



**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

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

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

June 18, 2010

The Honorable Paul E. Kanjorski
U.S. House of Representatives
Washington, DC 20515

NVS-216 mec
Ref. # 10312958

Dear Congressman Kanjorski:

Thank you for your recent correspondence on behalf of your constituent, [REDACTED]. [REDACTED] wrote your office concerning his 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 safety defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. In [REDACTED] letter he is requesting assistance in what he believes is a major safety issue with the driver's seat breaking causing the seat to shift and become unstable in MY 1999 through MY 2004 Jeep Grand Cherokee vehicles. [REDACTED] indicated that he had a friend make the first repair by welding the seat track in March of 2004. Now the seat has failed again and Jeep is declining to assist in the repair due to the original repair not being performed by a Jeep dealer.

We have reviewed our database in an effort to identify whether there are indications that a safety defect trend exists with regard to problems associated with the seat system in MY 1999 through MY 2004 Jeep Grand Cherokee vehicles. At this time there is insufficient evidence to warrant opening a safety defect investigation. The information [REDACTED] provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require further action. A brochure explaining the investigation process is enclosed for his information or he may visit on our website at <http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm>.



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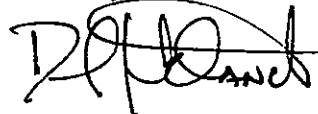
The Honorable Paul E. Kanjorski

We sympathize with [REDACTED] request for assistance in having Jeep replace his seat at no expense to him; however, this type of request does not fall under our jurisdiction. If he has not already done so, he may consider contacting his local Consumer Protection Agency or the Pennsylvania Office of the Attorney General regarding his request and his rights under State law.

In addition, 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 to 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 yours,

A handwritten signature in black ink, appearing to read "D. Strickland", written over a horizontal line.

David L. Strickland

Enclosure