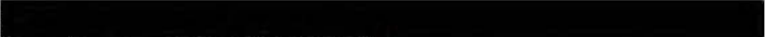


From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Complaint Reference # 11525676
Date: Friday, June 30, 2023 8:02:30 AM
Attachments: 

From: 
Sent: Thursday, June 29, 2023 9:06 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint Reference # 11525676

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.

Good evening

Please see attached photos and written response/ additional information you requested in your recent email form.

The part # Chrysler gave me as to replacement lug bolts are Part# 6509422AA for my 2016 Jeep Grand Cherokee limited, 75th anniversary model.

I bought this Jeep from City Auto park, 4395 US -130 South, Burlington , NJ 08016. Phone # 1-609-871-2800

Sales manager was Peter Trolene

During regular maintenance tire inspection, rotating by Tires plus, notes were placed on work order as to lug nuts were defective, casing was coming apart and swollen. If not corrected with replacement new lug bolts, lug nuts would be unable to remove to change a flat tire using the provided lug wrench that comes with the vehicle along with Jack and spare tire. This would leave us stranded and unable to change flat tire. It would also prevent future tire rotations, brake pad replacements or any maintenance or repairs that require removing the tire.

This lug nuts that Chrysler provided are physically coming apart, and making the vehicle unable to repair or due maintenance. Although original warranty ran out, I did purchase another warranty for additional coverage up to 3600 miles or 86,000. That warranty then expired. This vehicle had never been serviced for brake down repairs or since owning it outside of one or two updates to TCM.

Vehicle is in mint condition and extremely reliable with me keeping maintenance done on a timely manner has kept this vehicle in mint condition. This defective lug bolts is a large expense to the consumer and they used have never put on the vehicle using cheap parts that were never made

aware to me as a customer.

Extremely frustrating and unacceptable

Sincerely

[REDACTED]

Final Details for Order # [REDACTED]

[Print this page for your records.](#)

Order Placed: June 7, 2023

Amazon.com order number: [REDACTED]

Order Total: \$0.00

Shipped on June 9, 2023

Items Ordered

Price

1 of: Wheel Accessories Parts 20 Pcs 14mm 1.50 14x1.50 Thread
6509422AA | 611.330 1.65" Long OEM Style Lug Nuts Chrome 7/8" Hex
Fits 2011+ Jeep Grand Cherokee | 2018+ Jeep Wrangler | 2019+ Ram
1500 Classic

\$31.36

Sold by: Wheel Accessories Parts ([seller profile](#)) | Product question? [Ask Seller](#)

Condition: New

Shipping Address:

[REDACTED]
WILLIAMSTOWN, NJ
United States

Shipping Speed:

FREE Shipping

Payment information

Payment Method:

Gift Card

Item(s) Subtotal: \$31.36

Shipping & handling: \$8.78

Free Shipping: -\$8.78

Billing address

[REDACTED]
WILLIAMSTOWN, NJ
United States

Total before tax: \$31.36

Estimated tax to be collected: \$2.08

Gift Card Amount: -\$33.44

Grand Total: \$0.00

To view the status of your order, return to [Order Summary](#).Have an issue with your gift card? Read about [common issues](#) or [contact us](#).

< Your Orders

View order details

Order date	Jun 7, 2023
Order #	[REDACTED]
Order total	\$0.00 (1 item)

View invoice >

Shipment details

FREE Shipping

Delivered

Delivery Estimate

Saturday, June 10, 2023 by 10pm



Wheel Accessories \$31.36

Parts 20 Pcs 14mm

1.50 14x1.50 Thread

6509422AA [...]

Qty: 1

Sold By: Wheel Accessories Parts

Track shipment >

Retail Invoice
150222
Printed on 04/14/2023



www.TiresPlus.com
DUPLICATE INVOICE

Store# 2685
In: 04/14/23 10:44
Out: 04/14/23 12:18

Cust Status: [REDACTED] Appt: Yes

TURNERSVILLE (MONROE) - 2090 N BLACK HORSE PIKE STE 3, WILLIAMSTOWN, NJ. 08094-9138 - 856.875.3009

Service Advisor: 59 BRENDON

Wheel Lock:

Customer Details:

Alt. Auth. Name & Phone:

N/A

Technician: 88 DAVID J

Vehicle Details:

2016 JEEP GRAND CHEROKEE 75TH ANNIVERSARY

3.6L V6 FI FLEX VIN: G DOHC

VIN #: 1C4RJFBG0G0 [REDACTED]

LIC #: [REDACTED] SILVER

MILEAGE: 105,738

Description	Rev Hist Article # ID	Qty	Unit Price	Extended Price	T
CAR CARE PACKAGE//FOR ROTATION	59				
SEE LISA					
Battery Test Results Your battery is measuring within the manufacturer's specification for required CCA. Your battery has sufficient power and should reliably start the vehicle. You're recommended to have your battery tested after 90 days.					
PKG: 01 COMPLETE VEHICLE INSPECTION					
VEHICLE INSPECTION	7028789 88TN	1	21.99	21.99	
PKG: 02 TIRE ROTATION W/ OTHER SERVICES					
TIRE ROTATION - NO CHARGE	7001119 88TS	1	N/C	N/C	
PKG: 03 ELECTRONIC BATTERY CHECK					
ELECTRONIC BATTERY CHECK	7002909 88TS	1	N/C	N/C	
PKG: 04 TIRE AIR PRESSURE CHECK					
TIRE AIR PRESSURE CHECK	7002937 88TS	1	N/C	N/C	
LBR-DISC DISCOUNT - LABOR	7004302 88T	-1	12.00	-12.00	
59					86.88
1					
7088943 88TN	1	19.99	19.99		
7086967 88TS	1	66.99	66.99		
BRAKE FLUID EXCHANGE					
BRAKE FLUID EXCHANGE					
BRAKE FLUID EXCHANGE LABOR					

ORDER NOTES

MANUFACTURER'S RECOMMENDED MAINTENANCE. CABIN AIR FILTER (REMOVE - [CUSTOMER RECENTLY HAD SERVICE PERFORMED])

MANUFACTURER'S RECOMMENDED MAINTENANCE. SPARK PLUGS (REMOVED - [CUSTOMER RECENTLY HAD SERVICE PERFORMED])

Redeem Offers: Free Brake Inspection

On Line Customer requested work: Other

On Line Customer requested work: Tire Rotation

LF TIRE HAD NAIL THAT DID NOT PUNCTURE

HAS HAD RECENT PAD REPLACEMENT OVER OLD ROTORS

HAS BRAKE PULSATION

LUG NUTS ARE SWOLLEN

All parts are new unless otherwise specified.

PKG: 03 ELECTRONIC BATTERY CHECK

ELECTRONIC BATTERY CHECK

PKG: 04 TIRE AIR PRESSURE CHECK

TIRE AIR PRESSURE CHECK

LBR-DISC DISCOUNT - LABOR

BRAKE FLUID EXCHANGE

BRAKE FLUID EXCHANGE

BRAKE FLUID EXCHANGE LABOR

ORDER NOTES

MANUFACTURER'S RECOMMENDED MAINTENANCE

- [CUSTOMER RECENTLY HAD SERVICE PERFORMED]

MANUFACTURER'S RECOMMENDED MAINTENANCE

[CUSTOMER RECENTLY HAD SERVICE PERFORMED]

Redeem Offers: Free Brake Inspection.

