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**

1200 New Jersey Avenue, SE
Washington, DC 20590

October 31, 2013

[redacted]
Orlando, FL [redacted]

NVS-216
Ref. No. 10531481

Dear [redacted]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2002 Jeep Cherokee vehicle. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

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 serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at www.odi.nhtsa.gov/recalls/recallssearch.cfm.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

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 www.ftc.gov/ftc/complaint.htm

You may also want to seek immediate help with your vehicle complaint by contacting the BBB AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call BBB AUTO LINE at 800 955 5100.

Sincerely,

Randy Reid

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