

nfo AFTER Being Towed Back on
More on extra page



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 100148

Date Received

Repository ☐

08-JUL-2019
SEP 13 2019

Reference No.
11230028

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EUGENE State OR Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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: 1C4BJWCG0HL [REDACTED]
Make JEEP Model 2 Door WRANGLER Rubicon Model Year 2017
Date Purchased Sep 21 2017 Dealer's Name and Telephone Number LITHIA 541 345 3311 Engine: 3.6L No: Cylinders 6 Fuel Type: GAS
Original Owner ☐ Subsequent ☒ Dealer's City Eugene State OR Zip Code 97405
Transmission Type 5 speed Automatic Antilock Brakes ☐ Powertrain 4x4 Multiple Failure: Tire Bead Tire goes flat crash wheel Incident Date(s) 16-MAY-2019
Cruise Control ☒

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 010000 STEERING, 030000 BRAKES (PWS)
J Link SWAY BAR Disconnect Right side. Problem reported to Jeep wave long ago may have been sold AS NEW AFTER? Wreck right front tire wheel replaced prior to sale found late
Failure Mileage 11330-11334-40 Failure Speed 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE 11324

Tire Make BF Goodrich Tire Model (Name or Number) mud Terrain T/A Tire Size (Example P215/65R15) LT 255/75 R17
DOT No. (Example: DOTM19ABC036) DOT BE 1X K351 Original Equipment ☐ Prior Repair ☐ Failure Location: Bend, in Bead
Tire Component Code [REDACTED] Tire Failure Type: Deflate

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A Date Manufactured: N/A Model No./Name: N/A
Seat Type: N/A Installation System: N/A
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 NO DEATH Reported to Police Y

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 2017 JEEP WRANGLER. WHILE DRIVING APPROXIMATELY 40 MPH, THE FRONT END OF THE VEHICLE SUDDENLY STARTED TO DRIFT AND CAUSED THE DRIVER TO LOSE CONTROL OF THE STEERING. AS A RESULT, THE CONTACT CRASHED INTO A METAL FENCE POST. THE STEERING BECAME INOPERABLE AFTER THE CRASH AND THE AIR BAGS DID NOT DEPLOY. THE DRIVER SUSTAINED AN INJURED SHOULDER AND FACIAL CONTUSIONS. MEDICAL ATTENTION WAS NOT RECEIVED. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO COTTAGE GROVE CHRYSLER (2890 ROW RIVER RD, COTTAGE GROVE, OR 97424) TO BE DIAGNOSED, BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 11,830.

This report is Flawed. Jeep has 11368 miles on it AFTER going to Cottage Grove and Towed on Rear Tires back. Hey WAKE UP. It was Towed Here to my home JAMES in Michigan Had it Towed for Jeep Corp. FCA for Frank of Portland OR. To inspect

NO → post Box mail
met like you
get a test
from

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.

See page EXTRA some one Deaf? Jeep has 11368 miles now After Trip Tow damage on Return - then nasty call etc Back Added approx 36 miles

The window sticker + Lithia say it came from Raindon in WA. He drove it down they say. How can I be sure And bring it back After 7 days Raindon allows folk to buy And bring it back After 7 days

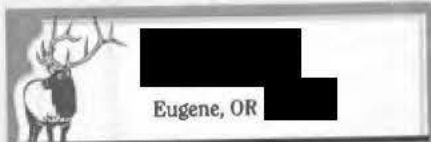
I'm still waiting for info from the inspection Disclosure of info is needed for Defence They in Michigan said they would hire a Tow truck and go to a dealer to inspect Jeep. It was Towed back in a way such as to be destroyed on Tow Home then I got a nasty call saying the tow violated my warranty then they called cops to swear my home