On Line Customer requested work: Other

On Line Customer requested work: Tire Rotation

LF TIRE HAD NAIL THAT DID NOT PUNCTURE

HAS HAD RECENT PAD REPLACEMENT OVER OLD R

HAS BRAKE PULSATION

LUG NUTS ARE SWOLLEN

All parts are new

365 50 2 107T

Page 10

TIME	1	2	3	4	5	6	7	8	9	10	11	12
32:00			10	10	10							
36:00			10	10	10							
40:00			10	10	10							
44:00			10	10	10							
48:00												
52:00												
56:00												
60:00												

Additional to the Above Inspect All Items Below

TIME	1	2	3	4	5	6	7	8	9	10	11	12
10												
12												
14												
16												
18												
20												
22												
24												
26												
28												
30												
32												
34												
36												
38												
40												
42												
44												
46												
48												
50												
52												
54												
56												
58												
60												

Time low on LR
~~Recent~~ Recent parts over
 [Redacted] rotors

Courtesy Check - inspect All Items In Top Section

11-15-11

REASON: 11-15-11

APPROPRIATE DEFECTS / REMARKS

Time and Fee Substitution

285 5020 = 101T

10	10	10	10	10
10	10	10	10	10
10	10	10	10	10
10	10	10	10	10

Complete Vehicle Inspection - In addition to the Above inspect All Items Below

APPROPRIATE DEFECTS / REMARKS

Exhaust

APPROPRIATE DEFECTS / REMARKS

Time and Fee Substitution

10 1 264 = 1 264

12 514 = 1 210 12

Time used on LR

Parent parts over

6 errors



[< Back](#) Service Record Details[Edit](#) Self Reported Record

Self-Service (DIY)

06/10/2023 -

108,086 mi

Services Completed

Lug nut(s)/bolt(s) replaced

RECEIPTS

 Receipts

4 >

MY NOTES



Replaced with OEM parts from Amazon

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Form Approved 10-2010-0001

Date Received

06/24/2023

Repository ☐

Reference No.
1152875

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED] State: NJ ZIP Code: [REDACTED]
Residence Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice, Set 49 FR 53971 (Sep. 2, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1C4GJGBCPC [REDACTED]
Date Purchased: 08/2016 Dealer's Name and Telephone Number: City Auto, Inc., Chrysler
Original Owner: [REDACTED] Dealer City: Tuxedo, NJ
MAKE (EEP): Jeep Model: GRAND CHEROKEE Model Year: 2016
Engine: No. Cylinders: 6 3.6L Fuel Type: Gas
Transmission Type: Ato ☒ Antilock Brakes ☒ Cruise Control Powertrain: 8 speed trans Multiple Features: Incident Date(s): 1-4-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 263000 WHEELS/LOGS/NUITS/BOLTS
part # 6509422AA Lug nuts
Failure Mileage: 140000.0
Failure Type: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Cooper Adventure Tire Model/Brand: 265/70R20 Cooper Adv Tire Size (Standard/Optional): 265/70R20
DOT No. (Example: DOTM1 SABC234) ☐ Original Equipment ☐ After Repair
Failure Location: During Gun Maintenance on 4/14/2023
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Injury Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), following: Crashes, Injuries.)

Crash: ☐ Yes ☒ No ☐ Yes ☒ No
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: [REDACTED]

Narrative Description of Incident(s), Crashes, Injuries:
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
(i.e., parts repaired or replaced (and if and part is available))

The contact owns a 2016 Jeep Grand Cherokee. The contact stated that while the vehicle was receiving tire maintenance service, the contact was informed that all 20 lug nuts were swollen. The contact took the vehicle to the local dealer, where it was diagnosed and determined that all 20 lug nuts needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure message was approximately 100,000 miles.
Since Warranty is out, Chrysler will not address. They want me to replace the swollen lug nut with new. Cost, \$18.00 a piece. \$18.00 for each Lug nut. That's \$380.00. If not replaced defective Lug nuts, Tire will be almost impossible to remove in a flat tire using the Lug wrench provided with Jeep. I had to buy replacement Tire Lug bolts from Amazon that are as close as possible to the original bolts from Chrysler. See attached Billing. If not known or this during regular maintenance, in emergency flat tire repair, Lug wrench would not fit swollen defective bolts to remove flat tire.

