since it has been to the repair shop three times, but State Farm underestimated the amount of damage to the frame and transmission, to avoid totaling the vehicle. Neither Chrysler nor State Farm have investigated the reason for the accidents.

The faulty and non-existent investigation is an act of bad faith of State Farm, and illegal. State Farm and Chrysler are suppressing the evidence contained in the CDR Crash Report from Field Coordinator James Brozovich (AA-AS/TSS-NA), Bosch Automotive Services Solutions LLC. Mr. Because, [REDACTED] only has one vehicle we remain in danger of additional potential

serious injuries and even death. Not to mention the danger that the vehicle poses to the public. The vehicle's owner requires a release to establish that the 2020 Jeep Grand Cherokee Laredo is certified safe.

Sincerely,



cc:

Chrysler FCA US LLC.

PO Box 21-8004

Auburn Hills MI 58321-8004

NHTSA Headquarters

1200 New Jersey Avenue SE.

West Building

Washington, DC 20590

Tracking Number 11501815

Vince's Auto Body Works

185 Smith St.

Poughkeepsie, NY 12601

Milford Chrysler

500 Routes 6 & 209

Milford PA 18337

State Farm Corporate Headquarters

State Farm Insurance

One State Farm Plaza

Bloomington, IL 61710