THIS Jeep Does not yet HAVE 11830 miles on it I never said this mileage

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

The Federal window sticker did not match. I should have turned this Jeep down but they had my Trade in and owed me \$44500. Either Lithia or Raindon's Jeep in Kirkland Wash. is lying on the window sticker it says ship to Raindon's. Sold to Raindon's Kirkland Wash. 209.9 miles from Eugene. AT 1st look prior to sale this Jeep had been brought here for us to look at - they had no inventory due to construction. I opened the driver door and saw the odometer 346 miles. We were only looking and this Jeep was not what I ask to see. Yet to get us to buy they lied. it had 346 miles on the odometer. Devin Pratt of Lithia snuck in 150 miles at time of sale. Jason if pressed can make you feel intimidation. He said he would put 0 miles on the DMV paper if it made me happy. The tinted dark black quarter + rear window top was missing. A different top was in its place with clear glass. Tinted glass cost a lot of money. That is only 1 of many things about this Jeep. Kirkland disowns any knowledge or former possession. Lithia say they got from Kirkland it should not have been put up for sale as a **new Jeep**.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382Official Business
Penalty for Private Use \$300NO POSTAGE
NECESSARY
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UNITED STATES**BUSINESS REPLY MAIL**

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
 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
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
 U.S. Department of Transportation
 National Highway Traffic Safety Administration

safercar.gov

Aug 11 2014

NAT. Hwy. Traffic Safety
Administration

Vin # 1C4BJWCG0HL [REDACTED]

Jeep 2 Door wrangler Rubicon



FROM [REDACTED]

Eugene OR [REDACTED]

Jeep wanted to inspect jeep after mal function. They arrange pick
Tow company tell me to call make arrangement with T+M Tow
They have flatbed tow I supervise as it has been towed by another
(Last Resort tow) from Corvallis back to my home at my cost despite
offer of Free tow by jeep as they were headed north with it and I live south
So I supervise loading all by the book (owners manual)

Frank from portland looks at it and it is drug back to my home
Front in Air no dollies under rear tires Transfer case in gear stick in N
then the driver goes by my home then Backs up a block (just that voids warranty)
Tow co. said they fired driver soon after return I cant say. But in a few
Hours cottage grove calls an Laffs saying that Due to the tow that
was hooked up on their property All warranties are void it had 11332 miles
on way down 11362 now approx 11324 at crash site.

I wrote a note tell Frank the tire was here to heavy to lift into Rig
but he could see it on demand.

The head was odd and I know it was the Right front tire and the jeep took a
Dive to the right into a mailbox stand, old metal fence post 1 1/2 foot high.
This pushed the front Bumper into a V shape and broke the Vacuum Brake assist
canister so I had no brakes and the tie rods were crushed so no steering
so the jeep crashed. Most other jeeps would not have had any damage at all
I had reported the front Right tire to jeep wave as I had rust at hub this one was
fresh new clean no rust so I think it was crashed and tire wheel reused at least
Raidons of Kirkland said they never had this jeep despite federal sticker in window
Lithia said still does it got jeep from Raidons.

I said to understand any of this paperwork I need a lawyer or Help. I Have not
got a lawyer. But they say I do and wont provide any benefits I had bought
at 11332 miles say I have no warranty I havent had it 2 years yet and it ben in
the shop of jeep over 2 months for same problems, told them it was a lemon. so they
called police swatted my home they said I tried to kill myself with jeep then had
it towed to them saying Brakes were bad. Not true they ask to see it at dealer
I got no receipt as I didnt hire truck for tow they seldom give invoice they say
they want arbitration But I dont get to even know where or when no sharing of
evidence no rights

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TO DOT AUTO SAFETY Hotline
2017 Jeep wrangler Rubicon 4x4

From [REDACTED]

Eugene OR. [REDACTED]

Sorry but the questions you ask, yes the tires came with the jeep original
But there is no way I can say if this jeep has or has not been redone
OR fixed prior to sale as a new jeep

The front right wheel + tire compared to the left front and both
of rear wheels + tires were reported a long time ago to jeep wave
[REDACTED] for jeep wave each operator has a code # Ex

[REDACTED] Helped me get back the Rock Rails that Lithia
stole off my jeep value over \$800. The rails are safety devices that
saved my driver side possible even my arm + leg

