



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

2007 NOV 16 AM 8:12

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Brooklyn, NY [REDACTED]

NVS-216 mec
Ref. # 10205008

Dear Mr. [REDACTED]:

Thank you for your correspondence dated September 22, 2007, concerning your model year (MY) 2002 Jeep Grand Cherokee vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 3, 2007. We regret any inconvenience our delay in responding may have caused you.

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. However, 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 safety defect recall adequacy is warranted.

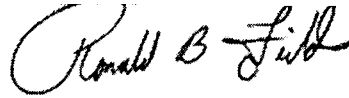
With regard to your first concern, "How can a manufacturer issue a recall without parts on hand"? All manufacturing plants have capacity limits. In cases where a large number of replacement parts must be produced to satisfy a safety recall, manufacturers may choose to initiate a campaign while part production is still ongoing. It is better to begin providing remedies as parts become available than to build a complete inventory of parts prior to initiating service. NHTSA cannot answer the other questions. Please refer your questions to the manufacturer or the dealer.

We sympathize with you concerning the cost you incurred due to repairs and the service you received; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the New York Office of the Attorney General.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement