

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Complaint Form #1139784
Date: Monday, March 15, 2021 8:01:33 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Sunday, March 14, 2021 11:48 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint Form #1139784

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Please see attached form.

The Service 4WD & Tracking control lights go on and off periodically. Here in NH we have a lot of snow and hills. I have lost 4 wheel drive and traction control while in heavy snow causing my Jeep to spin out of control (twice). This is very dangerous and it seems to be a big issue on the internet blogs. I brought my car to a local garage and they ran a diagnostic test on the jeep and got a code: C2221-00 that states

- 1) Electronic Limited Slip Differential (ELSD) Module DTCS
- 2) Drivetrain Control Module (DTCM)

The local Jeep dealer Autoserve of Tilton wants to charge me \$150 to retest and a tech has mentioned it could be a possible servo motor failing on top of the transfer case that would take many hours to replace. This is the same guessing work described in the blogs. Basically, everyone mentions that the dealers are changing parts (process of elimination) at the customers expense. This should not be. This failure could cause a serious injury.

Please feel free to contact me with any questions or concerns.

Kind regards,
[REDACTED]