

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

From: [DataQuality. DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Complaint Reference # 11525676
Date: Tuesday, October 10, 2023 9:27:45 AM

From: [REDACTED]
Sent: Thursday, October 5, 2023 2:01 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: 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.

As to this attached email, as of today's date, I have not heard back or received Any response to this complaint.

Please respond to this original complaint sent on June 29, 2023

[REDACTED]
[REDACTED]
Williamstown, NJ [REDACTED]
[REDACTED]

On 06/29/2023 9:06 PM EDT [REDACTED] wrote:

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]

[REDACTED]