

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 100148	
				Date Received 23-MAR-2015 JUN 15 2015	Repository ☐ Reference No. 10701263
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
ARLINGTON FARMINGTON	NM		SAME		
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 1J4BA5H18AL		Make JEEP	Model WRANGLER	Model Year 2010	
Date Purchased 01/2010	Dealer's Name and Telephone Number MACK MASSEY SUNLAND PARK 915-584-9333		Engine: No: Cylinders 6	Fuel Type: GAS	
Original Owner ☒	Dealer's City EL PASO, TX.	State TX	Zip Code 79912		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-JUN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 75000	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 2010 JEEP WRANGLER. THE CONTACT STATED THAT THE TRANSMISSION LINE HAD A SMALL LEAK. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THE TRANSMISSION LINE NEEDED TO BE REPLACED. NO REPAIRS WERE MADE TO THE VEHICLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 75,000.					
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)

I HAVE SUBMITTED RECALLS ON THIS SAME PROBLEM I'M
HAVING WITH MY JEEP AND ALL THE SERVICE DEPT AT
ADVANTAGE DODGE HERE IN FARMINGTONSAID'S THAT EVEN
THOUGH IT'S THE SAME PROBLEM, IT'S NOT EFFECTIVE
FOR MY VIN #. MAKES NO SENSE !!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

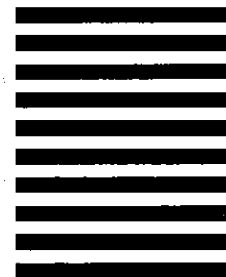
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
800-327-4236**



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590

.....

Recall 13V234000

- »
- **Potential Transmission Fluid Leak (13V234000)**

Potential Transmission Fluid Leak

Affected Cars:
Jeep

Drive Train, June 4, 2013

RepairPal Expert Overview

Our Quick Take:

On 2012-2013 Jeep Wranglers with a 3.6L engine and automatic transmission, a leak can develop from one of the transmission cooler lines.

What Should You Do?

Chrysler will begin notifying owners of the affected vehicles during July, 2013. If you notice fluid leakage, or you don't receive notification and you feel you should have, please contact your dealer for further instruction. They may ask for your (VIN), so please have it handy when you call. The

Chrysler recall number is N28.

Summary: THERE WAS A RECALL BUT, NOT FOR MY JEEP BASED ON MY VIN #. DEALERSHIP IS IN FARMINGTON, NM. 87401 505-327-4424.
1/2/2006

POWER TRAIN:AUTOMATIC TRANSMISSION:COOLING UNIT AND LINES• **TSB #WB-D-11-25****NHTSA ID #10045081**

- **Date Announced:** APRIL 18 2012
- **Additional Info:** [How to Fix](#)

Summary: JEEP: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. INFORMATION REGARDING THE EXTENSION WARRANTY FOR DIAGNOSIS AND REPLACEMENT OF TRANSMISSION OIL COOLER LINES. *PE

[More Information »](#)• **TSB #SB-21-006-11****NHTSA ID #10041077**

- **Date Announced:** JUNE 15 2011
- **Additional Info:** [How to Fix](#)

Summary: CHRYSLER: 2008-2010 JEEP WRANGLER. WEEPING TRANSMISSION OIL COOLER LINES. INFORMATION ON INSTALLING NEW TRANSMISSION OIL COOLER SUPPLY AND RETURN LINE ASSEMBLY. *RM

*SAME THING WITH MY JEEP FOR THE LAST 1 1/2 TO 2 YEARS.
MY JEEP IS ALWAYS SERVICED AT ADVANTAGE DODGE FARMINGTON, NM.
87401. ~~79901~~.

• **TSB #CSN-Lo5****NHTSA ID #10041264**

- **Date Announced:** MAY 01 2011
- **Additional Info:** [How to Fix](#)

Summary: CHRYSLER SERVICE CAMPAIGN: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. THE TRANSMISSION COOLER LINES MAY LEAK TRANSMISSION FLUID AT THE HOSE TO TUBE JOINTS. *RM

[More Information »](#)**DIGITAL INSTRUMENT PANEL**• **TSB #23-034-14REV.A****NHTSA ID #10057235**

- **Date Announced:** DECEMBER 16 2014
- **Additional Info:** [How to Fix](#)

Summary: JEEP WRANGLER 2012-2014; COWL TRIM PANEL FASTENER WATER LEAK. CUSTOMER MAY EXPERIENCE WATER ACCUMULATION ON THE FRONT FLOOR AREA. *LJ UPDATED 05/01/15. *LJ

[More Information »](#)**EXTERIOR LIGHTING**• **TSB #2304106****NHTSA ID #10023351**

- **Date Announced:** AUGUST 08 2007

The power steering system and automatic transmission each have associated fluid lines. 2012 & 2013 Wrangler models equipped with both of these options are being recalled because a power steering fluid line can rub on one of the transmission oil cooler lines and wear a hole in the transmission line, causing a leak. Loss of transmission fluid can result in failure of the transmission to operate, increasing the risk of a crash. Dealers will replace the power steering return tube assembly to correct this concern.

Original Recall from the NHTSA
Manufacturer's Report Date:

June 4, 2013

NHTSA CAMPAIGN ID Number:

13V234000

NHTSA Action Number:

N/A

Component:

POWER TRAIN , STEERING

Potential Number of Units Affected:

180,131

Summary:

Chrysler Group LLC (Chrysler) is recalling certain model year 2012-2013 Jeep Wrangler vehicles equipped with a 3.6L engine and an automatic transmission and manufactured January 23, 2011, through February 23, 2013. The power steering line may contact and wear a hole in the transmission oil cooler line resulting in a loss of transmission fluid.

Consequence:

A loss of transmission fluid may result in a loss of transmission function which may increase the risk of a crash.

Remedy:

**My Jeep is a 2010 BUT, DEALERSHIP WON'T FIX IT. MAYBE AN ACCIDENT WILL RESULT IN A RECALL.*

Chrysler will notify owners, and dealers will replace the power steering return tube assembly, free of charge. The recall is expected to begin July 2013. Owners may contact Chrysler at 1-800-247-9753. Chrysler's recall campaign number is N28.

DEALERSHIP IS ADVANTAGE DODGE IN FARMINGTON, NM

Notes:

*87401
505-327-4424.*

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA

Recall data provided by the National Highway Traffic Safety Administration

3200 E. MAIN • FARMINGTON, NM • 87402

(505) 327-4424

800-748-2139

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ALTESHA DODGE	224	TAG NO. [REDACTED]	INVOICE DATE 07/28/14	[REDACTED]
FARMINGTON, NM [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 78,408	COLOR BLACK/	STOCK NO.
	YEAR/MAKE/MODEL 10/JEEP/WRANGLER UNLIMI/4DR 4WD SAH			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1J4BA5H18AL			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/28/14
RESIDENTIAL PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			
					MO: 78408

JOB# 1 CHARGES

LABOR

PERFORM LUBE, OIL AND FILTER CHANGE INCLUDES TOP OFF
FLUIDS AND INSPECTION.
SERVICE PERFORMED IN COMPLIANCE WITH FACTORY MAINTENANCE
SCHEDULES.
PERFORMED LUBE, OIL AND FILTER CHANGE INCLUDING TOPPED OFF
FLUIDS AND PERFORMED INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	4105409-AC	FILTER ENGINE 0 090	8.25	8.25	8.25
	6	68055890-AA	OIL 5W20 1081090	3.55	3.55	21.30
TOTAL - PARTS						29.55

JOB# 1 TOTALS

LABOR 10.35
PARTS 29.55

JOB# 1 JOURNAL PREFIX CHGS JOB# 1 TOTAL 39.90

JOB# 2 CHARGES

LABOR

PERFORM FREE 27 POINT INSPECTION
FREE VEHICLE INSPECTION
PERFORMED FREE 27 POINT VEHICLE INSPECTION.
REGULAR \$12.95 VALUE. PROVIDED CUSTOMER WITH ESTIMATE OF
ANY CONDITIONS FOUND, THAT ARE IN NEED OF REPAIRS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHGS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	HAZ	SHOP SUP/HAZ WASTE		3.19
TOTAL - MISC				3.19

RECOMMENDATIONS

RECOMMEND BATTERY, TRANSMISSION COOLER LINES LEAKING.

SADLY, THIS RECALL WAS KNOWN
BY THEM. THE ONLY REASON I
FOUND OUT ABOUT THIS RECALL IS
BECAUSE MY PERSONAL MECHANIC
TOLD ME ABOUT IT.

TERMS: STRICTLY CASH, MAJOR CREDIT
CARDS OR APPROVED CHECKS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE
TO VEHICLE OR ARTICLES LEFT IN VEHICLE
IN CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR CONTROL.

SHOP SUPPLIES

A CHARGE IS INCLUDED FOR SUPPLIES
USED ON YOUR VEHICLE. APPLICABLE
SUPPLY ITEMS ARE: NUTS, BOLTS,
WASHERS, TAPE, PINS, AEROSPRAY,
SHELLAC, SOLVENTS, RAGS, CARBU-
RETOR CLEANER, TOWELS, SOLDER,
BATTERY CLEANER, WIRE, WINDOW
SEALER, ETC.

