

TO: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
 1200 NEW JERSEY AVE SE
 WASHINGTON, D.C. 20590

FR:

[REDACTED]
 COLDSRING, TX [REDACTED]

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

DEAR NHTSA:

I'M A MAIL CARRIER FOR USPS AND DRIVE A 2014 RIGHT HAND DRIVE JEEP AND HAVE BEEN DRIVING JEEPS FOR MANY YEARS. THE JEEP I DRIVE 5 DAYS A WEEK IS - 4-DOOR, JEEP WRANGLER UNLIMITED SPORT. FROM THE DAY I TOOK DELIVERY I'VE HAD NUMEROUS SERIOUS SAFETY ISSUES.

1.) WHEN STEERING WHEEL MOVED FROM LEFT SIDE TO RIGHT SIDE DURING BUILDING OF RT HAND DRIVE JEEP, THE WIRES WERE TOO SHORT BUT WERE STRETCHED. WHEN DRIVING DOWN A STREET ALL THE WARNING & CAUTION LIGHTS WOULD COME ON AND THE ENGINE WOULD START TO CHOKE AND STALL. IT WAS TAKEN BACK TO DEALER FOR REPAIRS AND WAS TOLD WIRES TO STEERING WHEEL TOO SHORT. IT WAS REWIRED UNDER WARRANTY 2014

2.) NEXT, HAD LOUD ENGINE NOISE. ALL 24 ROCKERS WERE REPLACED UNDER WARRANTY 2014. HAD TO REPLACE THEM AGAIN AT MY COST OF \$\$\$.

3.) REPLACED BOTH FRONT U JOINTS.

4.) REPLACED ENGINE HARNESS AND FUEL INJECTOR HARNESS - VEHICLE RUNNING ROUGH WHILE DRIVING- ALMOST STALLING AT 50 MPH. ORIGINAL WIRES CRACKED AND SHORTING OUT.

5.) FRONT DRIVE SHAFT FAILED

6.) FRONT SUSPENSION NOISE. REPLACED BOTH DRAG LINK ENDS

***** 7.) HAD JEEP TOWED TO DEALER AS NOT DRIVABLE -- NO STEERING CONTROL --- LOST STEERING WHILE DRIVING ON A HARD SURFACE ROAD AND "ALMOST CRASHED". **** AT THE DEALER REPAIR SHOP ---- FOUND - FRONT AXLE ASSEMBLY BRACKET BROKEN FROM THE AXLE WHERE TRAC BAR ATTACHES. THE BRACKET IS WELDED TO THE AXLE. APPEARS NOT STRONG ENOUGH OF A WELD. THIS BRACKET IS VERY CRITICAL BECAUSE THE TRAC BAR IS ATTACHED THERE FOR STEERING CONTROL. *** JEEPS ARE NOT MADE WELL AND ARE A SAFETY HAZARD ON THE ROADS. RECALL !!

[REDACTED] A-7-21

PIC 1 to 5 are of my JEEP

WHICH IS THIS

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

1C4BJWKG3E



17/17



was driving when this happened. I'm a mail carrier! 5 days a week

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

Learn More →

This Jeep lost complete steering while driving on a HARD SURFACE @ 30-40 mph + ALMOST CRASHED - 7-17-21

Towed to DEALER (Jeep) for inspection and Found FRONT AXLE ASSEMBLY BRACKET (welded to AXLE) BROKEN WHERE TRAC BAR ATTACHES. POOR MANUFACTURING and a SERIOUS SAFETY ISSUE. NEED RECALL for ALL Jeeps. OR REMOVE FROM ALL ROADS. Weld not strong ENOUGH. See PICTURES 1 thru 5.

2014

JEEP

WRANGLER

UNLIMITED

SPORT 4X4



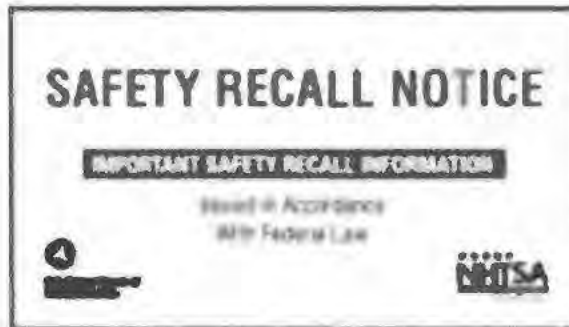
VIN: 1C4BJWKG3 [REDACTED]

0 Unrepaired Recalls

associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.



