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OFFICE
DEFECTS INVESTIGATION

[REDACTED]

National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590
December 14, 2000

558567

To Whom It May Concern:

Enclosed you will find a copy of my paid receipt regarding replacement of rotors and labor on my Jeep Cherokee Sport (1996). This was part of the safety recall of my front brake rotors. I would appreciate a credit of this bill. Thank you very much for your time and patience.

Sincerely,

[REDACTED]

**BAYSIDE
CHRYSLER • PLYMOUTH
JEEP, INC.**

212-19 Northern Blvd.
BAYSIDE, NEW YORK 11361
(718) 229-8700

NYS-MV R/S REG R-7062132

**NORTHERN BOULEVARD
DODGE, INC.**

209-01 Northern Blvd.

BAYSIDE, NEW YORK 11361

(718) 229-8181

NYS-MV R/S REG R-7049814

HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE AT THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT I AM NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND INSPECTION. AN EXPRESS MECHANIC'S JEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. THESE REPAIRS ARE COVERED LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4,000 MILES, WHICH COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE BUSINESS. SELLER HEREBY LIMITS W/PLER WARRANTY TO THE PERIOD STATE STORAGE CHARGE IS \$25.00 PFR DAY 48 HRS. AFTER WORK COMPLETION OR WORK IS DONE THEN FROM DATE OF RECEIPT.

TERMS: CASH, CERTIFIED CHECK OR CREDIT CARD.
ALL PARTS ARE NEW EXCEPT AS NOTED

CUSTOMER NOTIFIED			DEALER CODE	ZONE	DEALER CODE	AUTHORIZATION		
MO.	DAY	YR.	6 6 3 2 5	3 2	4 3 9 3 7			

X

THANK YOU FOR CHOOSING,
BAYSIDE CHRYSLER, PLYMOUTH, JEEP, EAGLE,
FOR ALL YOUR SERVICE NEEDS.

CUSTOMER NO. 83252	APR/SOP CHRISTINE KENNETT	5853	CARD NO. 4193	INVOICE DATE 05/25/00	INVOICE NO. PLC9275448
	LABOR RATE 35.00	LICENSE NO.	MILEAGE OIL 70262	COLOR FLAME RED/C	STOCK NO.
	YEAR/MAKE/MODEL 98/JEEP/CHEROKEE/CHEROKEE 4DR 4WD		DELIVERY DATE 09/30/96	DELIVERY MILES 010	
	VEHICLE ID NO. 1J4FJ69S2TL306A70		SELLING DEALER NO.	PRODUCTION DATE	
	P.P.H. NO.	P.O. NO.	R.O. DATE 05/24/00	REPRINT# 1	NO: 7026

LABOR & PARTS
JOB # 1 05CHZ BRAKES HOURS: TECH(S): S118 68.00
CUST STATES STEERING SHAKES WHEN BRAKE APPLIED
INSTALL SOP BRAKE ROTORS
CHECKED BRAKES FOUND ROTORS OUT OF ROUND
REPLACED FRONT BRAKE PADS & ROTORS

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	5015965-AA	ROTOR DRA 5005003	129.20	246.40
JOB # 1	1	V1010058	SHOE KIT 5003603	66.00	66.00
JOB # 1	1	4097150-AA	CLEANER 1081025	6.60	6.60
				JOB # 1 TOTAL PARTS	319.00
				JOB # 1 TOTAL LABOR & PARTS	387.00

JOB # 2 14CHZ FUEL HOURS: TECH(S): S118 0.00
CUST STATES LONG CRANK CYCLE IN AM -INSTALL SOP FUEL
REGULATOR
CHECKED FOUND HARD START PERFORMED PRESSURE TEST
ADJUSTED FUEL MIXTURE WITH W/B

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	52027501-AB	SHROUD FA 7008002		INTERNAL 0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	15P	152 PARTS DISCOUNT		-47.85
				TOTAL - MISC -47.85

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$459.00 (+TAX)

TOTALS					
***** BAYSIDE CHRYSLER, PLYMOUTH, JEEP, EAGLE *****				TOTAL LABOR	68.00
SERVICE DEPARTMENT BAYSIDE				TOTAL PARTS	319.00
212-19 NORTHERN BOULEVARD				TOTAL SUBLET	0.00
BAYSIDE NEW YORK 11361				TOTAL G.D.G.	0.00
718 229-8700				TOTAL MISC CHG	0.00
				TOTAL MISC DISC	-47.85
				TOTAL TAX	27.98
				TOTAL INVOICE \$	387.13

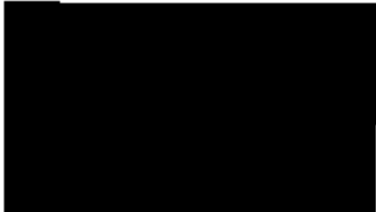
THANK YOU FOR SERVICING YOUR VEHICLE HERE WITH US AT :
BAYSIDE CHRYSLER PLYMOUTH JEEP EAGLE
ASK YOUR SERVICE ADVISOR FOR OUR SERVICE SPECIALS !
OUR GOAL IS 100 PERCENT COMPLETE SATISFACTION SO THAT WHEN
YOU RECEIVE CHRYSLER'S CUSTOMER SATISFACTION SURVEY
YOU CAN SEND IT IN FILLED OUT ALL EXCELLENT...THANK YOU !

Christine Kennett
CUSTOMER SIGNATURE

pd/vsa

MAY 9 2001

NSA-10.01blv
Ref. # 558567



Thank you for your correspondence which was received January 3, 2001, concerning your 1996 Jeep Cherokee. We regret any inconvenience our delay in responding to your correspondence may have caused.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. However, we cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted.

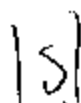
The recall for your 1996 Grand Cherokee is regarding the corrosion of the brake rotors. Your invoice does not indicate that corrosion was present. Additionally, the recall does not include replacement of any other brake components. We have notified the manufacturer concerning your

request for reimbursement. However, Chapter 301 of Title 49 of the United States Code requires a manufacturer of motor vehicles or items of motor vehicle equipment that contain a defect that relates to motor vehicle safety or that fail to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, the statute does not require manufacturers to reimburse owners for the cost of repairs or corrective action prior to initiating the recall or for any additional costs associated with a safety recall (such as lost wages while the vehicle is being repaired, car rentals, repair performed by other than authorized dealership, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. Although not required by the statute, under certain conditions, manufacturers may reimburse vehicle owners for recall work accomplished before they receive the recall notice. Please check with an authorized manufacturer's dealership for further details.

Additionally, we have an Internet site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic vehicle owner's questionnaire is also available on this site at <http://www.nhtsa.dot.gov/ivog>. This form is for vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are electronically transferred to our automated data system file, and are used to identify safety-related defects trends that require our attention. If you do not have access to the Internet, please use the enclosed Vehicle Owner's Questionnaire to inform this agency of any future safety motor vehicle or motor vehicle equipment problems you may experience. Summary listings of vehicle owners' complaints, safety recall, manufacturers' service bulletins, etc., can also be obtained at this site at <http://www.nhtsa.dot.gov/cars/problems>.

If I can be of any further assistance, I can be contacted at 1-202-366-5211.

Sincerely,



Alberto A. Jimenez, Chief
Information Management Staff
Office of Defects Investigation
Safety Assurance

Enclosure

P.S. We are returning your original invoice. Always keep your original invoices.