

From: 4ME
To: EVOO (NHTSA); Robertson Faithia (NHTSA); Lewis Brenton
Cc: NHTSA ODI CED; Marion Strasser-King; AnnMarie Ambrose
Subject: ODI-11502142
Date: Monday, July 10, 2023 5:29:04 PM
Attachments: [REDACTED]

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.

From: [REDACTED]
Sent: Friday, July 7, 2023 4:58 PM
To: nyag.lemon.law@ag.ny.gov <nyag.lemon.law@ag.ny.gov>; nyspio@otda.ny.gov <nyspio@otda.ny.gov>; CarComplaints.com <jay@carcomplaints.com>; lawhelp@ny.org <lawhelp@ny.org>; Candice Rugenstein <crugenstein@easternmichiganbbb.org>; IQ Gillibrand(imailagent) <casework@gillibrand.senate.gov>; chrysler@stellantis.com <chrysler@stellantis.com>; 4ME <4me+nhtsa@telesishq.com>; advocacy@cdmrys.org <advocacy@cdmrys.org>; US Customer Care <uscustomecare@fcagroup.com>
Subject: Fwd: DANGEROUS VEHICLE NOT RECALLED/FRAUD WITH WARRANTY AND FCA

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

----- Forwarded message -----
From: [REDACTED]
Date: Mon, Jun 19, 2023, 12:40 PM
Subject: Fwd: DANGEROUS VEHICLE NOT RECALLED/FRAUD WITH WARRANTY AND FCA
To: <nyag.lemon.law@ag.ny.gov>, HOTLINE, DOT-OIG <HOTLINE@oig.dot.gov>, U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov>, <chrysler@stellantis.com>, Candice Rugenstein <crugenstein@easternmichiganbbb.org>, <advocacy@cdmrys.org>, <mediarelations.fcanorthamerica@fcagroup.com>

I am writing to share my extreme disappointment with NHTSA. I am a disabled but extremely educated woman. We purchased a 2002 Chrysler Voyager in Newburgh, NY from a dealer for \$9,000. which had 20,000 miles. It came with the manufacturer Warranty of 10 years or 100, 000 miles. I had over 50 COMPLAINTS with NHTSA and submitted proof Vehicle fuel proponent system leaking gas, VEHICLE CAN GO ON FIRE. The PART WAS RECALLED BEFORE PURCHASE SO NO PART IN U.S.OR CANADA.BRAKES, FLUID Leaked OUT 3 DIFFERENT TIMES, NO BRAKES while driving. ELECTRICAL PROBLEMS AIRBAG LIGHT ALWAYS ON

HAD TO CHANGE 4 TIRED

LONG STORY SHORT THIS WAS A VEHICLE WHICH "SHOULD HAVE BEEN RECALLED," EVERY RECALL I HAD EXCEPT HITCH.

HOWEVER, WITH PROOF FROM LETTER FROM FCA CHRYSLER STATING, " I WAS ORIGINAL OWNER, IMPROPERLY IMPORTED NORTH AMERICAN CAR, VOIDED MY WARRANTY, ILLEGALLY.

I AM " 2ND OWNER, " FROM TITLE SHOWING THIS AND VEHICLE WAS NEVER NORTH AMERICAN. THIS VEHICLE ALMOST KILLED MY ONLY CHILD AND I Had to JUNK IT WITH ONLY HAVING PUT 50,000.MILES

I SPENT AS MUCH TRYING TO REPAIR.

FRAUD FRAUD , FRAUD

Original Warranty booklet states to put COMPLAINTS WITH EASTERN MICHIGAN MS. CANDICE RUGENSTEIN, WHO HAS A SCAM GOING WITH DEMOINE IOWA. THEIR BBB REFERS ME AFTER A MULTITUDE OF COMPLAINTS FOR YEARS TO THEIR DEMOINE IOWA BBB. A MR. COREY TELLS ME THIS IS A WHEAT PALLET PACKING CO.

AFTER TONS OF TRANSMISSIONS,

MS. CANDICE RUGENSTEIN CONTACTS MR. COREY BIA EMAIL TO TELL HIM MY FILE IS IN , "THE RED PILE."

AS WELL AS CHRYSLER COMMITTING FRAUD, REPEATEDLY LYING AND REFUSING TO LOOK AT MY PROOF OR ANSWER ANY QUESTIONS. EVEN MORESO, WHEN I. called Mohpar, for Warranty info on the vehicle the woman stated, " THIS IS STRANGE IT SAYS YOUR WARRANTY is TERMINATED EFFECTIVE IMMEDIATELY."

