



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

November 17, 2017

[REDACTED]
Baltimore, MD [REDACTED]

NEF-109 nlm
Ref. No. 11029668

Dear [REDACTED]

Thank you for your correspondence concerning your (MY) 2015 Jeep Grand Cherokee. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am 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 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.

You indicate that the last week of June, Fiat Chrysler Automobiles (FCA) instructed you to download new software to update the "U CONNECT" in your MY 2015 Jeep Grand Cherokee. You assert that immediately you noticed the music recorded on your media flash drive operated intermittently. Furthermore, you noticed that 50 percent of your recorded songs were deleted after you upgraded the U CONNECT software. You request that FCA, or anybody responsible for U CONNECT software updates, to restore the music on your media flash drive and make sure that it functions properly.

We understand your frustration with FCA and the U CONNECT software upgrade that deleted music from your media flash drive and affected its overall operation. However, the problem you experienced does not pose an unreasonable risk to motor vehicle safety and is not considered a safety-related defect as defined by our statute, the National Traffic and Motor Vehicle Safety Act. At this time, there is insufficient evidence to warrant further action or response by our agency. The information you provided has been entered into our database. For your information, an explanation of NHTSA's investigation and recall process is on our website 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, you can 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 on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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