WASTE MANAGEMENT FEES

MAINTAINING AND REPAIRING YOUR CAR
INEVITABLY INVOLVES THE USE OF CHEMI-
CALS AND THE GENERATION OF WASTE
INCLUDING SOLVENTS, OILS, CAUSTICS,
LEAD, PAINTS, ETC. THESE MUST BE MAN-
AGED AND DISPOSED OF IN STRICT COM-
PLIANCE WITH NATIONAL, STATE, AND
LOCAL REGULATIONS. WE SUPPORT THESE
REGULATIONS BECAUSE WE CARE ABOUT
A CLEAN, SAFE ENVIRONMENT. A CHARGE
IS INCLUDED ON THIS INVOICE FOR WASTE
MANAGEMENT.

*Thank You*FOR BRINGING YOUR CAR
TO US FOR SERVICE

FARMINGTON, NM

10/ JEEP/WRANGLER UNLIMI/4DR 4WD SAHA

VEHICLE ID. NO.

1348A5H18AL

SELLING DEALER NO.

PRODUCTION DATE

R.T.E. NO.

P.O. NO.

R.O. DATE

01/20/15

BUSINESS PHONE

COMMENTS

MO: 84655

JOB# 1 CHARGES

LABOR

PERFORM LUBE, OIL AND FILTER CHANGE INCLUDES TOP OFF
FLUIDS AND INSPECTION.
SERVICE PERFORMED IN COMPLIANCE WITH FACTORY MAINTENANCE
SCHEDULES.
PERFORMED LUBE, OIL AND FILTER CHANGE INCLUDING TOPPED OFF
FLUIDS AND PERFORMED INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	6	68258687-AA	5W20 OIL 1081090	4.70	4.70	28.20
	1	4105409-AC	FILTER ENGINE O 090	8.35	8.35	8.35
TOTAL - PARTS						36.55

JOB# 1 TOTALS

LABOR	10.35
PARTS	36.55

JOB# 1 JOURNAL PREFIX CHQS JOB# 1 TOTAL 46.90

JOB# 2 CHARGES

LABOR

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FREE VEHICLE INSPECTION
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REGULAR \$12.95 VALUE. PROVIDED CUSTOMER WITH ESTIMATE OF
ANY CONDITIONS FOUND, THAT ARE IN NEED OF REPAIRS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHQS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ	SHOP SUP/HAZ WASTE		3.00
TOTAL - MISC				3.00

RECOMMENDATIONS

RECOMMENDED BATTERY

RECOMMENDED TIRES

INFORMED TRANNY COOLER LINE LEAK AND OIL PAN GASKET LEAK

ANOTHER NOTATION !!!

TERMS: STRICTLY CASH, MAJOR CREDIT
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SEALER, CLEANER, TOWELS, OIL-
BATTERY CLEANER, WIRE WINDOW
SEALER, ETC.

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MANAGEMENT.

Thank You

FOR BRINGING YOUR CAR
TO US FOR SERVICE

ADVANTAGE DODGE-CHRY-JEEP
(800) 748-2139
3200 EAST MAIN STREET
FARMINGTON, NM 87402

VEHICLE
CHECKUP

EXPRESSLANE
FAST OIL CHANGES & MORE

Customer Name

R.O. Number

Phone

Vehicle Year/Model

- ☒ Checked and OK
- ☐ Will need future attention
- ☒ Requires immediate attention
- ☒ Not applicable

