



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 1367

Date Received  
*2004 NOV -9*  
09-SEP-2004

Repository   
Reference No.  
10091719

OWNER INFORMATION (Type or Print)

Name *[REDACTED]*  
Address *[REDACTED]*  
City CONCORD State CA Zip Code *[REDACTED]*

Daytime Telephone Number *[REDACTED]* E-mail Address  
Evening Telephone Number  
*SAME*

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 *1/1*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
*1 JCM L 7820 HT [REDACTED]*

Make *CHEVROLET JEEP* Model *CHEVETTE CHEROKEE* Model Year 1987

Date Purchased *5-17-87* Dealer's Name and Telephone Number *LEHMER'S JEEP 925-685-4481* Engine: No: Cylinders *6* Fuel Type: *UNLEADED*

Original Owner  Dealer's City *CONCORD* State *CA.* Zip Code *94520*

Transmission Type  Antlock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code *100000*  
MANUAL  Cruise Control ~~100000~~ POWER TRAIN: TRANSFER CASE (4-WHEEL DRIVE)  
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 20-MAY-2000 Failure Mileage 67000 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 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).

CONSUMER NOTICED PINK FLUID ON THE GARAGE FLOOR. TOOK VEHICLE TO DEALERSHIP. GASKET AND SEALS WERE REPLACED ON THE TRANSFER CASE. HOWEVER, LEAK CONTINUED. AFTER PARTS WERE REPLACED AND TRANSMISSION WAS PUT ON DEALERSHIP FOUND A PORES LEAK, A SMALL PIN HOLE IN THE SIDE TOP OF TRANSFER CASE NEAR AIR VENT. TRANSFER CASE HAS TO BE REPLACED. \*AK

*WORK COPY ATTACHED FROM 4/28/00.*  
*ALSO, ADDITIONAL COMMENTS OF BACK OF THIS FORM.*

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 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)

SINCE APRIL OF 2000, I HAVE HAD TO ADD TRANSMISSION FLUID TO MY TRANSFER CASE ALL THE TIME, BECAUSE OF A POROUS METAL LEAK ON THE SIDE OF MY TRANSFER CASE. LENMER'S TOOK MY CAR IN, REPLACED SEALS ON THE CASE, NOT CHECKING IT BEFOREHAND, BUT ASSUMING IT "MUST BE THE SEALS". AFTER A \$527.82 CHARGE I WAS TO - THE LEAK CAME FROM THE POROUS METAL OF THE CASE ITSELF, AND I HAD TO NOW REPLACE THE FRONT HALF OF THE TRANSFER CASE. THIS WOULD COST AN ADDITIONAL \$500 OR SO. I TOLD THEM IT WAS NOT RIGHT, THAT THEY FIXED SEALS THAT WERE APPARENTLY NEVER LEAKING, AND IT COST ME \$527.82 FOR BEING NO FURTHER AHEAD.

NOW, IN SEPT OF 2004, I HAD WORK DONE ON MY JEEP BY ANOTHER MECHANIC AND HE TOLD ME I HAD FLUID LEAKING FROM THE CASE. AFTER HEARING WHAT I'VE DONE THE LAST 4 YRS, HE SAID I SHOULD CONTACT YOUR DEPT. THEN HE SAID TRY PUTTING SILICONE ON THE POROUS SPOT. ATTACH ADDITIONAL SHEETS IF NECESSARY

HE ALSO SAID THE LOWER FLUID LEVEL MAY HAVE CAUSED INTERNAL DAMAGE INSIDE THE TRANSFER CASE, I FEEL LENMER'S SHOULD REPLACE THE TRANSFER CASE FOR FREE, SINCE IT IS A DEFAULT OF METAL, NOT ANY GASKET OR SEAL. THANK YOU,

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

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

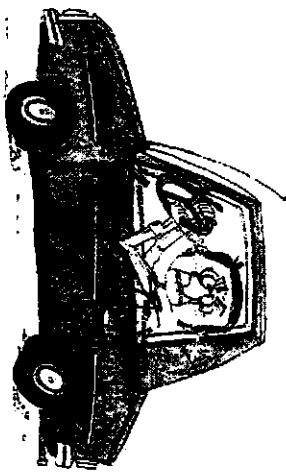
Official Business  
Penalty for Private Use \$300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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



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COMPLETE THIS FORM  
OR

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and dial toll free at

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(DASH) 2 DOT



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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).