

CL-11501815-4000

[REDACTED]
Newburgh, NY [REDACTED]

May 26th, 2023

Better Business Bureau
30 East 33rd Street, 12th Floor
New York, NY 10016
Phone: (212) 533-6200
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 [REDACTED], 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. [REDACTED] [REDACTED] only has one vehicle we remain in danger of additional potential

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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

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