Look for this distinct label to distinguish critical safety recall information from other marketing material.

Recall data refreshed on Aug 07,2021

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

Steering Connected
HERE

Loss steering

7-17-21

FAILED
* Welded
TO AXLE

Pic # 1 of 5
FRONT AXLE

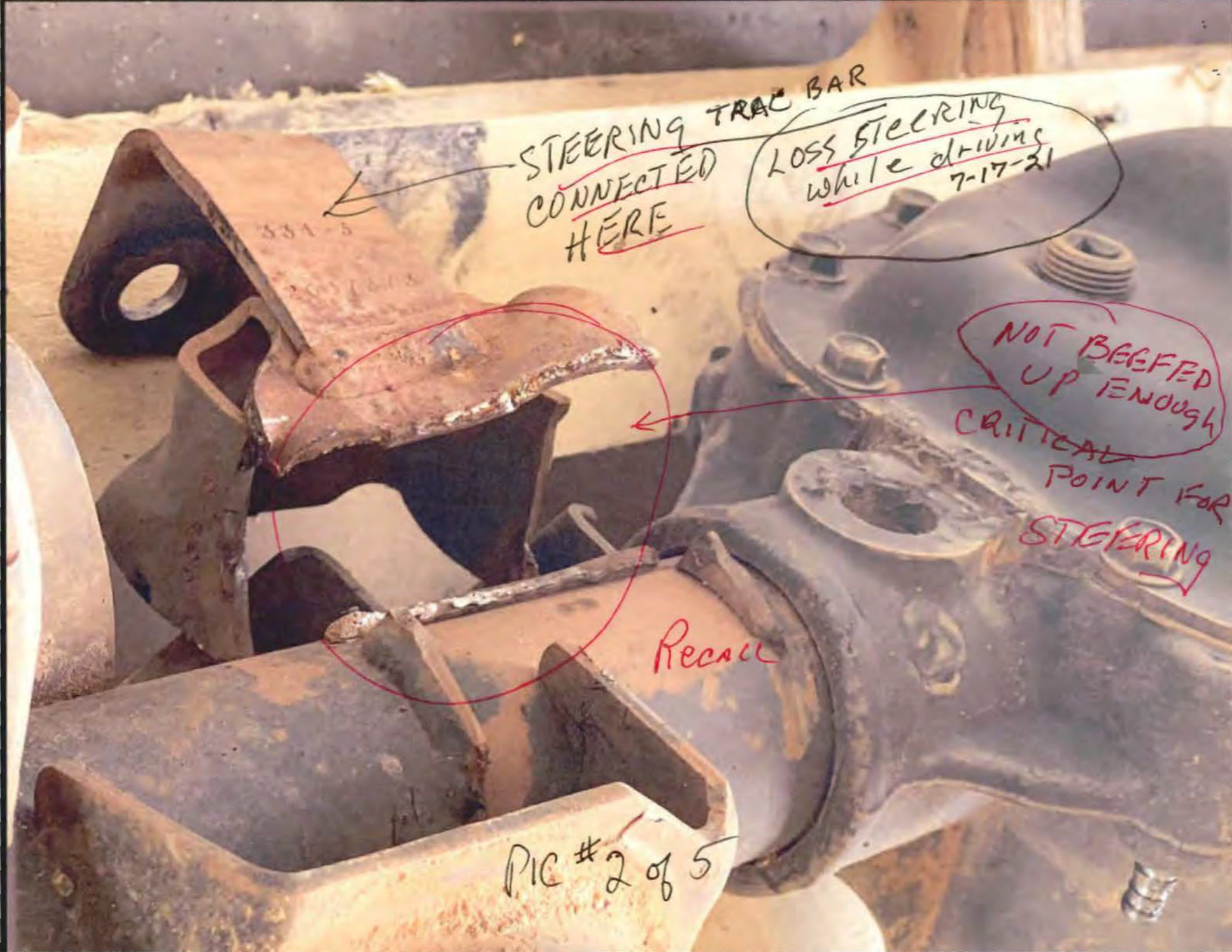
STEERING TRAC BAR
CONNECTED
HERE

LOSS STEERING
while driving
7-17-21

NOT BEEFED
UP ENOUGH
CRITICAL
POINT FOR
STEERING

Recall

PIC # 2 of 5



steering TRAC BAR Connected
HERE

FRONT
AXLE
2014 Jeep

Pic # 3 of 5

PART BROKE
OFF WHILE DRIVING
+ LOSS CONTROL +
ALMOST CRASHED
NO STEERING
7-17-21

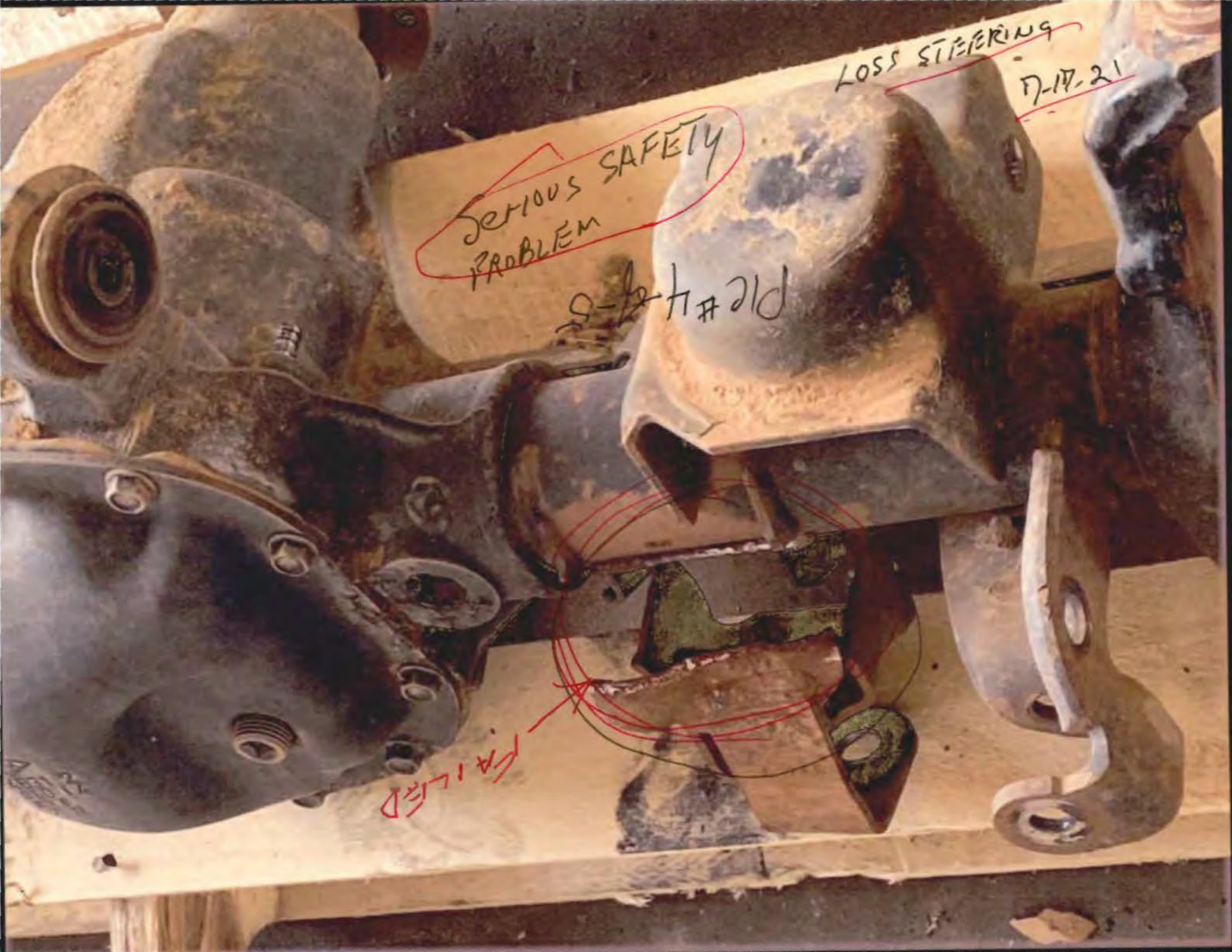
LOSS STEERING

7-17-21

SERIOUS SAFETY
PROBLEM

Plc #4 of 5

FAILED



BROKE OFF
WHILE DRIVING
ALMOST CRASHED
NO STEERING 7-17-21

FRONT
AXEL
↓

STEERING
TRAY BAR
CONNECTED
TO THIS
PIECE THAT
BROKE OFF
7-17-21

↑
BREAK

FAILED
WELD TO AXLE

← FRONT AXLE →

pic# 595

CUSTOMER #: [REDACTED]

ITEM B caused multiple PROBLEMS!



INVOICE

DUPLICATE 1
PAGE 1

130 I-45 South - Huntsville, TX 77340
Phone: (936) 295-2277 - Fax: (936) 295-5079
www.wischnewskydodge.com

COLDSRING, TX [REDACTED]

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 11001 RICHARD G FLOYD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Gray	14	JEEP WRANGLER UNLIMI	1C4B0WKG3EL [REDACTED]	[REDACTED]	190395 / 190404	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
07APR14 DD			11:30 19JUL21			CASH	29JUL21
R.O. OPENED	READY	OPTIONS:	STK:EL [REDACTED]	DLR [REDACTED]	ENG:3.6 LITER		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A Engine Performance Concern [CUSTOMER STATES ENG CHOKING WHILE DRIVING WHICH MIGHT BE DUE TO ELEC STAB CONTROL]

CAUSE: RELATED TO LINE (B) REPAIR

24 Engine Performance Concern [CUSTOMER STATES ENG CHOKING WHILE DRIVING WHICH MIGHT BE DUE TO ELEC STAB CONTROL]

11032 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B General Concern #1 [CUSTOMER STATES STEERING REALLY LOOSE --HAVE TO TURN STEERING WHEEL ALOT TO MAKE VEHICLE TURN]

CAUSE: INSPECT AND FOUND FRONT AXLE ASSEMBLY BRACKET BROKEN WHERE TRAC BAR ATTACHES

Loss CONTROL OF Vehicle

01 General Concern #1 [CUSTOMER STATES STEERING REALLY LOOSE --HAVE TO TURN STEERING WHEEL ALOT TO MAKE VEHICLE TURN]

11032 C					877.50	877.50
1 68017160AB AXLE-SERVICE FRONT						2795.00
1 52059983AG BAR-FRONT						288.20
1 52060058AF DAMPER-STEERING						116.60
1 52126113AE TIE ROD-TIE ROD						282.70
2 52059975AC LINK-STABILIZER BAR						132.58
2 6506497AA BOLT-HEX FLANGE HEAD LOCKING						23.46
1 52126114AC TIE ROD-TIE ROD						94.88
2 68218041AB LUBE-GEAR						42.42

SUBL ALIGN FRONT END

C 3775.84 LABOR: 877.50 OTHER: 129.95 TOTAL LINE B: 4783.29

REPLACED FRONT AXLE ASSEMBLY, TRAC BAR, STEERING STABILIZER & 2 SWAY BAR LINKS, ALIGN FRONT END & TEST DRIVE

C Axle/Driveshaft/Differential Concern [CUSTOMER STATES STUCK IN 4-WHEEL DRIVE HIGH POSITION]

CAUSE: RELATED TO LINE (B)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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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)

ER # [REDACTED]



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DUPLICATE 1
PAGE 2

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OLDSRING, TX

CONT
CELL

SERVICE ADVISOR: 11001 RICHARD G FLOYD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Gray	14	JEEP WRANGLER UNLIMI	1C4BJWKG3	[REDACTED]	190395/190404	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR14 DD			11:30 19JUL21			credit card
R.O. OPENED	READY	OPTIONS:	STK: EL	DLR:	ENG: 3.6	LITER
10:29 19JUL21	15:07 29JUL21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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14 Axle/Driveshaft/Differential Concern [CUSTOMER STATES STUCK IN 4-WHEEL DRIVE HIGH POSITION]

11032 C 0.00 0.00 0.00 0.00 TOTAL LINE C: 0.00

D Indicator/Warning Lights Concern [CUSTOMER STATES ELEC STABILITY CONTROL -- LIGHT GOES ON AND OFF WHILE DRIVING]

CAUSE: RELATED TO LINE B

24 Indicator/Warning Lights Concern [CUSTOMER STATES ELEC STABILITY CONTROL -- LIGHT GOES ON AND OFF WHILE DRIVING]

11032 C 0.00 0.00 0.00 0.00 TOTAL LINE D: 0.00

COUPON10 \$10.00 Off Coupon C

-200.00 -200.00

EST: 500.00 19JUL21 10:29 SA: 11001

CONTACT: [REDACTED]

ENVIRON FEES

15.00

VEHICLE -- NOT ABLE TO DRIVE DUE TO ISSUES ---W ILL BE TOWED TO YOUR FACILITY. HOPE I CAN GET T OW TRUCK EARLY ON 19TH TO ARRIVE ON MY EST 9AM TIME.

WE HOPE YOUR SERVICE WAS TRULY EXCEPTIONAL! WE STRIVE FOR ALL 10'S & YES'S ON THE SURVEY!

