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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10660761-9703

Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep
Date: Thursday, May 07, 2015 9:49:31 AM

From: Reid, Randy (NHTSA)
Sent: Thursday, May 07, 2015 9:23 AM

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

please add the email below to VOQ 10660761, private and public repositories, per Larry Hershman's request.

From: [REDACTED]
Sent: Monday, April 13, 2015 8:18 PM
To: Hershman, Larry (NHTSA)
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:

- 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.

[REDACTED]

Manasquan, NJ [REDACTED]

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 Jeep recalls. I am contacting you about the complaint you submitted to us concerning your difficulty in getting your Jeep repaired under our recall #13V252 (Jeep's recall numbers N45 or N46) which involves inspecting and possibly installing or replacing a trailer hitch to reinforce the Jeep's rear structure to help protect the fuel tank in rear-end collisions. We are interested in getting more information from you about your complaint.

It would assist us if you could provide as much of the following information as possible:

1. Please provide the dates of all recall notices you have received regarding this specific recall, and from whom?
2. Please provide all the dates you contacted your dealer or Chrysler Group and briefly describe what they told you.
3. Did anyone explain the reason for the delay in getting the needed parts? Did anyone provide an estimate of when the recall work could be performed on your vehicle?
4. How would you describe the attitude of the dealer and, if you contacted them, the Chrysler Group in responding to your concerns?
5. If you have had the recall performed since submitting your complaint, on what date was that work done?
6. Please provide the name, address and phone number of the dealer with whom you dealt.
7. Please include your name in your response.

Thank you for bringing your complaint to our attention. We depend on consumer

complaints to highlight emerging defect trends and to track recall effectiveness. We would very much appreciate your responses to this additional request for information – even if you do not have exact dates. You can just add your responses under each question in your email response to me. Please feel free to contact me if you have any questions.

Thank you,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov