



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



September 10, 2021

[REDACTED]
Albuquerque, NM [REDACTED]

NEF-109 ela
Ref. No. 11431009

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2013 Jeep Grand Cherokee vehicle. Your letter 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 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 parts delay for Recall 19V-813. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Manufacturers may decide to limit the volume of recall parts they automatically ship to ensure a balanced distribution to dealers. In addition, some manufacturers may impose order limitations to discourage dealers with tendencies to over order and stockpile parts, thus avoiding waste for parts they do not need. We encourage you to continue to follow up with Fiat Chrysler Automobiles and your dealer on the status of parts availability for Recall 19V-813.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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