

[REDACTED]
[REDACTED]
[REDACTED]

To: Office of Governor Ron DeSantis

Copies:

The National Center for Dispute Settlement (NCDS)

The National Highway Traffic Safety Administration (NHTSA)

FCA US LLC Customer Assistance Center

Arrigo Chrysler Dodge Jeep RAM Margate

January, 11, 2024.

PLEASE HELP!!!

I, [REDACTED], am a resident of a city of Boca Raton, USA and a single mother raising a [REDACTED] year-old son American citizen. I am forced to turn to you for help due to the fact that over the past 3 months the following organizations have been bullying me and putting severe pressure on me: Arrigo Chrysler Dodge Jeep RAM Margate, FCA US LLC Customer Assistance Center.

The essence of bullying and pressure is as follows:

On November 9th, my Jeep 2022 Compass Latitude, which was under warranty from FCA US LLC, became completely inoperable while driving on the roadway, putting me and my minor son at serious risk of death because of a risk of being struck by vehicles while driving. For example, any truck could collide with us at speed and kill us.

I reported this emergency to Arrigo Chrysler Dodge Jeep RAM Margate, who confirmed that the car had a safety defect. After that, I notified the FCA US LLC Customer Assistance Center about this, who opened a case to buy back my car (Case No. [REDACTED]). On November 14, I was informed by employees of this department that a reimbursement check for this case in the amount of \$78,840 was in the process of being prepared and mailed to me. Employees of this department requested confirmation documents about the ownership and proof of my mailing address which I provided. I am

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attaching references to an email communication with the FCA US LLC Customer Assistance Center.

To date, I have not received this check.

Thus, for more than 3 (three) months, neither the auto dealer Arrigo Chrysler Dodge Jeep RAM Margate nor the FCA US LLC Customer Assistance Center have resolved my issue with the buyback of the car, which arose due to a serious defect. This prolonged inaction of these organizations causes significant damage to me: my credit rating has fallen, as a result of which banks are reducing my creditworthiness and limits, the bank puts strong pressure on me every day to pay off the car loan, charges fines for late payments and most importantly, my family is still without a reliable and safe vehicle.

I request that you take action regarding these organizations and help resolve my buyback issue as quickly as possible. I really ask you to help my family.

Attachments:

- 1) E-mail communication with FCA US LLC Customer Assistance Center
- 2) Repair Order from Arrigo Chrysler Dodge Jeep RAM Margate
- 3) E-mail communication with Wells Fargo Bank
- 4) Pictures of the Jeep 2022 Compass Latitude on the date of an emergency

Respectfully,

[REDACTED]

[REDACTED]

Case number [REDACTED]

US Customer Care <uscustomecare@cac.stellantis.com>

Fri 1/5/2024 8:09 PM

To [REDACTED]

----- Original Message -----

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: 1/5/2024 7:25 PM

To: [REDACTED]

Subject: Case number [REDACTED]



Dear [REDACTED]

Jeep customer care appreciate your time and effort. We're writing to you regarding your case number [REDACTED]. I'm sorry to hear about what you experienced with your car. If I were you, I'd probably feel the same way. We care about you and your family's safety. It see that you are waiting for a check from our buy back department. Thank you for addressing this. I know how important it is to escalate your case.

I also see that your vehicle have an open recall for 88A - Instrument Panel Cluster Brightness for Jeeps for which parts are currently available.

I will request your case to be escalated and reach out to your case manager regarding on your email. Please be assured that you will receive an update regarding your check by email at [REDACTED] within 24 to 48 business hours.

Let me know if there's anything else that we can assist you with and we'd be glad to respond. This is France from Jeep customer care. Thank you and take care always.

Sincerely,

France
Jeep Customer Care

Re: Jeep 2022 Compass Latitude VIN #3C4NJCBBXNT [REDACTED]

Wed 11/15/2023 10:47 PM

To: Jeep Customer Care <jeepcustomercare@cac.stellantis.com>

2 attachments (6 MB)

Good evening,

The requested documentation is attached:

- Florida Vehicle Registration Jeep 2022 Compass Latitude VIN #3C4NJCBBXNT [REDACTED]
T# [REDACTED] B# [REDACTED] Exp Mid Wed 03/26/2025
- The mailing address is [REDACTED] Boca Raton, FL, [REDACTED].

I request time frames for reimbursement.

From: Jeep Customer Care <jeepcustomercare@cac.stellantis.com>

Sent: Tuesday, November 14, 2023 8:44 PM

To: [REDACTED]

Subject:

Good Afternoon

I have completed the 1st step for reimbursement review at this time the pending approval amount is(\$78416). In order for me to escalate this to our back office team and prepare it for mailing I will need you to verify the ownership information. Such as the spelling of the listed (name listed as owner)and mailing address.

Thank you,

thank you

Ama'rion

jeep wave customer care

8445337928 ext 4063200

----- Original Message -----

From: Jeep Customer Care [jeepcustomercare@cac.stellantis.com]

Sent: 11/13/2023 2:47 PM

To: [REDACTED]

Subject:

Hello, i am still waiting for the RO (repair order) so we could get the reimbursement process started. I



2250 North State Road 7
Margate, FL 33063

All parts are new or factory remanufactured
unless otherwise indicated.
U/Used, R/Rebuilt, RC/Reconditioned,
NC/No Chg Warranty, RD/Reduced Warranty

STATE OF FLORIDA MV-105616
STATE OF FLORIDA MV#

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CHZ035	35000 MILE SERVICE	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/28/23		22709	53144	50488 50488 50488	C C C	51CHZ 00CHZ04 00CHZCFNA	BODY ELECTRICAL *MULTI-POINT INSP. CFNA

SALESPERSON NO.

SERVICE

STATE REG#

TERMS CASH CREDIT CARD CHECK PRIOR APPROVAL OTHER	3C4NJCBXN	YEAR/MAKE/MODEL 22/JEEP/COMPASS/4DR FWD	PRODUCTION DATE	STOCK NO.	UPPERSE 101	1.8.0. NO.
CALL WHEN READY ☐ YES ☐ NO	BOCA RATON, FL	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	11/09/23
BASIS FOR CHARGE ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH	RESIDENCE OR CELL PHONE	BUSINESS OR CELL PHONE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
RETAIN PARTS ☐ YES ☐ NO	TIME RECEIVED 10:05am	DATE/TIME PROMISED 11/09/23 04:06pm	PRIORITY 3	TURBO N	CHZZ	Y
APPOINTMENT ☒ YES ☐ NO	CELL	ESTIMATE/DIAG FEE	ORIGINAL ESTIMATE	ADDITIONAL AUTHORIZED AMOUNT	REVISED AUTHORIZED ESTIMATE	NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS

COMMENTS :

++SHUTTLE++

1 W 30CHZ AUTO TRANSMISSION
CUSTOMER STATES THE CHECK ENGINE LIGHT AND CHECK
TRANSMISSION WARNING MESSAGE IS ON IN THE VEHICLE, PLEASE
CHECK AND ADVISE

2 C 70CHZ03 RENTAL
RO HAS RENTAL, NEED RENTAL BILL TO CLOSE RO.

3 C * 00CHZ04 *MULTI-POINT INSP.
PERFORM COMPLETE MULTI-POINT INSPECTION

4 C * 00CHZCFNA CFNA
HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?
IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS
10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200)
RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

CONTACT AUTHORIZATION

The dealer or repair shop would like to be able to
contact you in order to ensure that you are happy with
your purchase, keep you informed of new product
offerings and promotions, remind you of necessary
maintenance or service your vehicle may need, and for
other reasons.

☒ You also authorize us to contact you in writing, by
e-mail, or using prerecorded/artificial voice messages,
text messages, and automatic telephone dialing
systems, as the law allows. You also agree that we may
try to contact you in these and other ways at any
address or telephone number you provide us, even if
the telephone number is a cell phone number or the
contact results in a charge to you. You are not required
to provide this authorization as a condition of
purchasing any goods or services.

SIGNED

By signing you agree to all terms and conditions on BOTH SIDES of this document.

PLEASE READ CAREFULLY, CHECK ONE OF THE
STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT
UNDER STATE LAW, I AM ENTITLED TO A WRITTEN
ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG
AS THE REPAIR COSTS DO NOT EXCEED \$
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY
WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED

DATE



Your auto loan payment is past due

Wells Fargo Consumer Lending <WFConsumerLending@mail17.wellsfargo.com>

Mon 1/8/2024 3:26 PM

To

Convenient options for you to pay today

Your auto loan payment is past due

For account ending in

Dear

This is a quick reminder that your auto loan payment is past due. We know life is busy and you may have forgotten to make your payment, so we're providing convenient options to make it easier for you to pay. Please keep in mind if your payment is 30 or more days past due, it may show as a late payment on your credit report.

What you can do

- Make a same-day payment on your auto loan today. Sign on to your account at wellsfargo.com, or call **1-855-512-7932** to make a payment. Additional [payment options](#) are also available.
- Save time by setting up convenient monthly automatic payments. Sign on to your account at wellsfargo.com, select your auto loan from Account Summary, then select Set up Autopay.
- Visit [Help with Auto Loan Payments](#) to learn more.

We're here to help

If you have questions, please call us at **1-855-512-7932**, Monday – Thursday, 7:00 a.m. to 10:00 p.m., Friday, 7:00 a.m. to 9:00 p.m., and Saturday, 7:00 a.m. to 5:30 p.m. Central Time. For customers with hearing or speech disabilities, we accept telecommunications relay service calls.

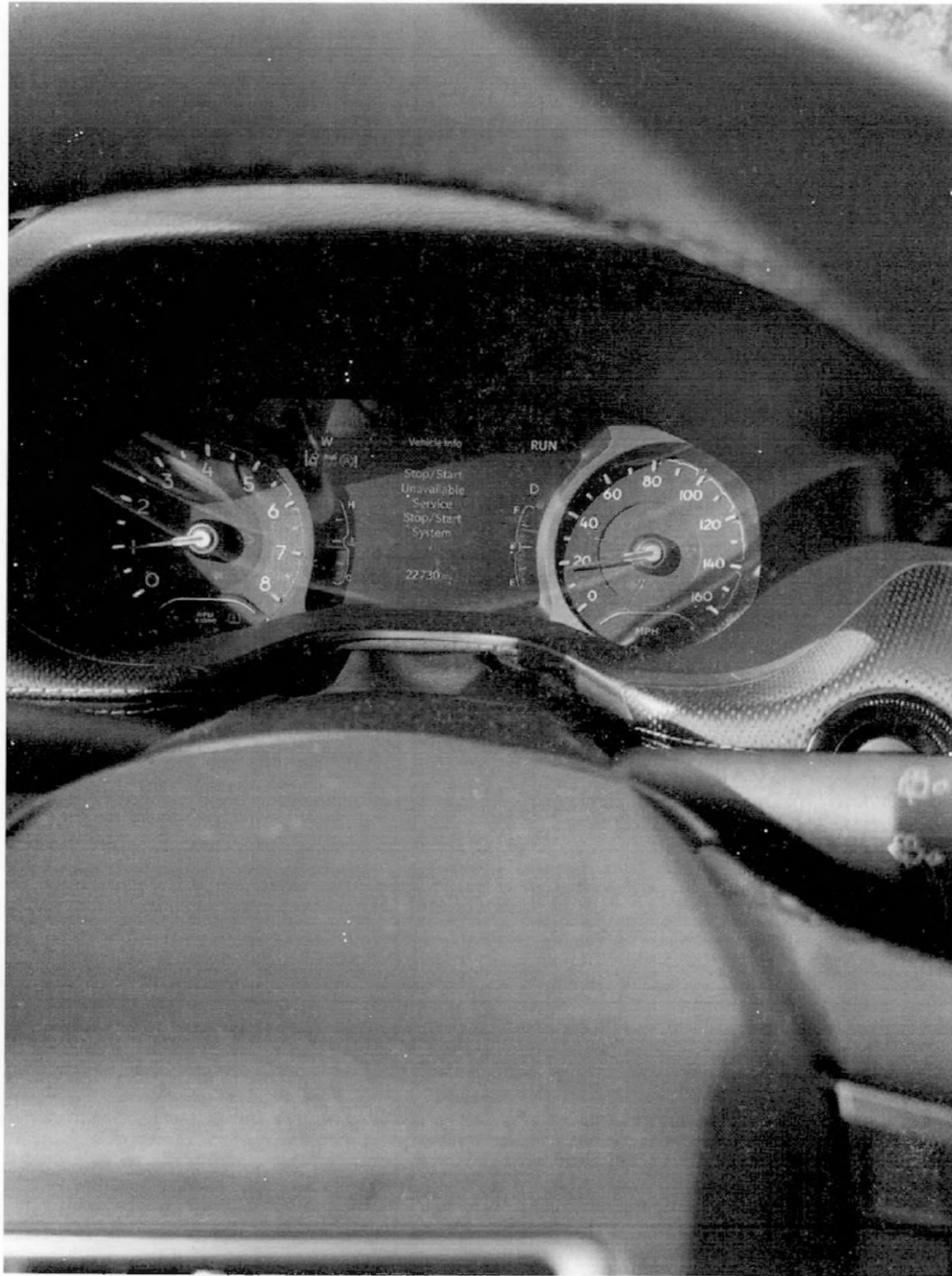
Thank you.

Wells Fargo Auto



November 9, 2023
8:53 AM

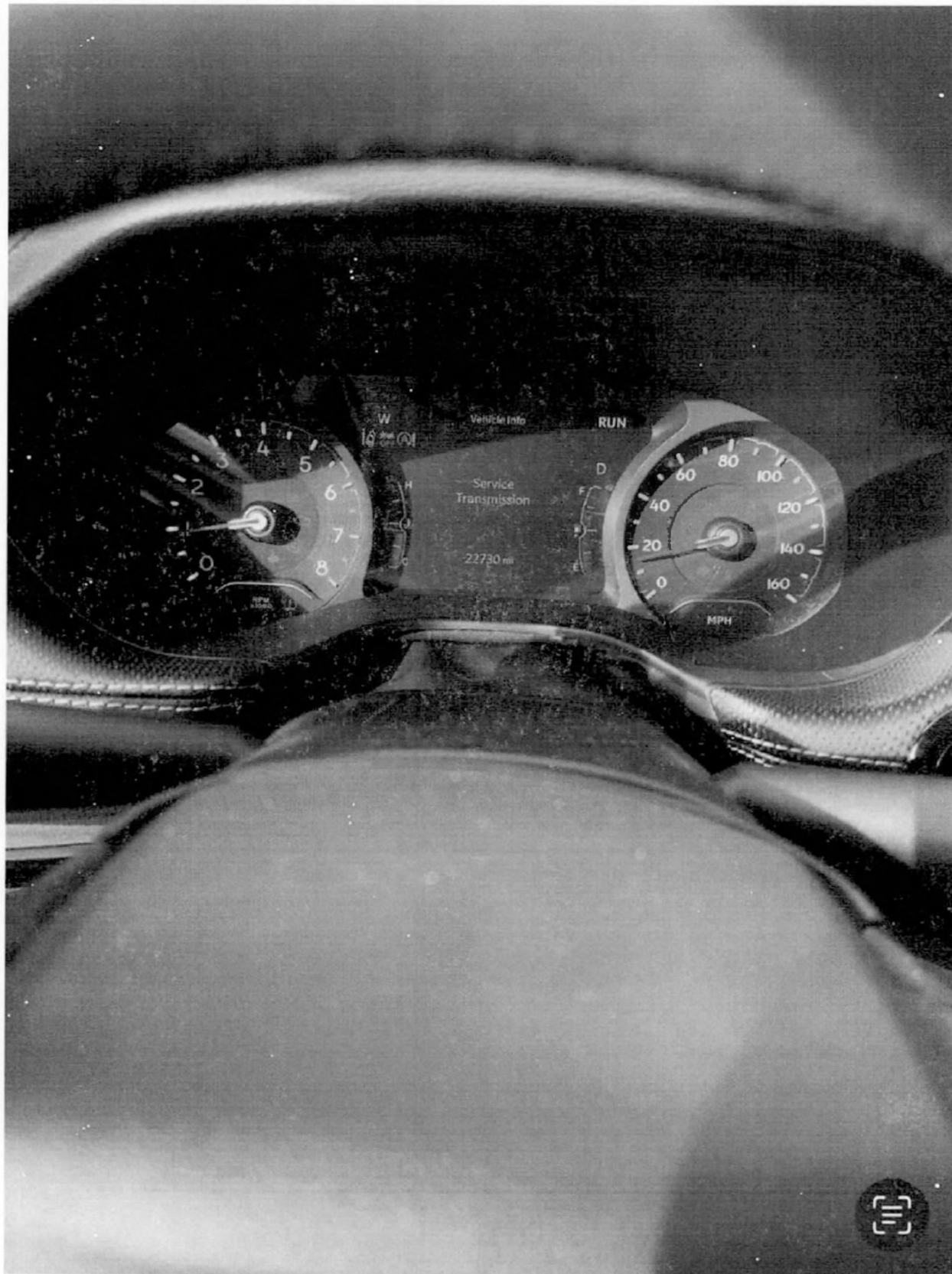
Edit





November 9, 2023
8:53 AM

Edit



Boca Raton, FL

1/22/24
NEF

W41-306

National Highway Traffic
Safety Administration
1200 New Jersey Avenue
Washington, D.C. 20590



Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

1/17/2024 8:32:00 AM



9589071052700494283610

9589 0710 5270 0494 2836 10

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL



9589 0710 5270 0494 2836 10