



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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 13, 2009

[REDACTED]
Mystic, CT [REDACTED]

NVS-216 mec
Ref. # 10261248

Dear [REDACTED]

Thank you for your correspondence dated January 31, 2009, concerning your model year (MY) 2004 Jeep Grand Cherokee vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 5, 2009.

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 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. In your letter you expressed your dissatisfaction with the manufacturer's refusal to repair damage caused by a safety defect in your MY 2004 Grand Cherokee. The National Traffic and Motor Vehicle Safety Act requires a manufacturer to remedy the noncompliance or safety-related defect without charge to the owner; however, it does not require manufacturers to reimburse vehicle owners for other costs associated with the safety defect, including damage caused by a vehicle fire. We have no authority to intervene on behalf of consumers to resolve disputes between individual owners, dealers, or manufacturers. Therefore, we recommend that you continue to work with Chrysler for a resolution.



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 'K. DeMeter', with a long horizontal flourish extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement