

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

EQ-10683526-3928

Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep (#10683526)
Date: Thursday, May 07, 2015 9:52:07 AM

From: Reid, Randy (NHTSA)
Sent: Thursday, May 07, 2015 9:27 AM

Subject: FW: Your Complaint to NHTSA about the Recall for your Jeep (#10683526)

please add the email below to VOQ 10683526, private and public repositories, per Larry Hershman's request.

From: [REDACTED]
Sent: Sunday, April 05, 2015 6:00 PM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Complaint to NHTSA about the Recall for your Jeep (#10683526)

Hi Larry,

Thank you for your follow up. Shortly after I made my report to the NHTSA, I was able to reach a senior-level manager at my local Chrysler dealership, who was able to make the recall happen for me. Again, thank you for your help!

[REDACTED]

On Tue, Mar 31, 2015 at 2:36 PM, <Larry.Hershman@dot.gov> wrote:
Hello [REDACTED]

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. I left you a phone message recently. I am attempting to contact you about the complaint you submitted to us on February 15, 2015 (Reference # 10683526) concerning your difficulty in getting your Jeep repaired under our recall 13V252 (either Jeep recall 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 the following information:

1. You said you received a recall notice approximately 1/1/14; what other notices have you received, on what dates and from whom?
2. When did you first contact your dealer and approximately when were your other contacts with the dealer when they told you they did not have the parts needed for the recall?
3. How would you describe the attitude of the dealer and the Chrysler Group in responding to your concerns?
4. If you have had the recall performed since submitting your complaint, on what date was that work done?
5. Please provide the name, address and phone number of the dealer you dealt with.

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

to highlight emerging defect trends and to track recall effectiveness. I would very much appreciate your responses to this additional request for information. 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

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Thank you,



Lighting & Energy Solutions, *BSE Western Extralite*
Treasurer, *Marbella Homeowner's Association*