



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

December 3, 2013

[REDACTED]  
Berlin, MD [REDACTED]

Dear [REDACTED]

NVS-216  
Ref. No. 10533867

Thank you for your correspondence that was referred to the National Highway Traffic Safety Administration's (NHTSA) by the Maryland State Office of the Attorney General concerning your model year 2004 Jeep Grand Cherokee vehicle.

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](http://www.odi.nhtsa.gov/recalls/recallssearch.cfm).

We understand your frustration; however, 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 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, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://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