



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



April 1, 2021

[REDACTED]
Denver, CO [REDACTED]

NEF-109 tgd
Ref. No. 11399416

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2013 Jeep Grand Cherokee vehicle. Your letter was received by 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 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, such as in their design, construction, or performance. Among other activities, 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. We understand your concerns with the delay for NHTSA Safety Recall Campaign No. 19V-813. To monitor a manufacturer's recall repairs and timeliness, NHTSA requires the manufacturer to report its recall completion rates on a quarterly basis once the remedy becomes available for any vehicles in the recall population. At the time we received your letter, recall parts were being shipped and dealers were repairing the affected vehicles. Fiat Chrysler Automobile's (FCA) first report showed that 12,430 of the 528,594 affected vehicles were repaired by the fourth quarter of 2020 (report enclosed).

Unfortunately, it appears that your problem is with the dealer's inability to secure the parts and keep their commitment to the agreed upon appointment time. If you have not done so already, we recommend that you report your problem to FCA. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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

Enclosure

Recall Quarterly Report**19V-813**

Manufacturer Name : Chrysler (FCA US, LLC)
NHTSA Recall No. / MFR Recall No. : 19V-813 /V62
Recall Subject : Fuel Pump Relay May Fail Resulting In a Stall
Owner Notification Beginning Date : DEC 10, 2020
Owner Notification End Date: DEC 17, 2020



Report #	Submission Date	Report Quarter	Recall Population	Total Remedied	Total Unreachable	Total Removed
1	JAN 19, 2021	2020-4	528,594	12,430	7	35,865

This Document Last Updated : JAN 19, 2021

Definitions :

- Report Quarter :** The quarter the manufacturer is reporting recall completion figures (e.g. 2012-3 means the 3rd quarter of 2012).
- Recall Population :** The total number of products recalled by the manufacturer.
- Total Remedied :** The total number of products either remedied, inspected without needing remedy, or returned to inventory.
- Total Unreachable :** Products deemed unreachable as owner notifications were unable to be delivered.
- Total Removed :** Products that have been scrapped, stolen, or exported.