



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 14, 2008

[REDACTED]

Baltimore, MD [REDACTED]

NVS-216 nlm
Ref. # 10222857

Dear [REDACTED]:

Thank you for your correspondence dated March 15, 2008, concerning your model year (MY) 1996 Jeep Cherokee. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 28, 2008.

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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to steering gear problems in MY 1996 Jeep Cherokee vehicles. We identified one recall NHTSA Campaign No. 97V-690 related to the steering gear. We have enclosed a copy of the recall summary for your information. Please contact your local Jeep dealership or Daimler Chrysler for further details and have your make, model, model year, and vehicle identification number available for their information.

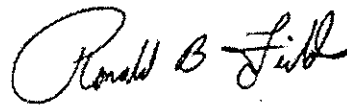
We sympathize with you concerning the expenses you incurred to repair your vehicle; however, reimbursement matters do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Maryland Office of the Attorney General regarding your problem and your rights under the State law.



The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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 that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

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

Enclosure:

NHTSA Campaign No. 97V-690