



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

July 9, 2014

[REDACTED]

Glen Burnie, MD [REDACTED]

NVS-216 nam
Ref. No. 10562006

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Jeep Grand Cherokee Limited. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that about 2 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 Limited. Since receiving the letter you have made several calls to see if the parts were available. You believe 2 years is long enough to obtain the parts for the repair and request assistance in resolving this matter.

NHTSA is aware of the delay Chrysler experienced in developing a remedy and securing parts for this recall. According to our records the recall was completed on your vehicle earlier this year. If you require further assistance regarding the recall, we recommend that you contact Chrysler or a 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 (888) 327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely yours,



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