



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



March 11, 2022

[REDACTED]
Kingston, MA [REDACTED]

NEF-109 tgd
Ref. No. 11451877

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Jeep Wrangler. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with shaking, vibrating, and rattling (known as the death wobble) while driving in MY 2021 Jeep Wrangler vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. ODI has reviewed complaints concerning front suspension and steering shimmy in Jeep Wrangler vehicles. Complainants typically report experiencing shimmy symptoms at speeds above 50 miles per hour (mph), frequently after traveling over a bump such as a pothole or an expansion joint in the roadway.

These complaints indicate that the shimmy tends to worsen over time and that multiple, expensive repair attempts are frequently needed to resolve the shimmy. Nevertheless, the complaint narratives indicate that, while the condition is disconcerting to drivers, it does not result in loss of control, such as the vehicle moving out of its travel lane. In addition, we observed that any lack of maintenance, like low tire air pressure or worn suspension and steering components, can exacerbate this condition.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue to work with Stellantis (formerly Fiat Chrysler Automobiles) and your dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Stellantis district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Massachusetts Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement