

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

From: [Artemis HelpDesk \(NHTSA\)](#)
To: [NHTSA ODI CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: Artemis HelpDesk Inbox - VOQ# 11582176, [REDACTED] - Jeep Crankshaft Sensor - Thanks for Letting Us Know About Your Safety Problem
Date: Friday, April 12, 2024 6:38:33 PM

Hello CRD Inbox,
Someone set the default for all these Complaint Acknowledgement emails as coming from the Artemis Help Desk instead of Artemis Support.
I'm trying to get it put back.

I think Consumer typed in "wasn't" and her auto correct but in "want was" regarding her Jeep not being included in Recall. (see below)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Thursday, April 11, 2024 8:12 PM
To: Artemis HelpDesk (NHTSA) <Artemis@dot.gov>
Subject: ARTMODHD - ArtemisSupport - Re: Thanks for Letting Us Know About Your Safety Problem

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.

Thanks.

As I stated. I bought my Jeep in August 2016. I just had to have the crankshaft sensor replaced when there was a recall on Jeep Patriots for this exact problem yet my Jeep want was included in the following recall..

Recall # 16V907000 Date: 2016-12-15 Recall: Chrysler is recalling certain model year 2016 Dodge Journey, Jeep Compass, and Jeep Patriot vehicles manufactured May 9, 2016, to July 15, 2016. The crankshaft or camshaft sensor may only work intermittently, causing the engine to stall.

Sent from my iPhone

On Apr 10, 2024, at 2:08 PM, NHTSA-ODI-Consumer-Communication@service.govdelivery.com wrote:

This email is to confirm we received your equipment complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11582176](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](#) with your family, friends and others in your community.

Will my equipment be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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