

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10679650-8985

Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep
Date: Thursday, May 07, 2015 9:55:52 AM

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

From: Reid, Randy (NHTSA)
Sent: Thursday, May 07, 2015 9:29 AM
Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep

please add the email below to VOQ 10679650, private and public repositories, per Larry Hershman's request.

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

From: [REDACTED]
Sent: Wednesday, May 06, 2015 12:46 PM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Complaint to NHTSA about the Recall for your Jeep

Larry,

Thanks for your response to my complaint but someone contacted me a couple of weeks ago regarding this issue. While we were on the phone, they did a search of local Jeep dealers and connected me to them. We set up an appointment to get the hitch installed and within four days, the issue was resolved.

I'm not sure who called me, but they were thorough and professional and got the job done right away. In fact, whomever it was who contacted me and got the hitch installed, they have restored my faith in governmental entities and the work that they do. I was very impressed in their professionalism and pride in the job that they do.

If there is anything else I can do, please feel free to contact me at any time.

On Tue, 5/5/15, Larry.Hershman@dot.gov <Larry.Hershman@dot.gov> wrote:

Subject: Your Complaint to NHTSA about the Recall for your Jeep
To: [REDACTED]

Date: Tuesday, May 5, 2015, 3:19 PM

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:

Please provide your 17-digit Vehicle Identification Number (VIN). That number is crucial to our ability to more fully investigate your complaint. You can find your VIN on your ownership paperwork and on the driver's side dashboard

just under the front windshield.

Please provide dates of all recall notices you have received regarding this specific recall, and from whom?

Please provide all the dates you contacted your dealer or Chrysler Group and briefly describe what they told you.

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? How would you describe the attitude of the dealer and, if you contacted them, the Chrysler Group in responding to your concerns?

If you have had the recall performed since submitting your complaint, on what date was that work done?

Please provide the name, address and phone number of the dealer with whom you dealt.

8.
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

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