Big SAFETY ISSUE - RECALL Before

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DESCRIPTION	TOTALS
LABOR AMOUNT	877.50
PARTS AMOUNT	3775.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	129.95
MISC. CHARGES	15.00
TOTAL CHARGES	4798.29
LESS INSURANCE	200.00
SALES TAX	312.75
PLEASE PAY THIS AMOUNT	4911.04

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

INVOICE



DODGE + CHRYSLER + Jeep
HUNTSVILLE, TEXAS
130 I-45 South, Huntsville, Texas 77340
(936) 295-2277 Fax (936) 295-5079

PAGE 1

COLDSRING, TX

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 439 TERESA VAN NESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
GRANITE-CR	14	JEEP WRANGLERUNLIMI	1C4BJWKG3E1 [REDACTED]	[REDACTED]	141418 / 141418	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
07APR14 DE			17:00 17JUN19		0.00	CASH
R.O. OPENED	READY	OPTIONS	STK: EL [REDACTED]	ENG: 3.6 LITER		INV. DATE
						19JUN19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S HEARS CLICKING NOISE ON RT FRT AREA, THINKS CV BOOT
CAUSE: FOUND BOTH FRT U JOINTS WORN, RT ONE MAKING NOISE

06 FRONT SUSPENSION

674 C

480.00 480.00

2 68423294AA 02012047Y U/JOINT

68.70 68.70 137.40

PARTS: 137.40 LABOR: 480.00 OTHER: 0.00 TOTAL LINE A: 617.40

REPLACED BOTH FRT U JOINTS

B * NEEDS FRT AND REAR BRAKES

CAUSE: PADS SHOULD BE COVERED UNDER LIFETIME AGREEMENT, (SEE
ATTACHED/PREVIOUS BRAKE PAD PURCHASES, LIFETIME PADS FOR REAR
BRAKES NO LONG AVAILABLE.

05 BRAKE SYSTEM

674 C

360.00 360.00

PARTS: 0.00 LABOR: 360.00 OTHER: 0.00 TOTAL LINE B: 360.00

SENT QUESTION TO WIC CENTER, WILL LET CUSTOMER KNOW IF HE OWES FOR
REAR PADS ONCE WIC ANSWERS, DISCUSSED W/CUSTOMER
PERFORMED 4 WHEEL BRAKE JOB, REPLACED PADS, TURNED ROTORS
LABOR ONLY, PADS ON LINE C

COUP DOLLARS OFFDOLLARS OFF

C

-100.00 -100.00

STEERING

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DESCRIPTION	TOTALS
LABOR AMOUNT	840.00
PARTS AMOUNT	137.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.08
TOTAL CHARGES	992.48
LESS INSURANCE	100.00
SALES TAX	11.42
PLEASE PAY THIS AMOUNT	903.90

X
CUSTOMER SIGNATURE

CUSTC

INVOICE



DODGE CHRYSLER Jeep
HUNTSVILLE, TEXAS
130 I-45 South, Huntsville, Texas 77340
(936) 295-2277 Fax (936) 295-5079

COLDSRING, TX

PAGE 1

HOME
BUS: CONT:
CELL:

SERVICE ADVISOR: 439 TERESA VAN NESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRANITE-CR	14	JEEP WRANGLER UNLIMI	1C4BJWKG3E1		142952 / 143080	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
07APR14 DE			17:00 12JUL19		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK: EI	ENG: 3.6	LITER	

15:49 12JUL19 16:11 19JUL19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S CEL ON, FLASHES AT TIMES, RUNS ROUGH ON 4 DAYS

CAUSE: FC P0314 #5 INJECTOR CODE, SWAPPED COILS AND PLUGS, CLEARED CODE, TEST DROVE, CODE RETURNED, FOUND WIRING HARNESS BRITTLE

+ SHORTING
OUT SO ENGINE
STALLS

24 ENGINE - DRIVABILITY

674	C					840.00	840.00
1	68081223AH	08015002Y	WIRING-ENGINE		682.00	682.00	682.00
1	68087837AJ	08015002Y-WS-2000	WIRING-INJECTOR		121.00	121.00	121.00

PARTS: 803.00 LABOR: 840.00 OTHER: 0.00 TOTAL LINE A: 1643.00

* REPLACED ENGINE WIRING HARNESS AND FUEL INJECTOR HARNESS, TEST DROVE MULTIPLE TIMES, CODE DID NOT RETURN

B* C/S PERFORM LUBE, OIL AND FILTER CHANGE, CK FLUIDS, TIRE PRESSURE, ETC

CAUSE: COMPLETED

01CHZ07 C/S PERFORM LUBE, OIL AND FILTER CHANGE, CK FLUIDS, TIRE PRESSURE, ETC

yes done

674	I					(N/C)	(N/C)
1	68191349AC	09057006N	FILTER-ENGINE OIL			(N/C)	(N/C)
6	68055890AA	01081090N	*OIL-5W20			(N/C)	(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COUP DOLLARS OFFDOLLARS OFF

C

-200.00 -200.00

Elec
sys

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DESCRIPTION	TOTALS
LABOR AMOUNT	840.00
PARTS AMOUNT	803.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.75
TOTAL CHARGES	1657.75
LESS INSURANCE	200.00
SALES TAX	67.64
PLEASE PAY THIS AMOUNT	1525.39

X
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



DODGE CHRYSLER Jeep
HUNTSVILLE, TEXAS
130 I-45 South, Huntsville, Texas 77340
(936) 295-2277 Fax (936) 295-5079

COLDSRING, TX

PAGE 1

HOME [REDACTED] CONT
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 439 TERESA VAN NESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRANITE-CR	14	JEEP WRANGLERUNLIMI	1C4BJWKG3E[REDACTED]		151785/151795	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR14 DD			17:00 09DEC19		0.00	CASH	16DEC19

R.O. OPENED	READY	OPTIONS:	STK:EL [REDACTED]	ENG:3.6_LITER
07:59 09DEC19	09:32 16DEC19			

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S HEARS GRINDING TYPE NOISE, THINKS POSSIBLE W/BEARING
CAUSE: FOUND NOISE COMING FROM FRT DRIVESHAFT

04 TIRES - WHEELS	674 C				240.00	240.00
1 OR 938-103 DRIVESHAFT				966.08	695.00	695.00
PARTS 695.00	LABOR: 240.00	OTHER: 0.00		TOTAL LINE A:		935.00

FAILED

B C/S CEL ON
CAUSE: FC P0456, EVAP SYSTEM, LEAK TESTED, TEST DROVE, CODE DID NOT RETURN

24 ENGINE - DRIVABILITY	674 C				0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE B:		0.00

C C/S GAS CAP MESSAGE WAS ON

24 ENGINE - DRIVABILITY	674 C				0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE C:		0.00

COUP DOLLARS OFFDOLLARS OFF

	C				-93.50	-93.50
--	---	--	--	--	--------	--------

PAID
BY: _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	240.00
PARTS AMOUNT	695.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.32
TOTAL CHARGES	939.32
LESS INSURANCE	93.50
SALES TAX	57.74
PLEASE PAY THIS AMOUNT	903.56

X
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



DODGE + CHRYSLER + Jeep
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130 I-45 South, Huntsville, Texas 77340
(936) 295-2277 Fax (936) 295-5079

DUPLICATE 1
PAGE 1

COLDSRING, TX

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 439 TERESA VAN NESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRANITE-CR	14	JEEP WRANGLERUNLIMI	1C4BJWKG3EL [REDACTED]	[REDACTED]	150742/150752	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR14 DD			17:00 25NOV19		0.00	CASH	26NOV19
R.O. OPENED	READY	OPTIONS: STK:EL [REDACTED] ENG:3.6 LITER					

08:15 25NOV19 10:36 26NOV19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A) C/S CLICKING NOISE IN RT FRT AREA, CK HISTORY
 CAUSE: FOUND CLICKING COMING FROM DRAG LINK WHEN TURNING
 06 FRONT SUSPENSION

1	52126058AD	19027003Y	TIE ROD-DRAG LINK INNER	177.00	177.00	180.00	180.00
1	52060049AE	19027003Y	TIE ROD-DRAG LINK OUTER	92.50	92.50	92.50	92.50
PARTS: 269.50 LABOR: 180.00 OTHER: 0.00					TOTAL LINE A:		449.50

REPLACED BOTH DRAG LINK ENDS, TEST DROVE, NOISE GONE

COUP DOLLARS OFFDOLLARS OFF
C

-44.95 -44.95

steering

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DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	269.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.24
TOTAL CHARGES	452.74
LESS INSURANCE	44.95
SALES TAX	22.53
PLEASE PAY THIS AMOUNT	430.32

X _____
CUSTOMER SIGNATURE

Caldspring, TX



National Highway Traffic Safety Admin
1200 New JERSEY AVE SE
WASHINGTON, D. C.

20590