



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

November 19, 2013

[REDACTED]

Danbury, CT [REDACTED]

Dear [REDACTED]

NVS-216 nam  
Ref. No. 10534589

Thank you for your correspondence concerning your model year (MY) 2009 Jeep Grand Cherokee. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. 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. 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.

You indicate several months ago you received a recall notice for your MY 2009 Jeep Grand Cherokee. As of July 30, 2013, Chrysler has not corrected the defect in the transmission. You are afraid to drive the vehicle because it may inadvertently move and cause a crash. You request that your letter be considered as a formal complaint and your vehicle be classified as lemon under the State law. In addition, you request that the vehicle be returned to the dealer and your purchase price be refunded immediately.

We are aware of the recall (NHTSA Safety Recall Campaign No. 13V-175) that addresses unintentional shifting of the transfer case into the neutral position that may result in a transfer case electrical failure in certain MY 2005 through MY 2010 Jeep Grand Cherokee vehicles manufactured February 11, 2004, through March 9, 2010. We understand your concerns regarding the delay in the recall. 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.

Once a safety-defect determination is made, the law gives the manufacturer three options for correcting the defect - repair, replacement, or refund. Chrysler is within their rights to remedy the safety defect in the affected vehicles with a repair by an authorized dealer. Therefore, your request to have Chrysler buy back your vehicle does not fall under our jurisdiction. If you still want your vehicle replaced, you may consider contacting your local Consumer Protection Agency or the Connecticut Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Chrysler district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) which has jurisdiction over 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.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line regarding your problem. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

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 from our web site.

Sincerely yours,



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