



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 17-FEB-2017
Repository
Reference No. 10955271

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City JACKSON State OH Zip Code [REDACTED]

The information you provide will be used to identify potential safety 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).

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1C4BJWDG4CL [REDACTED]
Make JEEP Model WRANGLER Model Year 2012
Date Purchased March 2012 Dealer's Name and Telephone Number Coll Auto Sales 740-286-2184 Engine: No: Cylinders 6 Cylinder Fuel Type: Gas
Original Owner Dealer's City Jackson State Ohio Zip Code 45640
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 09-FEB-2017
Auto Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 030000 BRAKES (PWS)
Front axle track bar bracket Failure Mileage 72107 Failure Speed 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 2012 JEEP WRANGLER. WHILE DRIVING 70 MPH, THE FRONT TRACK BAR BRACKET TO THE FRONT AXLE FRACTURED WITHOUT WARNING. THE FAILURE CAUSED A LOSS OF POWER STEERING FUNCTION BECAUSE THE AXLE WELDS SEPARATED AND BECAME UNDONE. IN ADDITION, THE BRAKES MALFUNCTIONED WITHIN THE ELECTRONIC STABILITY CONTROL SYSTEM AND THE ABS. THE FRONT AXLE WAS REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 72,107.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached sheet

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

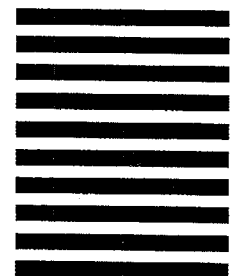


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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

NHTSA

Vehicle Defect Questionnaire (VQ001)
U.S. Department of Transportation
National Highway Traffic Safety Administration

On February 9, 2017, my son was driving his jeep home and noticed his steering wheel was off center. After going around a curve at the posted speed of 70 mph, the stabilizer active light came on. He slowed down and as he did, the front of the jeep shook violently and he lost steering. The front axle track bar bracket broke loose from the axle. After checking it, I called the local dealer in Ashland, KY. They advised me that this was a common problem and they had replaced several axles for the same problem. My jeep was still under power train warranty but only lubricated parts. I was told to call customer service as they may cover the repairs or part of the repairs. Also, if I was to do the repairs myself to keep a receipt because they see a recall coming soon. I called Jeep customer service twice and they said they would return my call however; I still have not received that return call. The dealership told me that if they replaced the axle that they would have to replace it with the same style of axle that failed with no improvements. I am an ASE, General Motors Master Technician. I needed to have the jeep repaired as it is my son's only means of transportation to go back and forth to college and work. Since the dealership told me that the stock replacement axle wasn't any different than the one that broke and there was a possibility of it breaking again, I did some research and found the best name brand aftermarket axle that I thought would be better and a onetime fix so I purchased it and did the repairs myself. I have enclosed copies of the invoice for the replacement axle, copies of my certifications, and print-offs of the JK Forum where other customers have had the same problems. Had my son not slowed down when he thought that something might be wrong, he would have been driving at a speed of 70 mph and would have lost control when he lost steering. I told the receptionist at Jeep Customer Service this and tried to convey to her that if this happens when somebody is driving at a high rate of speed and they are unable to get slowed down in time that somebody was going to end up seriously hurt or killed and she assured me that I would be receiving a return phone call which as I mentioned above, I still have not received. I own and drive a jeep myself and this was so bad and concerning to me that I have purchased additional material to reinforce the axle on my jeep hoping to avoid having the same problem happen to me.

[Redacted]

[Redacted]

Jackson, Ohio [Redacted]

[Redacted]

3-25-17

Date

River City Offroad

832-526-2415

sales@rivercityoffroad.com

www.rivercityoffroad.com

Invoice

Date	Invoice #
2/13/2017	[REDACTED]

PAID
02/13/2017

Bill To
[REDACTED]
Jackson, OH
[REDACTED]

Ship To
Glockners
[REDACTED]
[REDACTED]

P.O. Number
[REDACTED]

Quantity	Item Code	Description	Price Each	Amount
1	TER3503004	Teraflex JK 4" Tera30 HD Front Replacement Housing	2,000.00	2,000.00
Total				\$2,000.00



CENTER OF LEARNING

SERVICE TECHNICAL COLLEGE

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Welcome [Redacted] Service Technician

GLOCKNER CHEVROLET CADILLAC BUICK GMC



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MY TRAINING STATUS

MY ENROLLMENTS

MY VCT

Social Media Training

GM TechTube

TECHNICAL CERTIFICATION
March 20, 2017

PATH TO 100% STS

	STS	Bronze	Silver	Gold	MTC
<u>Fundamentals</u>	100%	Y	NA	NA	N
<u>Emerging Issues</u>	100%	NA	Y	Y	N
<u>Engine Performance</u>	100%	NA	Y	Y	N
<u>Diesel Engine Performance</u>	100%	NA	Y	Y	N
<u>Engine Repair</u>	94%	NA	N	N	N
<u>Electrical/Electronics</u>	100%	NA	Y	Y	N
<u>Manual Drivetrain & Axle</u>	100%	NA	Y	Y	Y
<u>Automatic Transaxle/Transmission</u>	96%	NA	N	N	N
<u>Brakes</u>	100%	NA	Y	Y	N
<u>Steering & Suspension</u>	100%	NA	Y	Y	N
<u>HVAC</u>	100%	NA	Y	Y	Y
<u>Mech/Elec/Body Repair</u>	100%	NA	Y	Y	N
<u>Advanced Technology Vehicles</u>	100%	NA	NA	NA	N

Training Paths and Certification Completion status are subject to change. Click on the link for each Training Path for more details.

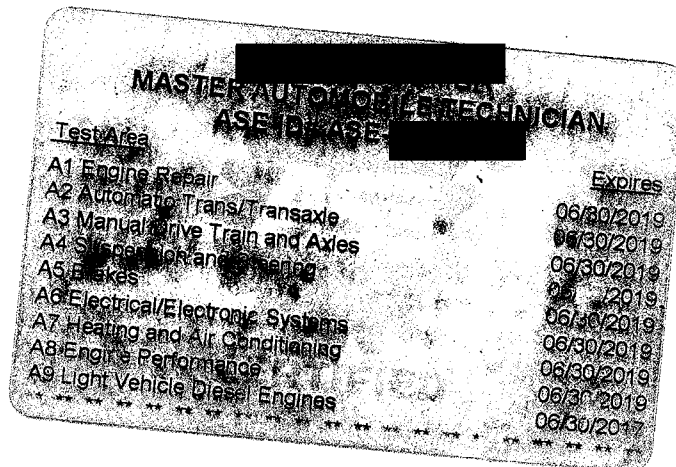
CERTIFICATIONS / CERTIFICATES

SUMMARY CERTIFICATE

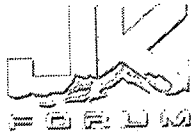
It's almost Q2! Be sure to complete your Q1 training by March 31 at 11:59 pm EST.

Cadillac EBE ends March 31. Per Project Pinnacle guidelines, participants in the program must be profiled and 100% trained in the Certified Cadillac roles.

GMTWEB07-P



User Name Password Log In Help Register
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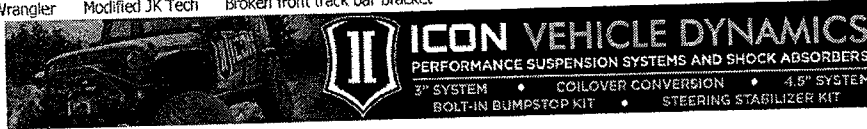


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Forum Jeep JK Wrangler Modified JK Tech Broken front track bar bracket

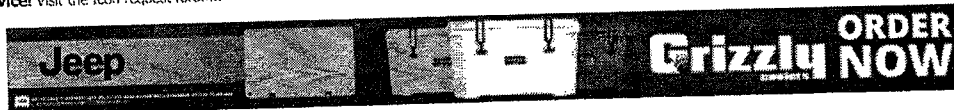


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Jeep Grizzly NOW ORDER NOW

Broken front track bar bracket

Results 1 to 10 of 14 Page 1 of 2

Thread: Broken front track bar bracket

Thread Tools Search This Thread

12-20-2008, 05:39 PM

THE GAGNON

JK Newbie



Join Date:	Sep 2006
Location:	YOKOSUKA, JAPAN
Posts:	24

Broken front track bar bracket

For some unknown reason, while I was casually driving down the road today, I snapped my front track bar bracket right off my axle. Has anyone else experienced this? What would be the cause(s) of this happening? I replaced by steering stabilizer a month ago as a result of the Death Wobble, but it appears that something else is causing the instability. Instead of the stabilizer blowing this time the bracket broke off.

Thoughts?



2007 JK-Unlimited, Half Door
2" Full Traction BB
33" Nitto All-Terrains
Pro-comp MX-6 Adjustable Shocks & Steering Stabilizer

Reply With

12-21-2008, 04:21 AM

JK Enthusiast

See there, If you get DW and replace the SS, it may go away, like mine would, but now you have a defective mount! Im still trying to locate my DW problem and the first thing I need to do is replace the mount with a beefier one so Im not driving down the highway



Join Date:	Mar 2007
Location:	vernal utah
Posts:	239



when it fly's off. I know, Im repeating what has been said, but it cant be said enough. DW puts a big strain on the mount. Also, c your other parts for damage. Like me, good luck. Glad you are ok.

0x 2 DR. Wrangler X, Soft.
35" s. Prucomp bead stu 17's, Mud. 5.5 Moab HR.
Jenson Dvd, 2200 w air, No Rattles..
"Moab Edition" w/Coof Green Stickers.
4 Delta lights, Ramage Side Bars.
Smifty Bumper and 8x Winch
I always turn my head to look.



Reply With

12-21-2008, 04:48 AM

JK Jedi Master



Join Date:	Oct 2006
Location:	O HI 4 Lo
Posts:	15,133



are you really in japan?

anywho.

Did you retorque you trackbar when you installed the SS? Or just bolted it up and didnt check anything else?

Last edited by Pighajsep: 12-21-2008 at 04:52 AM.

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Fulltraction 3" Long arm, PureJeep Fenders & 37's

Reply With

12-21-2008, 07:06 AM

JK Juvie



Join Date:	Dec 2007
Location:	Everett, WA
Posts:	2,578



07 2 Dr JK Rubicon named RubyDoo in black
TeraFlex 2.5" BB with 4Dr Ruby springs
Warn front and rear bumpers
Skid Row engine/trans skid plate
rear box 30"x36" full of tools and stuff
High lift 4" on rear roll bar
B274 warn winch
PIAA 5" lights on windshield mounts
Cragar 345 steel wheels in silver
Riddler diff covers
35x1250x17 procomp Xterrains
Yukon 5.13 gears
Alloy USA front CroMolly shafts

TeraFlex 2Lo kit
www.northridge4x4.com

Reply With

12-21-2008, 08:53 AM

JK Newbie



Join Date:	Sep 2006
Location:	YOKOSUKA, JAPAN
Posts:	24

Originally Posted by [redacted]
are you really in japan?

anywho.

Did you retorque you trackbar when you installed the SS? Or just bolted it up and didnt check anything else?

I was in Japan when I ordered my Jeep... guess it is about time that I update my profile. I reside in San Diego now.

Regarding retorquing the trackbar, I had my SS installed at 4 wheel parts. I am a mechanical idiot, and I would rather have "professionals" install suspension components as simple as a SS install might be.

Besides torquing my track bar, what else could cause the failure? I am going to have 4 wheel parts reinforce both my front and rear track bar brackets. I am going to have them rotate, balance, and align my tires, and retorque all my suspension components. Anything else that I should do?

2007 JK-Unlimited, Half Door
2" Full Traction BB
33" Nitto All-Terrains
Pro-comp MX-6 Adjustable Shocks & Steering Stabilizer

