

From: [ArtemisSupport](#)
To: [NHTSA ODI CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# 11525685, [REDACTED] - additional Docs & Pics - Thanks for Letting Us Know About Your Safety Problem.
Date: Thursday, June 15, 2023 11:42:27 AM
Attachments: [REDACTED]

Hello CRD Inbox,
Consumer is sending additional Document and pic. (see below)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Saturday, June 10, 2023 9:16 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>; NHTSA-ODI-Consumer-Communication@service.govdelivery.com
Subject: Re: Thanks for Letting Us Know About Your Safety Problem

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.

Please see attached additional documents/ pics and other relevant complaints to this serious issue of the lug bolts becoming swollen, defective to my complaint of June 6, 2023. NHTSA complaint ID # 11525685

Hopfully, with your agency's help, Chrysler will replace these defective lug bolts before a serious accident happens or bolts swell up to where they can't be removed for flat fire repair or normal tire rotation or repairs where the tires would need to be removed.

This issue left unresolved will lead to a serious problem weather as to repairs or eventuality braking and causing the tire to come off completely at a high rate of speed, 55 mph or more.

I hope this additional information can assist you so that I can have Chrysler to replace these dangerous defective lug bolts ASAP.

Sincerely,

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

On 06/06/2023 5:21 PM EDT nhtsa-odi-consumer-communication@service.govdelivery.com iss

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11525685](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

Al Waddington



WHEELS (4)

May 25, 2023

NHTSA ID NUMBER: 11523812

**Components: WHEELS**

NHTSA ID Number: 11523812

Incident Date May 17, 2023

Consumer Location Unknown

Vehicle Identification

Number 1C4RJFBG4GC****

Summary of Complaint

CRASH

No

FIRE

No

INJURIES

0

DEATHS

0

Lug nuts on tires have swelled up and expanded causing inability to get tire to come off with emergency lug wrench that comes with the vehicle. This poses a risk for driver if they come across a flat tire as they will be left stranded. Still have yet to find a mechanic that has been able to get my tire off.

[1 Affected Product](#) ▾



