

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received AUG 29 2011 11-JUL-2011		Repository ☐ Reference No. 10411856	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City LAKE LUZERNE	State NY	Zip Code [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J4BA3H11B[REDACTED]		Make JEEP		Model WRANGLER	Model Year 2011
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 24-MAY-2011	
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 7268	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2011 JEEP WRANGLER. THE CONTACT STATED THAT WHILE DRIVING OVER A BUMP, THE VEHICLE JERKED VIOLENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE BUT DECIDED TO PERFORM A TIRE ROTATION, WHICH FAILED TO REMEDY THE PROBLEM. THE VEHICLE WAS TAKEN BACK TO THE DEALER TWICE AFTER THAT WHERE IT WAS DIAGNOSED THAT THE DAMPNER WAS LOOSE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 7,268 AND THE CURRENT MILEAGE WAS 9,500. Since the above, I was told to get a second opinion & took vehicle to the Greenwich Jeep dealer. There, they did preform the recall "fix" as if it was included. (mileage 29,750) They did this with no charge. Currently the mileage is @ 10,500 + have had no reoccurring problem.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					



Saratoga Chrysler Jeep Dodge

Route 9, 617 Maple Avenue
Saratoga Springs, NY 12866
Phone #: (518) 584 - 2121
Fax #: (518) 584 - 1861
Facility #: 7067668

FIVE STAR



35674WAT

[REDACTED] LAKE LUZERNE NY [REDACTED]				VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1J4BA3H11BL[REDACTED]		7268	05/26/11	35674
				YEAR	MAKE	MODEL	COLOR	TAG NO.
11		JEEP	WRANGLER U	OR	00000			
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
41014		[REDACTED]	[REDACTED]	N3501	00/00/00	CRP	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
92.00	12/30/10	15	7268	05/26/11	12/30/10			

All customer paid parts and labor performed TODAY are covered by a one time 12 month or 12,000 mile warranty! Warranty repairs are covered by the rules of that warranty!!!

There will be a diagnostic fee applied to each line of this repair order that calls for investigative work by our techs!!!!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	CUSTOMER STATES PERFORM LUBE, OIL AND FILTER CHANGE WITH MOPAR OIL ALL CLIMATE (UPTO 5 QTS. DIESELS AND SYNTHETICS ARE EXTRA)					
Cor	PERFORMED LUBE, OIL AND FILTER SERVICE WITH 23 PT INSPECTION					
	2688		BDS		I	
			4105409BC FILTER	1	I	
			68055890AA OIL 5W20	5	I	
			Line Total.....			
B						
Com	Customer states install running boards if we have them in stock					
			BDS		I	
			82210571AB BOARD	1	I	
			Line Total.....			
C						
Com	Customer states vehicle was shaking going down the road then it stoppe					
d						
Cau	tecnitian found mud in tires causing vehicle to shake					
			BDS		C	46.00
			Line Total.....			46.00

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



Saratoga Chrysler Jeep Dodge

Route 9, 617 Maple Avenue
Saratoga Springs, NY 12866
Phone #: (518) 584 - 2121
Fax #: (518) 584 - 1861
Facility #: 7067668

FIVE STAR



35674WAT

VEHICLE IDENTIFICATION				MILEAGE OUT	DATE OUT	INVOICE NO.
1J4BA3H11B1				7268	05/26/11	35674
LAKE LUZERNE NY		YEAR	MAKE	MODEL	COLOR	TAG NO.
		11	JEEP	WRANGLER U	OR	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
41014				N3501	00/00/00	CRP
CUST. LABOR RATE		DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
92.00		12/30/10	15	7268	05/26/11	12/30/10
TERMS		CASH				

All customer paid parts and labor performed TODAY are covered by a one time 12 month or 12,000 mile warranty! Warranty repairs are covered by the rules of that warranty!!!

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LINE	OP CODE	FAIL CD	TECH	HOURS/QT	TYPE	AMOUNT
D +						
Com	CUSTOMER REQUESTS TIRE ROTATION					
Cau	PERFORMED TIRE ROTATION AND SET ALL AIR PRESSURES AS NEEDED.					
	2299		BDS		C	24.95
					Line Total.....	24.95

70.95
4.97
75.92

P-CASH

SARATOGA CHRYSLER JEEP DODGE
617 MAPLE AVE
SARATOGA SPRGS NY 12866
518-584-2121

Merchant ID: 000002647868
Term ID: 00528380 Ref #: 0000

Sale

VISA Entry Method: Swiped

Total: \$ 75.92

05/27/11 09:43:52

Inv #: 035674 Appr Code: 027640

Approved: Online Batch#: 000461

Customer Copy

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Visa
5/27/11





Saratoga Chrysler Jeep Dodge

Route 9, 617 Maple Avenue
Saratoga Springs, NY 12866
Phone #: (518) 584-2121
Fax #: (518) 584-1861
Facility #: 7067668

FIVE STAR



36675WAT

KI ✓

LAKE LUZERNE NY		VEHICLE IDENTIFICATION		MILEAGE IN	DATE IN/TIME	R.O. NO.
		1J4BA3H11BL			06/28/11 14:49	36675
YEAR	MAKE	MODEL		COLOR	TAG NO.	
11	JEEP	WRANGLER U		OR	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	IN-SERV DATE	SERV. ADV.
41014				N3501	12/30/10	CRP 2099
CUST. LABOR RATE	DELIV. DATE	DELIV. MTLES	OTHER PHONE	MILES OUT		ENGINE/TRANS
92.00	12/30/10	15	-			
ALL CUSTOMER PAY REPAIRS PERFORMED USING GENUINE MOPAR PARTS ARE COVERED FOR A PERIOD OF 12 MONTHS OR 12,000 MI. WARRANTY REPAIRS ARE COVERED BY THE TERMS OF THE WARRANTY. LABOR TIME IS CALCULATED BY THE ALldata LABOR GUIDE OR PUNCH TIME. A MINIMAL DIAGNOSTIC FEE OF \$89.50 WILL BE ADDED TO THE RO IF INVESTIGATIVE WORK IS CALLED FOR.				I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.		
THANK YOU FOR YOUR BUSINESS!!!! DRIVE A WINNER!				X _____ CASH _____ CHARGE		
Company	Description	Ded\$	Mth Term	Miles Exp	Miles	Exp Date
LIFETIME POWERTRAIN	SERVICE CONTRACT - N	100	0	0	0	00/00/00
LN TYPE OP-CODE	TECH					
A W						
Customer states shake in front end when going over bumps						
SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE						
R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC
35674	5/26/11	7268	CRP	I2688	BDS	PERFORM LUBE
				C2299	BDS	CUSTOMER REQ
31598	12/30/10	15	DNT	I05	BDS	PERFORM NY S
				I05	CRM	WASH AND WAX
				I05	BDS	DEALER SWAP
BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES						
MILES	MONTH	OP-CODE	DESCRIPTION			
3000	3	03				
6000	6	2299	CUSTOMER REQUESTS TIRE ROTATION			
ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 8,000						



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Fax #: (518) 584 - 1861
Facility #: 7067668

FIVE STAR



C/WAT

LAKE LUZERNE NY				VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO
				1J4BA3H11B1		9496	07/06/11	36787
				YEAR	MAKE	MODEL	COLOR	TAG NO
11		JEEP	WRANGLER U	OR	00000			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD. DATE	SERV. ADV.	TERMS	
41014				N3501	00/00/00	CRP	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
92.00	12/30/10	15	9495	07/01/11	12/30/10			

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/Qty	TYPE	AMOUNT
A Com Customer states VEHICLE HAS WOBBLE OVER BUMPS Cau TECH DIAG AND FOUND DAMPNER LOOSE. Cor REPLACED DAMPNER 0 02152001 6X ARL W 52060058AF DAMPER STEER 1 W Line Total.....						

B
Com MOPAR 23 POINT VEHICLE INSPECTION
Cor MOPAR SERVICE EXCELLENCE
9023 ARL

Line Total.....

