

January 26, 2022

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT

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

Jeep:

I purchased an eJeep (hybrid) in 2021 – Vin Number 1C4JJXP66MW [REDACTED]. At the time of purchase, it had approximately 6 miles on the odometer.

It ran great for the first 3,000 miles. When in hybrid mode, it would run on electric and then switch over to gas once the stored electricity was used up.

Then at approximately 3,000 miles:

1. The engine light came on and the eJeep would no longer operate using electricity.
2. The "fuel refresh" message popped up numerous times throughout the day.
3. I took it to the local dealership for repair. After 2 appointments, they finally decided there was a defective part, but the part took over 2 months to become available. All this time, I could only operate with gas.
4. At approximately 6,000 miles, the maintenance dept installed the part, installed a recall of some sort, and did some other "upgrades" from the factory?
5. My vehicle will now sometimes run in electric.
6. **It will not operate in electric mode if:**
 - a. The Climate Control is turned on. Doesn't matter if it is actively running, just hit the Climate On button and it switches within seconds to gas.
 - i. Can't run the heater, the air, or use the defroster.
7. **It will not operate in electric mode if:**
 - a. It is cold out. I live in a mild climate area, and yet, it won't run on electricity in the morning or evening, because apparently it is too cold.
 - b. Sometimes when I drive around and it warms up a bit, the car will begin running on electric (I keep it in Hybrid mode all the time). Great right – nope. It will run for a couple of miles sometimes more, and then for no apparent reason switch over to gas and refuse to run in electric.
 - c. At this point, I don't know how the eJeep will operate when in hot weather, but I'm willing to bet that even if I leave the air conditioning off, it still won't work.

The "hybrid" jeep was considerably more expensive than the standard gas engine, but I paid the extra price hoping to make up for the extra cost in gas savings. Nope.

I live in Eureka, California. We have some of the highest gas prices here in the nation. The current gas price here is \$4.99 per gallon – yes, you read that correctly. What a great time to have a hybrid vehicle right, nope, most days I drive around and get home with most of my electric miles unused because the vehicle won't switch to electric. I have looked on-line and know that I am not the only eJeep purchaser that is experiencing this problem.

I would like to know if anything is being done by the Engineers at Jeep to address and fix this issue. I was told it has something to do with not being able to stay within certain government perimeters and that the eJeep was not engineered correctly. I have no idea if this is true, but I would like to know the real reason why this is happening and what will be done to fix it. Thank you

[REDACTED]
Eureka, CA

Cc: National Traffic and Safety Administration

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