

[REDACTED]
Hillsborough, [REDACTED]
[REDACTED]

February 26, 2026

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590

Re: Safety Defect Complaint – 2023 Jeep Wrangler Rubicon (VIN: [REDACTED])

To Whom It May Concern:

I am writing to formally express my deep dissatisfaction and ongoing frustration regarding the persistent performance, safety, and reliability issues associated with my 2023 Jeep Wrangler Rubicon (VIN: [REDACTED]), which I leased on [REDACTED], from Ramsey Chrysler Jeep Dodge Ram in Ramsey, New Jersey.

Since the inception of the lease, the vehicle has experienced repeated mechanical failures and safety-related defects, including but not limited to the following:

- March 2024: Recall issued for the defrost system
- October 2024: Occurrence of the “death wobble” while driving
- December 2024: Recall for high-voltage concerns; during this period, the heating system failed in hybrid mode and the auto-start function malfunctioned
- March 2025: FCA recall issued; engine warning light activated

Each of these incidents required service at the Ramsey dealership. Despite the repeated disruptions to my daily responsibilities, I was never provided a loaner vehicle at any point.

The most recent incident, on [REDACTED], was particularly alarming and unacceptable. While driving, the vehicle abruptly decelerated to 10 mph in a 35 mph zone and subsequently failed to restart. Upon contacting Ramsey Chrysler Jeep Dodge Ram, I was informed that Chrysler roadside assistance required the vehicle to be towed to the nearest authorized dealer, which was Performance Chrysler Jeep Dodge Ram in Somerville, New Jersey.

At the Somerville location, I was advised that a diagnostic test was necessary. Although I was assured that the vehicle would be evaluated within 48 hours, I received no updates

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and was forced to initiate daily follow-up calls. On October 13, I was informed that the vehicle required a battery replacement. While the diagnostic fee was ultimately waived after I explained that the issue had been previously reported, I was nevertheless charged \$464 for the battery, over \$120 for labor, and \$23.36 in miscellaneous fees, totaling \$647.60. Once again, no loaner vehicle was provided. Additionally, the vehicle was returned to me dirty and with the hybrid battery completely uncharged.

Since this incident, the vehicle has continued to exhibit significant issues. The engine warning light now activates approximately every other week when the vehicle is driven more than 10 miles. The heating system also continues to malfunction, turning cold whenever the vehicle is placed in hybrid mode.

I have attempted to resolve these issues through the appropriate channels. When I contacted the Somerville dealership regarding the ongoing problems, I was told to contact the lease provider. When I contacted the lease provider, I was informed that these matters must be addressed directly with the manufacturer of the vehicle. This circular redirection has left me without support or resolution despite repeated efforts to follow the guidance provided. As a result, this letter represents my first formal attempt to contact the manufacturer directly regarding these unresolved and escalating concerns.

The repeated mechanical failures, lack of communication, absence of basic customer support, and financial burden I have incurred are wholly unacceptable. This situation has caused substantial inconvenience, safety concerns, and a loss of confidence in the reliability of this vehicle. I am therefore formally requesting a comprehensive resolution from your company regarding these ongoing and unresolved issues.

I may be reached at [REDACTED] for further discussion or clarification.

Sincerely,
[REDACTED]

CHRYSLER

C A P I T A L

February 23, 2026

Sent Via First-Class Mail

[REDACTED]
[REDACTED]
Hillsborough, NJ [REDACTED]

Chrysler Account No [REDACTED]

Dear [REDACTED]

Thank you for taking the time to submit your correspondence. We appreciate the opportunity to review this matter and provide a response.

We do not have record of receiving prior correspondence from you and apologize for any unintended delay in our response.

We regret to learn that you are experiencing mechanical issues with the vehicle associated with this account, however, we are the finance provider, and not the manufacturer of the vehicle. We respectfully suggest that you address any mechanical issues, loaner vehicle, or dissatisfaction with maintenance handling with the original dealership or with the manufacturer of the vehicle.

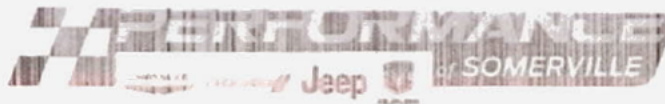
Thank you for the opportunity to address your concerns. If you have questions, please call us at 1-855-563-5635, Monday through Friday 7 a.m. - 6 p.m. CT.

Sincerely,
Chrysler Capital

P.O. Box 961275, Fort Worth, TX 76161-1275 • www.ChryslerCapital.com • 855.563.5635

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WOD_CC_BlankTemp_040125



1050 ROUTE 22 E • SOMERVILLE NJ 08876
PHONE: (908) 722-2500 • FAX: (908) 704-1399
performancecdjr.com

PERFORMANCE CORP
SERVICE & PARTS
1050 ROUTE 22
SOMERVILLE
NJ, 08876
(908) 722-2500

10/14/2025

13:56

Sale

CUSTOMER NO.	ADVISER	DATE	TIME
	JOHN REDAVID	2620	429
	LABOR RATE	USENCE NO.	MILEAGE
			52,737
	YEAR / MAKE / MODEL		
	23 / JEEP / WRANGLER 4XE/4DR 4WD RUBICON		
HILLSBOROUGH, NJ			

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
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LABOR & PARTS
J# 1 05CHZ-01 DRIVEABILITY CONCERN HOURS: TECH(S):2044 0.00
CUSTOMER STATES CAR IS IN LIMP MODE
UPON INSPECTION CHECK LIMP MODE
PERFORM DIAG WITH WITECH
BATTERY 1 DEAD CELL
REPLACED BATTERY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+62CHZ-20 BATTERY HOURS: TECH(S):2044 120.00
WITECH DIAG TESTED CELL DEAD
BATTERY REPLACED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 BBH7A001-AA BATTERY S 01083001 464.00
JOB # 2 TOTAL PARTS 464.00
JOB # 2 TOTAL LABOR & PARTS 584.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES 11.68
JOB # A EF ENVIRONMENTAL DISPOSAL FEE 11.68
TOTAL - MISC 23.36

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----
FOR YOUR CONVENIENCE, YOU CAN ALWAYS SCHEDULE SERVICE 24HRS
ONLINE!
WE THANK YOU FOR YOUR CONTINUED BUSINESS.
IF FOR ANY REASON YOU FEEL YOU CAN NOT RATE OUR SERVICE &
PARTS DEPT. EXCELLENT PLEASE CONTACT OUR SERVICE MANAGER
OR ANY OTHER ASSOCIATE AT 908-722-2500!
TOTAL LABOR ... 120.00
TOTAL PARTS ... 464.00
TOTAL SUBLE ... 0.00
TOTAL G.O.G ... 0.00
TOTAL MISC CHG ... 23.36
TOTAL MISC DISC ... 0.00
TOTAL TAX ... 40.24
TOTAL INVOICE \$ 647.60

YOUR SERVICE AND PARTS DEPARTMENT AT PERFORMANCE CORP OF
SOMERVILLE

CUSTOMER SIGNATURE

Trans #

Merchan
Merchan

CREDIT
VISA
Entry T

Invoice
Employee

AMOUNT: \$647.60

Surcharge: \$19.42
SUB TOTAL: \$667.02
TOTAL AMT: USD \$667.02

Resp:
Code:
Ref #:
Transl

App Na
AID:
TVR:
ATC:
IC:
IAD:

We impose a surcharge of
3.00% on the
total purchase transac-
tion amount on credit
card products, which is
not more than our cost
of acceptance.

NO SIGNATURE REQUIRED

RETURN POLICY
FLEXIBLE DEPENDING
ON CIRCUMSTANCE
THANK YOU FOR YOUR
PAYMENT

CUSTOMER COPY



Repair Reimbursement

US Customer Care <uscustomeercare@cac.stellantis.com>

Tue, Feb 17, 2026 at 2:49 PM

To

Dear

Thank you for reaching out to Jeep Customer Care. We appreciate the opportunity to assist you and have received your email regarding your request for reimbursement.

To ensure your request is processed accurately and efficiently, we encourage you to reach out to the General Manager at the dealership to discuss compensation or reimbursement for the repairs performed on your vehicle and see if an acceptable solution can be reached.

Thank you again for giving us the opportunity to address your concern and for being a valued member of the Chrysler family.

Sincerely,

[Quoted text hidden]

AADC 070 133/1/3
0060020

HILLSBOROUGH, NJ

Dear [REDACTED]

This letter is to inform you that the High Voltage Lithium-Ion Limited Warranty on your vehicle's High Voltage Battery Pack has been extended, with certain additional terms. The warranty on the High Voltage Battery Pack that applies to certain 2023 Jeep® Wrangler vehicles will be extended beyond the current time and mileage limitations to Unlimited Time/Unlimited Miles. However, after the point at which the High Voltage Lithium-Ion Limited Warranty expires by time and mileage, and this extended limited warranty takes effect, FCA US reserves the option to limit the maximum coverage amount to the total cost of replacement of the High Voltage Battery Pack, or the cash value of the vehicle prior to the illumination of the Diagnostic Trouble Codes (DTCs) identified below, whichever is less. The cash value of the Vehicle will be the RETAIL VALUE as determined using the current NADA Used Car Pricing Guide, taking into consideration the location, mileage and condition of the vehicle. If the NADA guide is not available, we will use any other nationally published vehicle valuation guide to determine the RETAIL VALUE.

We are extending the warranty period on the High Voltage Battery Pack because some of the vehicles within the above referenced population may experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle may exhibit one or more of the following Diagnostic Trouble Codes (DTCs):

- P0DAB-00 – Hybrid/EV Cell Balancing Performance
- P0BBE-00 – Hybrid Battery Pack Voltage Variation
- P1C5E-00 – Battery State of Health Failed
- P0B24-00 – Hybrid/EV Battery "A" Voltage Unstable
- P0B28-00 – Hybrid/EV Battery "B" Voltage Unstable

NOTE: Battery packs may contain cells with separator damage.

If you are experiencing this condition now, or if you experience it in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your High Voltage Battery Pack is operating correctly and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcarecallreimbursement.com to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-877-426-5337 or (1-877-IAM-JEEP).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the High Voltage Battery Pack condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.
FCA US LLC





Documents required for Reimbursement Request ref [REDACTED]

US Customer Care <uscustomer@cac.stellantis.com>

Thu, Mar 19, 2026 at 8:49 AM

To [REDACTED]

Dear [REDACTED],

Thank you for allowing Jeep Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My Name is Chan and we appreciate your time and effort in bringing this matter to us.

Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been **denied** due to the following reasons:

- The vehicle is outside of its basic warranty.
- The repairs are not covered nor considered consequential damage of recall 68C.

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Please feel free to reach out to our customer care hotline 1 877-426-5337 if you have any questions or clarifications.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Sincerely,

Chan
Jeep Customer Care

[REDACTED]

**ATTN: Vehicle Malfunction Indicator Light Alert**

1 message

Jeep Service <info@jeep-monar.com>

Fri, Mar 6, 2026 at 5:02 PM

To:

[View in browser](#) | [jeep.com](#)**! Vehicle Alert for your:**

2023 Jeep Wrangler 4-Door 4xe

Mileage: 57,950

VIN:

[View](#)

Vehicle data last updated: 3/06/2026

**! Triggered Alerts**[View full info on your dashboard](#)**2****Services Required**

Schedule your appointment now

**(1) Recall** [View Recalls](#)*Contact your dealer to schedule a free repair***(1) Powertrain**

Malfunction Indicator Light

SCHEDULE YOUR SERVICERamsey Chrysler Jeep Dodge Ram [201-818-9600](#)**Vehicle Health Details**

Tire Pressure



Oil Life Remaining 20%

39 PSI 40 PSI
45 PSI 43 PSI

FRONT

* Not Available



Owner Accounts

Jeep Owner Account

Activated [View Profile](#)



Your Exclusive Service Offers



10% Off
BONUS COUPON
DISCOUNT



GET \$10 OFF WHEN
YOU SPEND \$35 - \$100,
\$20 OFF WHEN YOU
SPEND \$101-\$300, \$50
OFF WHEN YOU SPEND
\$301 OR MORE



Expires: 04/05/2026 [View Details](#)

Expires: 12/31/2026 [View Details](#)

[VIEW ALL OFFERS](#)



Learn More



SAFETY RECALLS ARE AN URGENT MATTER

Have your vehicle's open safety recalls repaired by your dealer as soon as possible to help ensure the safety of you and your passengers on the road. [Schedule Your Recall Repair](#)



THE JEEP APP MAKES VEHICLE OWNERSHIP EASIER

Use your Jeep App to view your maintenance history, check for recalls, find the nearest dealership, schedule service and more-anytime, anywhere.



Your Dealer

Ramsey Chrysler Jeep Dodge Ram

69 Spring St

Ramsey, NJ 07446

[201-818-9600](#)

Service Hours:

Fri: 7:30 A.M. - 6:00 P.M.

Mon-Thur: 7:30 A.M. - 7:00 P.M.

Sat: 8:00 A.M. - 4:00 P.M.

[Directions](#)

Keep up with the Jeep Brand here:

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Vehicle must be enrolled with Connected Services, be in an active and usable cellular range, and have an active subscription.

This Vehicle Health Report provides a status of vehicle systems and their malfunction indicator lamps. It will not provide comprehensive diagnostics of these systems, nor does it mean that your vehicle is functioning properly. If you have any concerns about the operation, function or performance of your vehicle, take it to an authorized FCA US LLC dealer.

[SiriusXM Guardian™](#)[Owner Dashboard](#)[Jeep.com](#)

If you have sold this vehicle, returned a lease or have otherwise disposed of this vehicle, please contact SiriusXM Guardian at 844-796-4827 to remove the vehicle from your account.

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If you do not wish to receive Vehicle Health Reports, [click here](#) to update your settings.

SiriusXM Guardian Email Headquarters, FCA US LLC, 1000 Chrysler Dr., DEPT 4850044, Auburn Hills, MI 48326

Hillsborough, NJ

National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE
Washington, DC 20590

WHS

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