

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Subject: NHTSA ID Number #11323237 Jeep Wrangler JL PLEASE HELP!!
Date: Thursday, June 25, 2020 5:54:57 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear NHTSA,

I am an owner of a 2019 Jeep Wrangler JL Rubicon that was purchased new on June 13th, 2019. My wife and I have been struggling with frustrating and potentially dangerous steering issues from day one. Our vehicle does not drive straight down the road. It will veer right or left at the slightest change in grade or bump (even when both hands are on the wheel holding it straight). It has a large dead spot in the steering, so it has to be turned about 2" left to right before the vehicle actually registers the wheel movement. This causes excessive/endless turning of the wheel and attention to just stay in your lane on a straight road. Just looking up to check your rearview mirror can result in being several feet to the left or right from where you were. The faster your driving, the more dangerous it gets. It has now been over a year and we only have 3300 miles on our Jeep. Most of those miles are going to and from warranty service appointments.

I know I am just one person but PLEASE look at the "steering" complaints with new consumers posting their concerns almost daily for the 2018, 2019 & 2020 Jeep Wranglers. These are hardworking Americans that are spending a large portion of their paycheck every month on a defective and potentially dangerous vehicle. We need your help as Jeep is either unwilling or unable to repair the defect. I hope this letter can make it to the right people and if they see fit, I hope it can assist in helping everyone that is struggling with this unacceptable issue. Thank you for your time.

Sincerely,

[REDACTED]
 Johnstown, CO [REDACTED]
 [REDACTED]

2019 Jeep Wrangler JL Rubicon

Vin#1C4HJXFG6KW [REDACTED]

NHTSA ID Number #11323237

NHTSA Jeep Wrangler Steering COMPLAINTS as of 6/24/2020:

- 2016 – There were 7 steering complaints out of 199 total complaints (3.5%)
- 2017 – There were 16 steering complaints out of 117 total complaints (13.6%)
- 2018 – There were 809 steering complaints out of 1068 total complaints (75.7%)
- 2019 – There were 248 steering complaints out of 290 total complaints (85.5%)
- 2020 – There are 63 steering complaints out of 72 total complaints (87.5%)

NHTSA currently has a second open investigation into this issue as well.

[REDACTED]

[REDACTED]
 Quality Control Analyst



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com

Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

DOWNLOAD OUR TELESIS JOBS Mobile App from:

App Store, iOS Version: <https://itunes.apple.com/us/app/telesis-jobs/id1364104100?mt=8>

Google Play, Android Version: <https://play.google.com/store/apps/details?id=com.telesisjobs>

Check out our current job openings at: <http://www.telesishq.com/careers/search-open-jobs/>

Ask me how you can earn up to \$3,000 with TELESIS Employee Referral Program!

This email and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed and may contain information that

Sent from [Mail](#) for Windows 10