

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

December 2, 2024

FCA US LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Re: 2021 Jeep Wrangler 4xe (VIN 1C4JJXR68MW [REDACTED])
NHTSA Recall No. 24V720000
Jeep Case No. [REDACTED]

Dear Sir or Madam:

The electric motor system does not engage on my Jeep Wrangler 4xe Plug-in Hybrid. When I press the accelerator pedal after a stop (e.g. at an intersection or to make a left turn), the vehicle drifts forward, but neither the electrical engine nor the gas engine engage.

The vehicle may drift into the intersection or oncoming traffic without motive force. After a short period, the gas engine will engage. I estimate the delay to be about 30 seconds. I often depress the accelerator multiple times before the gas engine engages. This is extremely dangerous as the vehicle drifts into an intersection, and could be hit by oncoming traffic. The vehicle has a check engine light identified as a voltage issue with the hybrid battery. The electrical motive system is shut down, but the computer is still calling on it to operate before engaging the gas engine. The gas engine will eventually engage, but there is a significant and dangerous delay. I called my local Jeep dealer (Motor Mile Chrysler Dodge Jeep Ram, 2395 Roanoke St, Christiansburg, VA 24073), but they were not able to give me any guidance. I have an appointment with them on Thursday, December 5. They told me to call Jeep at 800-992-1997. However, Jeep also was unable to tell me how to safely operate my vehicle.

I understand that there is a recall involving this problem that was issued on September 30, 2024. However, no solution is available after more than two months. I am writing to request guidance on how to safely operate the vehicle.

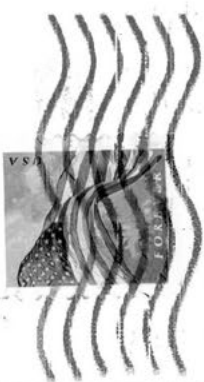
NRB

c: National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

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Christiansburg, Virginia

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