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

Form Approved: O.M.B. No. 2127-0008
Expiration Date: XX/XX/XXXX

US Department of Transportation

National Highway Traffic Safety Administration

TO REPORT VEHICLE SAFETY DEFECTS

Call: 888-327-4236
Visit: www.safercar.gov
Fax this form: 202-366-7882 or 202-366-3171
Mail this form: see page 2 for instructions

FOR AGENCY USE ONLY	
Date Received	Repository ☐
Reference No.	

OWNER INFORMATION (Type or Print)

Name [redacted]
Street N[redacted] Apt. No.
City COLD SPRING State TX Z[redacted]
Daytime Telephone Number
Evening Telephone Number
E-mail

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of authori[redacted] NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on y[redacted]

Signature of Owner [redacted] Date 2/7/2024

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side	Make	Model	Year	Current Mileage
1C4BJWKG3EL[redacted]	Jeep	WRANGER	2014	224K

Date Purchased	Dealer's Name and Telephone Number	Engine	Fuel Type
4-7-14	TEAM DODGE CHRYSLER Jeep	3.6 Liter	☐ Diesel ☐ Hybrid ☒ Gas ☐ Other
☐ Original Owner	Dealer's City HUNTSVILLE State TX Zip Code 77340	No. Cylinders 6	

Transmission Type		Powertrain	
☐ Manual	☒ Antilock Brakes	☐ All-Wheel Drive	☐ Rear-Wheel Drive
☐ Automatic	☒ Cruise Control	☐ Front-Wheel Drive	☒ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name	Incident Date(s)	Failure Mileage	Failure Speed	Failure Location
NO AIRBAG CLOCKSPRING IN STEER WHEEL	several 3	various	various	☒ Driver ☐ Passenger ☐ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand	Tire Model/Line	Tire Name	Tire Size (Example: P215/65R1105)

Failed Structure ☐ Tread ☐ Sidewall ☐ Bead
DOT No. (Example: DOT MALSABC036 on sidewall)
☐ Original Equipment ☐ Prior Repair
Failure Type: ☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make	Date Manufactured	Model Number and Name

Seat Type ☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other
Installed in Vehicle using the: ☐ Vehicle safety belt ☐ LATCH system* *Vehicle info required
Failed Part. Describe Failure Below ☐ Base ☐ Harness/Buckle ☐ LATCH Connecter ☐ Shell ☐ Handle ☐ Other

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Police Report No.
☐ Yes ☐ No	☐ Yes ☐ No			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

See Email 4-25-2023. SHOWS "3 TIMES" CLOCKSPRING HAS BEEN REPLACED. THE CLOCKSPRING NEEDS TO BE BEEFED UP FOR RIGHT HAND DRIVE Jeep AS THEY ARE USED BY MAIL CARRIERS. [redacted] MAIL CARRIER MAKES 585 STOPS AT MAILBOXES IN 74 MILES

Paperwork Reduction Act Burden Statement
A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0008. Public reporting for this collection of information is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, completing, and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Got it, thanks!

-----Original Message-----
From: [redacted]
Sent: Tuesday, April 25, 2023 4:48 PM
To: Rick Wisely <rickwisely@martincdj.com>
Subject: Fwd: Clockspring replacement on 2014 Jeep Wrangler Unlimited Sport

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Rick Wisely— FYI

Sent from my iPhone

Rick, I hadn't forgotten you and your request as to the number of times the Clockspring has been replaced on my 2014 Jeep - "Right Hand Drive".
********* (1st time):: Recall S40/nhtsa 16v-288, @ 73,416 miles, 22 Aug 16 replaced Clockspring @ no charge. ****** (2nd time):: Recall Replace:- "passenger side airbag inflater" but steering is on Right side so Clockspring was replaced, 6 February 2019 - No Charge at 133,086 miles.
**********(3rd time) 20 May 2019 code showed Clockspring with Internal Failure @ 139,571 miles, replaced Clockspring and charged $622.47. I believe that should have been at No Charge because of replacement on 6 Feb 2019

but wording of recall different!! Now, on last visit to Martin CDJeep, your mech indicated probably "2017 White Jeep Wrangler Unlimited Sport (Rt hand Drive)" needs a Clockspring due to "stability control light ON"; same for 2014 Jeep which has the "stability control light ON" ; also, a code read by Huntsville Jeep dealer indicated Clockspring is bad on 2014 Jeep !! I wonder at what point will CDJeep corporation rebuild a better Clockspring so owners/ drivers can feel SAFE driving a Right Hand Drive Jeep; probably when some is killed in a front end Crash and No Deployment of the Airbag and the corporate gets Sued for their failure to improve the Airbag Clockspring rather than reinstalling the same old part that has repeatedly failed!! Rick, Might pass this up the chain and maybe someone at CDJeep Corp will do something!!! Rick, Have a great day today and every day. [redacted], [redacted] [redacted] Coldspring TX [redacted]

Sent from my iPhone

NORTH HOUSTON TX 773

8 FEB 2024 PM 5

Narrative Description of Incident(s), Failure(s), Crash(es) and Injury(ies)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

FEB 2 2 2024

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Vehicle Owner's Questionnaire

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E-mail [redacted]

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Signature of Owner [redacted] Date 2/7/2024

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side	Make	Model	Year	Current Mileage
1C4BJWKG3EL[redacted]	JEEP	WRANGLER	2014	224K

Date Purchased	Dealer's Name and Telephone Number			Engine	Fuel Type
4-9-14	TEAM DODGE CHRYSLER JEEP			3.6 LITER	☐ Diesel ☐ Hybrid ☑ Gas ☐ Other
☑ Original Owner	Dealer's City HUNTSVILLE	State TX	Zip Code 77340	No. Cylinders 6	

Transmission Type		Powertrain	
☐ Manual	☑ Antilock Brakes	☐ All-Wheel Drive	☐ Rear-Wheel Drive
☑ Automatic	☑ Cruise Control	☐ Front-Wheel Drive	☑ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name	Incident Date(s)	Failure Mileage	Failure Speed	Failure Location
FRONT AXEE BRACKET	19JULY 2021	190,395	50	☐ Driver ☐ Passenger ☑ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand	Tire Model/Line	Tire Name	Tire Size (Example: P215/65R1105)

Failed Structure ☐ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL9ABC036 on sidewall)

☐ Original Equipment ☐ Prior Repair

Failure Type: ☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

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Make	Date Manufactured	Model Number and Name

Seat Type ☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other

Installed in Vehicle using the: ☐ Vehicle safety belt ☐ LATCH system* *Vehicle info required

Failed Part. Describe Failure Below ☐ Base ☐ Harness/Buckle ☐ LATCH Connecter ☐ Shell ☐ Handle ☐ Other

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Police Report No.
☐ Yes ☑ No	☐ Yes ☑ No	NONE	0	NONE

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

WHILE [redacted] WAS DRIVING ON HWY 156 ON WAY TO DELIVER MAIL FROM RIGHT HAND DRIVE 2014 JEEP SHE LOSS TOTAL STEERING CONTROL. BRACKET ON LEFT SIDE OF AXLE AT THE WELD. ON THE RIGHT SIDE OF AXLE A 1/2 INCH BOLT THAT'S IS PART OF STEERING SNAPED IN HALF. LUCKLY NO OTHER VEHICES IN FRONT OR BACK OF DRIVER Milage 190395

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CUSTOMER #: [redacted]

[redacted]

COLDSPRING, TX [redacted]

INVOICE

DUPLICATE 1
PAGE 1

Wischnewsky
DODGE CHRYSLER JEEP RAM

130 I-45 South · Huntsville, TX 77340
Phone: (936) 295-2277 · Fax: (936) 295-5079
www.wischnewskydodge.com

HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 11001 RICHARD G FLOYD

COLOR	YEAR	MAKE/	VIN	LICENSE	MILEAGE IN / OUT	TAG
Gray	14	JEEP WRANGLER UNLIMI	1C4BJWKG3EL[redacted]		190395/190404	T2735

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR14 DD			11:30 19JUL21			CASH	29JUL21

R.O. OPENED	READY	OPTIONS:	STK:EL[redacted]	DLR:[redacted]	ENG:3.6_LITER
10:29 19JUL21	15:07 29JUL21				

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Engine Performance Concern [CUSTOMER STATES ENG CHOKING WHILE DRIVING WHICH MIGHT BE DUE TO ELEC STAB CONTROL]			
CAUSE: RELATED TO LINE B REPAIR *			
24 Engine Performance Concern [CUSTOMER STATES ENG CHOKING WHILE DRIVING WHICH MIGHT BE DUE TO ELEC STAB CONTROL]			
11032 C	0.00	0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B General Concern #1 [CUSTOMER STATES STEERING REALLY LOOSE --HAVE TO TURN STEERING WHEEL ALOT TO MAKE VEHICLE TURN]			
CAUSE: INSPECT AND FOUND FRONT AXLE ASSEMBLY BRACKET BROKEN WHERE TRAC BAR ATTACHES			
01 General Concern #1 [CUSTOMER STATES STEERING REALLY LOOSE --HAVE TO TURN STEERING WHEEL ALOT TO MAKE VEHICLE TURN]			
11032 C	877.50	877.50	877.50
1 68017160AB AXLE-SERVICE FRONT			2795.00
1 52059983AG BAR-FRONT			288.20
1 52060058AF DAMPER-STEERING			116.60
1 52126113AE TIE ROD-TIE ROD			282.70
2 52059975AC LINK-STABILIZER BAR			132.58
2 6506497AA BOLT-HEX FLANGE HEAD LOCKING			23.46
1 52126114AC TIE ROD-TIE ROD			94.88
2 68218041AB LUBE-GEAR			42.42
SUBL ALIGN FRONT END			
C	129.95	129.95	129.95
PARTS: 3775.84 LABOR: 877.50 OTHER: 129.95 TOTAL LINE B:			4783.29
* REPLACED FRONT AXLE ASSEMBLY , TRAC BAR, STEERING STABILIZER & 2 SWAY BAR LINKS, ALIGN FRONT END & TEST DRIVE			

PAID
BY:

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	877.50
PARTS AMOUNT	3775.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	129.95
MISC. CHARGES	15.00
TOTAL CHARGES	4798.29
LESS INSURANCE	200.00
SALES TAX	312.75
PLEASE PAY THIS AMOUNT	4911.04

CUSTOMER #: [redacted]

[redacted]

COLDSPRING, TX [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

Wischnewsky
DODGE CHRYSLER JEEP RAM

130 I-45 South · Huntsville, TX 77340
Phone: (936) 295-2277 · Fax: (936) 295-5079
www.wischnewskydodge.com

SERVICE ADVISOR: 11001 RICHARD G FLOYD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Gray	14	JEEP WRANGLER UNLIMI	1C4BJWKG3EI[redacted]		192869/192875	T2436

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
07APR14 DD			09:30 20SEP21			CASH	22SEP21 ✓

R.O. OPENED	READY	OPTIONS: STK:EL[redacted] DLR[redacted] ENG:3.6 LITER
08:07 20SEP21	08:34 22SEP21	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A General Concern #1 [CUSTOMER STATES HEARS NOISE IN FRONT END OVER BUMPS AND WHEN TURNING RT FEELS SLACK IN STEERING]

CAUSE: RIGHT SWAY BAR LINK CAME APART - MOPAR REPAIR SEE RO 58711, 7/19/21. INV ATTACHED

02201002 Link, front stabilizer/sway bar - Replace Right (1 - Semi-Skilled)
11032 W (N/C)

1 52059975AC LINK-STABILIZER BAR (N/C)

1 6104718AA NUT-HEX FLANGE LOCK (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

1/2 INCH Bolt snapped in HALF

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

REPLACED RIGHT SWAY BAR LINK & TEST DRIVE

****

EST: 125.00 20SEP21 08:07 SA: 11001

CONTACT:

****

WE HOPE YOUR SERVICE WAS TRULY EXCEPTIONAL!
WE STRIVE FOR ALL 10'S & YES'S ON THE SURVEY!

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

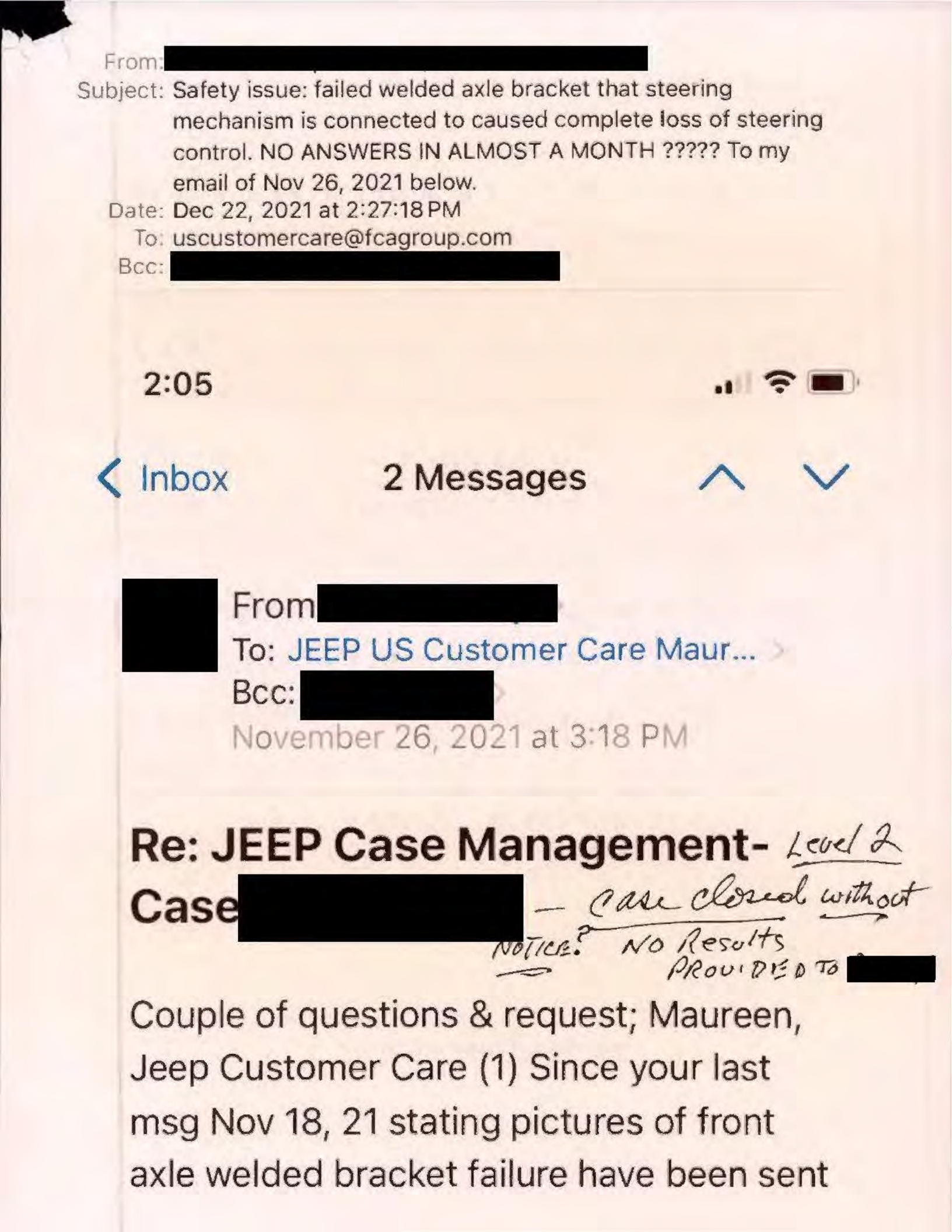
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 1 - SI1C - IMAGING

