

I purchased an F-150 2019 truck from you on Oct 24. I live approx. 325 miles away from the dealership. When I arrived the vehicle was running in front of the dealership. I looked over the vehicle and everything looked great. Fast forward 2 days when I am home; I hear a funny noise the engine makes on cold starts. I schedule an appointment with a mechanic. Don't have the vehicle for a day. They advised me that the CVT valves or something like that were shot. This problem does not occur overnight. Fast Tracks mechanics should of know of the problem when you had the vehicle prior to selling. I reported the problem to you. When I was sold the vehicle I was told to bring this paperwork to the NYS DMV and I can register the vehicle in NY. Have to take a half day off to sit at the DMV only to find out that I do not have an original title for the vehicle. This was on Nov 17. Worked with Robert and Carman since the 30 day temp registration was due up Nov 22. I was to drop the vehicle to you on Nov 24 but since I did not feel comfortable driving an unregistered vehicle I made arrangements to drop it off on Nov 22 so I was not out of compliance. I was promised a call back from Carman but never received one. On Nov 26 I was in route to pick up the vehicle and still had no information about the title I was requesting or anything about extending the temp registration. I was advised from Robert it is against the law to extend a registration in the state of NJ and the attached paperwork would be sufficient enough explaining the situation. At that time I did receive a call back from Carman advising me that it was overnighted on Nov 6. Why could she not of advised me of that information when I first called, not 12 calls later. Should have been easy information that is in my file. When obtaining the ID tracking number for UPS it was in transit but lost. She advised me that she filed a lost package request since the sender needs to file the claim, not the receiver. I have followed the tracking of the claim and there has been no updates listed on the UPS site. On Dec 8 at 2 pm I called and UPS and demanded to talk with a supervisor and file a claim. At that point in time the UPS claim was updated with my claim that I filed. When I saw this I called Carman again to see when she filed the claim since there was no prior claim on the system. I asked her if she had proof of her request because the investigation should have been closed within 7 days. UPS Claims are completed within 7 business days per the supervisor at UPS I spoke with. I have attached both screenshots of the UPS website. If she indeed filed a claim on Nov 26 like I was advised, the claim should have been completed by Nov 30. Carman should have received an email like the one attached confirming there was a claim files. She said she did not have paperwork about the claim. Carman advised me that since I filed a claim on Dec 8 (as shown on the screenshot) that her request was removed from UPS. I call BULLSHIT. It never happened.

When I picked up the vehicle on Nov 26 I drove it to Long Island for Thanksgiving. It was stop and go traffic. The engine was not over heating , but I did hear the fans running that normally don't. Only on the way home did I notice that there was a number popping up showing the degree of the engine. Well a 4 hour trip turned into a 9 hour trip and a tow

home. I brought the vehicle to a repair shop that is going to charge me a diagnostic fee. The email of the problems are in the below email.

So at this time I am out a \$600 tow bill, diagnostic fee for the original problem of \$100, the diagnostic fee of the new problems listed below and yet to receive the bill. Two trips down the thruway with tolls and gas to get the vehicle to you, rental of a vehicle so I can get to work and hospital appointments. So in total it is approx. \$1400 that I am out.

I have had nothing but problems with this vehicle since purchased.

I am requesting a full refund as I do not want this vehicle. I have had the vehicle since Oct 24, and only able to drive the vehicle less than 20 days due to all these problems and it being at your dealership.

Please tell me how to proceed.

I have included my lawyer on this email. So please respond in writing to both of us on your resolution.

Hello SHAUN,

Please review the results of your vehicle health check

<https://oriskanygarage.autotext.me/Admin/microsite/index.php?id=NVJXZmtHN0d3N3NBeGx5ZkpKUXpRRjJlVlRXWldtM2ZKWk9VZWg2VG42MD0=> .

Thank you, Oriskany Garage Tire and Auto Service

315-797-5110

Shaun Brennan

P-315.269.7252

F-315.507.2180

*sold a lemon truck to start with the knocking noise

*dealership does not call back, hangs up on you, sends you to non-working numbers and sends you to voicemails.

*was advised there is no service department phone number a person called me from a personal cell 862-571-9462 (Eduard Gomez) not a service department of Fast track

*Robert and Isaac advised me it was acceptable to drive the vehicle with expired temporary registration dated Nov 22 since they gave me a letter. Confirmed with NYS Troopers (pulled over) that it was illegal to drive the vehicle with expired registration. The insurance company will not cover losses from an illegally driven vehicle on roadways.

*They fixed one problem and created another.

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