She was supposed to email it however, they Never let me speak to her again.

If they want to allow Fraud with those who can afford it so be it.

However, I was disabled by vaccines in Medical school at age [REDACTED] years later I barely earn\$1,100. Most of my family is gone due to Medical Malpractice down to my baby sister at age [REDACTED].

I am Requesting that youook into this not because you feel sorry for me but these True FACTS show Repeat attempts of deceit of a consumer. Many other governmental agencies seem to not be working like FTC, BBB, OIG. I HAVE NO TRANSPORTATION WHERE I LIVE AND I AM Stranded. I DO NOT EXPECT YOU TO MOVE A MOUNTAIN BUT TO PLEASE LOOK INTO THIS.

A. AMBROSE IS WHO I DEALT WITH A LOT AT NHTSA WHO WROTE CASE NUMBER FOR Recall REQUESTS repeatedly, for nothing and did nothing.

Some case numbers:

11506231,11502142,11463282,11461957,11291898,11156028,1115297,11152992,1151970,11151970,11128066,11091057

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

From: [REDACTED]

Date: Tue, Jun 6, 2023, 12:26 PM

Subject: Re: DANGEROUS VEHICLE NOT RECALLED/FRAUD WITH WARRANTY AND FCA

To: NHTSA Service Desk <4me+nhtsa@telesishq.com>, HOTLINE, DOT-OIG <HOTLINE@oig.dot.gov>, IQ Gillibrand(imailagent) <casework@gillibrand.senate.gov>, <InsAutoFraud@ag.ny.gov>, <oig.whistleblower.ombudsperson.program@usdoj.gov>, General, Inspector (OIG) <Inspector.General@usdoj.gov>, <NYAG.LemonLaw@ag.ny.gov>, <nyag.lemon.law@ag.ny.gov>

THIS VEHICLE WAS PURCHASED AFTER 2004,IF YOU READ FCA CHRYSLER LETTER IT STATES BEFORE. I AM NOT ORIGINAL OWNER PROVEN BY TITLE.

2.VEHICLE WAS NEVER EXPORTED OR IMPORTED.

3. I SENT PICTURES OF ORIGINAL WARRANTY BOOKLET AND I FOLLOWED THEIR PROTOCOL.

MS. CANDICE RUGENSTEIN HAS A SCAM GOING ON WITH THEMSELVES AND THE BBB IN DEMOINE IOWA.

I DO NOT SAY THIS LIGHTLY.

I EXPERIENCED IT WITH BOTH AGENCIES.

On Tue, Jun 6, 2023, 11:08 AM [REDACTED] > wrote:

They do NOT provide Assistance.

Since the RECALLED PARTS WERE SOLD AFTER THE RECALL

AND I HAVE PROOF THE FCA VOIDED MY WARRANTY WITHOUT TELLING ME

KEPT SAYING I WAS, " ORIGINAL OWNER" - It WAS PURCHASED WITH 20,000 MILES, I WAS SECOND OWNER.

3.EVERY MECHANIC WROTE FIRE HAZARD, DANGEROUS, DOWN TO THE LAST, WHICH KEPT THE

[REDACTED]

[REDACTED]

[REDACTED]

On Tue, Jun 6, 2023, 9:34 AM NHTSA Service Desk <noreply@telesishq.com> wrote:

Dear [REDACTED],

A Ambrose mentioned you in the following request:

Request [REDACTED] Assistance

[REDACTED]

Good Day [REDACTED],

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

Based on the information you've provided you may want to contact your local:

- Public Health Agency

and ask for assistance.

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

[NHTSA.dot.gov](https://www.nhtsa.gov) Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

[REDACTED]



Complaint Number: 11502142, submitted electronically to NHTSA on 1/17/2023, 11 51 08 AM

1. Vehicle Information

Vehicle Identification Number (VIN)

1C4GJ15BX2B [REDACTED]

2002 CHRYSLER VOYAGER

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

- Brakes
- Electrical
- Fuel/Propulsion System

What happened?

In your own words, tell us what happened

I had over 40 Complaints with NHTSA. FUEL LEAK - vehicle can go on fire, fumes intoxicating in vehicle through vents Every mechanic, "VEHICLE CAN GO ON FIRE" 2 Electrical All gages would go crazy while driving - had no idea what speed I was going. 3. 3X All Brake fluid leaked out while driving - no brakes 4. FAILED INSPECTION REPEATEDLY - ENGINE LIGHT ALWAYS ON AND AIRBAG LIGHT 5. LARGE EVAP Leak, Small EVAP leak 6. Vehicle slipped out of Gear 7. Brakes hydraulic, bushels, bearings Every imaginable problem Purchased vehicle with 20,00

miles ONLY GOT TO PUT 50,000.Repairs cost more then price of vehicle.I am disabled, was to be mommy van. Cant tell you how many," Recall Request,," numbers were given. NO ONE DID A THING TO HELP FCA voided Warranty without telling me Told me to sell vehicle to someone else despite reporting with proof can go on fire. Fuel Rail unrepairable due to Recall.Meaning I was sold vehicle with Recalled part. Followed Warranty booklet, protocols. SO MUCH RUST MORE THEN UNDERCARRIAGE THROUGH VEHICLE MECHANIC wrote," TOO DANGEROUS TOO REPAIR." DANGEROUS VEHICLE All I used it for was to get to medical appointments.You would think Happy to take my Disability money but do not care if I burn death in vehicle or child. Now just Stranded. Will never trust anything with Chrysler name on it. Basically, purchased a moving Trauma Have all proof, so do they and NHTSA

Additional Details

When did this happen?

1/17/2023

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

How fast were you going?

(in mph) (optional)

0

About how many miles were on the vehicle at the time of the incident? (optional)

73000

3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name

[REDACTED]

Email

[REDACTED]

Address:

[REDACTED]

Warwick, NY [REDACTED]

Phone:

[REDACTED]

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt out) if there is an official safety investigation or safety recall.

DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

I DO NOT wish to receive safety recall alerts from NHTSA.

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us ([hyperlink nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) – be sure to include your complaint number in the email.

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



Complaint Number: 11506231, submitted electronically to NHTSA on 2/8/2023, 1 23 29 PM

1. Vehicle Information

Vehicle Identification Number (VIN)

1C4GJ15BX2E [REDACTED]
2002 CHRYSLER VOYAGER

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

- Brakes
- Electrical
- Fuel/Propulsion System

What happened?

In your own words, tell us what happened

Purchased vehicle as second owner with 20k miles. Vehicle can go on FIRE. UNFIXABLE. Fuel rail leaking gas Part recalled in 2002 No part in US OR CANADA CANNOT PASS INSPECTION Electrical system goes crazy, dials hi to low Shifts out of gear UNDERCARRIAGE ROT THROUGH TO BRAKE, BUSHELS AND BARING PROBLEMS. ENGINE LIGHT ALWAYS ON LARGE EVAP LEAK, SM EVAP LEAK- WONT PASS INSPECTION. LEFT AT MECHANIC 3 MONTHS. TOO DANGEROUS TO FIX ONLY PUT 48,000MILES FCA ILLEGALLY VOIDED WARRANTY, HAVE LETTER STATING

NORTH AMERICAN VEHICLE. NOT NORTH AMERICAN. PURCHASED IN NEWBURGH NY FOR, "DISABLED MOMMY VAN. 3SEPERATE TIMES WHILE DRIVING BRAKE LINES BROKE - ALMOST GOT KILLED GAS FUMES INTOXICATING CANT USE ANYTHING WITH VENTS. TRIED TO SELL MECHANIC TOOK VIN SAID, FLOOD VEHICLE. " HAD TO JUNK VEHICLE WITH LESS THEN 50,000 MILES. SENIOR COMPLEX WORRIES SMELL OF GAS AND LEAKING FLUID WILL CAUSE FIRE. CANT PARK IN HANDICAPPED OR IN COMPLEX. AIRBAG LIGHT ALWAYS ON . ENGINE LIGHT ALWAYS ON. VEHICLE SHIFTS GEAR WHILE YOUR DRIVING ON HWY SHIFTS TO NEUTRAL - ALMOST FLEW OUT OF WINDSHIELD FCA WONT HONOR 10 YEAR, 100, 000 MILE WARRANTY HAVE PROOF OF ALL , MECHANICS, EMAILS EITH FCA, COMPLEX,...

Additional Details

When did this happen?

2/8/2023

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

How fast were you going?

