



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)
 NATIONWIDE 1-888-DASH-2-DOT
 1-888-327-4236
 www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241	
Data Received	Od_or _____ rt_dt _____ od_rt _____ up_ltr _____
07-APR-2000	Reference No. 859899

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.
 Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1J4GW68NXXC646925	JEEP	GRAND CHEROKEE	1999			
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____		No. Cylinders _____			
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000	Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 6	Date(s) of Failure(s) <u>06-APR-1999</u> Mileage at Failure(s) <u>13000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No


APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crashes, and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AUTOMATIC TRANSMISSION CONTINUALLY SLIPS BEFORE JUMPING INTO GEAR. VEHICLE HAS BEEN AT DEALER'S REPAIR SHOP ON SIX OCCASIONS, AND PROBLEM STILL OCCURS. *AK

CONTINUED ON BACK PLEASE

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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received 07-APR-2000 Reference No. 859899			
OWNER INFORMATION (Type or Print) [Redacted] 601845				Work No. [Redacted] Home Number [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.							
Signature of Owner [Redacted]				Date 4/28/00			
VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1J4GW68NXXC646925		Vehicle Make JEEP	Vehicle Model GRAND CHEROK	Vehicle Year 1999	Current Odometer Reading 15,600		
Purchase Date 2-24-99 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer's Name Weaver Auto + Truck City Grass Valley State CA Zip Code 95945		Engine Size (CID/CC/L) 4.7 284 No Cylinders 8 <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Drive-side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag		Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <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 Utl <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 type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
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Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC		Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		
No of Failures 6	Date(s) of Failure(s) 06-APR-1999 Mileage at Failure(s) 13000 Vehicle Speed at Failure(s)		Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
APPLICATION INCIDENT INFORMATION							
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)							
AUTOMATIC TRANSMISSION CONTINUALLY SLIPS BEFORE JUMPING INTO GEAR. VEHICLE HAS BEEN AT DEALER'S REPAIR SHOP ON SIX OCCASIONS, AND PROBLEM STILL OCCURS. "AK The problem is intermittent. A "thunk" sound also comes from the area of the seat axle accompanied by a small lurching movement when the vehicle is brought to a stop. This is another intermittent problem reported to both the dealership and the manufacturer.							
CONTINUE ON BACK IF NEEDED							
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 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.							



March 8, 2000

Chrysler Motors Corporation
Chrysler Motors Customer Center
PO Box 21-8004
Auburn Hills Michigan 48321-8004

Re: Corporate File # 688 3923
VIN 1J4GW68NXXC646925
License# 4EPJ163
1999 Jeep Grand Cherokee

To Whom It May Concern:

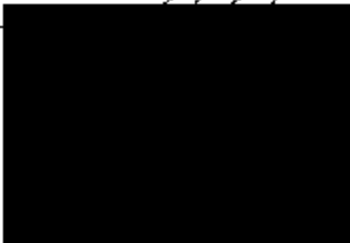
This is our third corporate file # for an intermittent problem in the drive shaft/transmission of the above-referenced vehicle.

We have had a considerable number of other less serious problems with this vehicle and with the exception of a power steering problem, they have all be repaired by our cooperative dealer.

This automobile is essential for my wife's line of business. In our first eight months of ownership ~~seve~~ attempted services for that particular problem have been unsuccessful and have left us frustrated and unwilling to continue with this defective vehicle.

This letter is to inform you that we are beginnaing action for financial reimbursements for the cost of this vehicle via the arbitration process.

We hope Chrysler will stand behind its product and make this process as painless as possible.



RECEIVED

MAR 24 2000

CUSTOMER ARBITRATION BOARD

5

Customer Arbitration Board
Case # 73-00092 CA

Sent 3/21/00

~~Over copy~~



March 21, 2000

Customer Arbitration Board
P.O. Box 1424
Waukesha Wisconsin 53187-1424

Re: 1999 Jeep Grand Cherokee Ltd
VIN LJ4GW68NXXC646925

Case # 73 0000 92 CA

In-service date from dealership: 2/24/99. Odometer: 03

The above-referenced vehicle has had a long series of ongoing problems beginning soon after we took delivery. The more minor problems, with the exception of a power steering problem and two mysterious engine stops, have been resolved.

We have one major problem. This problem is chronic and is the primary reason we seek restitution.

Within the first eight months of ownership, there were six unsuccessful attempts to service a transmission and drive shaft problem. The problem is intermittent. On occasion, while accelerating, there is no response from the drive train (slipping transmission). "Thunks" occasionally surprise us during shifting. On occasion, there is loss of power to the drive shaft during cruising when no shifting should be taking place. On occasion, a "thunk" or several repetitive "thunks" seem to be coming from the rear axle area when the vehicle is brought to a stop. This happens with normal stopping and cannot be induced by deliberately stopping quickly.

We have had this vehicle to two dealerships for the transmission problem. All invoices, with the exception of one, state "unable to duplicate problem at this time." We have talked with Wally Shima, Chrysler's local district manager, and have opened three separate corporate complaint files on the transmission and drive shaft of this vehicle with Chrysler.

In early October, 1999, we were called by Weaver Auto & Truck Center, Grass Valley, to bring our vehicle in because they had received a technical bulletin from Chrysler for reprogramming of the vehicle's computer to fix the transmission and drive shaft problem. For four days the dealership technician worked on the computer with regular phone consultation with Chrysler Motors in Michigan. See Invoice 900615. The problem seemed better for a time, but is occurring again.

We have included with this letter the National Highway Traffic Safety Administration's copies of

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MAR 24 2000
3

CUSTOMER ARBITRATION BOARD

Technical Service Bulletins addressing problems from Chrysler to its dealers with this 1999 make/model transmission. We are also including letters to Chrysler Motors and Weaver Auto & Truck Center. Letters from passengers addressing the transmission problem in our vehicle can be produced.

Matt Weaver, co-owner of Weaver Auto & Truck Center, where we purchased this vehicle, acknowledged having similar problems with his Jeep Grand Cherokee demo.

Invoice 92518 has an incorrect description of the problem. A slipping transmission could feel as if the brake is engaged while you are accelerating (no response from transmission/drive train). We have used as many words as we can muster to describe what happens in a way that will lead to a correction.

I have attempted recently to make yet another appointment to resolve this problem, but Weaver Auto doesn't have a loaner car and my wife's real estate business is automobile dependent. The number of days out of service has already placed a hardship on her business. Based on past experiences, it's hard to justify another attempt to remedy this chronic problem.

It's also embarrassing for my wife to use this vehicle for business. Thunks are alarming to clients. One client passenger, who designs vehicle computer programs for Ford Motor Company, said to take this car back to the dealer and tell Chrysler this car should not behave like it does. He was referring to the slipping, klunking of the transmission.

A new intermittent problem has emerged in recent weeks. A moderate turn can cause the steering wheel and column to shake or shimmy while emitting a high pitched noise.

We are 58 and 60 years old. In our years of car ownership, many of which necessitated a new car every three to five years, neither of us has ever had anything approximating this kind of experience. We have never had cause for mediation, arbitration or legal intervention.

Now we find ourselves with a nearly new vehicle that has never functioned properly on a consistent basis. We've been unable to get validation of the problem, let alone resolution. The result is that we own a defective vehicle that we can't even sell.

