



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

COPIED
REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov

POSTED

Date Received	REC'D	Od_or	_____
	APR 25 10 11 AM '00	rt_or	_____
		od_ft	_____
		up_ft	_____
		Reference No.	_____

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

OFFICIAL DEFECTS INDEX
551976

Dealer Telephone Number
[Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____

Date 3 / 13 / 00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits)	(Located at bottom of windshield or driver's side)	Make	Model	Year
1J4GW58SXX4540345		Jeep	Grand Cherokee 4-DR Laredo	1999
Purchased Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel	
10-23-98	Lantis Inc.		<input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City	State	Zip Code	No. Cylinders
	Leominster	MA	01453	6
Manufacture Date (on driver's door or piler)	Transmission Type	Restraints System	Cruise Control	Drivetrain
9/98	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorist <input checked="" type="checkbox"/> Passenger's Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel
				Vehicle Type
				<input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
				Body Style
				<input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
	<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement	<input type="checkbox"/> Yes <input type="checkbox"/> No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).
Shimmying on Front End of Car -
ON following dates Dealer worked on the problem: 1-26-99; 7-21-99,
11-2-99, 1-10-00 and 3-9-00.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

QUANTITY	NUMBERS	DESCRIPTION	PRICE
1	360368100	transmittr	WPCV
2	5098672	Rotors	WRRO
		TOTAL	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO DATA OR AUTORIZED PARTS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express rideback like is hereby acknowledged on the car or truck described herein, the approval of service is hereby granted.

LAHTI'S INC.
 223 CENTRAL STREET
 LEONIA, MASS. 01453
 Service 640-3363
 Parts 634-6481
 Dependable Service Since 1928

OWNER MAKE AND MODEL
 [Redacted]

TYPE OF WORK: 3/13/00
 YEAR: 99
 DATE: 1-26-99
 INSTRUCTIONS: 000 MILE WARRANTY SERVICE

REPAIRS TO BE RETAINED: YES NO

COMPLETE BODY AND/ENDER REPAIRS

Service Protection Plan

When you buy any make work for a Jeep/Jeep car from a Jeep/Jeep dealer, Chrysler Corporation guarantees to you that under normal use the work done - which may include parts and labor - will be free from defects for three months from the completion of the work or for 3,000 miles, whichever comes first. And that your Jeep/Jeep dealer will correct any defect at no charge to you.

In addition, a fixed written cost estimate will be given you at no charge, and cannot be exceeded unless we receive your written or verbal authorization.

Also, all parts replaced during the repair will be offered for your inspection.

PRELIMINARY ESTIMATE
 SALES TAXON WORK TAKEN ADDITIONAL

ESTIMATE FOR ADDITIONAL REPAIRS AUTHORIZED
 CALL PHONE

LABOR TOTAL: 200

3/2 PPA

OPERATION	"A" LABOR	"B" LABOR
Libertate		
Change Oil		
Replace Oil Filter Car		
Auto Trans. Tune		
Minor Engine Tune Up		
Major Engine Tune Up		
Align Front End		
Request Wheel Dig		
Adjust Brakes		
Adjust Tires		
Balance Wheels		
Rotate Tires		
Major Engine Tune Up		
Align Front End		
Request Wheel Dig		
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Align Front End		
Request Wheel Dig		
Adjust Brakes		
Adjust Tires		
Balance Wheels		

QUAN.	PARTS NUMBER	DESCRIPTION	PRICE
1	5281090	Filter	5.05
TOTAL			5.05

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

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck (veh.) specified on items, and to use the car or truck (veh.) for the purpose of the repair work. I understand that the car or truck (veh.) may be impounded by the dealer or other authority for inspection. I understand that the car or truck (veh.) may be impounded by the dealer or other authority for inspection.

When you buy any service work for a Jeep/Eagle car from a Jeep/Eagle dealer, Chrysler Corporation guarantees to you that under normal use the work done - which may include parts and labor - will be free from defects for three months from the completion of the work or for 3,000 miles, whichever comes first, and that your Jeep/Eagle dealer will correct any defect at no charge to you.

In addition, a hand written cost estimate will be given you at no charge, and cannot be exceeded unless we receive your written or verbal authorization.

See all parts included during the repair will be checked for your inspection.

DATE: 4-21-99

TIME ON ROAD: 999

YEAR: 99

INSTRUCTIONS: 000 MILE WARRANTY SERVICE

OPER. NO.:

DEPT. WRITER: 1/13/99

PERFORMER: 730 WW

PROCESSED: 1

ESTIMATE FOR ADDITIONAL REPAIR AUTHORIZED:

EST. PARTS: 5.05

EST. LABOR: 23.80

TOTAL: 28.85

OPER. NO.	INSTRUCTIONS	% LABOR	OPERATION	% LABOR
1	000 MILE WARRANTY SERVICE	12.60	Oil Change	12.60
2	10-40 OIL	10.80	Oil Change	10.80
TOTAL		23.80		23.80

LAHTI'S INC.
 223 CENTRAL STREET
 LEONHARTER, MASS. 01453
 SERVICE 840-3383
 Parts 524-6461
 Dependable Service Since 1928

3123050

1546 WSP SXK 5403Y5

37X

10-2398

4011

730 WW

3123050

1546 WSP SXK 5403Y5

37X

10-2398

4011

730 WW

PRELIMINARY ESTIMATE

EST. PARTS: 5.05

EST. LABOR: 23.80

TOTAL: 28.85

QUAN.	NUMBER	DESCRIPTION	PRICE
1	53007386	Air Filter	35.00
1	W W Solv		80
1	52810910	F. Filter	5.05
1	4974000	FOS	5.25
		TOTAL	175.10

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CAR OR AIRTIGHT LIFT IN CASE IN CASE OF FIRE. THERE ON ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on public highways or elsewhere for the purpose of testing and/or inspection.

When you buy any service work for a Jeep/Eagle car from a Jeep/Eagle dealer, Chrysler Corporation guarantees to you that under normal use the work done - which may include parts and labor - will be free from defects for three months from the completion of the work or for 3,000 miles, whichever comes first, and that your Jeep/Eagle dealer will correct any defect at no charge to you.

In addition, a fixed written cost estimate will be given you at no charge, and written of the successful repairs we receive your written or verbal authorization.

Now, all parts required during the repair will be obtained for your inspection.

COMPLETE BODY AND FENDER REPAIRS

Red Carpet Interior

SERVICE PROTECTION PLAN

When you buy any service work for a Jeep/Eagle car from a Jeep/Eagle dealer, Chrysler Corporation guarantees to you that under normal use the work done - which may include parts and labor - will be free from defects for three months from the completion of the work or for 3,000 miles, whichever comes first, and that your Jeep/Eagle dealer will correct any defect at no charge to you.

In addition, a fixed written cost estimate will be given you at no charge, and written of the successful repairs we receive your written or verbal authorization.

Now, all parts required during the repair will be obtained for your inspection.

000 MILE WARRANTY SERVICE

Red Carpet Interior

31x3051

134GW5E5XXC540345

3/31

10-23-99

31x3051

98 9-15-99

19.620

800 W W

Jeep Eagle

223 CENTRAL STREET
LEONMINSTER, MASS. 01453
Service 840-8363
Parts 534-9461

Dependable Service Since 1928

PRELIMINARY ESTIMATE
SALES AND/OR USE TAXES ADDITIONAL

PARTS	LABOR	TOTAL
VALUED TO	ESTIMATE FOR ADDITIONAL REPAIRS AUTHORIZED	
RES. PHONE	RES. PHONE	
249.3852	348.8417	

ADDITIONAL REPAIRS AUTHORIZED

PARTS TOTAL

LABOR TOTAL

TOTAL

QUAN	PARTS NUMBER	DESCRIPTION	PRICE
1	41069000	WALLET	WKO
1	92750805	WALLET	WKO
		TOTAL	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARDS OR MATERIALS LEFT IN CAR IN CASE OF THEE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express receipt is hereby acknowledged on the car or truck to be repaired.

PHOTOS TO BE RETAINED YES NO



LANTIS INC.
 223 CENTRAL STREET
 LEOMINGSTER, MASS. 01453
 Service 940-3363
 Parts 634-8461

Dependable Service Since 1928

OWNER NAME AND ADDRESS

[Redacted Address]

VIN: 1J4G6WSP5XK0540345
 REG. NO: 3136
 DATE: 10-23-98
 MAKE: 314-050

DATE: 11-2-99
 TIME: 9:00 AM
 TYPE OF WORK: 99

INSTRUCTIONS: 000 MILE WARRANTY SERVICE

PRELIMINARY ESTIMATE	
PARTS	LABOR
SALES AMOUNT USE DATE ADDITIONAL	
ESTIMATE FOR ADDITIONAL REPAIRS AUTHORIZED	
SALES AMOUNT USE DATE ADDITIONAL	
ADDITIONAL REPAIRS AUTHORIZED	
TOTAL	

OPERATION	LABOR	PRICE
Lubricants		
Change Oil		
Replace Oil Filter Car		
AUTO TUNE		
Minor Engine Tune Up		
Major Engine Tune Up		
Balance		
Wipers		
Align Front End		
Repair Wheel End		
Adjust Brakes		
Inspect		
TOTAL		

000 MILE WARRANTY SERVICE

Emulsion recall

Interford recall

Check body a bit in engine

Interford recall

Check brake caliper at 50 MPH

Interford recall

Check parking brake cables

Interford recall

Check & lub. wheel cables

Interford recall

COMPLETE BODY AND FENDER REPAIRS

SERVICE PROTECTION PLAN

When you buy any service work by a Jeep/Eagle car from a Jeep/Eagle dealer, Chrysler Corporation guarantees to you that under normal use the work done when they include parts and labor will be free from defects for three months from the date of the work or 40,000 miles, whichever comes first, and that your Jeep/Eagle dealer will correct any defect at no charge to you.

In addition, a fixed written cost estimate will be given you at no charge, and repair to be executed unless we receive your written or verbal authorization.

Note: all parts replaced during the repair will be done by your inspection.

ADDITIONAL REPAIRS

OPERATION	LABOR	PRICE
TOTAL		
TOTAL		

QUAN.	PARTS NUMBER	DESCRIPTION	PRICE
1	51098677	Roller	WP 80
1	501969AH	Roller	WP 80
		TOTAL	

NOT RESPONSIBLE FOR LOCAL OR DISTANCE TO CARE OR APPROX. EST. BY IN CARING IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary electrical, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express statement is hereby acknowledged on the car or truck.

PARTS TO BE RETAINED YES NO

COMPLETE BODY AND FENDER REPAIRS

SERVICE PROTECTION PLAN

When you buy any service work for a Jeep/Eagle car from a Jeep/Eagle dealer, Chrysler Corporation guarantees to you that under normal use the work done, which may include parts and labor, will be free from defects for three months from the completion of the work or for 5,000 miles, whichever comes first, and that your Jeep/Eagle dealer will correct any defect at no charge to you.

In addition, a Ford written cost estimate will be given you at no charge, and cannot be exceeded unless we receive your written or verbal authorization.

Also, all parts replaced during driveway will be covered for your inspection.

OWNERS NAME AND ADDRESS: [Redacted]

LAHTI'S INC.
223 CENTRAL STREET
LEOMINSTER, MASS. 01453
Sales 840-3363
Parts 534-9481
Dependable Service Since 1928

Jobb
Eagle

DATE: 3/17/00
TIME: 3:30
MILEAGE: 3173056

VEHICLE MAKE: Jeep
YEAR: 99
VIN: [Redacted]

WORK ORDER NO: 3173056
DATE: 3-8-00
MILEAGE: 3173056

INSTRUCTIONS: 000 MILE WARRANTY SERVICE

REPAIRS: [Redacted]

LABOR: 900 hr

ESTIMATE FOR ADDITIONAL REPAIRS AUTHORIZED: [Redacted]

PRELIMINARY ESTIMATE
PARTS: [Redacted]
LABOR: [Redacted]
TOTAL: [Redacted]

ESTIMATE FOR ADDITIONAL REPAIRS AUTHORIZED
PARTS: [Redacted]
LABOR: [Redacted]
TOTAL: [Redacted]

OPERATION: [Redacted]

LABOR: [Redacted]

TOTAL: [Redacted]

OPERATION	TR LABOR	PROVIDED
Lubricate		
Change Oil		
Replace Oil Filter		
Add Trans. Lube		
Major Engine Tune Up		
Minor Engine Tune Up		
Major Engine Tune Up		
Minor Engine Tune Up		
Balance 5		
Wheels 2		
Align		
Front End		
Repair Wheel Brg		
Adjust Brakes		
State Inspection		
TOTAL LABOR		
TOTAL PARTS		
TOTAL		

118881