Information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation in recall or accordance with the routine used described in the agency's Privacy Act notice. See #16 12/21 (Rev. 5, 2004)

VEHICLE INFORMATION					
17 High Vehicle Identification Number Located on bottom of windshield on driver's side 1C3BP050000040722			Make RAM	Model GRAND CHEROKEE	Model Year 2016
Date Purchased 08/2016	Dealer's Name and Telephone Number City Auto, Lehigh Valley		Engine No. Cylinders 6 3.6L	Fuel Type Gas	
Original Owner ☐	Dealer's City, State/Zip Allentown, PA		Year 2016	ZIP Code 18012	
Transmission Type A6	☒ Automatic Brakes ☒ Cruise Control	Powertrain 8 speed trans	Multiple Failures		Current Odometer 14,495 Miles

FAILED COMPONENTS/PARTS INFORMATION		
Vehicle Component Codes: 20800 WHEELS/LOGS/NUTS/ROCKS part # 6509422AA Lug nuts	Police Agency 190955	Vehicle Speed N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make Cooper Adventure	Tire Model (Please include size) 2.5/R20 Cooper Adv	Tire Size (Please include size) 2.5/R20
DOT No. (Example: DOTW 848C090)	☐ Original Equipment ☐ After Repair	Failure Location During San Mateo on 9/14/2023
Tire Component Code		On Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make	Date Manufactured	Model No./Name
Seat Type	Installation System	
Child Seat Component Code	Failed Part	

APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident, persons involved, equipment)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	

Narrative Description of Incident(s): Crashing, Injury(s).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e. parts repaired or replaced (and if old part is available)

The contact owns a 2016 Jeep Grand Cherokee. The contact stated that while the vehicle was receiving tire maintenance service, the contact was informed that all 20 lug nuts were swollen. The contact took the vehicle to the local dealer, where it was diagnosed and determined that all 20 lug nuts needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 104,000.

Since warranty is out, Chrysler will not address. They want me to replace the swollen lug nut with new. Cost, \$18.00 a piece. \$18.00 for each Lug nut. That's \$380.00. If not replaced, the Lug nuts will be almost impossible to remove in a flat tire using the Lug Wrench provided with Jeep. I had to buy replacement 21mm Lug bolts from Amazon that are as close as possible to the original part from Chrysler. See attached Billing. If not known at this during regular maintenance, in emergency flat tire repair, Lug Wrench would not fit stocker defective bolts to remove flat tire.

Include if Available Police/Department Report, Photos, and Repair Invoice

ATTACH ADDITIONAL EVIDENCE

The Privacy Act of 1974 (Public Law 93-579). This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and is used to assist the NHTSA in determining whether a manufacturer's product poses a safety-related defect. Your response may be used to assist the NHTSA in determining whether a manufacturer's product poses a safety-related defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statement summarizing thereof, may be used in support of the agency's action.