We have lost confidence in the Jeep Grand Cherokee. We seek reimbursement of the purchase price of this vehicle less mileage for use prior to the first repair attempt. We are hoping to avoid legal recourse.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

RECEIVED

MAR 24 2000

CUSTOMER ARBITRATION DIVISION

Martin Gravenstein, 08:02 PM 3/28/200, Regarding your Jeep Grand Cher

X-From: mgravens@jps.net Tue Mar 28 19:52:08 2000
From: "Martin Gravenstein" <mgravens@jps.net>
To: "Lee Good Fox" <goodfox@oro.net>
Subject: Regarding your Jeep Grand Cherokee
Date: Tue, 28 Mar 2000 20:03:12 -0800
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook Express 5.00.2615.200
X-MimeOLE: Produced By Microsoft MimeOLE V5.00.2615.200

Lee,

I am sorry to hear you are having difficulty getting resolution with the unsatisfactory operation of your new vehicle. Please feel free to use this email as my affidavit as to experiencing the abnormal and transient rough shift of the automatic transmission in your Jeep Grand Cherokee. As a passenger in the vehicle for about 3 hours I can recall experiencing the anomaly only once. However, the shift was significantly outside any expected operation range and in my opinion indicates an intermittent failure which, if uncorrected, would likely become a long term more intrusive failure. I would be happy to talk to anyone needing more detail on my knowledge of this situation.

Martin Gravenstein
10689 Northcote Pl.
Nevada City, CA 95958

(530) 470 8060

VIA IS46W68MXXC646925
CASE # 73-000092 CA

- Note -

FOR 10 YEARS PRIOR TO HIS RECENT MOVE TO Nevada County, CA, MARTIN GRAVENSTEIN WAS EMPLOYED AS AN ELECTRONICS ENGINEER FOR FORD MOTOR COMPANY.

38 RECEIVED

Printed for Lee Good Fox <goodfox@oro.net>

APR 2 2000

CUSTOMER REPRESENTATIVE

19448

85221

WEAVER

Auto & Truck Center

520 East Main Street

Grass Valley, CA 95945-8897

INVOICE

PAGE 1

(530) 273-6141 - (800) 916-JEEP

SERVICE ADVISOR: 93 ED ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
CHAMPAGNE	1999	JEEP GRAND CHEROKEE	1J4GW58NXXC646925	4BPJ163	2102/2102	T346
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
24 FEB 1999			17:30 06 APR 99		CASH	06 APR 1999
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:9537 DLR:WEAVER ENG:4.7LPWRTECHV8 TRN:4SPDAUTO 1)LTD,LEATH LW BK BUCK,QUAD DR 4WD 2)AUX TRANS CLR,PWR SUNRF				
06 APR 99	06 APR 99					

LINE	OPCODE	TECH	TYPH	HOURS	TEST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER REPORTS THE TRANSMISSION APPEARS TO SLIP BETWEEN FIRST AND SECOND GEAR-NOISE FROM TRANSMISSION AREA-ALSO CLUNKS FROM FIRST TO SECOND WHEN GOING SLOW

CAUSE:

34 *TRANSMISSION-AUTOMATIC & RELATED REPAIRS
 3 APPEL, JOHN LIC#: X
 WJ

(N/C)

TEST DROVE WITH CUSTOMER-UNABLE TO DUPLICATE-RE PROGRAMMED TRANSMISSION CONTROL MODULE-APPEARS TO ALREADY HAVE UPDATED SOFTWARE-UNABLE TO DUPLICATE

B CUSTOMER REPORTS THE TURN SIGNALS DO NOT APPEAR TO CANCEL EASILY EVERY TIME

CAUSE: NO PROBLEM FOUND

23 *ENGINE - ELECTRICAL & RELATED REPAIRS
 9 APPEL, JOHN LIC#: X
 WJ

(N/C)

NO PROBLEM FOUND

C CUSTOMER REPORTS THE TRIP METER IS NOT ACCURATE-CHECK AND ADVISE
 CAUSE: TRIP METER WORKING ACCURATELY AT THIS TIME

21 *ENGINE, MECHANICAL & RELATED REPAIRS
 9 APPEL, JOHN LIC#: X
 WJ

(N/C)

