



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

March 27, 2014

[REDACTED]
Riverside, CA [REDACTED]

NVS-216 et
Ref. No. 10557766

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Jeep Wrangler vehicle. 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 since August 2013, you have contacted your dealer every month regarding a recall (NHTSA Safety Recall Campaign No. 13V-234) on your MY 2012 Jeep Wrangler. In October 2013, you contacted Chrysler to report the problem and was told that they would contact the dealer on your behalf. As of December 2013, you have not heard from the dealer or Chrysler. You request assistance from NHTSA in having the recall completed.

We are aware of Chrysler's problem regarding a lack of parts availability for this recall and understand your concerns. Chrysler informed NHTSA that the recall parts are currently available and they are working with their suppliers to increase the production of the recall parts. Meanwhile, owners should contact their dealers to make an appointment to complete the recall based on the dealer's inventory of the recall parts.

Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and the final remedy can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Also, some manufacturers limit the 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 and your dealer for updates on the parts availability for this recall. 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 (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