



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 28, 2013

[REDACTED]

NVS-216 nlm
Ref. No. 10522373

Shalimar, FL [REDACTED]

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2004 Jeep Grand Cherokee. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate you received a recall notification on your MY 2004 Jeep Grand Cherokee regarding the occupant restraint module. Since receiving the notification, Chrysler has not provided any further information regarding the status of the recall remedy. You are requesting that NHTSA contact Chrysler to determine when the safety-related corrective action will be performed on your vehicle.

On November 7, 2012, Chrysler announced a recall (NHTSA Safety Recall Campaign No. 12V-527) to address a component in the air bag control module which may fail causing the front airbags, side curtain airbags, and/or seatbelt pretensioners to deploy inadvertently while the

vehicle is being operated. Inadvertent deployment of the airbags may increase the risk of injury and the possibility of a vehicle crash. In January 2013, Chrysler sent an interim letter to notify owners of the defect and also explained that the parts required to provide a permanent remedy for this condition are currently not available.

Manufacturers often issue interim instructions to the affected owners to help ensure their safety until the defect cited in the recall can be fixed. Also, it is not unusual for manufacturers to not have an adequate inventory of recall parts shortly after a recall is announced. Some manufacturers limit volume of the recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you continue to contact Chrysler or your local Jeep dealer on the part availability and when the recall remedy can be completed on your vehicle.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the auto safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement