

October 4, 2015

Mark R. Rosekind, Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

OCT 15 2015

Dear Mr. Rosekind:

After you have read the attached copies of e-mails to your investigator Mr. Larry Hershman you will learn how I was mistreated by Sea View Jeep. In an effort to prevent the same from happening to another I filed a complaint with your department. As a result of my filing I was contacted by Mr. Hershman and asked for details of my complaint. I, as a good citizen, took the time to respond in great detail. On several occasions I e-mailed Mr. Hershman to inquire about the results of my complaint. To date he has not responded.

I have read numerous reports of great fines imposed against Chrysler Corporation for the manner in which they handled this recall. I am humbly ask if a "whistle blower" like myself is entitled to share in the penalties imposed.


Manasquan, NJ 

cc: L. Hershman

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Re: Your Complaint to NHTSA about the Re...

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Folders (3)

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To: Larry.Hershman@dot.gov

Apr 13 at 8:17 PM

Dear Mr. Hershman

In response to your e-mail below, please be advised as you requested:

- 1) I am certain that I received a recall notice from Chrysler Corp., relating to #13V252, in a timely manner. I merely had not chosen to have the maintenance performed until October 2014.
- 2) On October 22, 2014 I contacted Sea View Jeep in Ocean N.J. to schedule the necessary work to satisfy the recall. A female (Donna) who answered the telephone in the service department asked me if I purchased my vehicle from Sea View Jeep. When I told Donna I didn't purchase the vehicle from Sea View Jeep I was told I would have to be placed on a list and would be contacted at a future date as Sea View Jeep was only scheduling recall maintenance for customers who purchased their vehicle from them.
- 3) On October 23, 2014 I thought to myself "why is the life of a Sea View customer more valuable than mine". I again called Sea View Jeep and again was told I had to be placed on a waiting list.
- 4) Moments later I called Chrysler Corporation and spoke with a lovely lady named Jasmine. I explained to her my conversations with Sea View Jeep. Jasmine immediately make a 3 way call to Sea View Jeep without telling Sea View Jeep I was on the line. Donna stated to Jasmine that it was the policy of Sea View Jeep only to schedule appointments for their customer and again I would be placed on a waiting list.
- 5) Jasmine hung up from Sea View Jeep and called another Jeep dealership, Pine Belt Chrysler Jeep 1400 Route 88, Lakewood, NJ. Although Pine Belt was not as convenient to me as Sea View, Jasmine suggested I not deal with Sea View. Jasmine schedule an appointment for my recall maintenance repair with Pine Belt on October 30, 2014.
- 6) Pine Belt performed the maintenance repair well they even drove me to a diner while I waited for the maintenance being performed. Every one was extremely polite and friendly.
- 7) FYI Sea View Jeep was never told to take me off their list and I still have not been called to schedule an appointment.
- 8) FYI On November 25, 2014 I mailed to Customer Relations - Chrysler Group P.O. Box 218008 Auburn Hill, Mi. a copy of the complaint I filed with your agency. Chrysler Group has not extended the courtesy of a reply to my letter.

Manasquan, NJ

From: "Larry.Hershman@dot.gov" <Larry.Hershman@dot.gov>

To:

Sent: Thursday, April 2, 2015 1:41 PM

Subject: Your Complaint to NHTSA about the Recall for your Jeep

Hello,

My name is Larry Hershman and I am an investigator for the National Highway Traffic Safety Administration (NHTSA), part of the U.S. Department of Transportation. NHTSA is the federal safety regulatory agency that is overseeing the

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Re: Your Complaint to NHTSA about the Re... People

May 14 at 7:58 AM

Mr. Hershman

About a month ago I responded to your questions regarding my experience in my recall complaint. I would appreciate your keeping me updated with your investigation. I am particularly interested as when you find my complaint true and a penalty imposed a whistleblower reward be considered.

Thank You

From: [Redacted]
To: "Larry.Hershman@dot.gov" <Larry.Hershman@dot.gov>
Sent: Monday, April 13, 2015 8:17 PM
Subject: Re: Your Complaint to NHTSA about the Recall for your Jeep

Dear Mr. Hershman

In response to your e-mail below, please be advised as you requested:

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Re: Your Complaint to NHTSA about the Re...

People

Star

Jul 28 at 8:36 AM

Mr. Hershman

On several occasions I have asked to be informed as to the status of my complaint. Yesterday on CNN I learned of the massive fines imposed against Chrysler Corp. Again I ask the status of my complaint and seek "whistleblower" compensation.

From:

To: "Larry.Hershman@dot.gov" <Larry.Hershman@dot.gov>

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Manasquan, NJ

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MARK R. ROSEKIND, ADMINISTRATOR
U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE, SE
WASHINGTON, D.C. 20590

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