

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: [REDACTED] complaint  
**Date:** Wednesday, March 24, 2021 11:25:31 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, March 24, 2021 11:18 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** [REDACTED] complaint

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please find the edited complaint form attached.

Thank you,

[REDACTED]



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

02-MAR-2021

Repository

Reference No.  
11398643

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City POWELL

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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  
1C4HJWEGXE [REDACTED]

Make JEEP

Model WRANGLER

Model Year 2014

Date Purchased 05/20/2014

Dealer's Name and Telephone Number Village Motor Sales 734-475-8661

Engine: No: Cylinders 6

Fuel Type: Regular Unleaded

Original Owner

Dealer's City Chelsea

State MI

Zip Code 48118

Transmission Type Auto

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

3.6L V6 Speed auto

01-MAR-2021

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

Vehicle Component Code: 060000 ENGINE (PWS)

Engine oil cooler Mopar part # 68092305AA (replaced by 683419 76AA)

Failure Mileage ~~44000~~ 43147

Failure Speed 0

**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).

TL\* THE CONTACT OWNS A 2014 JEEP WRANGLER. THE CONTACT STATED THAT HE NOTICED OIL LEAKING FROM THE OIL COOLER INTO THE ENGINE AND ONTO THE DRIVEWAY. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AND THE CONTACT WAS INFORMED THAT THE OIL COOLER NEEDED TO BE REPLACED. THE CONTACT CALLED THE LOCAL DEALER CROWN CHRYSLER JEEP DODGE RAM DUBLIN (6350 PERIMETER LOOP RD, DUBLIN, OH 43017, (888) 739-0282) AND LEFT A VOICEMAIL. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 44,000.

The vehicle was taken to Crown dealership on 3/2/21 and was diagnosed with engine oil cooler failure. The part was on backorder and the vehicle was repaired on 3/15/21 at a cost of \$1051.25.

This failure can and has resulted in vehicle fires on other Jeep vehicles.

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.