



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

December 9, 2024

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: FCA Stellantis and Renton Chrysler Dodge Jeep Ram
File # [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

Consumer Resource Specialist
Consumer Resource Center
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

Handwritten mark

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Mercer Island, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

FCA Stellantis

Address:

1000 Chrysler Dr
Auburn Hills, MI 48326

Phone:

(248) 576-5741

Email:

chrysler@stellantis.com

Names and contact information of any other businesses involved in your complaint:

Renton Chrysler Dodge Jeep Ram
585 Rainier Ave S
Renton, WA 98057

About Your Complaint

Amount in Dispute:

50,000 +

Transaction Date:

2022

Explain your complaint in detail:

I purchased a 2021 Wrangler 4xe about 18 months ago. I have had numerous mechanical issues with it. There have been a couple of recalls. One of them is still outstanding. This recall is extremely dangerous it states that there are battery cells that sometimes malfunction and can cause the battery to explode or catch fire, while the vehicle is in use. There is no remedy for this problem, and I have been advised by the FCA (Fiat Chrysler Automobiles) to park my vehicle and not drive it because it is so dangerous. I also have been experiencing a very violent shaking and what is probably a suspension issue over the last two months that causes the driver to lose the ability to control the vehicle at speeds anywhere between 50 to 70 miles an hour when the vehicle causes a bump in the road or an expansion joint or any minor bump in the road. This is happening to so many Jeep users that it has been nicknamed the death wobble. I have contacted the dealership that I purchased it from and they want to charge me for repairs. The vehicle is dangerous to drive as has been stated by the manufacturer and the FCA not only for the fire and potential explosion hazard but also losing control of the steering and the vehicle at freeway speeds is also terrifying especially when I'm driving my family around. It is outright dangerous and irresponsible for the parent company to not immediately withdraw these cars from the market. There are class action lawsuits being drawn up in California for the same reasons and I was wondering what action was being taken by Washington state for its consumers that have paid a lot of money for this vehicle and are unable to drive it because of the manufacturers highly dangerous defects. I am having to use someone else's car to get around and my jeep is parked in the driveway i'm still making payments on my car loan and I don't get to use it and there is no date in the future whereby these recalls and dangerous conditions are going to be rectified. Is the attorney general's office aware that there are issues with these vehicles and if so what action is being taken. If not please do something about this. Cannot afford to make a car payment on a car that could possibly kill me at any time if driven and I also can't afford to make a car payment on a car that is sitting in a driveway that is three years old and only has 29,000 miles on it. I have contacted Jeep directly and have received no response. Are there any resources I can leverage in order to push cheap into action for its parent company into action?

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.



Signature [REDACTED] **Date** 11/26/24

Received via the Internet

City and State where signed Mercer Island, WA

96B/NHTSA 24E-080

YOUR SCHEDULING OPTIONS

1. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.
2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.
3. Visit recalls.mopar.com.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 96B.

IMPORTANT SAFETY RECALL

High Voltage Battery - Equipment

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar High Voltage (HV) battery part numbers 68488244AA, 68540591AA, 68540591GA and 68488244GA.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US LLC records indicate that you may have purchased or had installed, a replacement Mopar HV battery for your vehicle^[1]. Some Mopar HV batteries may have been built with cells which are susceptible to separator damage. Separator damage, combined with other complex interactions within the cells, may lead to a vehicle fire. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

If the battery is installed in a vehicle, risk is reduced when the battery charge level is depleted. Accordingly, owners are advised to refrain from recharging. Out of an abundance of caution, FCA US is also advising owners of these vehicles to park away from structures or other vehicles until the remedy is obtained.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is under development and not currently available. We are making every effort to finalize the remedy as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online.^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

