

SL: Standing by our Jeep® Brand family
PH: You may be eligible for a [REDACTED] Mastercard gift card

[View this email online](#)



Standing by our Jeep® Brand family

VIN: XXXXXXXXXXXXXXXXXXXX

We are reaching out to you as a Jeep® 4xe owner because a limited number of customers have reported battery-related issues on certain 4xe vehicles. Please accept our sincerest apologies. As a valued member of the Jeep family, you deserve a reassuring ownership experience, and we are truly sorry if this situation caused any disappointment or concern.

While most 4xe vehicles are not affected, we understand how unsettling this news may be. Please know that we take your feedback seriously and are proactively addressing the concerns that have been brought to our attention.

As a small but immediate gesture of our apology and acknowledgment of any inconvenience this may have caused, we are providing eligible customers with a [REDACTED] Mastercard® gift card to help cover unexpected fuel costs since you are being asked to not travel in EV mode. **To claim your [REDACTED] Mastercard® gift card, please contact us at 866-220-6747 (hotline is available 24x7 for your convenience). To confirm your eligibility, you will be asked to provide your name, VIN, and email address.**

Additionally, FCA US is providing a warranty extension for the high-voltage battery related to this condition. Coverage terms will be communicated to affected owners in accordance with regulatory requirements.

We want you to feel fully supported throughout this process, so we will make a loaner vehicle available to you through your local dealership as needed. Jeep is committed to standing by our owners. We want to ensure that you remain confident and feel taken care of every step of the way.

Thank you for your patience, understanding and continued trust. We are genuinely sorry for any frustration this situation may have caused and remain committed to supporting you as a valued member of the Jeep community.

Bob Broderdorf
CEO, Jeep Brand



***Please claim this offer within 30 days of the send date of this email. Offer limited to one gift card per VIN.**



Keep up with the Jeep® Brand here:



[Contact Jeep](#) [Privacy](#) [Copyright](#)

©2025 FCA US LLC. All Rights Reserved. Chrysler, Dodge, Jeep, Ram, Mopar, SRT and HEMI are registered trademarks of FCA US LLC. ALFA ROMEO and FIAT are registered trademarks of FCA Group Marketing S.p.A., used with permission.

The Facebook logo is a registered trademark of Meta, Inc. The Instagram logo is a registered trademark of Meta, Inc. The YouTube logo is a registered trademark of Google LLC.

You received this email because of your interest in Jeep® Brand vehicles. At Jeep Brand, we value your privacy. If you do not wish to receive further email communications from Jeep Brand News & Updates, [click here](#).

Jeep Brand Email Headquarters, FCA US LLC. 1000 Chrysler Drive Auburn Hills, MI, 48326, US (800) 964-0600.