



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 26, 2025

[REDACTED]
[REDACTED]
Christiansburg, VA [REDACTED]

NEF-109 jm
Ref. No. 11628239

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Jeep Wrangler 4xe vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. ODI has received reports similar to your problem. On July 5, 2024, ODI opened an investigation, Recall Query (RQ) 24012 (resume enclosed) to further analyze a loss of motive power in MY 2021 through MY 2024 Jeep Wrangler 4xe vehicles. Our investigation focuses on vehicles outside the scope of NHTSA Safety Recall Campaign No. 22V865 and post recall failures. To date our investigation continues and no determinations have been reached. We entered your information into our database. It will be included with other reports for our investigation. You can learn more about NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf. We encourage you to monitor our website at www.nhtsa.gov for future updates to our investigation.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure



U.S. Department
of Transportation
**National
Highway
Traffic Safety
Administration**

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

Investigation: RQ24012

Prompted By: Recall 22V-865 VOQ Review

Date Opened: 07/05/2024

Investigator: Robert Caple

Reviewer: Bruce York-B

Approver: Tanya Topka

Subject: Loss of Motive Power

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)

Products: 2021 - 2024 Jeep Wrangler 4xe PHEV

Population: 94,275 (Estimated)

Problem Loss of Motive Power in Wrangler 4xe vehicles

Description:

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	68	0	0	0	68	0
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: Open Recall Query

Summary:

The Office of Defects Investigation (ODI) has identified 68 Vehicle Owner Questionnaire (VOQ) reports for model years (MY) 2021 through 2024 Jeep Wrangler 4xe vehicles alleging a loss of motive power. Recall 22V-865 was issued by the manufacturer to address an engine shutdown condition in certain MY 2021-2023 Wrangler 4xe vehicles. The complaints noted here contain both post recall remedy failures and failures in vehicles not included within the scope of 22V-865. An analysis comparing complaints received before the issuance of recall 22V-865 and complaints outside the scope of the recall has been conducted. The results show the current complaint rate is higher in the out of scope vehicles than it was for vehicles that were later covered by the recall. ODI is opening this Recall Query (RQ) to assess the severity of the alleged defect in vehicles not included in recall 22V-865. ODI will also assess the scope and remedy effectiveness of the recall.

To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).