

[REDACTED]
[REDACTED], BIG BEAR CITY, CA [REDACTED]

January 24, 2025

National Highway Traffic Safety Administration

1200 New Jersey Ave., S.E.

Washington, DC 20590

Jeep Customer Care

PO Box 21-8004

Auburn Hills, MI 48321-8004

Regarding: Recall #95B/NHTSA 24V-720 for VIN #1C4RJYD69N8 [REDACTED]

Dear Jeep Customer Service,

I am very disappointed with the efforts made for the Recall "B9A" or "95B". This High Voltage Battery Recall came out in October 2024, and finally we are scheduled for a repair February 5, 2025.

This vehicle was \$77K, I would expect better customer service when calling with concern regarding this recall. I opened case [REDACTED] on 12/03/24 and have yet to hear from anyone at Jeep.

Living in big bear & having to leave my vehicle outside due to risk of a vehicle fire is beyond upsetting. Especially with all these wildfires, the threat is real. It's winter, approx. 10 degrees in the morning & very frustrating having to start the car in the cold while gathering [REDACTED]. This has been a big inconvenience.

This recall has now too caused high concern for any glitches I have previously noticed. I have experienced Hard Shifting, Braking Issues and Infotainment Screen Issues.

I feel Jeep needs to do better on making their customers feel safe and make some accommodations for this inconvenience. These electric cars are new on the market, have been pushed by the California government and now are considered unsafe to park near a structure or plug-in. This is mind blowing.

A very disappointed customer,

[REDACTED]

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Big Bear City, CA

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