

Exponent®
Engineering & Scientific Consulting

Jason Hertzberg, Ph.D., P.E.

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Professional Profile

Dr. Hertzberg has conducted Consumer Product Safety Commission (CPSC) product recall investigations for Fortune 500 and privately held companies in North America as well as multinational companies headquartered in Europe and Asia. He has presented his findings to both the CPSC and the United States Department of Justice (DOJ).

Dr. Hertzberg works with companies to address the technical aspects of product recalls. His broader consumer product work includes targeted testing and analysis of new products before they are introduced into the marketplace, management of product and process changes during the course of production, use of risk methodologies, substantiation of product performance claims, failure analysis of field-returned products, consumer product recall related investigations, evaluation of proposed correction action plans (CAP) as part of the consumer product recall process, product safety compliance programs, and product liability.

Specifically, Dr. Hertzberg has led product recall related investigations for a wide range of products including: children and infant toys, child care products, strollers, sporting equipment, videogame accessories, gas and water valves, ladders, small and major kitchen appliances (white goods), indoor and outdoor furniture and seating products, air purification units, water coolers, fans, lighting fixtures and handheld lighters, battery operated and plug-in consumer electronics, charging devices, air compressors, humidity control products, laminating products, footwear, holiday lighting and decorative products, promotional products, candles and scented products, automobile accessories, food contamination (associated with foreign materials), food and product dispensers, lavatory products, and medical diagnostic equipment.

Dr. Hertzberg performs failure analysis investigations and addresses issues related to the mechanical behavior and degradation of materials including metal, polymer, and welded components. He has expertise in the areas of materials characterization, fatigue, fracture, corrosion, stress corrosion cracking (SCC), hydrogen embrittlement, and creep.

He also has a strong background in mobile computing with extensive experience with handheld/wireless device technologies and substantiation of claims, having served as the Director of Competitive Analysis and Strategy for Palm, Inc.

Academic Credentials & Professional Honors

Ph.D., Materials Science and Engineering, University of Michigan, Ann Arbor, 1997

M.S.E., Materials Science and Engineering, University of Michigan, Ann Arbor, 1993

B.S., Metallurgical Engineering, Penn State University, 1991

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Engineering Alumni Society Merit Award in Materials Science and Engineering (2012), College of Engineering, University of Michigan

Tau Beta Pi Engineering Honor Society

Alpha Sigma Mu Society

University Scholars Program, Pennsylvania State University

Benton Fellowship, University of Michigan

E.F. Schulze Metallurgy Scholarship, Pennsylvania State University

Miller Scholarship, College of Earth and Mineral Sciences, Pennsylvania State University

Harmon Award in Metallurgy, Pennsylvania State University

Licenses and Certifications

Professional Engineer Metallurgical, California, #1925

Academic Appointments

University of Michigan, Materials Science and Engineering Department, Chairman, External Advisory Board

Saint Louis University, Richard A. Chaifetz School of Business, Center for Supply Chain Excellence , Invited Lecturer

Prior Experience

Director of Competitive Analysis, Palm, Inc., 2000-2002

Professional Affiliations

National Association of Corrosion Engineers (member)

ASM-TMS (Joint member)

ANSI-NSP (Nanotechnology Standards Panel)

International Consumer Product Health and Safety Organization (ICPHSO) Strategic Planning Group (member)

Patents

US Patent No: 8,638,763: System and method for communicating with a network access node, issued Jan 28, 2014 (with Comstock KD, Wong YK, Lemke SC).

Patent Application: Portable Wireless Network, submitted by Palm, Inc. (Foley & Lardner), filed 2007 (with M. Boyer, G. Peacock, D. Anderson, R. Karstens, R. Robertson, D. Kammer, K. Comstock, Y. Wong, and S. Lemke).

Patent Application: Multipurpose, One-Handed Navigation with Simultaneous Power on and Application Launch, submitted by Palm, Inc. (Wagner, Murabito & Hao, LLP), April 2002 (with A. Ting).

Patent Application: System and Method for Crediting an Account Associated with a Network Access Node, submitted by Palm, Inc. (Foley & Lardner) (with K. Comstock, Y. Wong, and S. Lemke).

Publications

Hertzberg JL, Fowler SC. Consumer product safety and cyber risks. Sedgwick Recall Index, U.S. Edition, November 2026.

Grabowski, G, Hertzberg JL. Avoiding and managing product recalls. Risk Management Magazine, November 2007; pgs 12-17.

Hertzberg JL. Consumer product recalls—An engineering perspective. For the Defense Publication, Product Liability Committee's Collection, December 2005.

