



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

OCT 31 2006

NVS-216 aae
Ref. # 10167981

[REDACTED]
Bear, DE [REDACTED]

Dear [REDACTED]

Thank you for your correspondence dated August 6, 2006, concerning your model year (MY) 1997 Jeep Grand Cherokee vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation on August 22, 2006. We regret any inconvenience our delay in responding may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

We understand your frustration with regard to the crash which may be related to a safety defect recall (NHTSA Recall No. 02V-055, DaimlerChrysler Recall No. B02, summary enclosed), which the corrective action had not been accomplished because you had not received the recall notice. This is may be due to the fact that you are the second owner of this vehicle. Regarding your request for full reimbursement of vehicle and damages caused by the crash, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall safety defect (e.g., lost wages while the vehicle is being repaired, car rentals, damages caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

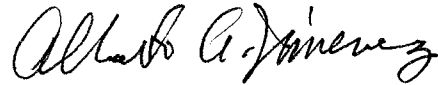


NHTSA
People Saving People
www.nhtsa.dot.gov

DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Delaware State Office of the Attorney General regarding your request for reimbursement. The toll-free number for the Fraud and Consumer Protection Division of the Delaware Office of the Attorney General is 1-800-220-5424. NHTSA has an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. A Monthly Defect Report is available on that site that provides a listing of current investigations. Enter "Monthly Defect Report" in the **NHTSA Search** capability to locate the reports. Also, a summary listing of vehicle owners' complaints, safety recalls, investigations, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, reading "Alberto A. Jimenez". The signature is fluid and cursive, with the first name "Alberto" and last name "Jimenez" clearly distinguishable.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure