



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

September 30, 2013

[REDACTED]
Mason, OH [REDACTED]

NVS-216 nam
Ref. No. 10525459

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. We regret any inconvenience our delay in responding may have caused you.

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 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.

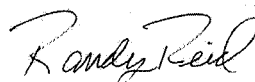
You indicate on January 24, you were advised of a recall on your MY 2004 Jeep Grand Cherokee for a problem with the air bags. However, to date nothing has been done to remedy the air bag deployment issue. You have contacted your dealer several times, but have been told the parts for the recall are not available. You are frustrated with the delay of the recall remedy and request more urgency from Chrysler.

We are aware of the recall (NHTSA Safety Recall Campaign No. 12V-527) that addresses a problem with air bags that may deploy inadvertently in certain MY 2002 through MY 2004 Jeep Grand Cherokee vehicles. We are also aware of the parts delay for this recall. Chrysler mailed interim recall notifications in April 2013, to inform owners that parts are not available at this time. Please note that it is not unusual for manufacturers to not have an adequate inventory of

recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We recommend that you continue to contact Chrysler and your Jeep dealer for updates on the recall and parts availability. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would 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 at our web site.

Sincerely,

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

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