

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EQ-11419174-2417

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11419174 -----
Date: Monday, August 16, 2021 8:10:19 AM

From: [REDACTED]
Sent: Friday, August 13, 2021 3:45 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint -----11419174 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

THIRD TIME I've BROKE DOWN THIS WEEK! MYJEEP is a DEATH TRAP!!!!!!

On Fri, Jul 9, 2021 at 8:51 PM [REDACTED] wrote:

As stated in the attached complaint, I have been waiting for my vehicle to be fixed since February. Six months I've been waiting for this extremely unsafe problem to be rectified. Since then, I've stalled in traffic multiple times without warning. It's absolutely terrifying to have no control over your vehicle while on the road. I have kids for god's sake! I've contacted Chrysler & the dealership multiple times to no avail. NOBODY CARES!

----- Forwarded message -----

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Wed, Jul 7, 2021 at 6:27 AM
Subject: FW: Follow up to ODI Complaint -----11419174 -----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation