

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: Follow up to ODI Complaint -----11579950-----
Date: Monday, April 22, 2024 9:17:03 AM

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.

To whom it may concern.

I wanted to update your Department regarding my complaint of not being provided with any owners manual containing safety or use instructions for the hybrid vehicle I purchased. After being told by the company that a manual does not exist and that I have to go to a website (that is not specified for hybrid instructions), it turns out that the jeep Grand Cherokee “hybrid supplement” manual does exist and was sent to me. As a consumer this makes the situation all the more confusing and frustrating.

The section titled “getting to know your vehicle” contains 5 sections under the banner “Warning”. And yet these supplements apparently are not being provided to consumers upon delivery of their vehicles. It took me multiple phone calls and emails over the past month to obtain this valuable safety and instructional information that should be mandated to be provided to the consumer.

I hope your organization can ensure that the manufacturer of hybrid Jeeps (and all others) will provide consumers that have taken delivery of these vehicles with the necessary hybrid supplement manual so that they have the information to own and operate them safely.

If any other information is needed please do not hesitate to contact me by phone, [REDACTED] or email.

Sincerely,
[REDACTED]

Sent from my iPhone

On Apr 12, 2024, at 10:14 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation
[REDACTED]