

July 22, 2022

Customer Service
FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

To Whom it may Concern,

On November 30, 2018, my wife and I purchased a new 2019 Jeep Wrangler U from Lithia Chrysler Dodge of Grand Forks, North Dakota. VIN 1C4IJXEG1KW [REDACTED] We have not customized our vehicle, it is factory stock. Shortly after obtaining our vehicle we took a trip out to New York to visit our son. On the way home, we noticed that while doing interstate speed, if we hit a bump of any size, the front of the car would start to shake violently. It would quit once one slowed the vehicle down. Needless to say, this was disconcerting. We had the vehicle into Lithia a couple of times and at first they could not get the vehicle to duplicate the shake.

About the time we had close to 17,000 miles on the vehicle, we started reading about the "Death Wobble" on the internet. People had been talking about it since 2010 on Jeep vehicles. Lithia in Grand Forks, finally conceded that there was a recall on the vehicle and did something to reduce the wobble when we had 18,044 miles on the vehicle. This rectified the problem for a while.

Fast forward to 2022. One month ago, I was driving home from Minneapolis, and I hit a bump on the freeway at 70 mph, and I thought I was going to go off the road. I slowed down to 40 mph, and the wobble stopped. I went into Lithia, and they could not get me in to take a look at it until yesterday. After an hour, they told me the wobble was caused by the front axle lacking a particular type of dampering system (which supposedly was repaired at 18000 miles) and was now available from Mopar. The charge to look at the vehicle was \$82.50, but since they didn't have the part, they would have to order it and it would cost about \$100 for the part and another hour or two to install it.

Now if this was something my wife and I had caused to happen by off roading or mistreating the vehicle with large tires or some other souped up concoction, I might say we were responsible for this. But when this is a known defect in Jeep since 2010, In my opinion, this should be something that Jeep should take care of at no cost to the customer. If we had been doing 70mph in bumper to bumper traffic, this could have been fatal.

Your consideration of this matter is greatly appreciated.

[REDACTED]
THOMPSON, ND [REDACTED]

EMAIL [REDACTED]

CC: NHTSA

Thompson, N.D

GRAND FORKS ND 582

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