Hertzberg JL, Was GS. Isolation of carbon and grain boundary carbide effects on the creep and IGSCC behavior of Ni-16Cr-9Fe-xC alloys in 360° C primary water. Metallurgical and Materials Transactions A 1998; 29A:1035-1046, March.

Hertzberg JL. The roles of carbon and grain boundary carbides on the intergranular stress corrosion cracking behavior of Ni-16Cr-9Fe-xC alloys at 360°C. Ph.D. Dissertation, University of Michigan, April 1997.

Hertzberg JL, Was GS. The role of carbon on the grain boundary diffusivity of Ni-16Cr-9Fe alloys. Scripta Metallurgica 1995; 33(8):1193-1199, 1995.

Textbook

Hertzberg RW, Vinci RP, Hertzberg JL. Deformation and Fracture Mechanics of Engineering Materials. 6th Edition, John Wiley and Sons, June 2020.

Hertzberg RW, Vinci RP, Hertzberg JL. Deformation and Fracture Mechanics of Engineering Materials. 5th Edition, John Wiley and Sons, April 2012.

Book Chapters

Hertzberg JL. Product Recalls: An Engineering Perspective. Chapter 12. In: The International Comparative Legal Guide to: Product Liability 2011. Global Legal Group: London, UK, 2011.

Hertzberg RW, Hertzberg JL. Creep fracture micromechanisms. In: Deformation and Fracture Mechanics of Engineering Materials, Section 5.8. John Wiley and Sons, Inc., New York, NY, 1996.

Invited Presentations and Published Abstracts

Harvey C, Hertzberg JL. Invited Speaker, "What Goes Into Product Safety Investigations." Sedgwick Webinar, June 23, 2026.

Hertzberg JL. “From Risk to Recall: A Practical Framework to Guide the "Whether, When, and How" of Reporting Decisions,” Plenary Session, ICPHSO Conference, Orlando, Florida, February 23–26, 2026.

Hertzberg JL. “Product Safety Compliance Programs Webinar,” Exponent Webinar, Hosted by ICPHSO, July 30, 2025.

Hertzberg JL. “Latest Trends in CPSC Compliance and Enforcement Issues”, PLAC 2025 Spring Conference, New Orleans, Louisiana, Apr 10, 2025

Hertzberg JL. "Plenary Session: The Four C's of Product Safety Compliance Programs", 2025 ICPHSO Annual Symposium, Orlando, Florida, Feb 20, 2025

Hertzberg JL. “Consumer Product Recalls- An Engineering Perspective”, University of Michigan, November 2023.

Hertzberg JL. “Consumer Product Recalls- An Engineering Perspective”, University of Michigan, November 2022.

Hertzberg JL. Lithium-ion battery masterclass: Essential guidance for mitigating lithium-ion battery crises. Sedgewick Webinar, June 22, 2023

Hertzberg JL. Society of Product Safety Professionals. Post-Sale Incident Analysis, March 16, 2023.

Hertzberg JL. Recalling Your Recall. Speaker, ICPHSO 2022 North America Product Safety Training Workshop, Seattle, Washington June 22, 2022.

Private Labeling: Evaluating and Reducing Product Safety Risks" , ICPHSO Symposium, February 23, 2021.

Panelist Speaker at ICPHSO 2020, Orlando, FL, February 2020, "Appy Together? Safety, Legal, and Regulatory Issues to Consider When Releasing an App to Accompany Your Consumer Product"

Hertzberg JL. Shaping the Future Toyland: Safely Home for the Holidays. ICPHSO International Symposium, Trinity College, Dublin, Ireland, October 24-25, 2019.

Hertzberg JL. Product safety updates and conducting product recall investigations. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, July 2019.

Hertzberg JL. Interactive Product Safety Crisis Simulation. ICPHSO International Symposium, Brussels, Belgium, November 12-13, 2018.

Hertzberg JL. Product safety updates and conducting product recall investigations. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, July 2018.

Hertzberg JL. Product safety updates and conducting product recall investigations. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, May 2018.

Hertzberg J. Interactive product safety crisis simulation. Plenary session, ICPHSO conference, February 21, 2018.

Hertzberg JL. Product safety updates and conducting product recall investigations. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, July 2017.

Hertzberg JL. The environmental impact of a recall: cracking the code when multiple regulatory bodies are involved. International Consumer Product Health & Safety Organization Annual Meeting and Training Symposium, Washington DC, February 2016.

Hertzberg JL. Product safety updates and conducting product recall investigations. Guest Lecturer,

Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, July 9, 2016.

Hertzberg JL. Product safety updates and conducting product recall investigations. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, July 9, 2015.

Hertzberg JL (panelist). Latest on the CPSC and how to effectively address its rulings. Sports & Fitness Industry Association Webinar, June 4, 2015.

Hertzberg JL. Consumer product complaints and Section 15(b) compliance: Legal and regulatory considerations and implications. International Consumer Product Health and Safety Organization (ICPHSO) 2015 Annual Meeting and Training Symposium, Orlando, FL, February 23-26, 2015.

Hertzberg JL. The best practices for investigating incident data and product safety concerns. International Consumer Product Health and Safety Organization (ICPHSO) 2015 Annual Meeting and Training Symposium, Orlando, FL, February 23-26, 2015.

Hertzberg JL. An engineering perspective on product recalls and product development considerations. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, July 10, 2014.

Rubel E, Hertzberg J, Eisenstein M, Mergele C. Product in crisis. Regulatory Compliance Workshop, sponsored by Center for Supply Chain Management Studies at the Saint Louis University John Cook School for Business, St. Louis, MO, May 21-22, 2014.

Hohos DM, Hertzberg J, Rubel EA, Eisenstein M. Consumer product in crisis: Decision making and risk reduction throughout a product's lifecycle. Arnold & Porter Workshop, San Francisco, CA, Nov 5, 2013.

Hertzberg JL. Product safety/recalls—An engineering perspective. Guest Lecturer, Product Safety Management Course, Saint Louis University Center for Supply Chain Management Studies, John Cook School of Business, June 19, 2013.

Granger MA, Hertzberg JL, McNamara MM. Practicing before the agencies—CPSC. Product Liability Advisory Council (PLAC) 2013 Spring Conference, Colorado Springs, CO, April 24-26, 2013.

Hertzberg JL. Staying afloat when your brand is under pressure: How to avoid, mitigate, and manage product crises. Crowell & Moring Advertising & Product Risk Management Annual Seminar, Washington, DC, March 19, 2013.

Hertzberg JL. Product recall investigations. The ASQ 2011 Annual Product Safety and Liability Prevention Conference, Brookfield, WI, November 16, 2011.

Hertzberg JL. Stopping the timer before the bomb goes off: Crisis Prevention through effective risk identification and evaluation. DRI Product Liability Conference, New Orleans, LA, April 6, 2011.

Hertzberg JL. Product recalls: Are they necessary? ICPHSO 2011 Annual Meeting and Training Symposium, Orlando, FL, February 23, 2011.

Hertzberg JL, Schoem A. Compliance with the Consumer Product Safety Improvement Act. DRI Product Liability Conference, Las Vegas, NV, April 2010.

Hertzberg JL. Design Safety and Risk Assessment Panel. International Consumer Product Health and Safety Organization (ICPHSO), Washington, D.C., February 2010.

Hertzberg JL. Engineering approach to recall investigations. Invited talk, Stericycle Product Safety

Seminar, Chicago, IL, January 2010.

Arndt S, Hertzberg JL. An overview of the Consumer Products Safety Improvement Act. 21st Annual Product Liability Conference, Madison, WI, September 22-24, 2009.

Hertzberg JL, Goldberg N, Stitcher K, Reynolds K, Wilson D. Manufacturer risk prevention panel—Product recalls. DRI Products Liability Conference, San Diego, CA, April 2009.

Hertzberg JL. Consumer products—The front end and back end. Invited Talk, Special Product Safety and Liability Conference, CPSIA 2008, International Product Safety and Liability Prevention, Chicago IL, March 11, 2009.

Hertzberg JL, Schoem A, Brown M, Schmeltzer D, Adler R. Moderator for Panel "Discussion of CPSC Enforcement Efforts Post-CPSIA." International Consumer Product Health and Safety Organization Conference, Orlando, FL, February 2009.

Hertzberg JL. Consumer product recalls. Presented at the 2008 PLRB/LIRB Central Regional Adjusters Conference, Des Moines, IA, September 9-10, 2008.

Hertzberg JL. Invited Speaker at Indianapolis IN Law Firm "Consumer Product Recalls," June 2008.

Hertzberg JL. Invited Speaker for Panel "Safe Design/Manufacturing of Products," International Consumer Product Health and Safety Organization (ICPHSO) Midwest Seminar, Oak Brook, IL, May 2008.

Hertzberg JL. Approaches to risk management. International Consumer Product Health and Safety Organization (ICPHSO) 15th Annual Meeting and Training Symposium, Washington, DC, February 2008.

Hertzberg JL. Recall Preparedness Panel. International Consumer Product Health and Safety Organization (ICPHSO) 14th Annual Meeting and Training Symposium, Orlando, FL, February 2007.

Hertzberg JL. Product recalls—An engineering perspective. 2006 Annual Product Safety and Liability Conference, Milwaukee WI, July 2006 (Invited); McAngus, Goudelock & Courie and Goodman, McGuffy, Lindsay & Johnson Litigation Continuing Education Seminar, Atlanta GA, May 2006 (Invited); Cleveland OH Law Firm Seminar April 2006 (Invited); North Carolina Association of Defense Attorneys (NCADA) 28th Annual Meeting, Hilton Head, SC, June 2005.

Hertzberg JL. Nanotechnology characterization techniques. Annual American Bar Association (ABA) Meeting, Nanotechnology Committee Meeting, Atlanta, GA, August 6, 2004.

Hertzberg JL. Litigating the Titanic. Ohio Association of Civil Trial Attorneys (OACTA), Trial Advocacy Program, Columbus, OH, April 2, 2004.

Hertzberg JL. Reverse engineering for nanotechnology. IP Strategy For Nanotechnology Pre-Conference Workshop, NanoCommerce2003, Chicago, IL, December 8-11, 2003.

Hertzberg JL. Surviving and thriving among giants. Consumer Electronics Association (CEA) Industry Forum, Carlsbad, CA, October 13-15, 2003.

Hertzberg JL. Practical IP issues in nanotech—Big tools for small stuff. NanoCoatings Intellectual Property Landscape Conference, Chicago, IL, June 2003.

Hertzberg JL. Survivor—The future of mobile computing. Comdex Fall Conference, Las Vegas, NV, 2001.

Hertzberg JL. The Effect of carbon distribution on the IGSCC behavior of controlled purity Ni-16Cr-9Fe and commercial alloy 600 in 3 60°C primary water. Presentation, 8th International Symposium on

Environmental Degradation of Materials in Nuclear Power Systems—Water Reactors 1997, Amelia Island Plantation, FL, August 1997.

Hertzberg JL, Lian K, Was GS. The effect of carbon distribution on the IGSCC behavior of controlled purity Ni-16Cr-9Fe and commercial alloy 600 in 3 60°C primary water. 8th International Symposium on Environmental Degradation of Materials in Nuclear Power Systems—Water Reactors, Amelia Island, FL, 1997.

Hertzberg JL. The roles of carbon and grain boundary carbides on the IGSCC behavior of Ni-16Cr-9FexC alloys in 3 60°C primary water. Invited Lecture, Lehigh University, Bethlehem, PA, May 1997.

Hertzberg JL, Was GS, Paraventi DJ. Mechanisms of environmentally enhanced deformation and intergranular cracking of Ni-16Cr-9Fe alloys. EuroCorr '96 Conference, France, 1996.

Hertzberg JL, Was GS, Thaveeprungsriporn. Effects of grain boundary composition and structure on IGSCC of Alloy 600. Proceedings, Experts Meeting on Improving the Understanding and Control of Corrosion on the Secondary Side of Steam Generators, Airlie, VA, 1995.

Hertzberg JL. The effect of carbon distribution on the deformation and cracking behavior of Ni-16Cr-9Fe Alloys at 3 60°C. Presentation, 7th International Symposium on Environmental Degradation of Materials in Nuclear Power Systems—Water Reactors 1995, Breckenridge, CO, August 1995.

Hertzberg JL, Was GS. The effect of carbon distribution on the deformation and cracking behavior of Ni-16Cr-9Fe alloys at 3 60°C. 7th International Symposium on Environmental Degradation of Materials in Nuclear Power Systems-Water Reactors, Breckenridge, CO, 1995.

Hertzberg JL, Thaveeprungsriporn V, Angeliu TM, Was GS. Grain boundary deformation of Ni-Cr-Fe-C at 3 60°C. 6th International Symposium on Environmental Degradation of Materials in Nuclear Power Systems—Water Reactors, 1993.

Hertzberg JL, Angeliu TM, Thaveeprungsriporn V, Was GS. The effect of chromium and carbon on the intergranular cracking of Ni-Cr-Fe-C Alloys at 360°C. TMS Fall Meeting, Chicago, IL, 1992.

Media

Inc. Interview and Article, Consumer Product Recall, July 2026.

Marketplace Radio Interview and Article, Consumer Product Recall Segment, March 2026.

Tech TV, The Competitive Landscape of Handheld Computing, 2002.

CNET Radio, The Future of Mobile Computing, 2002.

Bunting's Window (in-flight video), The Many Advantages of Palm Handhelds, 2001.

Advisory Appointments

Stericycle ExpertSolutions External Advisory Board