



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

25-MAR-2004

Repository ☐

Reference No.
10064919

OWNER INFORMATION (Type or Print)

Name

Address

City RICHLAND

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/20/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

JEEP

Model

WRANGLER

Model Year

2000

Date Purchased

12/10/03

Dealer's Name and Telephone Number

LESKOWSKI LINCOLN-Mercury Jeep

Engine:

No: Cylinders 4

Fuel Type:

gas

Original Owner

Dealer's City

Kenneth

State

WA

Zip Code

99342

Transmission Type

Manual

☒ Antilock Brakes

☐ Cruise Control

Powertrain

4x4

Vehicle Component Code

10400D POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

38,000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED, THE CONSUMER NOTICED THE FRONT END OF THE VEHICLE MAKING A NOISE. THE VEHICLE WAS SERVICED
AND THE TECHNICIAN NOTICED THE TRANSFER CASE-O-RING NEEDED TO BE REPLACED. PLEASE PROVIDE DETAILS. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

RE: Transfer case on Jeep Wrangler. The Transfer case was making a lot of

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U.S. Department
of Transportation

National Highway
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Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Information about this questionnaire

[REDACTED]
[REDACTED]
[REDACTED]
RICHLAND, WA
[REDACTED]

May 4, 2004

RE: Transfer Case on Jeep Wrangler

The transfer case was making a lot of noise so we took it in to Leskovar Lincoln Mercury Dealership where vehicle was originally purchased on approximately 1/15/04. They told us at the dealership that the O-Ring was split and needed replasing at a cost of \$78.00 plus tax. We had the O-Ring replaced, and within a week the vehicle started to make the noise again, but only worse. We then took the vehicle to All-State Transmission, where they completely rebuilt the Transfer Case at the cost of \$1247.03. At All-State, we were told that when the O-Ring went out, it was losing fluid in the Transfer Case, which in turn caused the need for a rebuild, due to all of the damage from the faulty parts. We were also told how extremely fortunate we were that it did not cause the Transfer Case to seize up, as this is my wife's vehicle and our young son is with her most of the time; If the Transfer Case had froze up going down the freeway, the Jeep would have rolled over very easily, causing sever bodily injury or even death.

[REDACTED]