



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



February 10, 2021

[REDACTED]
Breezy Point, NY [REDACTED]

NEF-109 ela
Ref. No. 11210485

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2013 Jeep Grand Cherokee vehicle. Your letter was received in 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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2013 Jeep Grand Cherokee is affected by NHTSA Safety Recall Campaign No. 19V-813. We understand your concerns with the delayed remedy for this recall. Please note that it is not unusual for manufacturers to have a delay in the availability of a remedy for the recalled defect after a recall is announced. Recall remedy availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Fiat Chrysler Automobiles (Stellantis) has recently announced a final remedy to dealers and is expected to notify owners of the remedy availability soon. We appreciate your diligence with this matter and recommend that you contact your dealer to schedule a repair for Recall 19V-813.

Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to reimburse owners for additional expenses associated with a safety recall, such as alternate transportation, as a result of the defect. Nor does the statute authorize the Federal government to reimburse vehicle owners for any additional expenses associated with safety recalls or to assist vehicle owners in obtaining reimbursements for additional costs associated with an alleged defect.

You may consider contacting your local Consumer Protection Agency or the New York Attorney General's Office regarding your problem and rights under the State laws. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to

contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed 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