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This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 4/2/2014

Incident Details

VQ-10584870-2811

Document Number: I1440019A

Report Number: 20140402-F38DC-2147445830

Report Submitted Date: 4/2/2014

Who You Are: Consumer

Incident

Description: I am the owner of a 2009 Jeep Wrangler XL. At around 32,000 Miles my vehicle developed what is known in the Jeep community as "Death Wobble", uncontrolled shimmy at highway speeds which only resolves by braking and coming to a near stop.

I took my vehicle to my Jeep dealership whereupon they replaced my steering damper with an "Updated Assembly" which required different hardware, "To "Fix The Problem".

Cost to me, \$366.67!

I filed a complaint with Chrysler and after much effort I was reimbursed the cost of the parts, \$266.67, but not the labor to replace what Chrysler knew to be a defective assembly.

The problem was not fixed!

The 2nd trip to my Jeep service center, they rotated and balanced the tires on my Jeep.

The problem was not fixed!

The third trip to my Jeep service center resulted in a complete examination of my vehicle's front end. They found all four ball joints and the drag link out of tolerance and needing to be replaced!

My Jeep which had less than 34,000 miles was out of service for nearly two weeks while the service center rebuilt the front end! Cost to me, \$1,793.47!

I again filed a complaint with Chrysler. After much arguing and fighting they have again reimbursed the cost of the parts, \$849.07, but not the cost of the labor to replace defective parts my vehicle was assembled with!

My Jeep is exactly as I purchased from the dealer's lot!

No modifications! No "Off Road" driving! No hard use! Almost all of the vehicle's use is highway, paved road conditions.

I am out of pocket \$1044.40 labor costs to replace defective, substandard parts used in the manufacture of my "Factory Stock Jeep Wrangler"!

No vehicle operated under normal conditions should have to have major components, which affect vehicle control and safety, fail and need replacement at less than 34,000 highway driven miles!

Go to the Internet, search "Death Wobble", and you will find this is a wide spread problem affecting the Jeep Wrangler across many model years!

Chrysler denies any existence of this problem and refuses to address why I should have to bear the labor costs to replace defective parts!

Chrysler needs to accept responsibility for the use of substandard parts and reimburse all costs to fix this problem!

And yes, my vehicle is still not 100% free of wobble!

[REDACTED]

Incident Date: 8/20/2013

Incident Location: Street or Highway - I-70 at 55 MPH!, Kansas City, Missouri, United States

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of No Hispanic/Latino

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

origin?
Race: White
Other
Race/Ethnicity:
My Relationship Self
to Victim:
Gender: Female
Age when 63 Years
incident
occurred:
Address: [REDACTED], Pleasant Hill, Missouri, [REDACTED] United States
E-mail: [REDACTED]
Phone Number: [REDACTED]

Product Details

Product 2009 Jeep Wrangler XL
Description:
Product Jeep Wrangler
Category:
Product Type:
Brand Name: Jeep
Manufacturer / Chrysler
Importer /
Private Labeler
Name:
Model Name or Wrangler XL
Number:
Serial Number: 1j4ga39189 [REDACTED]
Date
Manufactured:
Manufacturer
Date Code:
Manufacturer Not specified
Address:
Manufacturer
Website URL:
Manufacturer
Phone Number:
Retailer: Lee's Summit Chrysler Jeep
Retailer State: Missouri

Additional Details

Purchase Date: 1/8/2010 This date is an estimate

I still have the Yes
product in my
possession.

The product Yes
was damaged
before the
incident.

The damage was repaired prior to the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: Read Description!

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Pleasant Hill, Missouri, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Yes

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Report is true
and accurate to
the best of my
knowledge,
information,
and belief.

OMB Control Number 3041-0146