



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

November 14, 2013

[REDACTED]
Knoxville, TN [REDACTED]

NVS-216 am
Ref. No. 10533573

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Jeep Grand Cherokee. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has 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 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 that you received a recall notice (NHTSA Safety Recall Campaign No. 12V-527) that addresses a problem with the occupant restraint control (OCR) module in your MY 2002 Jeep Grand Cherokee vehicle. However, Chrysler and the dealer have informed you that parts for the recall are currently not available. You are requesting a resolution to the parts availability problem.

We are aware of the parts availability issue regarding NHTSA Safety Recall Campaign No. 12V-527 and understand your concerns. Chrysler anticipates that the recall parts will be available in December 2013, and you will receive another notification when the parts ship to local dealers. 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 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