

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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 118

Date Received

06-JUN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

863089

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4FJ28S1TL312818	JEEP	CHEROKEE	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Inertial Bell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	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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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 06-NOV-1999	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 92000	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

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 checked="" type="checkbox"/> Yes <input 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN APPLYING BRAKES ON A WET ROAD JEEP SPRUNG AROUND AND FLIPPED OVER ON DRIVER'S SIDE. OWNER BELIEVED THAT JEEP TURNED OVER DUE TO FAULTY BRAKE ROTORS. THE JEEP WAS TOTALLED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

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 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

Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline
1-888-327-4236

OFFICE DEFECTS INVESTIGATION
Reference No. 863089

OWNER INFORMATION (Type or Print)

612833

Work Number

Home Number

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 _____ Date 6/26/00

VEHICLE INFORMATION

Vehicle Identification No. (VIN) _____ (located at bottom of windshield on driver's side)

1J4FJ2881TL312818

JEEP

CHEROKEE

Vehicle Year 1998

Current Odometer Reading totaled at _____

Purchase Date

07 1996

Dealer's Name Bill Lewis Motor Co
City Lewisburg State WV Zip code 24901

Engine Size _____ (CID/CC)
No Cylinders _____
Turbo Gas Diesel Fuel Injection

Transmission Type

Automatic
 Manual

Antilock Brakes

Yes
 No

Restraint System

3-Point Belt
 2-Point Belt
 Motorized
 Driver's Side Airbag
 Passenger's Side Airbag

Cruise Control

Yes
 No

Drive Train

Front
 Rear
 4-Wheel

Vehicle Type

Car
 Van
 Minivan
 Truck
 Motorcycle
 Sport Ute

Body Style

2-Door
 4-Door
 Stationwagon
 Pick Up Truck
 Other

Component 03273000

Part Name(s) BRAKES-HYDRAULIC-DISC-ROTOR&HUB

Location Front Left Right Rear

Failed Part(s) Original Replacement

No of Failures 5 X

Date(s) of Failure(s) 30-NOV-1999

Mileage at Failure(s) 52000

Vehicle Speed at Failure(s) 40 mph

Failed Part(s) Available? Yes No

NHTSA Previously Contacted? Yes 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 Yes No

File Yes No

Number of Persons Injured 1

Number of Fatalities 0

Estimated Property Damage \$13,000

Reported to Police Yes No

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

WHEN APPLYING BRAKES ON A WET ROAD JEEP SPRUNG AROUND AND FLIPPED OVER ON DRIVER'S SIDE. OWNER BELIEVED THAT JEEP TURNED OVER DUE TO FAULTY BRAKE ROTORS. THE JEEP WAS TOTALLED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

I live in a part of WV with lots of snow in the winter months. We are in the same county as Snowshoe and Silver Springs. Our roadways are heavily salted during winter months.

RECEIVED

JUL 16 PM 2:00

OFFICE DEFECTS INVESTIGATION

CONTROL BOOK BACK IF NEEDED

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7335

86005

GREENBRIER MOTOR CO., Inc.
111 Seneca Trail
LEWISBURG, W. VA 24901
Telephone (304) 645-1010

INVOICE

PAGE 1

SERVICE ADVISOR: 2 CHARLIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
GREEN	1996	JEEP CHEROKEE	1J4FJ28S (TL312818)		45673/45673		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 28SEP99		45.00	CASH	28SEP1999
R.O. OPENED	READY	OPTIONS: DLR:51444 ENG:4.0 Liter MPI Unleaded					
15:43 28SEP99	17:05 28SEP99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE,OIL,FILTER-TIRE ROTATION SPECIAL						
	LOFTRS LUBE,OIL,FILTER-TIRE ROTATION SPECIAL						
	1272 CPC					16.10	16.10
	1 5281090 FILTER-ENGINE OIL				6.50	5.46	5.46
	6 4467742B 1030OIL				1.50	1.20	7.20
MISC	WASHERFLUID						
	CPC					0.80	0.80

B	GEN.CONDITION CHECK OF VEHICLE,TIRES,FLUID LEVELS,ANTIFREEZE PROTECTION,HOSES,BELTS,ETC.						
	CHECKOVER GEN.CONDITION CHECK OF VEHICLE,TIRES,FLUID LEVELS,ANTIFREEZE PROTECTION,HOSES,BELTS,ETC.						
	1272 CPC					0.00	0.00
	BPEC REPLACE BOTH FRONT BRAKE CALIPERS						
	1272 CPC					27.00	27.00
	1 18-4340 CALIPER				28.40	28.40	28.40
	1 18-4339 CALIPER				28.40	28.40	28.40
	RFBP REPLACE FRONT BRAKE PADS						
	1272 CPC					45.00	45.00
	1 MD477 BRAKE PAD KIT				55.15	55.15	55.15
	LFBR REPLACE LEFT FRONT BRAKE ROTOR						
	1272 CPC					18.00	18.00
	1 86142 ROTOR				70.98	70.98	70.98

ENVIRONMENTAL DISPOSAL FEE 1.84

THANK YOU FOR USING GREENBRIER MOTOR CO.FOR YOUR SERVICE NEEDS-WE ARE "5 STAR PROUD". OUR SPECIALS THIS MONTH INCLUDE TUNE-UPS COOLING SYSTEM SERVICE,FRONT & REAR SUSPENSION REPAIRS,BATTERY SPECIALS AND FREE WIPER BLADES WITH SELECTED SERVICE SPECIALS.FREE ANTIFREEZE CHECKS-WINTER IS ON ITS WAY!!!