(in mph) (optional)

0

About how many miles were on the vehicle at the time of the incident? (optional)

73000

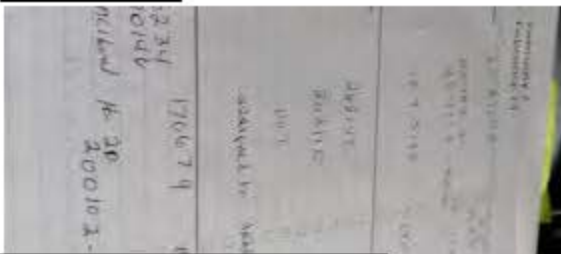
Subject: Response from Chrysler

Dear [REDACTED]

Thank you for your response.

As you have been previously advised I certainly do regret to inform you that I have reviewed and found that you do not fall within warranty as your warranty, which would have covered your fuel line expired in 2004. Also, as the vehicle is listed as improperly imported into another country the vehicle became ineligible for warranty coverage. I have also determined that there are no recalls or extended warranties in relation to the symptoms described in your email. While I understand the above information does not assist with your request, I hope you understand our position on this situation. I once again apologize for the inconvenience.

There is currently no further assistance that



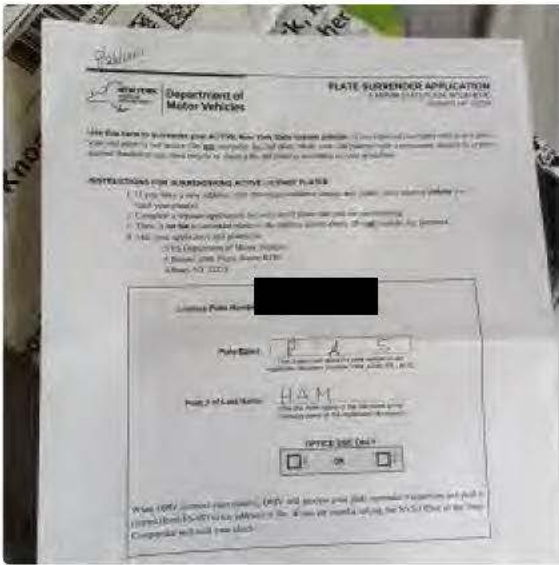


plate surrender.jpg



No Preview

FTC REPORTING.png

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Name: 

Email: 

Address: 

Warwick, NY 

Phone: 

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Complaint Number: 11506231, submitted electronically to NHTSA on 2/8/2023, 1 23 29 PM

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1C4GJ15BX2E [REDACTED]

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[REDACTED]



[REDACTED]

No Preview

FCA LETTER.png

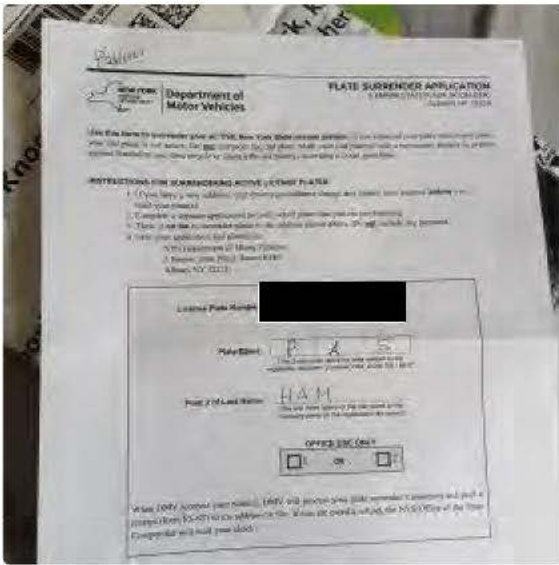
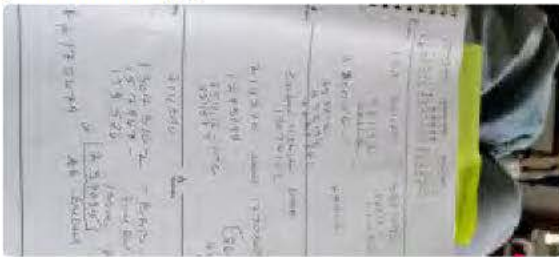


plate surrender.jpg



No Preview

FTC REPORTING.png

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Email: [Redacted]

Address: [Redacted]

Warwick, NY [Redacted]

Phone: [Redacted]

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Saved



Social Securi...

F Next Step... X



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS
MOBILE COMPLAINT ASSISTANT

Report Successfully Submitted

Report Number: [Redacted]



Print a copy of your FTC Report

Important: After you exit this page you will not be able to access a copy of your FTC report.

Thank you for submitting your report to the FTC. While the FTC cannot follow up with each individual, know that your civic engagement will help protect other consumers from fraud, scams and