Reply With

12-21-2008, 08:55 AM

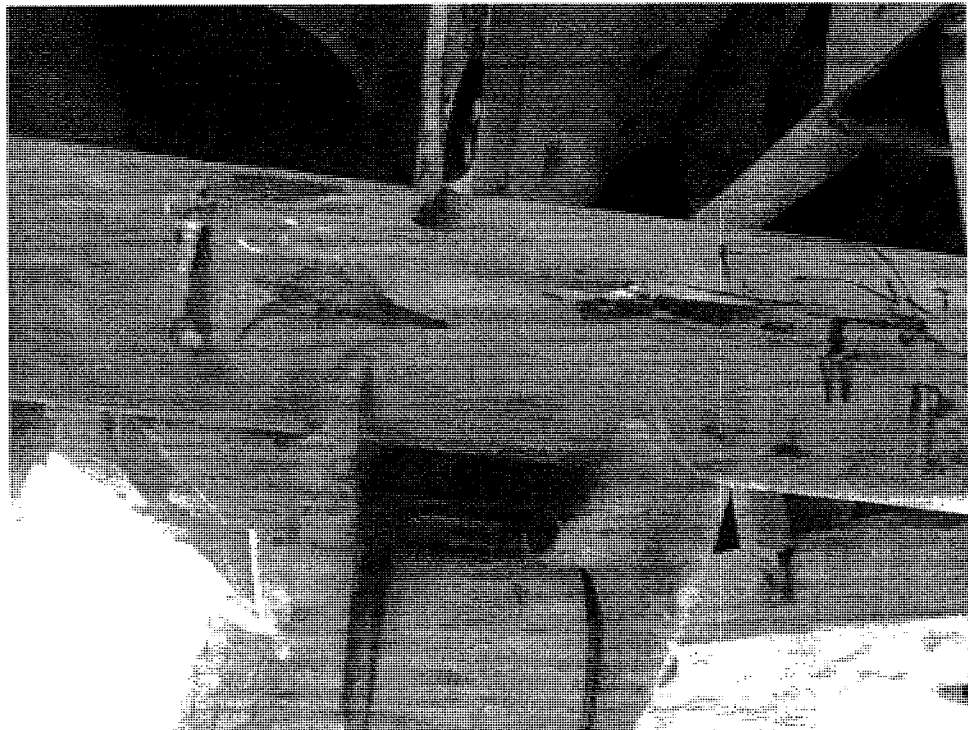
JK Newbie

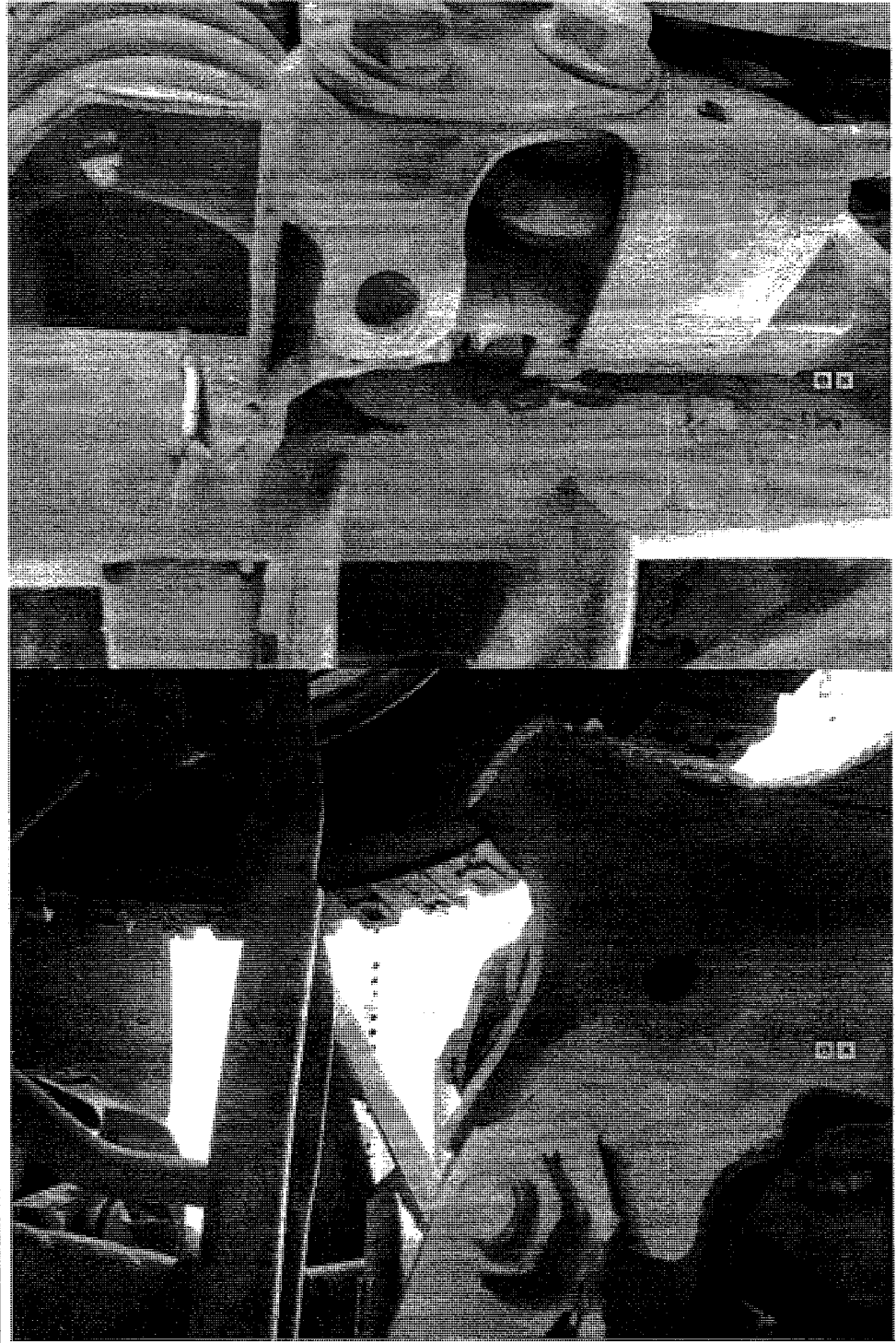


Join Date:	Sep 2006
Location:	YOKOSUKA, JAPAN
Posts:	24

Originally Posted by [redacted]

RubyDoo's broke after bending the tierod bar and also due to many death wobbles. Found the factory welds were NOT complete and had rust under them.





This looks identical to the damage on my jeep. 4 wheel parts said that the brackets were only welded to the axel on one side.

2007 JK-Unlimited, Half Door
2" Full Traction BB
33" Nitto All-Terrains
Pro-comp MX-6 Adjustable Shocks & Steering Stabilizer

⊗ × Reply With

12-21-2008, 09:08 AM

JK-Forum Founder

Join Date: Jul 2006
 Location: Laguna Niguel, CA
 Posts: 36,537

Originally Posted by [REDACTED]

Has anyone else experienced this? What would be the cause(s) of this happening? I replaced by steering stabilizer a month ago as a result of the Death Wobble, but it appears that something else is causing the instability. Instead of the stabilizer blowing this time, the bracket broke off.

Thoughts?

unfortunately, i have been seeing this a lot lately and especially so on jeeps running a track bar relocation bracket on the axle. UNFORUNTATELY, someone gave you the erroneous information that an SS would fix your DW when all along, your track bar mo failing was the cause of it.

Originally Posted by [REDACTED]

Regarding retorquing the trackbar, I had my SS installed at 4 wheel parts. I am a mechanical idiot, and I would rather have "professionals" install suspension components as simple as a SS install might be.

unfortunately, retorquing your track bar bolts would not have prevented the tearing off of your track bar mount.


Besides torquing my track bar, what else could cause the failure? I am going to have 4 wheel parts reinforce both my front and rear track bar brackets. I am going to have them rotate, balance, and align my tires, and retorque all my suspension components. Anything else that I should do?

the increased leverage being placed on your track bar axle mount from your larger tires most likely caused it to get fatigued. if y were running a track bar relocation bracket at this location, that would have only amplified the leverage and once the factory mo started to fatigue, it would have allowed for more flexing. of course, this flexing is what allows DW to occur and once you have D the forces being placed on the mount would only be intensified and to the point where it WILL tear it off.

once the mount is repaired, be sure to reinforce it and double check all your other front end suspension/steering components for looseness as DW can and will loosen everything.

Reply With

05-18-2009, 11:45 AM

JK Enthusiast

 Join Date: Jun 2008
 Location: High Point, NC
 Posts: 149


[REDACTED]

a few vendors make a trackbar bracket BRACE. After my TB bracket failed for the second time, I ordered the adjustable TB and front and rear braces. Once you've experienced bracket failure, DW and a long limping ride home, these parts dont seem to expensive anymore. go figure. good thread, I hope anyone with signs of DW will inspect their brackets VERY closely and implement the braces ASAP.

Northridge4x4

Reply With

05-18-2009, 02:00 PM

JK Super Freak

 Join Date: Dec 2008
 Location: Crawfordsville
 Posts: 1,028

just broke off my relocation bracket. guess im headin down to get an adj. track bar

Keep an eye on your girl.
 i work my rubbers like a turnpike
 The Cage
 White Widow in action
 Seats for sale
 [REDACTED]

Reply With

07-02-2009, 05:00 PM

JK Jedi Master

Originally Posted by [REDACTED]

Off & on Death Wobble for a couple of weeks after lifting my JK with a 2" Full Traction lift. Snapped off my track bar bracket on the way home tonight!



Join Date: Oct 2006
 Location: O HI 4 Lo
 Posts: 15,133

!@#\$there goes my 4th of July weekend!

death wobbie was because you didnt need the track bar bracket.

get the bracket welded back on and ditch the bracket

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- Don't Miss! - 3/22
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JK 2013 - Dark

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