



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

December 23, 2013

[REDACTED]
Utica, NY [REDACTED]

NVS-216 nam
Ref. No. 10553440

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 Grand Cherokee. 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 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. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

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. Under our regular procedures, NHTSA staff may follow up and contact the vehicle owner if we require additional information. The NHTSA investigation and recall process can be located on our web site at www.odnhtsa.gov/recalls/recallssearch.cfm.

We are aware of the recall on your vehicle. NHTSA Safety Recall Campaign No. 12V-527 addresses a safety-related defect in certain MY 2002 through MY 2004 Jeep Grand Cherokee vehicles manufactured February 13, 2001 through May 23, 2003. Chrysler identified that the supplemental restraint system circuits are susceptible to internal shorting. The electrical short may create an abnormal current flow and increased heat which can damage the circuits. This could result in an inadvertent deployment of the front airbags and/or seat belt pretensioners.

Chrysler mailed initial recall notifications in April 2013, to inform owners that parts are not available at this time. 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. Also, some manufacturers limit the volume of recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufactures 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 work with Chrysler and your dealer regarding any unresolved matters.

Sincerely yours,



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