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From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11578818
Date: Monday, March 25, 2024 6:46:36 PM

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-----Original Message-----

From: [REDACTED]
Sent: Friday, March 22, 2024 3:44 AM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - [REDACTED] - Vehicle Recall #11578818

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Hello,

I have made numerous complaints to the dealership and manufacturer regarding this recall and nothing has been done. I have made a claim through NHTSA complaint #1157881. The following is regarding my issue and the poor service from the manufacturer and dealership to fix my high pressure fuel pump recall.

The first attempt the dealership advised to drop off my vehicle and as I arrived, they informed me they did not have the vehicle parts. This was back in January. Prior they said they made a request for the parts, and never did until I called the manufacturer a second time, once I called the manufacturer they submitted the request for the parts to be ordered.

The second attempt, the dealership confirmed an appointment for the recall on 2/9/24 and the dealership again advised the parts had not arrived. I called the manufacturer to see if another dealership could resolve this and they said no because the parts were requested for the dealership already. And they mentioned I would have to wait until then.

I have waited over three months to get this vehicle recall fixed by both the dealership and manufacturer and I will receive no updates from the dealership and when I reach out they do not respond. You can contact Jeep Customer Service for the recall as they have all the phone calls and notes recorded regarding my situation.

My vehicle will automatically turn the engine and cruise control light on while driving and will go away consecutively. The vehicle will stall when either lights are turned on then go back to normal.

I would appreciate a response and assistance, as I am afraid of my safety and others on the road that I can put at risk.

Thank you,

Thank you

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