VIN Number

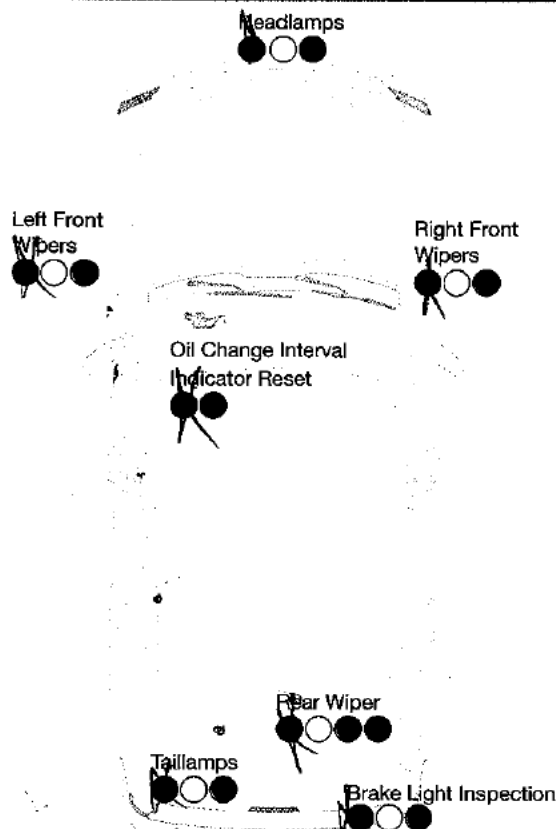
Mileage

Date

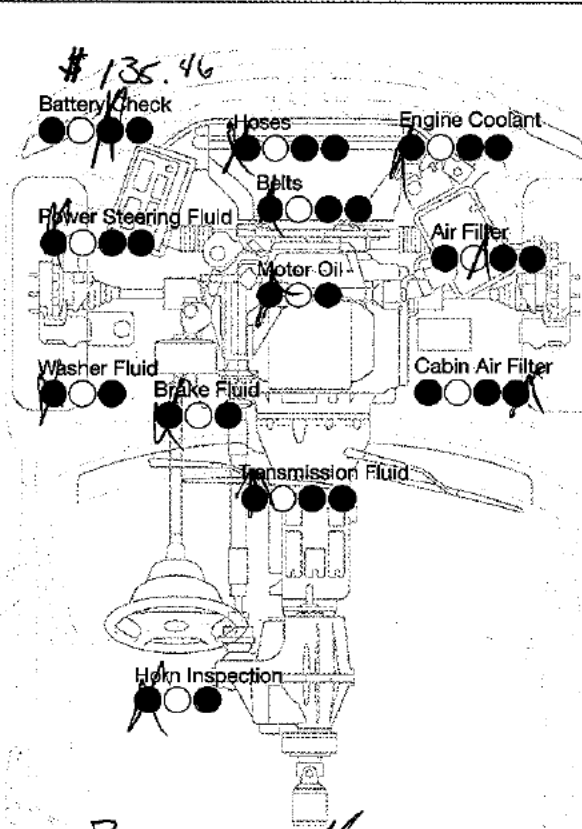
EXTERIOR CHECKUP

UNDERHOOD CHECKUP

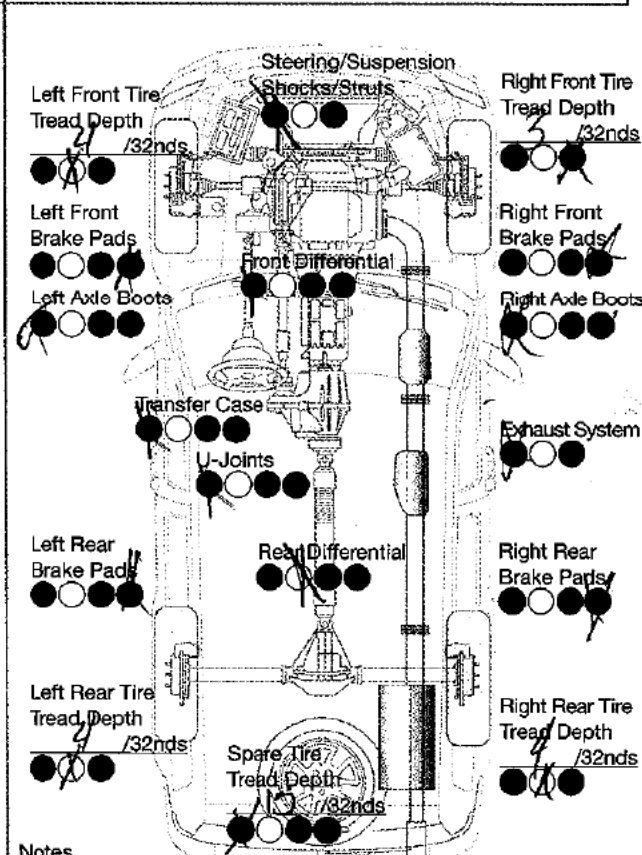
UNDER VEHICLE CHECKUP



Notes *Fog light inapp*



Notes *Rec. New Battery*



Notes *Bridgestone Dealer A/T 255/70R18*
Tranny cooler line leak.
oil pan gasket leak

FARMINGTON, NM

1000 20077 R2304E106096-08

1000

20077

\$1.02
R2304E106096-08

Ready **P**ost+

Photo

Randy

To: US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
OFFICE OF DEFECTS INVESTIGATION, NHTS-210
1200 NEW JERSEY AVENUE SE.
WASHINGTON, D.C. 20077-9382

B W48-226