



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



January 23, 2025

[REDACTED]
[REDACTED]
Fort Washington, MD [REDACTED]

NEF-109 jb
Ref. No. 11622901

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2023 Jeep Grand Cherokee vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2023 Jeep Cherokee is affected by NHTSA Safety Recall Campaign No. 24V720. We understand your concerns with the parts delay. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. At this time, Fiat Chrysler Automobiles (FCA) is now shipping recalled parts and dealers are repairing the affected vehicles. We encourage you to continue to follow up for FCA and your dealer on the status of the parts availability for Recall 24V720 and to schedule the recall repair remedy as soon as possible. Additionally, NHTSA does not provide consumer assistance with Lemon Law arbitration or tort litigation. Your request for Lemon Law assistance does not fall under our jurisdiction.

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,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement