

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

Bethel Park, Pa

April 4<sup>th</sup>, 2017

NHTSA Engineers  
US Department of Transportation  
NHTSA  
Office of Defect Investigation (NVS-210)  
1200 New Jersey Avenue SE  
West Building  
Washington, D.C. 20590

APR 18 2017

NHTSA Engineers:

RE: NHTSA ID Number: 10958904

NHTSA, I would like to inform you of the severe safety malfunctions I had driving on the highway with a 2016 Jeep Wrangler Unlimited Rubicon 4-DR purchased on February 21<sup>st</sup>, 2017 from Lindsay Chrysler Dodge Jeep Ram of Manassas, Virginia. The Jeep Wrangler Unlimited loses control at 67 mph and above. The vehicle will veer to the right trying to take you into the lane to your right even though the steering wheel isn't turning right, the steering wheel will shake violently, the back tires will lose traction with the road, the whole vehicle will then start shaking. It's extremely difficult to get this vehicle back under control. Of the 3 times I drove this vehicle, the vehicle dangerously malfunctioned twice on dry, smooth roads. I have gotten nowhere with Fiat Chrysler and the dealership. The first dealership, Criswell of Gaithersburg, Maryland, to which I took the vehicle falsified the work order. Criswell summarized and diminished all the aforementioned safety concerns I had into "vibration when braking". Subsequently, Lindsay has also falsified and obfuscated the safety malfunctions as "Customer states that the traction control light is on. Check and Advise".

Enclosed are the dealership work-orders of Criswell of Gaithersburg of MD and Lindsay of Manassas, Virginia. I will also send you copies of my correspondence between myself, Lindsay Personnel (text messages), Jeep Wave, Richard Thornton of Chrysler, and the Office of the Attorney General of Virginia.

There are other similar complaints on NHTSA. I would like for an investigation into this matter to be opened. I would like a call back as well. You may call me at [REDACTED] I can also be reached via email at [REDACTED] I'll send the

**The complaints similar to mine are as follows; NHTSA ID Number: 10965892, 10968363, 10958409, 10875405, 10887769.**

AM  
4.28.17  
LD

Here is an extremely brief summary that I have posted on Facebook, Twitter, Instagram, Tumbler and Jeep Forums.

2016 Jeep Wrangler owners, please be informed of a potential liability and unnecessary risk to drivers, passengers and others on the road. I purchased a brand new 2016 Jeep Wrangler Unlimited Rubicon 4-DR with a lit traction light. I was assured and promised by numerous dealership personnel that it was just a glitch from not being driven, that the vehicle was perfectly safe to drive and that nothing was wrong with it; the "vehicle is perfect". I was promised that the vehicle would be factory reset the very next morning. I would also like to state that my sales associate and I were instructed "local test drive only". Twenty minutes after purchase on the highway the back tires lost traction with the road, the vehicle started veering to the right trying to take me into the lane to my right, the steering wheel started shaking violently followed by the whole vehicle starting to shake. And I couldn't slow down. If the road conditions had been anything but dry and smooth, I wouldn't have gained back control of the vehicle. I'm extremely blessed that there were hardly any other vehicles on the road.

The next morning, I called the Lindsay Chrysler Dodge Jeep Ram dealership where I purchased the vehicle the night before. Lindsay refused to see me or honor their promise of factory resetting the vehicle or even to look at the vehicle to find out what was wrong with it. They told me any Jeep certified dealership could look at the Jeep and factory reset it. At Jeep Wave's behest, Criswell of Gaithersburg, Maryland, agreed to take the vehicle and fix it. Unbeknownst to me, the service advisor who I spoke with diminished and summarized the dangerous driving malfunctions as "vibration when braking". Two days later when picking up the 'fixed vehicle', I questioned why none of the problems were written on the work order. Criswell said everything doesn't need to be written down and they checked everything. I was informed that Lindsay called dealerships looking for the vehicle. I was told that Lindsay instructed Criswell to just factory reset it and to please explain to me "that's how Jeeps are supposed to drive". Additionally, Criswell did not replicate the conditions in which the vehicle dangerously malfunctions due to Jeep Protocol.

