



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]
Mountlake Terrace, WA [REDACTED]

NVS-216 nam
Ref. No. 10556728

Dear [REDACTED]

Thank you for your correspondence concerning your Jeep Grand Cherokee. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We have looked into this issue and are pleased to respond.

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that about two years ago you received a Chrysler recall notice (NHTSA Safety Recall Campaign No. 12V-527) that addresses a problem with the air bag occupant restraint control module in your MY 2002 Jeep Grand Cherokee. After hearing nothing for about a year you contacted Chrysler and they advised that you would be re-contacted when a permanent remedy has been established. You waited another year, but you were never were contacted. Recently you stopped by your local dealer and they scheduled an appointment for December 8, 2013, to complete the recall. However, when you arrived for your appointment you were told they were unable to repair your vehicle and they did not have the parts. You want to make NHTSA aware of this problem.

NHTSA is aware of the delay Chrysler experienced in developing a remedy and securing parts for this recall. In October 2013, Chrysler informed NHTSA that all part restrictions for the recall have been lifted and dealers can begin performing the recall remedy for their customers. It is not unusual for manufacturers to not have an adequate inventory of recall parts or established a remedy shortly after a recall is announced. The remedy and 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 contact Chrysler to report the problem you experienced scheduling the recall with the local dealer.

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 yours,



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