Warranty Claim Type: W

Authorization Code:

TOTAL-CUSTOMER

NoCharge

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STEPHENS CJD OF GREENWICH

2551 STATE ROUTE 40
GREENWICH NY 12834
TELE (518) 695-3600
FAX (518) 692-9016

54536WAT

[REDACTED] LAKE LUZERNE NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1J4BA3H11BI [REDACTED]		10049	07/18/11	54536 A	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		11	JEEP	WRANGLER U	ORANGE	00884	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[REDACTED]	-		00/00/00	DAC	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
80.00	00/00/00		10045	07/18/11	00/00/00		

THANKS FOR STOPPING BY

MOPAR READY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A						
Com Customer States perfrom RRT 11-068						
Cau Parts on national backorder, will call when in.						
	0	85410200	XA		HSS	
Line Total.....						
B						
Com Customer States perrfom recall L09 (not applicable to this vehicle, but doing for customer satisfaction)						
Cau Performed recall operation as outlined in recall notice for customer satisfaction						
	0				HSS	
				.50	W	35.90
Line Total.....						35.90

Warranty Claim Type: W Authorization Code: [REDACTED]
HSS SHIELDS; SHANE LINE: B

TOTAL-CUSTOMER

NoCharge



Donald Connolly
Service Advisor

CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

Stephens Chrysler Jeep Dodge
of Greenwich LLC
2551 State Rt. 40
Greenwich, New York 12834

Bus. Phone 518.692.9604
Toll Free 888.627.3223
Fax 518.692.9016
www.stephenscjd.com

contained
d were
earance of
s claim
Records

supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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 Rough Trail Front Winch Bumper and Heavy
 Duty Rear Bumper

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 TODAY ONLY!

 Introducing MONSTALINER™ UV Permanent DIY
 Roll On Bed Line

☒ post reply

03-07-2011, 08:38 AM

Hellbound13

Registered User

2008 JK Wrangler ▾

Join Date: Mar 2008

Location: New York

Posts: 1,509

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☒ My Jeeps

 * THIS IS THE RECALL MY JEEP *
 WAS NOT INCLUDED IN. (Recall fix was done 7/18/10 10,000 miles)

New Recall Related to Death Wobble?

Chrysler is recalling some 2010 and 2011 Wranglers for "torque fastening of the axle".

I wonder if this is death wobble related??..

Here is the link..

<http://www.autoblog.com/2011/03/07/2010-2011-jeep-wrangler-recalled-over-possible-drivetrain-problem/#continued>

And here is the recall..

Quote:

 JEEP / WRANGLER 2010-2011
 Manufacturer: CHRYSLER GROUP LLC
 Mfr's Report Date: MAR 01, 2011
 NHTSA CAMPAIGN ID Number: 11V145000
 NHTSA Action Number: N/A
 Component: POWER TRAIN:AXLE ASSEMBLY
 Potential Number of Units Affected: 20,459

Summary:

CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2010-2011 JEEP WRANGLER VEHICLES MANUFACTURED FROM JULY 12, 2010, THROUGH SEPTEMBER 10, 2010. SOME VEHICLES MAY EXPERIENCE A DEGRADATION OF FASTENER TORQUE FOR VARIOUS FRONT AND REAR AXLE ATTACHMENTS TO THE CHASSIS MODULE.

Consequence:

THIS COULD RESULT IN NOISE, OR ULTIMATELY, DEGRADATION IN STEERING AND HANDLING CHARACTERISTICS WHICH COULD LEAD TO LOSS OF DIRECTIONAL CONTROL OF THE VEHICLE INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL RE-TORQUE ALL NINETEEN FASTENERS TO THE MAXIMUM RESIDUAL TORQUE VALUES. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MARCH 2011. OWNERS MAY CONTACT CHRYSLER AT 1-800-853-1403.

Notes:

 CHRYSLER SAFETY RECALL NO. L09. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

 (Google)
 wrangler
 death wobble

 Filed Complaint
 July 11, 2011
 ODI#
 10411856
 Conf # 367655

 manufacturer #
 1800-992-1997
 case #
 21096137