Four miles out from Criswell on the highway merging in front of a string of traffic that had not let me over, the vehicle malfunctions again. The back wheels lost traction with the road, the vehicle veered to the right trying to take me into the right lane beside me, the steering wheel started to violently shake, followed by the whole vehicle starting to shake. And the traction light was back on. I couldn't pull over onto the shoulder due to an accident already being there. I had to struggle to regain control on a winding exit ramp. Once again I was blessed that I didn't hit anyone or cause an accident.

I returned the vehicle via tow to the Lindsay dealership with both sets of keys and requested a refund plus costs. Which they ignored. Now, they have the audacity to claim the vehicle is fixed. Lindsay says a faulty clockspring caused the vehicle's erratic driving performance. A clockspring has to do with maintaining a continuous electrical circuit between the instrument panel harness and the driver-side airbag module, the horn switch and the cruise control switches. The problems of a faulty clockspring don't match up with

the problems of this jeep.

The “erratic driving performance” of the vehicle is life threatening not just to the driver and his or her passengers but to others on the road. When speaking with Chrysler, they were as indifferent as Lindsay.

There is someone who experienced similar issues when it just started to drizzle on a highway and ended up hydroplaning head-on into a semi and then rollover. The driver’s prognosis is long-term disability.

If you experienced problems with your jeep’s traction or drivability, please file a complaint on the NHTSA website so this can be addressed and investigated as quickly as possible and no one else is injured or hurt. This is a link to file a complaint with NHTSA <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>.

Sincerely,



Customer Number: [REDACTED] \*INVOICE\*  
 [REDACTED] DUPLICATE 1  
 [REDACTED] Page 1 of 2

**CRISWELL** Jeep  
 Criswell Performance Care, Inc.  
 84 Bureau Drive Gaithersburg, MD 20878  
 (301) 212-4400 Fax: (301) 212-4532  
 www.criswellauto.com

BETHEL PARK, PA [REDACTED]  
 Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
 Email: [REDACTED] home

SERVICE ADVISOR: 1522 OSCAR A ALVARENGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	JEEP WRANGLER UNLIMI	1C4HJWFG9GL [REDACTED]		160 / 181	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
01JAN16			20:00 22FEB17		0.00	CASH	24FEB17
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
13:59 22FEB17	09:00 24FEB17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Multi-point inspection (according to maintenance interval)							
MPI Multi-point inspection (according to maintenance interval)							
131 CHRYSLER							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
160 PERFORMED MULTI POINT INSPECTION							
*****							
B** CUSTOMER STATES THERE IS A VIBRATION WHILE BRAKING							
CAUSE: F							
VINS-33 INSPECT BRAKE LINES AND HYDRAULIC SYSTEM							
1315 W							
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							
DODGE SRT							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
160 TECH TEST DROVE THE VEHICLE AND IT DROVE AS DESIGNED. INSPECTED THE BRAKES AND FOUND NO CONCERNS. TECH DID CHECK THE SYSTEM FOR CODES BECAUSE OF THE TRACTION LIGHT IS ON AND FOUND A STORED CODE FOR STEERING ANGEL INTERNAL. TECH CHECKED ALL CIRCUITS AND ALL PASSED. TEST DROVE THE VEHICLE AND TRACTION LIGHT DID NOT COME BACK.							
*****							
C** Customer In Criswell CJD Rental							
CAUSE: F							
RENTAL Customer In Criswell CJD Rental							
W							
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

**TERMS: CASH ON DELIVERY**  
 Prices are based on full rate unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

**SHOP MATERIAL:** A CHARGE EQUIVALENT TO 10% OF TOTAL REPAIR ORDER CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, ARC SPRAYS, SOLVENT, SALES, TOWELS, BATTERY CLEANERS, ETC.

**ENVIRONMENTAL CONCERNS:** AS WELL AS FEDERAL AND STATE REGULATIONS GOVERNING DISPOSAL, WE'VE FORCED US TO CHARGE FOR THE EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL PARTS AND CLEANING SOLVENTS USED IN THE REPAIR AND MAINTENANCE OF YOUR VEHICLE.

**WARRANTY:** 12,000 MILES OR 12 MONTHS ON NEW CHRYSLER PARTS AND LABOR, 4,000 MILES OR 90 DAYS ON NEW NON-CHRYSLER PARTS AND LABOR. NO WARRANTY ON USED PARTS.

THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY.

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

CUSTOMER'S SIGNATURE: [REDACTED] X

NO CLAIMS WITHOUT THIS INVOICE  
 THANK YOU

**CUSTOMER COPY**

Copyright 2014 CRISWELL, LLC. 2MP 28167C 400CF 1502C 200800 140000

CUSTOMER #:



8100 CENTREVILLE ROAD  
MANASSAS, VIRGINIA 20111  
PHONE (703) 360-5300 FAX (703) 392-5298  
E-mail: service@lindsayofhyundai.com  
Website: www.lindsaymanassas.com

\*INVOICE\*

PAGE 1

BETHEL PARK, PA

HOME:

BUS:

CELL:

SERVICE ADVISOR: 8044 KYRIN C RAMEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
PJK Hvdex	16	JEEP WRANGLER 4DR	1C4HJWPG9G1		188/212		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
21FEB17	01MAY17		18-00 03MAR17		129.00	CASH	15MAR17

R.O. OPENED	READY	OPTIONS	SOLD-STK	DLR
16:21 03MAR17	10:21 15MAR17	ENG:ERB 3.6L V6 24V VVT Engine		
		TRN:DXJ 5-SPEED AUTO W5A580 TRANSMISSION		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Electrical	Concern					
[Customer states THE TRACTION CONTROL LIGHT IS ON.]							
CHECK AND ADVISE.]							

122 TECH REPORTS TROUBLE CODE C1219 AND C1240 FOR STEERING ANGLE SENSOR ERRATIC PERFORMANCE. TECH PERFORMED PINPOINT TEST TO LOCATE CAUSE.

8214 W (N/C)  
122 UPON FURTHER DIAGNOSIS TECH FOUND DEFECTIVE CLOCKSPRING CAUSING THE ISSUE. REPLACED CLOCKSPRING AND RETESTED NORMAL OPERATION AFTER REPAIR

8214 W (N/C)  
I 5156106AP CLOCKSPRING-STEERING COLUMN CONTROL MOD (N/C)

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

B CHECK FOR SOFTWARE UPDATES  
122 NONE AVAILABLE.

8214 W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SPECIAL ORDERED PARTS NOT RETURNABLE  
NO REFUNDS ON ELECTRICAL PARTS

I HAVE RECEIVED A PROPER EXPLANATION OF ALL REPAIRS AND CHARGES  
YES NO  
CUSTOMER SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.


By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs furnished in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

\*SHOP SUPPLY COSTS: We have added a charge equal to 11% of the total cost of labor not to exceed \$99.95, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed \$5.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: \_\_\_\_\_

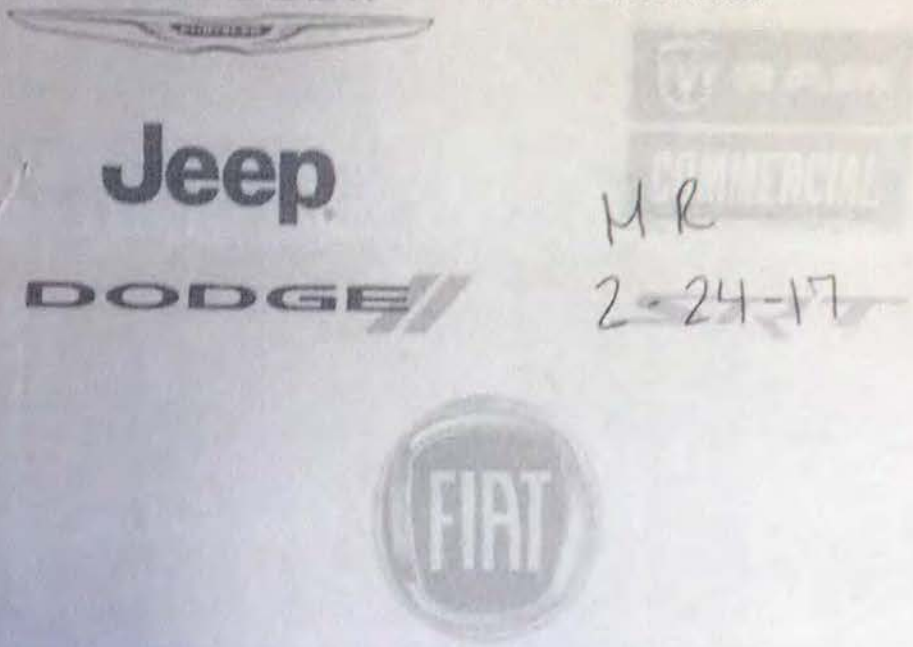
Customer Address: [REDACTED] [REDACTED]  
 \*INVOICE\*  
 DUPLICATE 1  
 Page 2 of 2  
**CRISWELL**   
 84 Bureau Drive  
 Gaithersburg, MD 20878  
 (301) 212-4400 - Fax: (301) 212-4622  
 www.criswellauto.com

BETHEL PARK, PA  
 Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
 Email: [REDACTED]@home

SERVICE ADVISOR: 1622 OSCAR A ALVARENGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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N.O. OPENED		READY	OPTIONS: ENG:3.6 Liter				
13:59 22FEB17		09:00 24FEB17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	HBT	TOTAL
SUBL	RENTAL	CJDRA	619				
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00



Warranty October 1, 2006. House Bill 1067 states that "while a customer's motor vehicle is on the premises of the automobile repair facility, the automobile repair facility may not be responsible for any damage to the customer's motor vehicle under specified circumstances, and that the customer should ask a representative of the automobile repair facility about the extent of its responsibility, including the extent of insurance coverage, etc."

**WARR. COST ON DELIVERY**  
 Taxes are based on full rate amount unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is completed on vehicle.

**WARR. MATERIALS:** A CHANGE EQUIPMENT TO 10% OF TOTAL REPAIR UNDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE AND TO 10% OF TOTAL REPAIR UNDER CHARGES IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE.

**WARR. LABOR:** 12 MONTHS OR 120,000 MILES ON NEW CHRYSLER PARTS AND LABOR. 4,000 MILES OR 90 DAYS ON NEW NON-CHRYSLER PARTS AND LABOR. NO WARRANTY ON USED PARTS.

**WARR. OTHER:** ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

**WARRANTY:** 12,000 MILES OR 12 MONTHS ON NEW CHRYSLER PARTS AND LABOR. 4,000 MILES OR 90 DAYS ON NEW NON-CHRYSLER PARTS AND LABOR. NO WARRANTY ON USED PARTS.

**THIS VEHICLE HAS BEEN TESTED ON TEST DRIVE/DRIVEN WHEN NEEDED AND MECHANICAL WORK WAS PERFORMED SATISFACTORILY.**

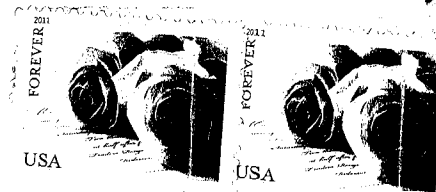
DESCRIPTION	TOTAL \$
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS OIL LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC DISCOUNT	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

CUSTOMER'S SIGNATURE  X

NO CLAIMS WITHOUT THIS INVOICE  
 THANK YOU

**CUSTOMER COPY**

Bethel Park, Pa



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