


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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10503640
Date: Monday, April 08, 2013 9:00:45 AM
Attachments: [USDT-NHTSA FORM.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Thursday, April 04, 2013 1:08 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10503640

Hi Cynthia,
Here's a questionnaire.

From: [REDACTED]
Sent: Thursday, April 04, 2013 12:26 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10503640

 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 19-MAR-2013		Repository <input type="checkbox"/> Reference No. 10503640	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
BIRMINGHAM	AL				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1J4BA3H1XB1		JEEP	WRANGLER	2011	
Date Purchased	Dealer's Name and Telephone Number		Engine: V6 3.8 L	Fuel Type:	
SEPT 2012	Benchmark Chrysler, Jeep and Dodge (205) 957-1313		No: Cylinders	REG UNLEADED	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	BIRMINGHAM	AL	35210		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input checked="" type="checkbox"/> Cruise Control			16-MAR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION			Failure Mileage	Failure Speed	
			22000	60	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
GOODYEAR	WRANGLER SR-A		M+S P255/75/17		
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment	Failure Location:			
DOT 4B9C DYER 1211	<input type="checkbox"/> Prior Repair	US 1 - 459			
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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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).					
<p>TL* THE CONTACT OWNS A 2011 JEEP WRANGLER. THE CONTACT STATED THAT WHEN DRIVING 60 MPH OVER A ROAD BUMP, THE FRONT END OF THE VEHICLE WOULD SHAKE VIOLENTLY TO THE POINT THAT THE CONTACT WOULD ALMOST LOSE CONTROL OF THE VEHICLE. IN ORDER TO CORRECT THE FAILURE, THE CONTACT HAD TO MERGE TO THE SHOULDER AND STOP THE VEHICLE COMPLETELY. THE VEHICLE WAS TAKEN TO THE DEALER, WHO PERFORMED A DIAGNOSTIC AND STATED THAT HE NEEDED TO REPLACE ALL FOUR TIRES. THE TIRES WERE NOT REPLACED. THE MANUFACTURER WAS NOTIFIED AND RECOMMENDED THAT THE VEHICLE BE TAKEN TO ANOTHER DEALER FOR A SECOND DIAGNOSTIC TEST. THE FAILURE WAS MILEAGE WAS 22,000.</p> <p>DEALERSHIP, MANUFACTURER AND OWNERS REFER TO PROBLEM AS "DEATH WOBBLE". MANY SPECULATE ITS CAUSED BY: TRACK BAR (MANY VARIATIONS OF SPELLING), ALIGNMENT, STEERING COMPONENTS, SUSPENSION COMPONENTS OR TIRES. MY VEHICLE IS CURRENTLY BACKED BY A 5 YEAR POWERTRAIN WARRANTY HOWEVER THE DEALERSHIP BELIEVES I NEED TO REPLACE MY TIRES, AT MY COST, THAT ARE HALF WORN (SERVICE ADVISOR STATED I COULD SAFELY GO ANOTHER COUPLE THOUSAND MILES) IN ORDER TO FIX MY "DEATH WOBBLE" ISSUE. I DO NOT BELIEVE THE TIRES ARE THE ISSUE AT THIS TIME AND WANT FURTHER PROOF IT IS THE TIRES AND THE DEALER IS NOT JUST TRYING TO SELL ME SOMETHING INSTEAD OF FIXING THE ISSUE AT THEIR COST. THERE ARE MANY ARTICLES ON LINE ABOUT THE PROBLEM AND CHRYSLERS STANCE ABOUT THE ISSUE HOWEVER NOTHING IS- (CONTINUED ON PAGE 2)</p>					
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 to 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.					

-BEING DONE ON 2011 JK WRANGLERS. AFTER I COMPLAINED TO CHRYSLER ABOUT THE PROBLEM MY SERVICE ADVISOR CALLS ME TO RECOMMEND SWAPPING TIRES OFF A NEW JEEP ON TO MINE AND HAVING A TECHNICIAN DRIVE THE CAR. I FOLLOWED THROUGH WITH SUGGESTION. ADVISOR TELLS ME SAME TIRE (NEWER) WAS PUT ON MY CAR AND NO WOBBLE. HOWEVER, CAR WAS ONLY DRIVEN FOR 4 MILES (NOT ENOUGH TO DETECT PROBLEM) AND SEEMED RIDICULOUS THEY WANTED ME TO PAY \$800 AND REPLACE SAME TIRE FOR THIS TO HAPPEN AGAIN IN 20,000 MILES. I TOLD ADVISOR HOW CONVENIENT FOR ME TO REPLACE TIRES TO FIX "DEATH WOBBLE" PROBLEM AT HALF OF LIFE OF TIRES AND THEY SELL TIRES. I DID NOT REPLACE TIRES AT THIS TIME.

I HAVE EXPERIENCED THE "DEATH WOBBLE" 4 TIMES IN MY VEHICLE AND KNOW IT IS HARMING FRONT END COMPONENTS OF MY 2011 JK WRANGLER. MY FIRST 3 EXPERIENCES I THOUGHT WAS CAUSED BY THE SEVERITY OF DAMAGE (POT HOLES ACROSS EVERY INCH OF ROADWAY ON 50 MPH ONE LANE RAMP) TO THE RAMP FOR IT HAPPENED IN THE SAME EXACT SPOT (I-459 INTERCHANGE TO I-20 W BEFORE OLD LEEDS ROAD EXIT). I NOW DRIVE 35 MPH ON THIS RAMP, GOING OVER POT HOLES AT AN ANGLE TO REASSURE IT DOESN'T CAUSE A DEATH WOBBLE.

MY MOST RECENT EXPERIENCE WAS MERGING ONTO INTERSTATE 459 (EXIT 23) HEADED TOWARDS US 280 (EXIT 19) WHEN I EXPERIENCE VIOLENT SHAKING IN MY FRONT END AFTER HITTING A BUMP ON THE ON RAMP AT 60 MPH. I KNEW THE ONLY WAY TO STOP WOBBLE WAS TO SLOW DOWN THE VEHICLE BUT THERE WAS A NARROW BRIDGE SO I COULDN'T MOVE TO SHOULDER AND HAD TO SLOW DOWN IN FAR RIGHT LANE UNTIL I COULD SAFELY MERGE TO SHOULDER AFTER BRIDGE AND COME TO A STOP. THIS CAUSED AN 18 WHEELER TO MAKE A QUICK DECISION AND MERGE OVER TO THE CENTER LANE COSTING CENTER LANE VEHICLES TO SWERVE AND ADJUST AT 70 MPH SPEEDS. NO ACCIDENT OCCURRED AT THAT TIME. THIS FAILURE WAS MILEAGES AROUND 27,000 MILES.

I WILL PROCEED DRIVING MY CAR WITH MY O.E.M. GOODYEAR SR-A (P255/75/17) UNTIL TIRES ARE NO LONGER SAFE DUE TO LACK OF TREAD OR MANUFACTURER RECALLS MY VEHICLE OR TIRE. SINCE NEW VEHICLES SOLD DO NOT COME WITH A TIRE WARRANTY ON O.E. TIRES AND GOODYEAR NOR THE DEALERSHIP WILL NOT PAY TO REPLACE MY TIRES I WILL DRIVE VEHICLE AS MANUFACTURER INTENDED ME TO. IF MY 2011 JEEP JK WRANGLER UNLIMITED CAUSES ANY ACCIDENTS, DEATHS OR SERIOUS INJURY I NOW HAVE REPORTED CLAIMS AGAINST THE DEFECT OF MY VEHICLE AND WILL NOT BE RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE "DEATH WOBBLE". THIS ISSUE WAS NOT BROUGHT TO MY ATTENTION BY THE CHRYSLER - JEEP COMPANY NOR BY GOODYEAR OR THE DEALERSHIP THAT SOLD ME THE VEHICLE THEREFORE ALL PARTIES SHOULD BE HELD ACCOUNTABLE FOR THE CONDITION OF MY VEHICLE. THE CURRENT MILEAGE OF MY VEHICLE IS 27,832 MILES.