

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI -11546882  
**Date:** Tuesday, November 28, 2023 7:00:43 PM

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**From:** [REDACTED]  
**Sent:** Monday, November 27, 2023 1:56 PM  
**To:** NHTSA.WEBMASTER@DOT.GOV  
**Cc:** VSH@DOT.GOV  
**Subject:** ODI 11546882 Dealerships NOT ALLOWED to perform RECALL Z46 YET PUMPS AVAILABLE AT DEALERSHIPS

[External Email]

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From: [REDACTED]  
[REDACTED]  
Fort Lauderdale, Florida [REDACTED]  
[REDACTED]

**14 November 2023:** Took my 2016 Jeep Grand Cherokee VIN No. **1C4RJECM7GC** [REDACTED] for **RECALL 66A/NHTSA-411 (Loss of Crankshaft Position)** to:

**Hollywood Chrysler Jeep**  
2100 N State Road 7  
Hollywood, Florida 33021  
(954) 962-6400

When I checked in, I informed the Service Tech that I also have an **"OLD OPEN RECALL"** for the **"HIGH PRESSURE FUEL PUMP - Z46 / Y87/NHTSA 21E-094"**. The Service Tech later informed me after he researched the recall, and said, **"the dealership has 3 of the fuel pumps in stock."** I was so excited and I asked the Tech to please perform the recall on the high-pressure fuel pump and I would be glad to wait all day, if necessary, whereas the recall is more than 1 ½ years old already and I do not feel safe driving the car based on the recall information. I

***inferred that the pumps are for new car sales only.***

*Approximately an hour later, I was informed by the Service Tech that "manufacture (MOPAR/FCA (Stallantis)) would not allow the pump to be put on my car!"*

***14 November 2023*** ; I returned home and called the **FCA 1-800-853-1403 found** on the recall notice. I talked to a "Breanna" who said; **"We are still working on a solution."** I told Breanna, that the fuel pump is the problem and there are new pumps available but I am being denied the repair for the recall. Breana then said **"if you don't feel safe in your car you can take it and have it inspected."** I told Breana that **an inspection does not fix the pump problem, only a NEW pump would."**

**27 November 2023:** I called the dealership I purchased the car from in 2016:

**ARRIGO DODGE-CHRYSLER-JEEP-RAM**

6500 Okeechobee Blvd.

West Palm Beach, Florida 33411

(561) 683-1511

When I called the Parts Department at Arrigo, I was told; **"We have 2 of the pumps in stock."** The parts guy said they would not perform the recall but I could "buy a pump!" I asked for the part number but the parts guy refused to give me the part number because **"it is against their agreement with Stallantis!"**

***If there are pumps on the shelves at dealerships, WHY ARE THE PUMPS NOT BEING PUT ON THE CARS THAT RECEIVED THE RECALL? The pump is the problem and the item being recalled, yet the available pumps are being HOARDED!***

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