CUSTOMER COPY

From: [redacted]
Subject: Safety issue: failed welded axle bracket that steering mechanism is connected to caused complete loss of steering control. NO ANSWERS IN ALMOST A MONTH ????? To my email of Nov 26, 2021 below.
Date: Dec 22, 2021 at 2:27:18 PM
To: uscustomercare@fcagroup.com
Bcc: [redacted]



to the Jeep technical team for review, when can I expect an answer ??? (2) Besides My request for your payment of $4,911.04 for a new front axle on my 2014 Jeep Wrangler Unlimited Sport due to failure of a welded axle bracket, where the steering mechanism is connected, I request payment of $1,255.71 for the replacement of the Steering Gear Box that was damaged due to the failure of the front axle welded bracket where the steering mechanism is connected. Please provide a fax number and I will "send that bill to you". That new Steering Gear Box

bill to you". That new Steering Gear Box replacement was done at W[redacted]y Dodge Chrysler Jeep Ram dealer, [redacted], and where the front axle was replaced because of the welded axle bracket failure. Jeep owes me for the failure of the front axle welded bracket that was connected to the steering mechanism and caused damage to the steering gear box that had to be replaced. This failure of this non- normal front axle welded bracket resulted in expensive major repairs and a driving safety issue. Total cost for repairs: new front axle & new

steering gear box is: $6,166.75. Request payment of $ 6,166.75. Regards, [redacted]

[redacted]

Sent from my iPhone

On Nov 18, 2021, at 5:23 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dear [redacted]

We are aware that you have a concern ?

---------- Original Message ----------

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/25/2021 1:27 PM
To: [redacted]
Subject: Level 2 Initial Contact

Dear [redacted]

Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction

satisfaction.

My name is [redacted] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler SWBC Case Management telephone number: 1-844-378-0575

tel #

2:06

2 Messages

Inbox **JEEP Case Manage...**

On Nov 18, 2021, at 5:23 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dear [redacted]

We are aware that you have a concern with Weld on the Front Axle.

Your Pics have been sent to our Technical Team for review and advise on next steps.

Will keep you informed.

Maureen
Jeep Customer Care
844-378-0575 Ext: 4060749

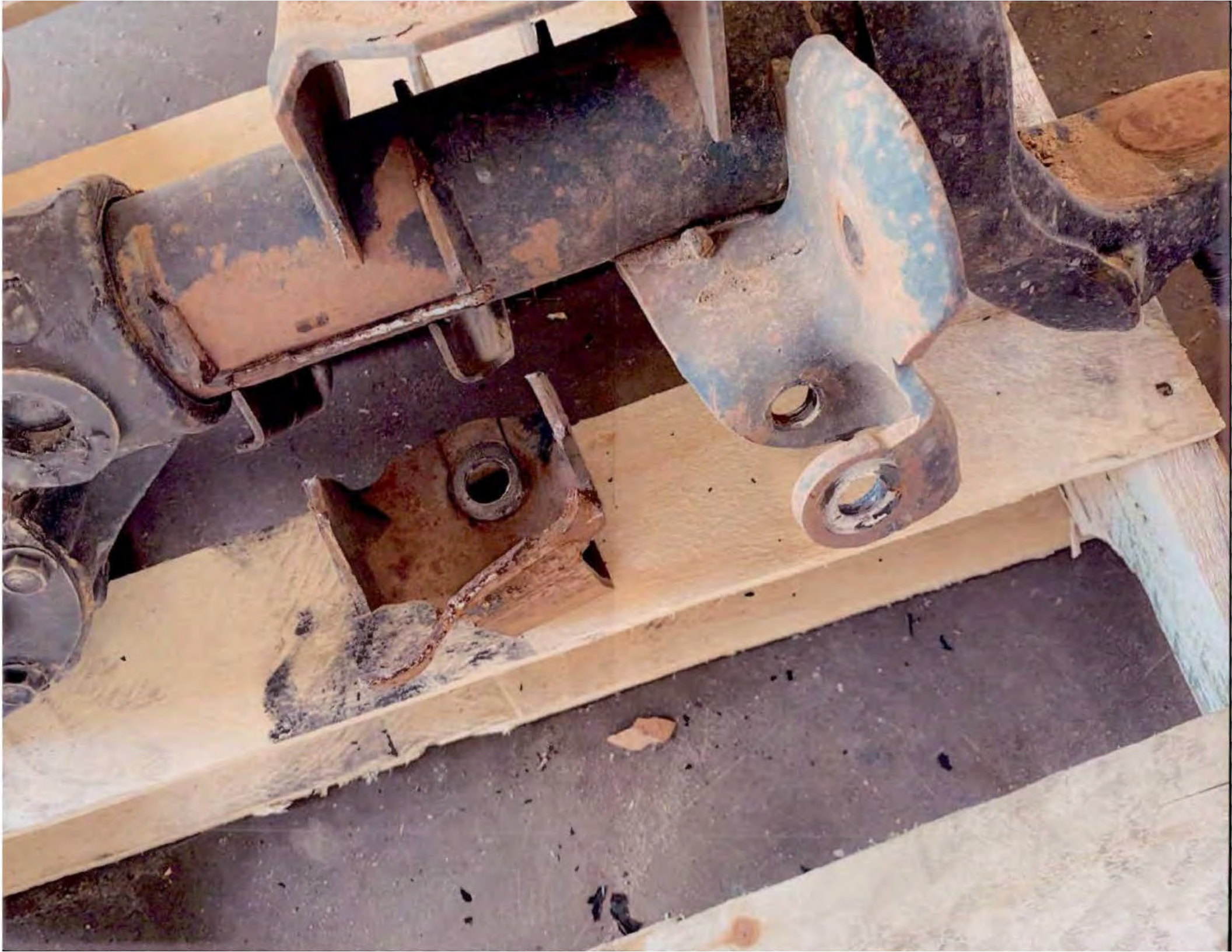
She closed case without advising [redacted] AND Provided NO INFO?

---------- Original Message ----------

From: US Customer Care

Sent from my iPhone

331-3



NORTH HOUSTON TX 773

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

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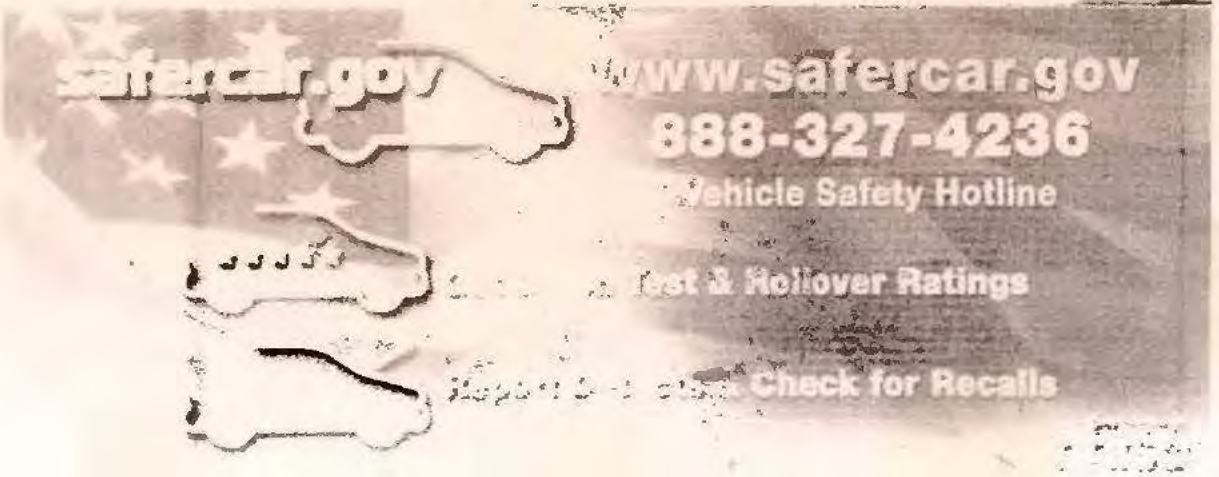
nhtsa
people saving people