



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

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

February 23, 2007

NVS-216 aae
Ref. # 10182691

Dear [REDACTED]

Thank you for your e-mail concerning your Model Year (MY) 2000 Jeep Grand Cherokee and your request for reimbursement. Your e-mail was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on February 12, 2007. We regret any inconvenience our delay in responding may have caused you.

[REDACTED], we understand that you are seeking reimbursement for a repairs conducted prior to receiving safety defect recall notice F25. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage 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. If you have any questions regarding this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-800-986-9678 ext. 66544.

Sincerely,

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement



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