I was told I could get parts cheaper from Lithia as I bought my jeep.
The step up is high so I wanted a step like the step I have now. It cost
\$136. + still works yet the Rock rail while in good shape ripped out of the
cheap tin body metal and hangs low. It took ? near a year to get the rails back
I ask for a step and a 3" tube side was put on so I could step up on it and get in
when I got it back after 15 days Oct 4 - Oct 18 the jeep was taken to another
shop to get oil. yes I had a lifetime oil free change card never used and jeep gives
2 oil changes per year for 2 years never used. could not trust them with the jeep
I put in the best shop for the best oil. They put on Lithia and found the Rock Rails missing
I found no use for the tube. it didn't help at all and was slippery. it also was as high
near as the door bottom and made it harder to get in. From any other place the same
3" tube cost \$159. Lithia charged me \$462. \$303 over part cost.

I ask for a jeep for extreme 4 wheel drive emergency use. I got ACAR.
I was very clear if a jeep had to be moved for me to see one, then it HAD to have
a 800cc optima Dry cell battery. They brought a jeep down (they say) from Raindon's
Chrysler Jeep Dodge of Kirkland 209.9 miles from Eugene OR. it had a wet battery so as they said
I'd get it cheaper I ask them as I bought it to do what I ask. They put a garbage battery in A
760 mopar Battery Dry cell and charged \$399 for it and tried to steal the battery we had
paid for with the jeep we said then if we bought it we want it I could not see they took
the Rock rails. NEXT was the lack of the dark tinted rear factory windows. The
Federal window sticker said it had these costly tinted dark windows but they had been
stolen and a hard top with clear windows was put poorly in its place. and it was put on
crooked that the driver door was hard to close and the passenger side had a gap that leaked
in rain or washing it. said to be a 2 day job to replace etc. These things were to be done
on their schedule had to wait till Oct 4 didn't get it back till Oct 18 so instead of saying
less than 5 days take it back we trusted them What a problem they still
lie, cheat, and work the game

Aug 10 2019

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 NEW JERSEY AVENUE SE.
Washington, D.C. 20077-9382

From [REDACTED]
Eugene OR. [REDACTED]

After May 16 I tried to get help from a close relative with a "computer" and used a thing called "CARFAX". It was After Jeep Corp HQ Hired JAMES in Michigan a so called independent investigator to inspect this Rubicon and try to find out, in Hindsight How they could say it wasn't any fault of theirs, [REDACTED] - He has a man in Portland OR who does the inspecting his name is Frank His ph# is [REDACTED] - He claims to be an independent inspector hired by FCA US - Fiat, Chrysler United States. I can't tell the difference when I get a call if it is from them, or a spoof or spam call. After about 1 month the owners manual came. It informed that in the 1st 7 days we had to call Garmin - 3 weeks later it shut down at 1 year I called them and they said the GPS map should stay on forever. They said the antenna may have been messed with. I asked if the Jeep could be tracked to find where it had been. They said only when the GPS was on. It went off at 1 year. I wanted to know about the 1st yr. if you don't call in 7 days it goes down at 2 yrs. I wanted to know where it had been prior to sale, During the Oct 4 - Oct 18th shop time at Lithia and esp the long 10 day shop visit at Cottage Grove. The Oct 4 2017 shop visit started wens day early at 7:30 AM told a 2 day job to put factory Black Dark Tint glass windows in, the Optima extreme battery 800cc on the Handicap step tube ADD on to Rock Rail. Only the glass job would take 2 days. The battery 15 minutes. The Add on tube step 30 minutes. - we waited and waited till Oct 18 2017. They over charged for the battery and gave us an inferior battery that has already failed it was a Mopar 760cc NOT the Optima 800cc extreme 4x4 battery. We had made a condition of sale they charged \$399 for a rotten battery and tried to keep the battery we had bought with the Jeep. After the paper work and agreements to fix to the window sticker standard of what we paid for AS I got in the seat by the paper work truck of Devin Pratt I already had put 196 miles on this Jeep. It was brought down by Lithia to add to inventory as they had a person who wanted a very special Jeep and glass factory tint dark windows were a main absolute. No factory dark tint glass then I didn't want it. Dealer does not want me lifting the top by myself to adjust and center the top while checking the seal. That was part of the deal. Jeep wave said go have it verified at a non bias 3rd party dealer. They don't like doing warranty work for Lithia. No one does it I hear happens all too often. Jeep wave had been told about the wheels now we know why the right front was all clean the rest had rusty hubs. could be they just put the damaged tire in place and shot it full of air then gave it an alignment. After more than 3 visits to shop for every problem this Jeep had on 3-19 Briandation turned on the GPS. The windows leak? 15 days at Lithia Oct 4 - Oct 18 no fix of top being off center harming the driver door. They put mirror film on and said it was factory tinted glass it was said by others to look a sick dark brown and burnt the terminals and fried the defroster. I visit to do this at Lithia I visit to verify. I ten day visit was vacation no work done at all. Next visit no work done "no parts" next visit wrong parts. Ask why not fix the GPS told wanna do it all at once.