ROAD TEST FROM NEVADA CITY AND BACK AND APPEARS TO BE WORKING TO DESIGNED INTENT AT THIS TIME

PONTIAC CADILLAC BUICK GMC TRUCK Jeep/Eagle	ORIGINAL ESTIMATE \$		IF NA - REVISED ESTIMATE \$		DESCRIPTION	TOTALS	
					LABOR AMOUNT	0.00	
	DATE	TIME	PHONE #	OPT IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	PARTS AMOUNT
	REASON					REVISED TOTAL \$	0.00
						REASON	0.00
	DATE	TIME	PHONE #	OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE
	REASON					REVISED TOTAL \$	0.00
						REASON	0.00
	ACKNOWLEDGE NOTICE AND GSA APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE					ACKNOWLEDGE RECEIPT OF SERVICE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	MSC CHARGES
							0.00
						TOTAL CHARGES	
						0.00	
						ADJUSTMENTS	
						0.00	
						SALES TAX	
						0.00	
						PLEASE PAY THIS AMOUNT	
						0.00	

BAR # AH17972H

LPA # CA0081-0990J

CUSTOMER COPY

19446

86104

WEAVER

Auto & Truck Center

520 East Main Street

Grass Valley, CA 95945-5897

INVOICE

(530) 273-6141 - (800) 916-JEEP

PAGE 1

SERVICE ADVISOR: 931 ED ANDERSON



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
CHAMPAGNE	1999	JEEP GRAND CHEROKEE	1J4GW68NXXC646925	4EPJ163	2997/2997	T11
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
24FEB1999			17:30 07MAY99		CASH	07MAY1999
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:9637 DLR:WEAVER ENG:4.7LPWRTECHV8				
05MAY99	07MAY99	TRN:4SPDAUTO 1)LTD, LEATH LW BK BUCK, QUAD DR 4WD 2)AUX TRANS CLR, PWR SUNRF				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER REPORTS WEEN GOING FROM FIRST TO SECOND GEAR FEELS LIKE IT IS RUNNING ON A TRACK INSTEAD OF RUNNING FROM WITHIN-POSSIBLE SLIPPING-CHECK AND ADVISE							
34						0.00	0.00
*TRANSMISSION-AUTOMATIC & RELATED REPAIRS							
28							
CJT FLUID A LITTLE LOW (ABOUT 1/2 QUART) ADDED FLUID AND ROAD TEST AND ALL APPEARS TO BE OK-NO PROBLEM FOUND AT THIS TIME							

B							
CUSTOMER REPORTS AT TIMES THE FAN SOUNDED AS IF IT WAS LOOSE-HAPPENED ONE TIME-CHECK AND ADVISE							
13						0.00	0.00
*HEATING & AIR CONDITIONING & RELATED REPAIRS							
28							
CJT UNABLE TO DUPLICATE CUSTOMERS CONCERN							

C**							
LUBE OIL AND FILTER CHANGE							
21						6.75	6.75
*ENGINE, MECHANICAL & RELATED REPAIRS							
28							
CJT							
1	5281090				5.00	5.00	5.00
FILTER-ENGINE OIL							
6	12345621				1.44	1.44	8.64
OIL 10W30B							
1	14090908				1.32	1.32	1.32
GASKET							

ESC# 25:00 07MAY99 09:14 SA: 931

PONTIAC
CADILLAC

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION:	TOTALS
DATE	TIME	LABOR AMOUNT	6.75
PHONE # OR IN PERSON	AUTHORIZED BY	PARTS AMOUNT	14.96
REASON	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	0.00
	REVISED TOTAL	SUBLET AMOUNT	0.00

WEAVER

Auto & Truck Center

520 East Main Street

Grass Valley, CA 95945-5897

(530) 273-6141 - (800) 916-JEEP

19448

8 6 7 5 9

INVOICE

PAGE 1

SERVICE ADVISOR: 220 FRED WORKMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
CHAMPAGNE	1999	JEEP GRAND CHEROKEE	1J4GW68NXXC646925	4EPJ163	3718/3718	T687	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
24FEB1999			17:30 27MAY99		CASH	28MAY1999	
R.C. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:9637 DLR:WEAVER ENG:4.7L PWRTECIV3					
27MAY99	28MAY99	TRN:4SPDAUTO 1)LTD,LEATH LW BK BUCK,QUAD DR 4WD					
		2)AUX TRANS CLR,PWR SUNRF					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER REPORTS AT TIMES WHEN DRIVING THE VEHICLE APPEARS TO SKIP
 SHIFT-ONLY HAPPENS IN FIRST OR SECOND GEAR-ACTS LIKE IT DOES
 NOT WANT TO UPSHIFT- MAKES NOISE AND DOESNT SHIFT-CHECK AND
 ADVISE

CAUSE: UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME
 34 *TRANSMISSION-AUTOMATIC & RELATED REPAIRS
 3 WJ (N/C)

ROAD TESTED SEVERAL TIMES AND NO PROBLEM WAS FOUND AT THIS
 TIME-VEHICLE WORKING TO DESIGNED IN TENT AT THIS TIME

B CUSTOMER REPORTS THE POWER STEERING GETS MUCH HARDER TO TURN WHEN
 GOING SLOWER LIKE IN A PARKING LOT

CAUSE: POWER STEERING PUMP PRESSURE TOO LOW
 18 *STEERING & RELATED REPAIRS
 20 WJ (N/C)
 1 52088278AB PUMP-POWER STEERING (N/C)

CHECKED PUMP PRESSURE AND FOUND TOO LOW-REPLACE D POWER STEERING PUMP
 ASSEMBLY TO REPAIR

PONTIAC CADILLAC BUICK GMC TRUCK Jeep / Eagle	ORIGINAL EST./MAY \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
	DATE TIME PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
	REASON	ADDITIONAL AMOUNT \$	PARTS AMOUNT	0.00
	DATE TIME PHONE # OR IN PERSON	AUTHORIZED BY	GAS, OIL, LUBE	0.00
	REASON	REVISED TOTAL \$	SUBLET AMOUNT	0.00
	DATE TIME PHONE # OR IN PERSON	AUTHORIZED BY	MISC. CHARGES	0.00
REASON	ADDITIONAL AMOUNT \$	TOTAL CHARGES	0.00	
REASON	REVISED TOTAL \$	ADJUSTMENTS	0.00	
ALL KNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE DMS OR ESTIMATE PRICE	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE	SALES TAX	0.00	
		PLEASE PAY THIS AMOUNT	0.00	

BAR # AH179729

EPA # CA09814395C4

CUSTOMER COPY

XC646925

4 3 1 5 2



INVOICE

AUTOWEST CHRYSLER-PLYMOUTH-JEEP/EAGLE
230 AUTOWEST DODGE

230 AUTOWEST DODGE
ROSEMILLE, CA 95661
(916) 781-8100 FROM SACRAMENTO 969-5100

PAGE 1

BAR # 000000011 LHM # CAD # 23590134

SERVICE ADVISOR: 387 387 387

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
GOLD	1999	JEEP GRAND CHEROKEE	1J4GW68NXXC646925	4EPJ16	90573907		T5576
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
24FEB1999			WAIT 17JUN99			06/1999	
R.O. OPENED	DATE CJST. NOTIFIED	OPTIONS:					
01JUN99	17JUN99						

LINE	CPCODE	TECH	TYPE	HOURS	DISC.	TOTAL
------	--------	------	------	-------	-------	-------

A CUST STATES INTERMITTENTLY THAT VEH WHEN UNDER ACCEL FEELS
IS DIS-ENGAGED AT TIMES HEAR'S A NOISE AND A JERKING
INSP/RPT
CAUSE: NO ABNORMAL OPERAION AT THIS TIME
993 TRANS NOISE
318 W93 (N/C)

ROADTESTED VEH WITH CUSTOMER FOUND NOISE COMING FROM ENGINE COMPARTMENT
DUPCH NO CODES NO ABN ORMAL NOISE AT THIS TIME/

CUST STATES THAT VEH IS DRAKING FLUID FROM CENTER OF ENGINE
NOTICED AFTER POWER STEERING REPAIR INSP/RPT

CAUSE: TRANSFER CASE LEAK
993 TRANSFER CASE LEAK
518 W93 (N/C)
1 4167963 SEAL (N/C)
2 5013457AA *OIL-TRANMISSION (N/C)
2 5013457AA *OIL-TRANMISSION (N/C)

3 DAYS

FOUND TRANSFER CASE SELECTOR SHAFT LEAKING REPL ACED O RING

** CUST STATES NOISE WHEN TURNING INSP/RPT

ANSR: TRANSFER CASE
993 NOISE WHEN TRUNING
518 W93 (N/C)

MAINED AND REFILLED TRANSFER CASE AS PER TSB 211798 ROADTEST.

AUTOWEST CHRYSLER-PLYMOUTH-JEEP/EAGLE AUTOWEST DODGE	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE	DISC.	TOTALS
	\$	\$		
	I ACKNOWLEDGE NOTICL AND DIAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		CUSTOMER INITIAL	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE			
CUSTOMER SIGNATURE →				

CUSTOMER

OUR CODE 73-42947
OUR CODE 73-66097

19448

90615

WEAVER

Auto & Truck Center

520 East Main Street

Grass Valley, CA 95945-5897

INVOICE

DUPLICATE 1
PAGE 1

(530) 273-6141 - (800) 916-JEEP

SERVICE ADVISOR: 931 ED ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
CHAMPAGNE	1999	JEEP GRAND CHEROKEE	1J4GW68NXXC646925	4EPJ163	7619/7619	T482
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
24FEB1999			17:30:19NOV99		CASH	16NOV1999

R.O. OPENED * DATE CUST. NOTIFIED * OPTIONS: STK:9637 DLR:WEAVER ENG:4.7L PWRTECHV8
 08:19 05OCT99 07:21 16NOV99 TRN:4SPDAUTO 1) LTD, LEATH LW BK BUCK, QUAD DR 4WD
 2) AUX TRANS CLR, PWR SUNRF

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A *CHANGE ENGINE OIL & OIL FILTER*
 3A *CHANGE ENGINE OIL & OIL FILTER*
 1 5281090 FILTER-ENGINE OIL 5.00 5.00 5.00
 6 12345621 OIL 10W30 1.44 1.44 8.64

B *LUBRICATE & INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING, HINGES, CABLE GUIDES AND CONTACT POINTS (IF APPLICABLE)*
 1A *LUBRICATE & INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING, HINGES, CABLE GUIDES AND CONTACT POINTS (IF APPLICABLE)*
 13 CPT 0.00 0.00

C *INSPECT FRONT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORNS, FILTERS, TIRES & FLUID LEVELS.*
 2A *INSPECT FRONT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORNS, FILTERS, TIRES & FLUID LEVELS.*
 13 CPT 0.00 0.00

D CUSTOMER REPORTS AT TIMES WHEN DRIVING FEELING A MISS AND/OR A HESITATION ALWAYS WHEN APPLYING THE THROTTLE-HAPPENS WARM AND COLD-CHECK AND ADVISE
 CAUSE: BULLITIN FOR REPROGRAM FOR SAG HESITATION
 23 *ENGINE - ELECTRICAL & RELATED REPAIRS*
 3 WJ (N/C)

REFLACHED AND UPDATED BODY CONTROL MODULE

E** PCOR TRANSMISSION SHIFT QUALITY
 CAUSE: BULLITIN FOR TRANSMISSION SHIFT QUALITY
 23 *ENGINE - ELECTRICAL & RELATED REPAIRS*
 3 WJ (N/C)

PONTIAC	ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
	DATE	TIME	LABOR AMOUNT	
	PHONE # OR IN PERSON	AUTHORIZED BY	PARTS AMOUNT	
			GAS, OIL, LUBE	
			ADDITIONAL AMOUNT \$	
			REVISED TOTAL	
			SUBLET AMOUNT	