VEHICLE INFORMATION					
17 digit Vehicle Identification Number located on bottom of windshield on driver's side 1H4BPCG647G010101		Make Jeep	Model Grand Cherokee	Year 2016	
Date Purchased 08/2016	Seller's Name and Telephone Number Chrysler Capital		Engine No. Cylinders 6 3.6L	Fuel Type Gas	
Original Owner ☐	Transfer of Ownership Date 8/20/2016		Drive Side 4WD	2nd Owner Date 8/20/2016	
Registration Type ADO	☒ Air Conditioning ☒ Cruise Control	Power Windows 8 speed transmission	Mileage at Time of Sale 14,000		Vehicle Details 144900000
FAILED COMPONENTS/TARES INFORMATION					
Vehicle Component Details: 2016 Jeep Grand Cherokee part # 6509422AA Lug nuts			Vehicle Weight 4,400 lbs	Vehicle Speed N/A	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TARE FAILURE					
The make Chrysler Adventure		The model 2016 Jeep Grand Cherokee		The year 2016	
The component code part # 6509422AA		The failure location During tire rotation on 9/14/2023		The failure The failure	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Child Seat Type None		Child Seat Manufacturer None		Child Seat Model None	
Child Seat Component Code None					
APPLICABLE INCIDENT INFORMATION					
Please identify the type of incident, including the location, date, and time.					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), Injury(ies) Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure. (i.e. parts replaced or repaired and if part is available)					
The contact owns a 2016 Jeep Grand Cherokee. The contact stated that while the vehicle was receiving tire maintenance service the contact was informed that all 20 lug nuts were needed. The contact took the vehicle to the local dealer, where it was diagnosed and determined that all 20 lug nuts needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 104,000. Since warranty is out, Chrysler will not address. They want me to replace the swollen lug nut with new. Cost, \$18.00 a piece. \$18.00 for each Lug nut. That's \$360.00. If not replaced defective Lug nuts, Tire will be almost impossible to remove in a flat tire using the Lug wrench provided with Jeep. I had to buy replacement Zike Lug bolts from Amazon that are as close as possible to the original part from Chrysler. See attached Billing. If not known of this during regular maintenance, in emergency flat tire repair, Lug wrench (w/old) not fit swollen defective bolts to remove flat tire.					
Include if available: Purchasing Department Name, Phone, and Email Address This Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Board and its predecessor organizations. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer's product poses an unreasonable risk to safety or if the NHTSA is required to take action against a manufacturer, your response will be a confidential document. It may be used in support of the agency's action.					

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
--	---	---------------------------	------------------	-------------------------

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2016 Jeep Grand Cherokee. The contact stated that while the vehicle was receiving tire maintenance service, the contact was informed that all 20 lug nuts were swollen. The contact took the vehicle to the local dealer, where it was diagnosed and determined that all 20 lug nuts needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 104,000.

Since Warranty is out, Chrysler will not address. They want me to replace the swollen lug nut with new. Cost, \$18.00 a piece. \$18.00 for each Lug nut. That's \$380.00 IF not replaced defective Lug nuts, Tires will be almost impossible to remove in a flat tire using the Lug wrench provided with Jeep. I had to buy replacement like Lug bolts from Amazon that are as close as possible to the original part from Chrysler. See attached Billing. If not known, at this during regular maintenance, in emergency flat tire repair, Lug wrench would not fit swollen defective bolts to remove flat tire.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Form Approved OMB No. 2127-0008

FOR AGENCY USE ONLY 100148

Date Received

06-JUN-2023

Repository ☐

Reference No.
11525676

OWNER INFORMATION (Type or Print)

Name

Address

City

Williamstown

State

NJ

ZIP Code

Residence Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17-digit Vehicle Identification Number Located at bottom of windshield on driver's side

1C4JFB00GC

MAKE
JEEP

Model
GRAND CHEROKEE

(Model) Year
2014

Date Purchased

08/2016

Dealer's Name and Telephone Number

City Auto, Inc. Chrysler

Engine:
No. Cylinders

6 3.6L

Fuel Type:

Gas

Original Owner
☐

Dealer's City Turnersville

STATE
NJ

ZIP Code
08012

Transmission Type

Auto

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

8 speed trans

Multiple Failure:

Incident Date(s)

14 APR 2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 30000 WHITES/LUGS/NUTS/BOLTS

part no 6509422AA lug nuts

Failure Mileage

10400.0

Failure Speed

N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Cooper Adventure

Tire Model (Name or Number)

265/R20 Cooper Adv

Tire Size (Example: P215/65R15)

265/R20

DOT No. (Example: DOTM1 94BC076)

☐ Original Requirement

☐ Prior Repair

Failure Location

During Gas Maintenance on 4/14/2023

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail any incident(s) on this form.)

City Williamstown	State NJ	ZIP Code 08094	Evening Telephone Number
----------------------	-------------	-------------------	--------------------------

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION					
17 Digit Vehicle Identification Number Located at Bottom of Windshield on Driver's Side 1CABJF8000C434723		MAKE JEEP		Model GRAND CHEROKEE	
Model Year 2016		Date Purchased 08/2016		Dealers Name and Telephone Number City Auto, L.P. Chrysler	
Original Owner ☐		Dealers City/Town/Village Turnersville		Engine No. Cylinders 6 3.6L	
Transmission Type Auto		☒ Anti-lock Brakes ☒ Cruise Control		Powertrain 8 speed trans	
Multiple Failure		Incident Date(s) 14 APR 2023			

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 310000 WHEELS/LUGS/NUTS/BOLTS Port # 6509422AA Lug nuts	Failure Mileage 104093.0	Failure Speed N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make Cooper Adventure	Tire Model (Name or Number) 265/R20 Cooper Adv	Tire Size (Example: P215/65R15) 265/R20	
DOT No. (Example: DOT344 5AB0336)		☐ Original Requirement ☐ Prior Repair	Failure Location During Tire Maintenance on 4/14/2023
Tire Component Code		Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make	Date Manufactured	Model No./Name
Seat Type	Installation System	
Child Seat Component Code	Failed Part	

APPLICABLE INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)			
Crash ☐ Yes ☒ No	Fatality ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths
Reported to Police N			

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
LA parts repaired or replaced (and if old part is available).

The contact owns a 2016 Jeep Grand Cherokee. The contact stated that while the vehicle was receiving tire maintenance service, the contact was informed that all 20 lug nuts were swollen. The contact took the vehicle to the local dealer, where it was diagnosed and determined that all 20 lug nuts needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 104,000. Since 104,000 is not a whole number, it is not a whole number.

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
1CARJRG00G043AT22MAKE
JEPModel
GRAND CHEROKEEModel Year
2016

Date Purchased

08/2016

Dealer's Name and Telephone Number

City Auto, L.P. Chrysler

Engine:
No. Cylinders

6 3.6L

Fuel Type

Gas

Original Owner
☐

Dealer's City, Turnover Date

STATE
NJZIP Code
08512

Transmission Type

Auto

☒ Anti-lock Brakes☒ Cruise Control

Powertrain

8 speed trans

Multiple Failure:

Incident Date(s)

14-APR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 203090 WHEELS (LUGS/NUTS/BOLTS)

part # 6509422AA lug nuts

Failure Mileage
104900.0

Failure Speed

N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Cooper Adventure

Tire Model (Name or Number)

265/R20 Cooper Adv

Tire Size (Ex: P215/65R15)

265/R20

DOT No. (Example: DOTM1 SABC30)

☐ Original Requirement☐ Prior Repair

Failure Location:

During Gun Maintenance on 4/14/2023

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash

☐ Yes ☒ No

No

Fire

☐ Yes ☒ No

No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2016 Jeep Grand Cherokee. The contact stated that while the vehicle was receiving tire maintenance service, the contact was informed that all 20 lug nuts were swollen. The contact took the vehicle to the local dealer, where it was diagnosed and determined that all 20 lug nuts needed to be replaced. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 104,000.

Since warranty is out, Chrysler will not address. They want me to replace the swollen lug nut with new. Cost, \$18.00 a piece. \$18.00 for each lug nut. That's \$380.00. If not replaced defective lug nuts. The vehicle will be unsafe.



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

1201 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NHTSA

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have received your submission on the electronic Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the problem(s) you reported that you believe relevant to safety. Also, if available, include copies of repair orders, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left driver's side of the windshield pillar and on the driver's door or the driver's door jamb. It may also be listed on a dealer repair invoice or your insurance or registration card. When reporting a tire problem, the brand name, tire size and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and engineering evidence that will help identify potential safety-related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the inside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

For further assistance in making, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Betty Reid Chert
Correspondence Research Officer
Office of Defect Investigation
Enforcement

Enclosure: VOQ