



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 5, 2020

[REDACTED]
Alexandria, VA [REDACTED]

NEF-109 cla
Ref. No. 11245094

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2014 Jeep Wrangler vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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 rate and adequacy of manufacturers' recall campaigns.

We are aware of the delay for NHTSA Safety Recall Campaign No. 19V-018. The recall addresses a problem with Takata front passenger-side air bag inflators in certain MY 2010 through MY 2016 Jeep Wrangler vehicles. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

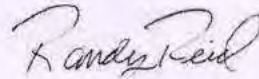
The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 41 million vehicles and 56 million inflators in the United States, making it the largest, most complex recall in NHTSA's history. The most significant challenge presented by this recall has been the availability of remedy parts, which has been affected by numerous factors including, but not limited to, the need to obtain redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle (report enclosed). In any event, we understand your frustration with any delay you may have experienced, and appreciate your diligence in the matter. We suggest that you contact Fiat Chrysler Automobiles or your dealer if you require further assistance with the recall.

For the most up-to-date information on the Takata recalls, we also encourage you to visit our website at <https://www.nhtsa.gov/equipment/takata-recall-spotlight>.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please file a complaint on our website or the hotline listed above. Also, 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

Enclosure

United States Department of Transportation

 Search

REPORT A PROBLEM

Language:


Safety Issues & Recalls

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

1C4AJWAG8E



17/17 

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#) →

2014

JEEP WRANGLER SPORT 4X4



©EVIX IMAGES

VIN: 1C4AJWAG8E [REDACTED]

Recall data refreshed on Mar 05, 2020

0 Unrepaired Recalls associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

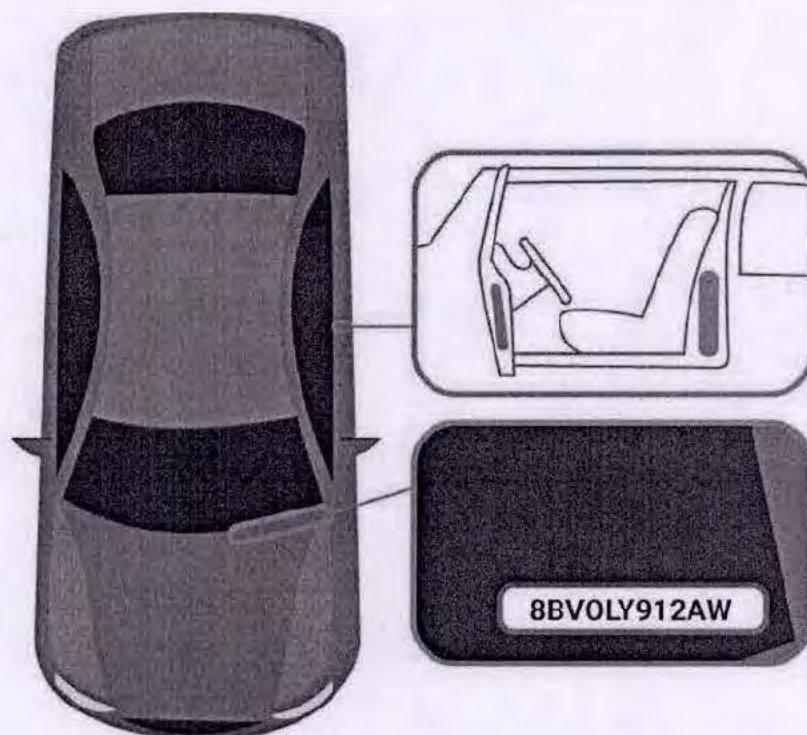
Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.



Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years

- Vehicle safety recalls from major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

The Steps From Complaint To Recall

What happens to my complaint?

Your complaint fuels our work. Learn about the different steps that lead to recalls and safer vehicles.

[The Steps From Complaint To Recall PDF, 5.56 MB](#) →

From your complaints

to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipment's that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

[Example of Complaints →](#)

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

[Report a safety problem →](#)

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

[View monthly investigation reports →](#)

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle. View the 2018 Recall Report.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

[Go to search by VIN →](#)

Takata Recalls Spotlight

The latest updates on Takata recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

[Takata Recall Spotlight →](#)

Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know

Download this brochure to get more information about how and why recall campaigns are initiated, and to know your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

[VIEW BROCHURE](#)

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.



You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

Tips For Your Safety

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Sign Up for Recall Alerts via Email

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

[SIGN UP](#)

[NHTSA Information](#) ▾

[Information For](#) ▾

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National Highway Traffic Safety Administration

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1-800- 424-9153 (TTY)



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