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including Warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

SERVICE HOURS:
MON. - FRI.
8:00 - 12:00
12:45 - 4:45

DESCRIPTION	TOTALS
LABOR AMOUNT	106.10
PARTS AMOUNT	195.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.64
TOTAL CHARGES	304.33
LESS INSURANCE	0.00
SALES TAX	18.27
PLEASE PAY THIS AMOUNT	322.60

CUSTOMER COPY

7335

8 6 3 5 2



GREENBRIER MOTOR CO., Inc.
111 Seneca Trail
LEWISBURG, W. VA 24901
Telephone (304) 645-1010

INVOICE

PAGE 1

SERVICE ADVISOR: 2 CHARLIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
GREEN	1996	JEEP CHEROKEE	1J4FJ28S1TL312818		46592/46592		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			17:00 12OCT99		45.00	CASH	12OCT1999
R.O. OPENED	READY	OPTIONS: DLR:51444 ENG:4.0 Liter MPI Unleaded					
13:28 12OCT99	13:57 12OCT99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A ROAD TEST FOR BRAKE OPERATION							
9996 PULL REAR WHEELS AND CHECK BRAKES(OK)							
8387 CPC							
						27.00	27.00

THANK YOU FOR USING GREENBRIER MOTOR CO. FOR YOUR SERVICE NEEDS-WE ARE "5 STAR PROUD". OUR SPECIALS THIS MONTH INCLUDE TUNE-UPS COOLING SYSTEM SERVICE, FRONT & REAR SUSPENSION REPAIRS, BATTERY SPECIALS AND FREE WIPER BLADES WITH SELECTED SERVICE SPECIALS. FREE ANTIFREEZE CHECKS-WINTER IS ON ITS WAY!!!

888-222-7455

PAID
CK# 2842



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

SERVICE HOURS:
MON. - FRI.
8:00 - 12:00
12:45 - 4:45

DESCRIPTION	TOTALS
LABOR AMOUNT	27.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	27.00
LESS INSURANCE	0.00
SALES TAX	1.62
PLEASE PAY THIS AMOUNT	28.62

CUSTOMER COPY

Pay to the order of: Edgie's Reming Center \$ 10.00
New Orleans and 100
 FIRST CITIZENS BANK & TRUST COMPANY
 FIRST CITIZENS BANK 324 0625
 WEST VIRGINIA 20482915
 For Edgie's Reming Center 27th 304 3rd 7th 28th
 10515031741

Send First One Kingdom of God!
MARC. 6.55

9-172
518

Date 10-27-98

2877

FOR DRIVER ONLY
EDGIE'S SERVICE LIGHT
WRECKER SERVICE
DONALD E. RAMSEY
1048107

051984524
CITY NATIONAL BANK
10-25-99
10721799

020482916
020482916
051984524
10-25-99

NH1 Highway Traffic & Safety Adm
1-800-424-9393

Chrysler

1-800-992-1997

Maisha Shepherd
St Charles, Missouri

Chrysler Corp Mike Lilly
Recall Center

\$565.12

7994546

5 2 9 0 4

BILL LEWIS MOTORS, INC.

404 North Jefferson Street
Lewisburg, West Virginia 24901

INVOICE

Telephone 304-645-2424

1-800-253-0228

PAGE 1

SERVICE ADVISOR: 56 MICHAEL J DODD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
GREEN	96	JEEP CHEROKEE	1J4FJ28S1TL312818	NN5138	49536/49536		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT1996			WAIT 19NOV99			CASH	19NOV1999
R.O. OPENED	READY	OPTIONS: STK:29410 DLR:23276					
19NOV99	19NOV99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES EVER SINCE GBR MOTORS REPLACED HER BRAKES WHEN SHE HIT THE BRAKES ON A WET ROAD THE VEHICLE WILL SPIN OUT ON HER BR REPAIR BRAKES							
46 RAMSEY, GARY W. LIC#: 0							
CT 2.20							
1				7142 ROTOR	72.30	92.40	92.40
R AND R BRAKE PADS ON THE FRONT AND FILE THE PART WHERE THE PADS SLIDE EVEN. REPLACED THE R IGH FRONT ROTOR. R AND R REAR BRAKE DRUMS, THEY HAVE A LARGE RUST LIP ON BOTH DRUMS, REFACE BOTH DRUMS AND ADJUST BRAKES							

B JEEP LUBE, OIL AND FILTER							
MLOFJ JEEP LUBE, OIL AND FILTER							
36 CT 0.20							
1				5579164 OIL FLTR	5.64	8.00	8.00
6				GMOIL	1.50	5.64	5.64
EPA/SHOP MATERIALS							
						5.02	9.00

 * * * * *
 OUR GOAL IS YOUR COMPLETE SATISFACTION!
 * * * * *

PAID NOV 18 1999

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.	DESCRIPTION	TOTALS
		LABOR AMOUNT	100.40
		PARTS AMOUNT	86.94
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	5.02
		TOTAL CHARGES	192.36
		LESS INSURANCE	0.00
		SALES TAX	11.54
SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER'S SIGNATURE	PLEASE PAY THIS AMOUNT	203.90

CUSTOMER COPY