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Williamsburg, VA [redacted]
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May 29, 2026

National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590
Submitted via: www.nhtsa.gov/report-a-safety-problem

FORMAL SAFETY DEFECT COMPLAINT

2025 Jeep Grand Cherokee Summit L — Quadra-Lift Air Suspension Spontaneous Failure at Highway Speed

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I. VEHICLE IDENTIFICATION

Vehicle: 2025 Jeep Grand Cherokee Summit L
VIN: [redacted]
Purchase Date: December 20, 2025
Dealer: Southern Chrysler Dodge Jeep Ram, Newport News, VA
Mileage at Failure: Fewer than 3,000 miles
Stellantis Case: [redacted]

II. NATURE OF THE SAFETY DEFECT

The Quadra-Lift Air Suspension system on this vehicle experienced two spontaneous failures of the right rear air spring within the first five months of ownership, both occurring without prior warning. The first failure occurred at highway speed, creating a documented public safety hazard. A subsequent near-miss event revealed the potential for catastrophic consequences in towing applications on a major interstate highway.

III. FIRST FAILURE — APRIL 6, 2026

The vehicle departed for a highway journey with no visible fault indicators and the air suspension operating normally. The Air Suspension fault indicator illuminated during the journey at approximately 65 mph without prior warning of any kind. The failure was not pre-existing at departure — the air spring failed progressively while the vehicle was in operation at highway speed.

Upon illumination of the fault indicator, the rear of the vehicle became noticeably unstable with pronounced bouncing consistent with complete loss of right rear suspension damping. The journey covered approximately 40 miles. The driver had no prior warning, no opportunity to avoid the condition, and no reasonable option to stop immediately on a highway upon a service advisory illumination.

The official repair invoice from Southern Chrysler Dodge Jeep Ram documents the following findings verbatim:

> *"Verified the customer's concern of vehicle sits low. Performed an air suspension air spring bag examination and diagnostic. Performed visual inspection of air spring bag finding the air spring bag mount broken. Further examination found the right rear air suspension air spring bag mount broken. Accessed, removed and replaced the right rear air suspension air spring bag. Clip air line assembly replaced. Spring air suspension replaced."*

The right rear air spring mount was found broken — a structural component failure on a vehicle fewer than four months old with fewer than 3,000 miles of operation. This is consequential structural damage caused directly by the spontaneous air suspension failure at highway speed. The technician replaced the air spring bag and clip air line assembly but did not confirm whether the broken mount was structurally repaired, whether the cause of the mount failure was identified, or whether surrounding components were inspected for secondary damage.

IV. SECOND FAILURE — MAY 17, 2026

Within 30 days of the first repair, the identical fault condition returned on May 17, 2026 — same corner, same symptoms, same diagnosis. The right rear air spring bag was again found out of position. The underlying structural condition — the broken mount — was never adequately addressed after the first repair. The replacement bag failed for the same structural reason as the original.

The replacement air spring bag is currently on indefinite backorder with no confirmed availability date, consistent with a systemic Stellantis parts supply chain failure affecting the broader Grand Cherokee suspension parts ecosystem.

V. DOCUMENTED NEAR-MISS — LIFE-SAFETY IMPLICATIONS — MAY 18, 2026

This section documents a near-miss event of the most serious order, involving the foreseeable potential for multiple fatalities on a major interstate highway.

At the time of purchase on December 20, 2025, a trailer hitch was contracted as part of the vehicle sales package and was physically installed by Southern Chrysler Dodge Jeep Ram in January 2026 — an explicitly marketed and warranted towing capability for this vehicle, installed by Stellantis's own authorized dealer.

A trip was scheduled for May 18, 2026 to transport a 12-foot rigid inflatable boat (yacht tender) weighing approximately 600 pounds on a trailer from Hartfield, Virginia to Fawcett Boat Services in Annapolis, Maryland — a route of approximately 150 miles traversing Interstate 95 in heavy traffic at highway speeds of approximately 70 mph. The appointment at Fawcett Boat Services on May 18, 2026 is verifiable. The boat's storage location in Hartfield, Virginia is documentable.

The Air Suspension fault occurred on May 17, 2026 — one day before this scheduled towing trip. The trip was canceled as a direct result.

Had the Air Suspension fault occurred on May 18, 2026 during transit while towing the yacht tender on Interstate 95, the mechanical consequences were foreseeable and potentially fatal:

- A trailer hitch is engineered to manage horizontal towing loads within defined design parameters
- A spontaneous asymmetric rear suspension failure — the right rear corner dropping suddenly without warning at 70 mph — subjects the hitch coupling to vertical and lateral forces outside its design tolerance
- At 70 mph in heavy interstate traffic, the resulting trailer instability, jackknifing, or physical decoupling of a 600-pound loaded trailer carrying a rigid boat structure is mechanically foreseeable
- A decoupled trailer at 70 mph in heavy traffic constitutes a lethal projectile with foreseeable consequences including multiple vehicle collisions and loss of life

This is a documented near-miss. The margin between the actual failure and the scheduled towing trip was one day. The failure mode — spontaneous air suspension collapse at highway speed without warning in a towing-configured vehicle — represents an unreasonable risk to public safety within the meaning of 49 U.S.C. § 30102.

VI. STELLANTIS PRIOR KNOWLEDGE — TECHNICAL SERVICE BULLETINS

Stellantis was fully aware of this failure mode before this vehicle was manufactured and sold. The following Technical Service Bulletins are directly relevant:

- TSB 02-006-23 (issued August 19, 2023, filed with NHTSA): Addresses the 2023 Jeep Grand Cherokee Quadra-Lift Air Suspension covering the exact symptoms experienced — Service Air Suspension message, one corner sagging, inability to achieve desired ride height. Cause identified as improperly seated air lines at the fast down leveling valve, consistent with the clip air line assembly failure documented on the repair invoice.
- 2025 Grand Cherokee TSB: A separate Technical Service Bulletin exists for the 2025 Grand Cherokee addressing the same air suspension system and the same failure indicators.

— 2025 Fast Down Leveling Valve TSB: A further 2025 TSB addresses a clicking noise from under the hood near the fast down leveling valve — the identical valve assembly involved in this vehicle's failure.

The Quadra-Lift air suspension system has generated documented complaints, Technical Service Bulletins, and repair failures across 15 consecutive years — from its introduction on the 2011 Grand Cherokee through the current 2025 model year. The Jeep Grand Cherokee has accumulated 1,168 Technical Service Bulletins — more than any other Jeep vehicle. Stellantis manufactured, sold, and delivered this vehicle equipped with a suspension system it knew was prone to spontaneous failure at highway speed, without disclosing this known defect to the purchaser.

VII. RELIEF AND INVESTIGATION REQUESTED

The complainant respectfully requests that NHTSA:

1. Open a formal defect investigation into the Quadra-Lift Air Suspension system on 2023-2025 Jeep Grand Cherokee and Grand Cherokee L vehicles, specifically addressing spontaneous failure at highway speed without warning
2. Investigate the safety implications of this failure mode in towing-configured vehicles, given that the Grand Cherokee Summit L is marketed and sold as a towing-capable platform with dealer-installed hitch options
3. Review Technical Service Bulletin TSB 02-006-23 and associated 2025 bulletins in the context of the failure mode described herein
4. Investigate whether a safety recall is warranted for vehicles equipped with the Quadra-Lift system on the current WL platform
5. Contact Stellantis regarding this specific vehicle (VIN [redacted] Stellantis Cas[redacted]and the documented near-miss event of May 17-18, 2026

All supporting documentation — including the repair invoice, Stellantis case records, dealer service records for the trailer hitch installation, and the Fawcett Boat Services appointment confirmation — is available upon request.

Respectfully submitted,

[redacted]

Williamsburg, VA [redacted]

[redacted]

May 29, 2026

Stellantis Case [redacted]
VIN [redacted]

[redacted]

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