



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



June 23, 2025

[REDACTED]
[REDACTED] [REDACTED]
Gig Harbor, WA [REDACTED]

NEF-109 rrr
Ref. No. 11629814

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2022 Jeep Wrangler 4XE vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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. In your letter, you report still having problems with your vehicle after the dealer completed NHTSA Safety Recall Campaign No. 22V865. In addition, you cannot complete Recall 24V720 for a High Voltage (HV) battery fire problem because the remedy is not available. As such, you request that your vehicle be repurchased.

We understand your concerns with the parts delay Recall 24V720. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. According to Fiat Chrysler Automobiles (FCA)/Stellantis, the final recall notices were mailed to affected owners in early January 2025 and they began repairing vehicles shortly afterwards. To monitor a manufacturer's recall repairs and timeliness, manufacturers are required to report to NHTSA their recall completion rates on a quarterly basis once the remedy becomes available for any vehicles in the recall population. FCA's second report showed that 79,284 of the 154,032 affected vehicles were repaired by the second quarter of 2025 (report enclosed).

In addition, while researching your problem, we also identified that Recall 24V111 is incomplete on your vehicle (enclosed). The recall addresses a problem with an inoperative defrosting and defogging system under certain conditions in certain MY 2021 through MY 2024 Jeep Wrangler vehicles. The remedy for Recall 24V111 is currently available.

Your request to have your vehicle repurchased does not fall under our jurisdiction. If you decide to keep the vehicle, we strongly urge you to complete Recall 24V720 and Recall 24V111 as soon as possible. We also encourage you to continue to work with FCA/Stellantis and your dealer to explore the potential for an amicable resolution to your other vehicle problems. You can ask your dealership for a meeting with a FCA/Stellantis district manager regarding your problem.

You may also consider contacting your local Consumer Protection Agency or the Washington Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

We entered your information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

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,



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

Enclosures

Recall Quarterly Report**24V-720**

Manufacturer Name : Chrysler (FCA US, LLC)
NHTSA Recall No. / MFR Recall No. : 24V-720 /95B
Recall Subject : High Voltage Battery May Fail and Cause Fire
Owner Notification Beginning Date : DEC 16, 2024
Owner Notification End Date: DEC 30, 2024

**Quarterly Reports**

Report #	Submission Date	Report Quarter	Recall Population	Total Remedied	Total Unreachable	Total Removed
2	APR 25, 2025	2025-1	154,032	79,284	2,851	2,057
1	JAN 23, 2025	2024-4	154,032	15,843	4,508	2,008

This Document Last Updated : APR 29, 2025

Definitions :

Reporting Period: The reporting period is the manufacturer is reporting recall completion figures.

Report Quarter : The quarter the manufacturer is reporting recall completion figures (e.g. 2012-3 means the 3rd quarter of 2012).

Recall Population : The total number of products recalled by the manufacturer.

Total Remedied : The total number of products either remedied, inspected without needing remedy, or returned to inventory.

Total Unreachable : Products deemed unreachable as owner notifications were unable to be delivered.

Total Removed : Products that have been scrapped, stolen, or exported.

2022

JEEP WRANGLER 4-DOOR SAHARA 4XE**VIN:** [REDACTED]

Recall data refreshed on Jun 18,2025

2 Unrepaired Recalls

associated with this VIN

URGENT: FIRE RISK WHEN PARKED

An urgent safety recall has been issued for this vehicle and the manufacturer has recommended **that you follow their instructions on how and where to park this vehicle.**

More information is available under

- [NHTSA Recall Number 24V720000](#).

Feb 15,2024**Manufacturer Recall Number** 04B**NHTSA Recall Number** 24V-111**Recall Status** Recall Incomplete**Summary**

Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.103 S4.1 requires that "Each vehicle shall have a windshield defrosting and defogging system."

Suspect vehicles may not have a functional defrosting and defogging system under certain conditions.

Safety Risk

A disabled windshield defrost system may decrease outward visibility in certain driving conditions which may cause a crash without prior warning.

Remedy

FCA US will conduct a voluntary safety recall on all affected vehicles to update the HCP software.

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.



if the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: **1-888-327-4236** or TTY: **1-888-275-9171** or file an online complaint with NHTSA.

Sep 27, 2024

Manufacturer Recall Number 95B

NHTSA Recall Number 24V-720

Recall Status Recall Incomplete

Summary

In rare circumstances, a battery pack may contain cells with separator damage. Separator damage, combined with other complex interactions within the cells, may lead to a vehicle fire.

Safety Risk

A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Remedy

FCA US will conduct a voluntary safety recall on all affected vehicles. Remedy is a software flash followed by a HV battery replacement if needed.

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.



If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: **1-888-327-4236** or TTY: **1-888-275-9171** or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#).