



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



September 24, 2021

NEF-109 tgd  
Ref. No. 11431087

[REDACTED]  
Frazier Park, CA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 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. As you know, your MY 2015 Jeep Grand Cherokee is affected by NHTSA Safety Recall Campaign No. 20V-699. Fiat Chrysler Automobiles, now Stellantis, is recalling certain MY 2014 through MY 2019 Jeep Grand Cherokee vehicles equipped with the 3.0L EcoDiesel engines. The Exhaust Gas Recirculation (EGR) cooler may crack and allow pre-heated vaporized coolant to enter the EGR system. This mixture may combust inside the intake manifold.

We entered your vehicle identification number (VIN) into our VIN Look Up Tool and it appears you have since had the recall completed on your vehicle. There are no open recalls for your vehicle. We understand your frustration with the parts delay for Recall 20V-699. 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.

In addition, we entered your information into our database. 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](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](http://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