

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Nelson, Carla CTR \(NHTSA\)](#)  
**Subject:** FW: NOT REVIEWED 10483588: CONTACT REQUEST TO SUBMIT EMAIL COMPLAINT AS OFFICIAL IVOQ  
**Date:** Wednesday, November 07, 2012 2:47:33 PM  
**Importance:** High

---

**From:** Kiiannah Johnson [<mailto:kiiannah.johnson@Telesishq.com>]  
**Sent:** Wednesday, November 07, 2012 2:44 PM  
**To:** Tijuan Bradford; Renee Kearse; Brenton Lewis  
**Cc:** Robertson, Faithia (NHTSA); Wells, Cynthia CTR (NHTSA)  
**Subject:** NOT REVIEWED 10483588: CONTACT REQUEST TO SUBMIT EMAIL COMPLAINT AS OFFICIAL IVOQ  
**Importance:** High

Good Afternoon,

The following complaint was not revised and requested by the contact to be used as the official IVOQ:

**10483588**

**THIS COMPLAINT HAS NOT BEEN QC'D. THE CONTACT SUBMITTED AN EMAIL AND REQUESTED THAT THE OFFICIAL IVOQ BE WRITTEN VERBATIM TO THE EMAIL. KMJ**

TL- WHILE DRIVING ON A TWO LANE HIGHWAY AT 65 MPH WITH ON COMING TRUCKS COMING BY, THE HOOD OF MY 2012 JEEP WRANGLER WOULD LIFT UP TO THE LIMITS OF THE HOOD LATCHES. THESE FACTORY LATCHES ARE MADE OF HEAVY DUTY RUBBER AND DO NOT HOLD THE HOOD DOWN/IN PLACE FIRMLY AS THE AIR FROM THE ONCOMING TRAFFIC PUSHES ON THE JEEP. THE HOOD CAN BE VISUALLY SEEN TO MOVE UPWARDS AND BOW WITH A LOUD BANG. I CONTACTED JEEP CHRYSLER AND WAS TOLD TO CONTACT THE DEALER (PRESTIGE CHRYSLER JEEP DODGE OF LAS VEGAS, NEVADA). I DID THIS AND WAS TOLD THAT THEY WERE AWARE OF THE PROBLEM BUT WOULD NOT DO ANYTHING SINCE IT WAS A CHRYSLER ISSUE AND THE DEALERSHIP COULD NOT DO ANYTHING UNDER WARRANTY. I WAS ALSO TOLD THAT MOPAR HAS METAL LATCHES BUT I WOULD HAVE TO PURCHASE THEM. SINCE THIS IS A VERY SCARY SITUATION WITH THE POSSIBILITY OF THE HOOD BEING LIFTED BACK INTO THE WINDSHIELD, IT CAN HAVE SERIOUS CONSEQUENCES SUCH AS A DEADLY ACCIDENT. THIS IS DEFINITELY A DESIGN FLAW; I FEEL THAT THE NHTSA SHOULD MAKE CHRYSLER REPLACE THE HOOD LATCHES WITH THE STEEL ONES AT NO COST TO ME. THIS IS A VERY REAL PROBLEM AND NEEDS TO BE RECTIFIED BY THE NHTSA BECAUSE CHRYSLER WILL NOT LISTEN TO ME. I HOPE THAT SOMEONE AT THE NHTSA INVESTIGATES THIS BEFORE THERE IS A SERIOUS ACCIDENT AND SOMEONE IS KILLED.

**Contact Info:**

[REDACTED]  
Daytime Phone:

[REDACTED]  
Evening Phone:

[REDACTED]  
LAS VEGAS , NV [REDACTED]

Thank you,

**Kiianah M. Johnson**

Quality Control Specialist

National Highway Traffic Safety Administration (NHTSA)

Telesis Corporation

Beltsville, MD 20705

*"Where We Exceed Expectations"*

[kiianah.johnson@telesishq.com](mailto:kiianah.johnson@telesishq.com)

Ext. 23538