

U. S. House of Representatives
Washington, D. C. 20515

July 3, 2012

Mr. Sergio Marchionne, Chairman and C.E.O.
Chrysler Group, LLC
Post Office Box 21-8004
Auburn Hills, Michigan 48321-8004

Dear Mr. Marchionne,

We are writing to follow up on the May 21, 2012 meeting of Mr. Reg Modlin, Chrysler's Director of Regulatory Affairs, representatives of the Chrysler office in Washington, D.C., and members of our staff. We appreciated the opportunity to discuss our concerns about the "Jeep Death Wobble," as described in our March 19, 2012, letter to the National Highway Transportation Safety Agency (NHTSA). We continue to believe this issue represents a serious concern for our constituents and Jeep owners across the country, many of whom consider it a troubling safety issue.

As discussed in the May 21st meeting, we believe Chrysler should undertake an outreach campaign to its customers, such as a Customer Satisfaction Campaign, to notify Jeep owners of the risk of the "wobble" condition, also described as a "vibration" or "shimmy," and the possible methods for repairing and preventing the problem. Such a notification could alert owners to the existence of Technical Service Bulletins (TSBs) that advise dealers how to diagnose and make repairs to address this issue, emphasize the degree to which aftermarket modifications might affect or exacerbate the wobble problem, and advise customers how to stop the wobble if they experience it while driving.

As discussed in the meeting, we also urged Chrysler to undertake a more concerted effort to educate its customer support personnel and dealer network about the Jeep wobble and the available remedies. The anecdotal evidence from our constituents indicates that many Jeep owners have not received consistent guidance from Chrysler representatives about how to approach this problem, even when owners report a relatively consistent set of symptoms.

Finally, in an effort to help customers better understand the available remedies for the wobble, we called on Chrysler to make publicly available any TSBs related to the condition. We believe that Jeep owners will have far more productive exchanges with their service centers if they are aware of, and are able to review Chrysler's existing guidance on the causes, diagnostics, and solutions for this issue.

Although some TSBs that appear to be related to this problem are currently summarized on the NHTSA website, the agency provided us with several complete TSBs in response to our letter that are described as copyrighted material not publicly available without a paid third-party subscription. Since these bulletins could be helpful to Jeep owners experiencing wobble, we ask you to make them fully available to customers, or explain in greater detail the justification for withholding this information. To date, we have not received a clear understanding of your view on this issue.

We look forward to your timely reply on the issues raised, consistent with your commitment to the safety and reliability of Chrysler vehicles.

Sincerely,



Anna G. Eshoo
Member of Congress



Henry A. Waxman
Ranking Member, Committee on Energy
and Commerce