

[REDACTED]
[REDACTED]
Fort Myers, FL [REDACTED]

Tel: [REDACTED]

Email: [REDACTED]

Date: December 11, 2025

National Highway Traffic Safety Administration

Office of Defects Investigation (NHTSA ODI)

1200 New Jersey Ave SE

Washington, DC 20590

Subject: *Safety Complaint – Repeated ADAS Calibration Failures, Digital Rear-View Mirror and Blind-Spot Camera Malfunction, and Dealer-Installed Modifications Impacting Safety System Performance (2021 Jeep Wrangler 4xe)*

To Whom It May Concern,

I am filing this safety complaint regarding persistent and repeatable failures of the **Advanced Driver Assistance System (ADAS)** on my **2021 Jeep Wrangler 4xe**, as well as a sustained malfunction of the digital rear-view mirror and blind-spot camera system following windshield replacement and ADAS calibration attempts.

These failures occurred after normal insurance-referred windshield replacement, and reflect a situation in which safety-critical systems were nonfunctional for several months.

Below is a factual summary of the safety-related issues.

1. ADAS system repeatedly failed to calibrate after windshield replacement

After my windshield was damaged, my insurer authorized a replacement. However:

- the forward-facing ADAS camera would not calibrate,
- multiple vendors were unable to complete calibration,
- and the Jeep dealership stated calibration **could not be performed** with the **37-inch wheels installed on the vehicle**, even though I purchased the vehicle with these wheels already fitted.

Over the course of three windshield replacements and multiple calibration attempts, the ADAS system remained nonfunctional.

This included:



- collision-warning indicators illuminating and remaining active for months,
- forward collision detection unavailable,
- lane-related functions not operating,
- and the vehicle being returned to me without active ADAS safety protections.

2. Calibration succeeded only when the dealership temporarily installed 35-inch wheels

After multiple failures, the dealership informed me that the ADAS calibration could not be completed with the wheels the vehicle was sold with. They temporarily installed **35-inch wheels**, at which point the calibration succeeded.

After calibration, they reinstalled my original wheels.

This indicates:

- ADAS safety systems may be **incompatible** with certain wheel sizes,
- a dealership sold a vehicle configuration that **cannot be calibrated** under normal conditions, and
- the Jeep 4xe ADAS calibration protocol may not tolerate wheel-size variations that owners are not warned about.

3. Digital rear-view mirror and blind-spot camera system malfunction

My vehicle is equipped with an after market digital rear-view mirror that displays:

- the rear camera feed during normal driving,
- left or right blind-spot camera views when turn signals are activated.

This system operated flawlessly until a Safelite mobile technician attempted ADAS calibration at my home. After that appointment:

- the digital mirror went blank,
- blind-spot camera activation failed,
- and crash-warning indicators appeared and remained active.

A later inspection by Tint World (the installer) revealed:

- wiring along the interior roofline **appeared to have been pulled or disturbed**,
- the rear camera feed could not be restored,
- and the system may require full replacement to function again.

This means that:

- the vehicle lost critical visibility and safety functions without warning,
- the failure persisted for months,
- and a national windshield vendor created conditions resulting in lasting loss of federally relevant safety systems.

4. Safety risk to vehicle occupants and others on the road

During this period:

- forward collision warning did not operate,
- the digital rear-view display was disabled,
- blind-spot visual assistance did not function,
- crash-detection indicators remained illuminated,
- and the vehicle provided **no electronic support** during potential lane changes, reversing, or collision-risk scenarios.

These conditions materially increased the risk of a crash.

Additionally, the fact that calibration *only* succeeded with smaller wheels raises a broader safety concern:

- other Jeep Wrangler 4xe owners who install oversized wheels (including those sold by dealers) could unknowingly disable their ADAS safety systems,
- and may be unable to restore them without dealer intervention and non-standard equipment changes.

This has implications for consumer safety and system reliability.

5. Purpose of this complaint

I am requesting review of whether:

1. The 2021 Jeep Wrangler 4xe's ADAS calibration process may be defective, overly restrictive, or insufficiently tolerant to wheel-size variations common in Jeep vehicles.
2. The digital mirror and blind-spot camera wiring architecture is vulnerable to disruption during standard windshield replacement or calibration attempts.
3. Adequate guidance exists for owners and technicians regarding calibration limitations on vehicles with aftermarket or dealer-installed wheels.
4. There is a broader pattern of Wheel-size-related ADAS calibration failures in Jeep Wrangler models.

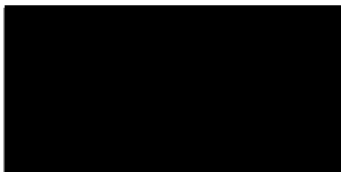
I am not requesting action against any vendor. My concern is the **safety impact** of:

- repeated ADAS failures,
- difficulty restoring federally relevant safety systems,
- and the potential for preventable wiring damage during calibration attempts.

I can provide photos, service documents, calibration reports, and vendor communications if needed.

Thank you for your time and attention. I respectfully request that NHTSA review whether this pattern of failures warrants further evaluation.

Sincerely,



Fort Myers, Florida

National H
Office of ID
1200 New
Washington

[REDACTED]
FORT MYERS FL [REDACTED]

1 LBS 1 OF 1
SHP WT: 1 LBS
DATE: 15 DEC 2025

SHIP OFFICE OF DEFECTS INVESTIGATION
TO: NATIONAL HIGHWAY TRAFFIC SAFETY
1200 NEW JERSEY AVE SE

WASHINGTON DC 20590-0001



[REDACTED]

[REDACTED]

UPS GROUND

[REDACTED]

BILLING: 777
UPS CARBON NEUTRAL SHIPMENT

MHVZ6UCBBH07R ISH 13.00C Z2P 450 46.5U 11/2025



SEE NOTICE ON REVERSE regarding UPS Terms, and notice of limitations of liability. If exported from the U.S. shipper certifies that Regulations. Diversion contrary to law is prohibited.

The UPS Store RFID Label

Tracking #

[REDACTED]