



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

1200 New Jersey Avenue SE.
Washington, DC 20590

December 23, 2009

The Honorable Richard Burr
United States Senator
100 Coast Line Street, Suite 210
Rocky Mount, NC 27804

NVS-216 et
Ref. # 10291692

Dear Senator Burr:

Thank you for your correspondence dated July 8 on behalf of your constituent, [REDACTED] [REDACTED] wrote concerning the difficulty she has encountered in having repairs to the heated front seat in her model year (MY) 2004 Jeep Grand Cherokee vehicle.

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 safety defects in their design, construction, or performance. 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 appreciate the report you provided on behalf of [REDACTED]. 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. [REDACTED] expressed her dissatisfaction with the lack of a resolution to an ongoing problem involving the previously recalled heated seats in her MY 2004 Jeep Grand Cherokee vehicle.

Chrysler has issued two recalls (NHTSA Campaign Nos. 06V-197 and 09V-117) for the heater element in the 2004 Jeep Grand Cherokee. Apparently, [REDACTED] has had recall 06V-197 performed and is inquiring if 09V-117 is applicable to her vehicle. Yes, it is. We recommend that she make an appointment with her local Jeep authorized dealership to have the recall remedy performed on her MY 2004 Jeep Grand Cherokee.



ESNA 0071.92

Page 2

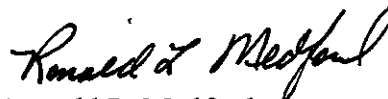
The Honorable Richard Burr

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or items of motor vehicle equipment that contain a defect relating to motor vehicle safety or failure to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.).

We sympathize with [REDACTED] concerning the lack of customer service and any consequential damage done by the dealer while attempting to have the prior recall work completed on her vehicle; however, this does not fall under our jurisdiction. If she has not done so [REDACTED] may consider contacting the Federal Trade Commission (FTC). The 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 she 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>.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Daniel C. Smith, NHTSA's Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely,



Ronald L. Medford
Acting Deputy Administrator

cc: Washington Office