

JUN - 4 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) Form Approved: O.M.B. No. 2127-0008



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

Date Received 22-APR-2014	Repository <input type="checkbox"/>
	Reference No. 10584221

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City UTICA	State MI	Zip Code	
		Evening Telephone Number	

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 1C4BJWDG0C1	Make JEEP	Model WRANGLER	Model Year 2012
Date Purchased 4-30-12	Dealer's Name and Telephone Number Schuman motors Sales, Inc.		Engine: 3.6 LTR No: Cylinders V6-24 VALVE
Original Owner <input type="checkbox"/>	Dealer's City WALLED LAKE	State MI	Zip Code 48390
Transmission Type 5 SPD AUTOM.	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 54R-100 MILES	Multiple Failure: Incident Date(s) 21-NOV-2013

### FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 100000 POWER TRAIN	Failure Mileage	Failure Speed
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### 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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

TE\* THE CONTACT OWNS A 2012 JEEP WRANGLER. THE CONTACT STATED THAT SHE ATTEMPTED TO HAVE THE VEHICLE REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V234000 (POWER TRAIN, STEERING) BUT WAS MADE AWARE THAT PARTS WERE NOT AVAILABLE. THE CONTACT FELT THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE CONTACT HAD NOT EXPERIENCED THE FAILURE.

HAVE REC'D (3) NOTICES from Chrysler REGARDING 1428/NHTSA 13V-234 TRANSMISSION OIL COOLER TUBE RE-PLACEMENT. I SERVICE MY VEHICLE @ ROCHESTER CLOSER TO HOME. THEY STATE THEY MAY RECEIVE 3 PARTS A MONTH. DEALERSHIP ALSO FRUSTRATED ABOUT NOT RECEIVING PARTS

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.

**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10584221-----  
**Date:** Wednesday, June 04, 2014 12:06:56 PM

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**From:** [REDACTED]  
**Sent:** Tuesday, June 03, 2014 11:51 AM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: ----10584221-----

I am faxing Vehicle Owners Questionnaire and copies of Chryslers notices regarding recall.

Thank-You

[REDACTED]

[REDACTED]

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Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation





NOTICE #1

**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: 1C4BJWDG0C1 [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](http://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.*



Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC. FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group, LLC.

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**PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code **N28**

This service was previously performed on my vehicle (check one if applicable):

My vehicle was inspected and found to be ok.  
 My vehicle was repaired.

This vehicle was (check one if applicable):

scrapped  stolen  exported

This vehicle was sold to (check one if applicable):

A dealer, or someone whose name and address is unknown.  
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

Mr.  Miss  Mr. & Mrs.  D.  
 Mrs.  Ms.  Rev.  Business

First Name: \_\_\_\_\_ MI \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Email Address: \_\_\_\_\_

JAN 3-2014



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

RECALL #2

Dear [REDACTED]

This interim notification letter 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: 1C4BJWDG0C1 [REDACTED]) may inadvertently come in contact with the power steering fluid return tube. This tube-to-tube contact could eventually cause the transmission oil cooler tube to develop a wear hole and leak. A loss of transmission fluid could cause transmission damage and if the leaking transmission fluid comes in contact with an ignition source, cause an underbody fire.

**What your dealer will do...** Chrysler intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

**What you must do to ensure your safety...** Once you receive your follow-up recall notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.

**NOTE:** In the unlikely event that your vehicle develops a transmission fluid leak, bring the vehicle to your dealer for diagnosis and repair.

**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](http://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.

11:15 AM  
CALLED 1-3-14  
SERVICE TRANSFERRED  
MTR TO PARTS  
They put me on a  
list - for when parts  
come in. HAD A  
hard time getting  
part in. WILL CALL  
CALL'D 1-800-853-1403  
REG'G RECALL #28  
11:20 AM MON 1/13/14  
CALL NOT HAVE PARTS  
MADE FAST ENOUGH  
WOULD PER DRESH  
Gong out.  
IF ANYTHING GOES  
WRONG, UNTIL PART  
COMES IN, THEY  
HAVE AN INVESTIGA-  
TIVE TEAM COME  
OUT.  
Shook down  
THE FAST & THE SOT  
VIN C [REDACTED]

reasonable time, you may submit a  
request for reimbursement to:  
Chrysler Customer Assistance  
1200 New Jersey Ave.,  
Warren, MI 48090-1300  
1-888-327-4236 (TTY 1-800-424-2800)

Thank you for your attention.  
Chrysler Customer Services / Field Operations  
Chrysler Group LLC  
Notification Code M90

Notice to the lessee within 10 days.



Chrysler, Jeep, Dodge, Ram, and Mopar are trademarks of Chrysler Group LLC. FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used here by Chrysler Group LLC.

**PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number) [REDACTED] Notification Code **N28**

This service was previously performed on my vehicle (check one if applicable):

My vehicle was inspected and found to be ok.  
 My vehicle was repaired.  
 This vehicle was (check one if applicable):  
 scrapped  stolen  exported  
 This vehicle was sold to (check one if applicable):  
 A dealer, or someone whose name and address is unknown.  
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):  
 Owner's title (check one if applicable):  
 Mr.  Miss  Mr. & Mrs.  Dr.  
 Mrs.  Ms.  Rev.  Business

First Name \_\_\_\_\_ MI \_\_\_\_\_  
 Last Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 E-mail Address \_\_\_\_\_



80 pages on waiting list in case #56

NOTICE #3 4/22/14

### 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: 1C4BJWDG0CL [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](http://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.

4-22/2:20 p.m  
CALLED 1-888-327-4731  
ADMINISTRATOR NAT'L HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
3RD NOTICE  
TOLD THEM CHRYSLER SENDS NOTICES RE! TRANS. OIL COOLER TUBE NOT MAKING THEM FAST ENOUGH FOR DLRSHPs TO INSTALL WE'RE #56 OF 80 ON WAITING LIST CONFIRM # 10584221 4-6 WKS REC. COPY of complaint

Required documents, reimbursement will be sent to you within 60 days.

To remedy this defect without charge and within a reasonable time, you should contact your dealer, the Administrator, National Highway Traffic Safety Administration, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-800-4-A-SAFETY (427-2737), or go to <http://www.safercar.gov>.

We are sincerely concerned about your safety. Thank you for your

Customer Services / Field Operations  
Chrysler Group LLC  
Notification Code N28

Regulation requires that you forward this recall notice to the lessee within 10 days.



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**PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code **N28**

This service was previously performed on my vehicle (check one if applicable):

My vehicle was inspected and found to be ok.  
 My vehicle was repaired.  
 My vehicle was (check one if applicable):  
 scrapped  stolen  exported

This vehicle was sold to (check one if applicable):  
 A dealer, or someone whose name and address is unknown.  
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):  
 Owner's title (check one if applicable):  
 Mr.  Miss  Mr. & Mrs.  Dr.  Business  
 Mrs.  Ms.  Rev.  M.

First Name \_\_\_\_\_  
 Last Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Email Address \_\_\_\_\_

5/20/2014

Webmail

# Webmail

± Font size =

## FW: FW: NHTSA: Follow up to ODI Complaint: ----10584221----

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**From :** EVOQ@dot.gov

Tue, May 20, 2014 07:26 AM

**Sender :** shakita shaw ctr <shakita.shaw.ctr@dot.gov>

3 attachments


**Subject :** FW: FW: NHTSA: Follow up to ODI Complaint: ----10584221-----


**To :** [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

image002.gif  
12 KB

 **EVOQ EMAIL RESPONSE.doc**  
52 KB

 **10584221.pdf**  
50 KB