

LAW OFFICE OF

CL-11189612-7218

LEXINGTON, KENTUCKY

TELEPHONE

FACSIMILE

EMAIL

February 25, 2019

JEEP

Attn: Consumer Complaint/Safety Issues Dept.
100 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: 2019 Jeep Wrangler
(i) "Automatic Headlight" Operations, and
(ii) "Key Fob" Problem

Ladies & Gentlemen:

The purpose of this letter is to advise you of, and predict several multi-million dollar personal injury lawsuits being filed against your company pertaining to, the dangerous situation which now exists pertaining to the "Automatic Headlight" feature of your new Jeep Wranglers.

I presently own (and love driving) a 2015 Grand Cherokee Ltd (which has the "automatic headlight" feature I never touch the headlight switch, the lights automatically come on when it gets dark outside, and then turn off when I turn off the ignition). It has been my experience that other types of vehicles have similar features.

My 2015 Jeep Cherokee also has a "key fob" ignition feature, which, although it took me a while to get used to, allows me to simply keep the "key fob" in my pants pocket (or in the case when she is driving, my wife's purse), while operating the vehicle.

Headlights Issue

However, during a recent vacation trip to Florida, I rented a 2019 Jeep "Wrangler" (from a Hertz rental office). Prior to the rental, I requested a Jeep SUV because (i) I would already know how to operate the normal Jeep features (such as the headlights, windshield wipers, and key fobs). While I was driving on an Interstate highway coming out of a large city (with abundant street lights), about 6:30 P.M., I had assumed that my headlights were either fully engaged or soon would be when the Jeep computer sensor

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deemed the headlights to be necessary. When I left the bright city lights and entered a rural area (still on the Interstate), and intermittently used the “bright lights” function, I realized (to my horror) that my headlights were not in “operation mode”.

I fumbled with the “headlight lever” on the left side of the steering column, but did not find a way to turn my headlights on, so I drove the entire 85 mile trip that evening holding the “bright light” lever down (and “blinding” most of the motorists coming from the opposite direction or those in front of me who had the misfortune of looking into their rearview mirror). Thank the Lord that we made it home to our destination later that night safely.

The next morning, I reached into the Jeep’s glove compartment, pulled out the owner’s manual, and discovered that there is a section (beginning on Page 34) which explains that the operating mechanism of the headlights (including the “automatic headlight” feature) is located on the far left side of the instrument panel, which no reasonable person would have known about unless (i) one had first read the owner’s manual, or (ii) one could see the instrument panel (which, just like the headlights, cannot be “turned on” if you don’t know anything about it, and is nowhere close to the “leadlight lever” on the left side of the steering column).

You need to fix this safety problem immediately, by moving the “automatic headlight” control feature up to the headlight lever on the left side of the steering column. Otherwise, someone like me, renting or otherwise, operating a Jeep Wrangler for the 1st time, will be driving on a rural highway some evening, and have a “head on” collision with another vehicle, while not realizing that he or she is driving **without** the headlights fully engaged. **This should be very easy to fix.**

Key Fob Issue

As explained above, one of the reasons why I rented the Jeep vehicle was that I was already familiar with how to operate the Jeep headlights, windshield wipers, radio, etc. (including the “key fob” feature).

The day after my headlight adventure described above, the family and I needed to drive a short distance for a pre-arranged lunch with some friends in the rented Wrangler. The key fob was in my pants pocket (as is typical when I drive my Grand Cherokee at home), but, to my dismay, I was unable to start the engine (as if the battery was dead). I borrowed some jumper cables in an effort to “jump start” the engine, but the effort was unsuccessful, and I assumed this problem was related to the aforementioned headlight fiasco. As a member of AAA, I called in to request a service technician to come to my Florida location to “jump start” the vehicle. He arrived about an hour later (which caused me to have to cancel our lunch plans for that day), and, after he took possession of my key fob, the vehicle started up immediately. After a short conversation, he recognized the problem. . . . the Wrangler’s key fob sends out a much weaker electronic signal than

the key fob for my Grand Cherokee does, and does not function if tucked in a pants pocket or a lady's purse. So, not only my family's plans for the lunch meeting (as well as other activities later in the day) messed up, but I was also out \$25.00 for the "tip" I felt obligated to give to the AAA service technician. Furthermore, I felt like an idiot when I explained the "fix" to my family. There is no sensible explanation as to why the two (2) different key fobs (both for Jeep vehicles) work differently.

Simple Solution

Simply take advantage of the video screen feature which is now standard equipment in all Jeep vehicles, by producing a simple 30 second mandatory "automatic" video explaining how to:

- operate the headlights;
- operate the windshield wipers, and
- operate the key fobs.

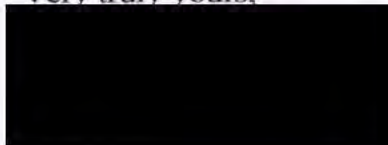
This simple solution would be very helpful to persons who, for example, are helping out a friend who has consumed too much alcohol by driving the friend's vehicle home, or simply renting a Jeep vehicle, who has no prior knowledge of how to operate these electrical systems, before it is too late.

* * * *

Please confirm to me in writing your receipt of this letter and what you intend to do about this very obvious safety hazard.

Thank you very much for your time and consideration.

Very truly yours,



cc: National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 22590

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