

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 100148	
OWNER INFORMATION (Type or Print)		Date Received 07-MAR-2014		Repository ☐ Reference No. 10567828	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City <u>WINTER HAVEN, FL</u>	State <u>VA</u>	Zip Code [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C4AJWAG8CL [REDACTED]		Make JEEP		Model WRANGLER	
				Model Year 2012	
Date Purchased <u>4-30-2012</u>	Dealer's Name and Telephone Number <u>BROWN'S JEEP</u>			Engine: No: Cylinders	
Original Owner ☒	Dealer's City <u>Charlottesville</u>	State <u>VA</u>	Zip Code <u>22901</u>	Fuel Type:	
Transmission Type ☐ Antilock Brakes ☒ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 07-FEB-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 100000 POWER TRAIN				Failure Mileage	
				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 0	Number of Deaths 0	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).					
TL* THE CONTACT OWNS A 2012 JEEP WRANGLER. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 13V234000 (POWER TRAIN, STEERING) HAD SURPASSED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER STATED THAT THE PART WAS NOT BECOME AVAILABLE FOR AT LEAST 29 WEEKS. THE MANUFACTURE WAS NOT CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
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.					



CHRYSLER

**SAFETY RECALL N28 / NHTSA 13V-234
TRANSMISSION OIL COOLER TUBE**

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2012 and 2013 model year Jeep® Wrangler vehicles equipped with an automatic transmission.**

The problem is... The transmission oil cooler tube on your vehicle (VIN: 1C4AJWAG8CL[REDACTED]) may come in contact with the power steering fluid return tube. Prolonged contact of the tubes could cause a leak in the transmission oil cooler tube. Operating the vehicle with insufficient transmission fluid may cause damage to the transmission and a loss of transmission function which may increase the risk of a crash.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the power steering return tube and inspect, and replace if necessary, the transmission oil cooler tube. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the part/parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code N28

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE



Jeep

SRT



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CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

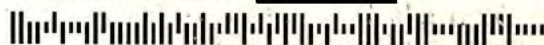
IMPORTANT!

SAFETY RECALL NOTICE

XX #1

CL [REDACTED] N28 0021594

WAYNESBORO, VA [REDACTED]



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