

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

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11502142
Date: Wednesday, August 30, 2023 9:30:27 AM
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.

- [REDACTED]
Aug 28

Subject: Re: Request # [REDACTED] ATTENTION OFFICE OF DEFECTS
To: nhtsa@mail.us.4me.com

August 28 2023

Would you please elaborate on your first sentence, " OUT OF SCOPE?"

Thank you.

[REDACTED]

On Mon, Aug 28, 2023, 11:25 AM NHTSA Service Desk <noreply@us.4me.com> wrote:

Dear [REDACTED],

The following request has been registered for you:

Request # [REDACTED] ATTENTION OFFICE OF DEFECTS

Subject: ATTENTION OFFICE OF DEFECTS
To: nhtsa.webmaster@dot.gov

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.

Please contact me at

[REDACTED]

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

> From: [REDACTED] >
Date: Mon, Aug 28, 2023, 11:07 AM
Subject: Fwd: VEHICLE SUPPOSED TO BE IN THESE RECALLS [SEC=OFFICIAL]
> To: Candice Rugenstein <crugenstein@eastermichiganbbb.org>, US Customer Care <uscustomeercare@fcagroup.com>, <SOS-OIS@michigan.gov>, dmv.sm.CSR <CSR@dmv.ny.gov>, HOTLINE, DOT-OIG <HOTLINE@oig.dot.gov>, Nhtsa Email Ethics <jdonaldson@dot.gov>, <ethicsoffice@dot.gov>

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

> From: [REDACTED]

Date: Mon, Aug 28, 2023, 10:50 AM

Subject: Fwd: VEHICLE SUPPOSED TO BE IN THESE RECALLS [SEC=OFFICIAL]

> To: <ethicsoffice@dot.gov>

Please TAP ON THE NHTSA HIGHLIGHTED COMPLAINTS AS IT WILL BRING YOU TO EVIDENCE AND DOCUMENTS.

NON COMPLIANCE. HAVE PROOF

My CHRYSLER VOYAGER 2002

WAS SUPPOSED TO BE INVOLVED IN ALL THESE RECALLS, WHICH I HAVE PUT IN A MULTITUDE OF COMPLAINTS FOR.

The VEHICLE WAS SOLD WITH A RECALLED FUEL PUMP LEAKING GAS.

FCA CHRYSLER CLAIMS :

1 AM ORIGINAL OWNER - TITLE SHOWS 2ND OWNER

2.FCA STATES NORTH AMERICAN VEHICLE I IMPROPERLY EXPORTED OR IMPORTED- NEITHER

3**** ILLEGALLY VOIDED WARRANTY WITHOUT TELLING ME. 10 YEARS OR 100, 000. MILES. THEY REFUSE TO RESPOND TO ANY OF MY PROOF THAT I AM SECOND OWNER NOT PURCHASED IN NORTH AMERICA...

I HAVE THEIR OWN EMAIL ATTACHED STATING THIS.

Most RECENT:

NHTSA ID: 11502142

SAFETY ISSUE TYPE COMPLAINTS

[January 17, 2023 NHTSA ID NUMBER: 11502142](#)

[Components: ELECTRICAL SYSTEM, SERVICE BRAKES, FUEL/PROPULSION SYSTEM](#)

LISTED BELOW RECALLS:

1. OCTOBER 4, 2001

01V31000

DIAMLERCHRYSLER FMV/ 225

2. MARCH 13, 2006

06E 022 000 1

BRAKE HYDRAULIC MASTER CYLINDER

3. NOVEMBER 2, 2004

04V531000

DIAMLERCHRYSLER/RADIO SHORT CIRCUIT

4. SEPTEMBER 26, 2003

03E045000

INTERCONTINENTAL AUTO PARTS

FUEL FILTER LEAKS*****

5. OCTOBER 24, 2003

03E053000

WIX FILTERATION FUEL FILTER LEAKS

POSSIBLE FIRE*****

6.AUGUST 5, 2004
04V386000
DIAMLERCHRYSLÉR POWER STEERING
FLUID LEAKAGE

[REDACTED] f

[REDACTED]

[REDACTED]

>
> > From: [REDACTED]
...

•

[REDACTED]

[REDACTED]

Aug 28

Subject: Re: Request [REDACTED] ATTENTION OFFICE OF DEFECTS
To: nhtsa@mail.us.4me.com

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04V386000
DIAMLERCHRYSLÉR POWER STEERING
FLUID LEAKAGE

[REDACTED]

[REDACTED]

[REDACTED]

>
> > From: [REDACTED]
[...](#)

•

[REDACTED]

[REDACTED]

Aug 28

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6.AUGUST 5, 2004

04V386000

DIAMLERCHRYSLÉR POWER STEERING
FLUID LEAKAGE

[REDACTED]

[REDACTED]

[REDACTED]

> From: [REDACTED]
Date: Thu, Aug 10, 2023, 2:57

My CHRYSLER VOYAGER 2002
WAS SUPPOSED TO BE INVOLVED IN ALL THESE RECALLS, WHICH I HAVE PUT IN A MULTITUDE
OF COMPLAINTS FOR.

Most RECENT:
NHTSA ID: 11502142
SAFETY ISSUE TYPE Complaints

[January 17, 2023 NHTSA ID NUMBER: 11502142](#)
[Components: ELECTRICAL SYSTEM, SERVICE BRAKES, FUEL/PROPULSION SYSTEM](#)

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6. AUGUST 5, 2004
04V386000
DIAMLERCHRYSLÉR POWER STEERING FLUID LEAKAGE
Thank you.

[REDACTED]

Not all attachments from the email were added to this note: File extension not allowed by the security policy of this 4me account.

[REDACTED]

Thank you,

Ann-Marie Ambrose
ASRC Federal Holding Company
AAmbrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.



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



NEW YORK STATE



Title and Identification No. 1046715 BX 2P 1046715 BX 2P	Year 2002	Make CHRYSLER	Model Code VOY	Body/Hull SUBN	Document No. [REDACTED]
--	--------------	------------------	-------------------	-------------------	----------------------------

Color CY	M/SA 1880	Prop GAS	Cyl/Prop 4	New or Used USED	Type of Title VEHICLE	Date Issued 11/01/04
-------------	--------------	-------------	---------------	---------------------	--------------------------	-------------------------

Name and Address of Owner(s)
[REDACTED]
WASHINGTONVILLE NY [REDACTED]

ODOMETER READING: 21787
21787
ACTUAL MILEAGE

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration, or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder
NO LIENS RECORDED

Lienholder
NO LIENS RECORDED

Lienholder
NO LIENS RECORDED

Lienholder
NO LIENS RECORDED

VOID IF ALTERED

Saved

w.ftccomplaintassistant.gov



Social Securi...

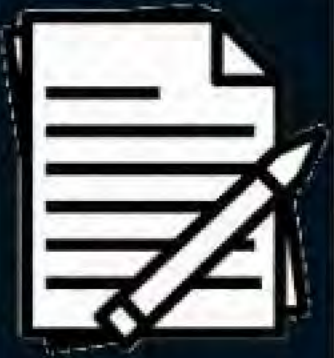
F Next Step... X



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS
MOBILE COMPLAINT ASSISTANT

Report Successfully Submitted

Report Number:



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



From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Van update
Date: Wednesday, August 30, 2023 1:12:53 PM

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.

Please update me on this matter this claim

Sent from my T-Mobile 5G Device

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