So questions like prior repair? maybe. A caretaker nurse was near and came over. She id recall saying that I looked like I was in shock, but Didn't get any injury. An I told the sheriff no injury. Problem is just a word CAN BE turned into a whole new thing. I see that in the sheriff report. I tell him what BUT not why. I see its like an old kid game where the teacher puts the kids in a circle an then wispers a sentence to a student and it passes around the circle when it get back to the teacher who has it written down the last kid tells what was said. it is allways wrong. This "fence post" was an old mail box stand so it was very close to the Road so the mail person could go into this lane off the Hiway an put mail in w/out getting hit by a log truck etc. its a true lane a slow down lane. I had pulled into this straight lane and was slowing down going south I had passed this spot 2 hours prior going north to see my grand kids and my daughter. There is a slight twist in the Hwy But its north this place is were it has gone back to straight I pull into this lane to slow. I was aprox 230 feet from my turn. I didnt need gas so I was gain past OR going to go past the 1st entrance and go turn right and head west on Bruce Rd. I Have Tinitus so Rd sounds have to go on till I figure it out EAR problem start in service AT ETSThey say its to be expected Sorry I wrote on your paper but so much was not my word U can Look at the odometer it is NOT 11,830 NO WAY now AFTER All the test drive in and dragging it front in the Air on Rear Tires it 11368. my records seemed to show the 10 days it spent at cottage grove over xmas put another 318 miles on it and it had 346 on it when I got it AT Lithia They had it 15 days and we found it in the used car Lineup unlocked as inventory Now Kirk Land tells me they never had this on their Lot or in the inventory but Jason mostly tells me over and over it was picked up at Kirk Land. if that is true then they must have looked at the window sticker B-4 signing for it. ? who stole the Dark glass factory tinted windows #1 1st chance to have factory tint glass and top centered so no leak #2 2nd chance OCT 4 - OCT 18, 15 Days to fix center top put factory glass. And think it wouldnt be a new jeep but a fixed jeep at less than 500 miles. Turn on defroster Burns terminals and Burns out defroster #3 3rd chance told to go to cottage grove 1 trip there + back 68 miles #4 4th chance 10 days oops no parts didnt yet fix gps now I know why 318 trip ? who? #5 5th chance 2 Days no parts #6 6th chance gps not fixed top not centered still leaks wrong parts #7 no fix gps or top right parts but missing some part. I call Quadratec ask about parts They say can get all parts here in 24 hours. They wanted the jeep on Valentines Day I said NO glad I did. When AFTER who knows how many miles there + back 2-3 days at a time at last they did something Not the gps nor did they lift an center the top to fix the hard to close driver door + leak down center of door Rd grime on inside driver door from bent door from the left leaning top But they put the tinted windows in. I took it to a car dealer to sell. He said at a distance the color looked better but as we got closer He said how bad it was I hadnt reely looked so He showed me there are gouge + cut marks from prying out the window. looks like they puttyed in the holes and painted over the bad spots. dripping goo. I took it to a autoglass shop to ask if it was normal. the man said if thier guy did it He would be fired and if anyone else did it they would never work at thier shop