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

EQ-10668323-3696

Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep
Date: Thursday, May 07, 2015 9:50:20 AM
Attachments: [150109 Email from Jeep.pdf](#)

From: Reid, Randy (NHTSA)
Sent: Thursday, May 07, 2015 9:26 AM
Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep

please add the email below and attachment to VOQ 10668323, private and public repositories, per Larry Hershman's request.

From: [REDACTED]
Sent: Tuesday, April 07, 2015 2:16 PM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Complaint to NHTSA about the Recall for your Jeep

1. The first notice came as soon as the recall was announced about 1 1/2 years ago. The notice was the one from Jeep.
2. I immediately contacted the Jeep dealer Fox Negaunee and was told that parts were not available and I would be contacted when parts were available. After several months, I went back to Fox Negaunee and again was told no parts were available. After about a year I filed my original complaint with NHSTA. I then received a second notice of recall. I went back to Fox Negaunee and was again told no parts were available. I then went on the Internet and learned that parts were available. I went back to Fox Negaunee and advised them that parts were available and I expected the Jeep to have the recall performed. I insisted that a date be scheduled for the recall. I dropped the vehicle off and when I went to pick it up, was told the vehicle had perforations and would not be repaired. When I refused to sign anything, Jon Chicetto refused to give me back the keys. I grabbed the keys off the counter and advised Mr. Chicetto that I would be contacting Jeep directly, which I did. Jeep basically gave me their P.R. person and refused to give me the name or telephone number for a supervisor or their legal counsel. I have attached the emails. Subsequently I went on the NHSTA website and learned that someone updated that the recall had been performed. I have no knowledge of who did this.
3. No one explained anything. The dealership was perplexed that I was continually requesting that the recall be performed. They kept saying they would call when parts were available.
4. The dealer's attitude seemed to be if they put me off long enough, I would just give up. The dealer claimed there were perforations and refused to perform the recall. I took the Jeep to a large independent body shop for inspection. I was told there is no perforation and no reason the hitch could not be installed. I asked Fox Negaunee to supply the hitch and I would pay to have it installed. This too was refused by Fox Negaunee.
5. I have never had the recall performed even though the NHSTA website indicates that there are no open recalls.
6. Fox Negaunee, 700 U.S. 41 East, Negaunee, Michigan 49866, [906-475-9941](tel:906-475-9941). I have dealt with the service writer Jon Chicetto and Dealership Manager Bob Hanson.
7. [REDACTED]

On Thu, Apr 2, 2015 at 1:41 PM, <Larry.Hershman@dot.gov> wrote:

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

[REDACTED]
Ishpeming, MI

[REDACTED]
M-F: 9-12; 1-4

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 Gmail**Re: Chrysler Group LLC Customer Assistance (KMM8963853V530 [REDACTED])**

1 message

customerassistre <customerassistre@chrysler.com>

Fri, Jan 9, 2015 at 9:25 PM

To: [REDACTED]

Dear [REDACTED]

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

We here in customer care are unable to provide you any information in regards to our legal department. We are also unable to provide you with any contact information for someone that is in charge of the recalls.

Like we have previously stated, any further communication will be retained in corporate records.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Ashley

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8963853V530 [REDACTED]**Original Message Follows:**

I understand what Chrysler has empowered you to do and what Chrysler has *not* empowered you to do. That's why I asked for the contact information of the individual that oversees the recall and/or your legal department. Again, as I previously requested, please let me know who I may speak with that oversees this recall and/or the appropriate contact person in your legal department. I also take offense to Chrysler sending me a customer satisfaction survey when you obviously know that this issue has not been sufficiently resolved.

Further, I saw your notice that these emails are being saved for corporate records. As I myself am a licensed, practicing attorney in

Michigan (my son is also a licensed, practicing attorney), I have been saving copies of all of this as well. Indeed, these emails are going through to my firm's email account.

Thank you in advance for providing the contact information I requested.

On Thu, Jan 8, 2015 at 9:42 PM, customerassistre
<customerassistre@chrysler.com> wrote:

Dear [REDACTED]

Chrysler has provided me the empowerment to advise you this information.

If the vehicle is incapable to perform the safety recall due to the amount of deterioration, there is nothing we here at customer care can do in regards to these concerns. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

We wish we could provide you a more favorable response.

Sincerely,

Ashley

Customer Service Representative
Jeep Customer Assistance Center

Original Message Follows:

As I previously stated, I've been working for years to try to get the recall performed. I already know of Chrysler's reluctance to issue the recall to begin with (that was made clear in the media). It appears this effort is Chrysler's next step in frustrating the recall efforts. In any event, this is not a sufficient response.

Please let me know who I may speak with that oversees this recall and/or your legal department.

Thank you.

[REDACTED]

On Fri, Jan 2, 2015 at 10:37 PM, customerassistre
<customerassistre@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We regret to learn that your vehicle was not fit to perform the safety recall.

The dealer cannot perform the recall if the inspection reveals damage or deterioration near the hitch attachment points which are incapable of supporting the proper installation of the hitch assembly.

Your vehicle has been inspected and determined to be incapable of supporting the proper installation of a hitch due to damage or deterioration near the hitch attachment points. We recommend that neither you nor a third-party install a hitch in the vehicle's current condition. Installing a hitch in the vehicle's current condition may degrade the structure surrounding the fuel tank, and the hitch may not be adequately affixed to the vehicle.

If the damage or deterioration near the hitch attachments points of your vehicle is repaired, and your Chrysler dealer verifies that it will support the proper installation of a hitch, Chrysler will install an Original Equipment Manufacturer hitch free of charge.

We wish we could provide you a more favorable response.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Ashley

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8953901V56 [REDACTED]

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

trailer hitch recall

Comments:

I have been trying for 2 years to get the recall done. Finally on 12-16

I

forced the issue for a repair date of 12 -19. At that time I was told that

I didn't qualify because of corrosion. Is this the way jeep gets out of doing the recall?

VIN:

4W [REDACTED]

Mileage:

83000

Servicing Dealer:

Fox Negaunee

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Ishpeming

State:

MI

Zip:

Email:

Work Phone:

[REDACTED]
Ishpeming, MI

M-F: 9-12; 1-4

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[REDACTED]
Ishpeming, MI

[REDACTED]
M-F: 9-12; 1-4

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[REDACTED] 4/7/2015