

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

156

Date Received

07-AUG-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

866960

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
1J4GW58S1XC522784	JEEP	GRAND CHEROK	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<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 <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side 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 Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07450000 06420000 07300000	Part Name(s) POWER TRAIN:DRIVELINE:DIFFERENTIAL UNI FUEL:THROTTLE LINKAGES:ACCELERATOR:RNGID POWER TRAIN:TRANSMISSION:AUTOMATIC	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) 01-GCP-1999	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) 1	<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 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DUE TO A DEFECTIVE REAR DIFFERENTIAL IN THE TRANSMISSION WHICH BEEN REPLACED ONCE, WHILE DRIVING VEHICLE LUNGED FORWARD, WHICH MAY HAVE CAUSED A CRASH. ALSO, IN REVERSE POSITION THERE IS A LOUD NOISE. PROBLEM STILL EXISTS. PLEASE PROVIDE 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.

 U.S. Department of Transportation National 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 158 Date Received 08 AUG 29 AM 10:07 07-AUG-2000 OFFICE EFFECTS INVESTIGATION	Od. or 12pt od. rt up. lr Reference No. 866960
	OWNER INFORMATION (Type or Print)		Work Number na Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
 In the absence of _____ name and address to the vehicle manufacturer.
 YES NO
 Signature of Owner _____ Date 8/23/00

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1J4GW58S1XC522784	Vehicle Make JEEP	Vehicle Model GRAND CHEROK	Vehicle Year 1999	Current Odometer Reading 23460		
Purchase Date Sept 23, 1998 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name HADDAD City RUTSFIELD, MA Zip Code 01201		Engine Size (CID/CC/L) No Cylinders 6	<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas Fuel Injection		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No ?	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" 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	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			
Component 07480000 08420000 07300000	Part Name(s) POWER TRAIN: DRIVELINE: DIFFERENTIAL UNIT FUEL: THROTTLE LINKAGES: ACCELERATOR: RIGID POWER TRAIN: TRANSMISSION: AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 01-SEP-1999 Mileage at Failure(s) 1 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" 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)

DUE TO A DEFECTIVE REAR DIFFERENTIAL IN THE TRANSMISSION WHICH BEEN REPLACED ONCE, WHILE DRIVING VEHICLE LUNGED FORWARD, WHICH MAY HAVE CAUSED A CRASH. ALSO, IN REVERSE POSITION THERE IS A LOUD NOISE. PROBLEM STILL EXISTS. PLEASE PROVIDE FURTHER INFORMATION. *AK - Above SUV has been serviced only at Haddad Motors since Leasing. Copies of pertinent service records enclosed. The problem with the vehicle lunging forward when accelerator depressed occurred only recently. I was told by Robert Haughey, service manager at Haddad, that problem was discussed with Chrysler representative. Mr Haughey was told by Chrysler

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

that there was no recall for my problem, and no way for Chrysler to correct current situation. I have enclosed letter sent with service records to Chrysler on July 25, 00. A copy was sent to George Haddock, owner of Haddock Motors. I have received no communication or reply to either letter.

★ U.S. D.P.O. 1982 - 623-887 / 60296

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES


BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590





July 25, 2000

Chrysler Motors Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Sir or Madam:

I leased a 1999 Jeep Grand Cherokee for three years at Haddad Dealership in Pittsfield, Mass, on September 23, 1998. Upon delivery, I noticed a clunking sound when shifting the Jeep into reverse. I was assured by the Haddad salesman that this condition would correct as the vehicle was driven. This did not happen. I informed the service advisor, and eventually the car was driven and tested by the zone Chrysler Representative, named "Tico" on September 3, 1999. He agreed that there was a problem, and advised rebuilding the rear end transmission. This was done on September 17, 1999.

The problem still remained, and additional work was done on the rear transmission on November 29, 1999. (Copies of all work and visits to Haddad are enclosed with this letter).

The situation today is that there is a loud clunking when the car is cold and I shift into reverse. The Jeep also jolts forward when the accelerator is pressed down to bypass another auto. This sudden jolting is a safety hazard in my Jeep. The vehicle has a harsh ride similar to a truck.

I visited the service manager, Robert Haughey, on July 24, 2000. I was told there was a possibility that my problem could not be corrected. Other owners of the same model 1999 Jeep had the same problem as mine, and the dealership was dependent on Chrysler recall notices and solutions to problems. The Chrysler Representative would be notified of my feelings.

My previous vehicle was a 1998 Jeep Grand Cherokee Limited, delivered on October 7, 1997. (VIN# 154GZ78Y6WC177323. This Jeep was an eight cylinder all wheel drive Vehicle. It drove and handled excellently. The Jeep

was totaled in an accident in May 1998. Any resemblance to my present Jeep is in name only!

My present Jeep is totally unsatisfactory, and has been beset with problems since I first leased it. There was no help from the Chrysler Representative. I feel my vehicle is a dangerous Jeep to drive, and a safety hazard.

I would like to return my Jeep to Haddad and terminate my lease as soon as possible. I hope the above matter can be settled amicably.

I await your reply to this letter.

Yours truly,



4431863

205606



PONTIAC-TOYOTA-BUICK-JEEP/EAGLE-HYUNDAI

PITTSFIELD-LENOX ROAD, P.O. BOX 302

PITTSFIELD, MA 01202

(413) 445-4635 * 1 (800) 444-2442

FAX (413) 443-0517

INVOICE

PAGE 1

SERVICE ADVISOR: 113 KENNY REITZEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE #	MILEAGE IN/OBT	PLATE	
BRIGHT PLM	99	JEEP GRAND CHEROKEE	1J4GW58S1XC522784		3218/3218	T9109	
DEL. DATE	BROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	TERM. DATE
23SEP98			WATT		58.95	CASH	07JAN99
REG. OPENED	READY	OPTIONS	STK:10312 ENG:ERH TRN:AUTO				
07JAN99	07JAN99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK FOR KLUNKING IN TRANS							
AST TEST DROVE AND FOUND NO AENORMAL PROBLEM WITH SHIFTING							
				232	CPT	0.00	9.00

B PASS SIDE SEAT BELT WONT RETRACT							
AST ORDERED NEW SEAT BELT FOR NOT RETRACTING							
				371	CPD	0.00	0.00
				1	CCB08091	0.01	0.01

C LUBE, OIL AND FILTER. CHECK ALL FLUIDS							
1 LUBE, OIL AND FILTER. CHECK ALL FLUIDS							
				371	CPD	14.95	14.95
				1	5281090 FILTER-ENGINE OIL	7.00	7.00
				1	016	6.60	6.60

D LUBRICATION OF DOOR HINGES AND LATCHES							
2 LUBRICATION OF DOOR HINGES AND LATCHES							
				371	CPD	5.90	5.90

E DRIVERS SIDE SEAT BELT TWISTED AND RATTLE FROM THAT AREA							
CAUSE: E							
23130202 REMOVED AND STRAIGHTENED SEAT BELT AND ADJUSTED SPRING FOR NOISE							
				371	WJ94		(N/C)

F PASS SIDE SEAT BELT SLOW TO RETRACT							
CAUSE: E							
AST ORDERED SEAT BELT							
				371	CPD	0.00	0.00
AST REPLACED BELT I/A/W RECALL 809							
				371	WJ94		(N/C)

SALES HOURS
 MONDAY - THURSDAY
 9:00 A.M. - 8:00 P.M.
 FRIDAY
 9:00 A.M. - 8:00 P.M.
 SATURDAY
 9:00 A.M. - 5:00 P.M.
SERVICE AND PARTS HOURS
 MONDAY - FRIDAY
 7:00 A.M. - 8:00 P.M.
 SATURDAY
 7:00 A.M. - 8:00 P.M.
DIRECT PARTS LINE
 (413) 442-1725
BODY SHOP HOURS
 MONDAY - FRIDAY
 7:30 A.M. - 5:00 P.M.
DIRECT BODY SHOP LINE
 (413) 442-2317

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 declines all warranties, including limitation 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 purchases. 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.

LIMITED LABOR WARRANTY
 The repair facility guarantees the labor used in performing the repairs listed on the repair order for a period of 90 days or 5,000 miles (whichever comes first) from the date such repairs were completed. If any repair or replacement fails a normal service within that period, we'll fix it at no charge.

DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Antifreeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL LIZ SNEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4635

CUSTOMER SIGNATURE

4431863

206434

HADDAD

PONTIAC-TOTOTA-BUICK-JEEP/EAGLE-HYUNDAI

INVOICE

PITTSFIELD-LENOX ROAD, P.O. BOX 3029
PITTSFIELD, MA 01203
(413) 445-4535 * 1 (800) 443-2442
FAX (413) 443-0517

PAGE 1

SERVICE ADVISOR: 113 KENNY RETZEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BRIGHT PLA	99	JEEP GRAND CHEROKEE	1J4GW58S1XC522784		4132	4132	T8493
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23SEP98			WAIT		58.95	CASH	26JAN99
R.O. OPENED	READY	OPTIONS: STK:10312 ENG:ERH TRN:AUTO					
26JAN99	26JAN99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A SOP SEAT BELTS

CAUSE: E

23130202 SEATBELT, TIP HALF FRONT-Replace (C)

232 WJ94

1 5GD60LA2AB SEAT BELT-FRONT OUTER

(N/C)

(N/C)

B CHECK DRIVERS SIDE SEAT BELT FOR PROPER OPERATION

AST DRIVERS SIDE SEAT BELT TWISTED-STRAIGHTENED
BELT AND RETRACTS NORMAL

232 CPD

0.00

0.00

C RESET OIL CHANGE LIGHT

AST RESET SERVICE LIGHT

232 CPD

0.00

0.00

CUSTOMER COMPLAINS OF VEHICLE

MAKES KLUNING NOT SE WHEN

SHIFTING OUT OF PARK INTO

GEAR-FOUND NO

CODES-BULLITINS-TEST VEHICLE

WITH LIKE VEHICLE AND BOTH

VEHICLES ARE THE SAME

SALES HOURS
 MONDAY - THURSDAY
 9:00 A.M. - 8:00 P.M.
 FRIDAY
 9:00 A.M. - 6:00 P.M.
 SATURDAY
 9:00 A.M. - 6:00 P.M.
SERVICE AND PARTS HOURS
 MONDAY - FRIDAY
 7:00 A.M. - 9:00 P.M.
 SATURDAY
 7:00 A.M. - 6:00 P.M.
DIRECT PARTS LINE
 (413) 442-1725
BODY SHOP HOURS
 MONDAY - FRIDAY
 7:30 A.M. - 5:00 P.M.
DIRECT BODY SHOP LINE
 (413) 489-2317

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are void. By the purchase of the undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disavows 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 consequential 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 workmanship quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

LIMITED LABOR WARRANTY

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 5,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Acid-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL LIZ SHEEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4535

2 CUSTOMER COPY

4431863

216926

HADDAD

PONTIAC-TOYOTA-BUICK-JEEP/EAGLE-HYUNDAI

PITTSFIELD-LENOX ROAD, P.O. BOX 3029
PITTSFIELD, MA 01202
(413) 445-4535 * 1 (800) 444-2442
FAX (413) 443-0517

INVOICE

PAGE 1

SERVICE ADVISOR: 44 KEN ROCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT PL	1999	JEEP GRAND CHEROKEE	1J4GW58G1XC522784		0595/10595		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23SEP1998			17:00 03SEP99		59.95	CASH	03SEP 1999
R.O. OPENED		READY	OPTIONS: STK:10312 ENG:ERI TRN:AUTO				
03SEP99		03SEP99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER IS BRING VEHICLE IN TO BE TEST DRIVEN BY CHRYSLER REP TODAY.

MISC CUSTOMER TEST DROVE WITH THE JEEP REP AND NEED TO REBUTLD REAR END AND THE TRANSMISSION SHIFTER STICKING GOING INTO REVERSE

386 CPD	0.00	0.00
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COMMONWEALTH OF MASSACHUSETTS VEHICLE INSPECTION
INSP COMMONWEALTH OF MASSACHUSETTS VEHICLE
INSPECTION

416 CPD	15.00	15.00
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MAINTENANCE - VISA
\$15.00

SALES HOURS MONDAY - THURSDAY 9:00 A.M. - 8:00 P.M. FRIDAY 9:00 A.M. - 6:00 P.M. SATURDAY 9:00 A.M. - 5:00 P.M. SERV ICE AND PARTS HOURS MONDAY - FRIDAY 7:00 A.M. - 9:00 P.M. SATURDAY 7:00 A.M. - 5:00 P.M. DIRECT PARTS LINE (413) 442-1725 BODY SHOP HOURS MONDAY - FRIDAY 7:30 A.M. - 5:00 P.M. DIRECT BODY SHOP LINE (413) 442-2317	EXCLUSIO - OF WARRANTIES Any warranties on the parts and accessories sold to you are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and provides all warranties, including warranty of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or consequences arising out of such purchase. The undersigned purchaser further agrees that the warranties disclosed by dealer in this invoice 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.	DESCRIPTION LABOR AMOUNT 15.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUSLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 15.00 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT 15.00
	LIMITED LABOR WARRANTY The repair facility guarantees the labor used in performing the repairs listed on this invoice for a period of 100 days or 5,000 miles whichever comes first from the date such repairs were completed. If our repair or replacement fails in no other service within that period, we'll fix it free of charge.	TOTALS
	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (oil, solvents, anti freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	CUSTOMER SIGNATURE
	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
	YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL UZ SHEEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4535	
	9 CUSTOMER COPY	

4431863

217549

HADDAD

PONTIAC-TOYOTA-BUICK-JEEP/EAGLE-HYUNDAI

PITTSFIELD-LENOX ROAD, P.O. BOX 3029
PITTSFIELD, MA 01202
(413) 445-4535 * 1 (800) 444-2442
FAX (413) 443-0517

INVOICE

PAGE 1

SERVICE ADVISOR: 421 CHERYL MARSHALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRIGHT PLA	1999	JEEP GRAND CHEROKEE	1J4GW58S1XC522784		10917/0917	T2745
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
23SEP1998			17:00 17SEP99		59.95	CASH
R.O. OPENED	READY	OPTIONS: STK:10312 ENG:BRH TRN:AUTO				
17SEP99	17SEP99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*** REAR DIFF							
CAUSE: E							
02401519			CASE, DIFFERENTIAL-Replace (A)				(N/C)
			386 WJ94				(N/C)
1	5012828AA		GEAR KIT-RING AND PINION				(N/C)
1	J8126500		BEARING-DIFFERENTIAL				(N/C)
1	83503004		SHIM KIT-DIFFERENTIAL				(N/C)
2	5012825AA		BEARING-AXLE SHAFT				(N/C)
2	5012824AA		SEAL-AXLE DRIVE SHAFT				(N/C)
2	83503054		SNAP RING-AXLE SHAFT				(N/C)
1	4740670		GEAR KIT-CENTER DIFFERENT				(N/C)
1	5012813AA		SEAL-DRIVE PINION				(N/C)
1	5252508		BEARING-DRIVE PINION				(N/C)
	5252507		BEARING-DRIVE PINION				(N/C)
	720922		SHIM KIT-PINION SHAFT				(N/C)
	12808AA		DIFFERNTL-DIFFERENTIAL				(N/C)
			3H				
			#: 5012808AA				
			IT:				
			IM TYPE:				
			I CODE:				
024			GEAR SET, DIFFERENTIAL SIDE-Replace (A)				(N/C)
			386 WJ94				

SALES HOURS MONDAY - THURSDAY 9:00 A.M. - 8:00 P.M. FRIDAY 8:00 A.M. - 8:00 P.M. SATURDAY 9:00 A.M. - 6:00 P.M. SERVICE AND PARTS HOURS MONDAY - FRIDAY 7:00 A.M. - 8:00 P.M. SATURDAY 7:00 A.M. - 8:00 P.M. DIRECT PARTS LINE (413) 442-1725 BODY SHOP HOURS MONDAY - FRIDAY 7:30 A.M. - 5:00 P.M. DIRECT BODY SHOP LINE (413) 488-2317	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 discloses 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 purchases. 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 in an reasonable safety, efficiency, or comfort.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT CUSTOMER SIGNATURE	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00	
	LIMITED LABOR WARRANTY* The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 2,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.			
	DISPOSAL OF HAZARDOUS WASTE The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.			
	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE			
	YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL LIZ SHEEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4535			
	10			
	CUSTOMER COPY			

4431863

-219722

HADDAD

PONTIAC-TOYOTA-BUICK-JEEP/EAGLE-HYUNDAI

PITTSFIELD-LENOX ROAD, P.O. BOX 3029
PITTSFIELD, MA 01202
(413) 445-4635 * 1 (800) 444-2442
FAX (413) 443-0517

INVOICE

PAGE 1

SERVICE ADVISOR: 7 BRIAN BUSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT PL	1999	JEEP GRAND CHEROKEE	1J4GW58S1XC522784		12120/12120	T9077	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23SEP1998			17:00 29OCT99		59.95	CASH	29OCT1999
H.O. OPENED		READY	OPTIONS: STK:10312 ENG:ERH TRN:AUTO				
29OCT99		29OCT99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A LUBE, OIL AND FILTER. CHECK ALL FLUIDS							
1 LUBE, OIL AND FILTER. CHECK ALL FLUIDS							
				438 CPD		14.95	14.95
				1 5281090 FILTER-ENGINE OIL	7.00	7.00	7.00
				1 GIL6	6.60	6.60	6.60

B							
B LUBRICATION OF DOOR HINGES AND LATCHES							
2 LUBRICATION OF DOOR HINGES AND LATCHES							
				438 CPD		0.00	0.00

C							
C CHECK FOR ALL RECALLS APPLICABLE TO VEHICLE							
CAUSE: E							
				08839'82 RECALL 838 REFLASH ELECTRONIC CONTROLL			
				MODULE			
				438 WJ94			(N/C)

D							
D. VEH CLUNKS WHEN SHIFTING INTO REV							
AST TEST DROVE VEH AND COMPARED TO A LIKE VEHICLE							
CLUNK INTO REV. IS NORMAL							
				438 CPD		0.00	0.00

							1.50
ENVIROMENTAL WASTE REMOVAL CHARGE							

SALES HOURS
 MONDAY - THURSDAY
 9:00 A.M. - 8:00 P.M.
 FRIDAY
 9:00 A.M. - 5:00 P.M.
 SATURDAY
 9:00 A.M. - 3:00 P.M.
SERVICE AND PARTS HOURS
 MONDAY - FRIDAY
 7:00 A.M. - 3:00 P.M.
 SATURDAY
 7:00 A.M. - 6:00 P.M.
DIRECT PARTS LINE
 (413) 442-1726
BODY SHOP HOURS
 MONDAY - FRIDAY
 7:30 A.M. - 5:00 P.M.
DIRECT BODY SHOP LINE
 (413) 449-2317

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 discloses 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 consequential 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 the vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
 The repair facility guarantees the labor used in performing the repairs listed on the repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fees in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	13.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.50
TOTAL CHARGES	30.05
LESS INSURANCE	0.00
SALES TAX	0.68
PLEASE PAY THIS AMOUNT	30.73

YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL LIZ SHEEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4636

CUSTOMER SIGNATURE

4431863

220140

HADDAD

PONTIAC-TOYOTA-BUICK-JEEP/EAGLE-HYUNDAI

PITTSFIELD-LENOX ROAD, P.O. BOX 3029
PITTSFIELD, MA 01202
(413) 445-4535 * 1 (800) 444-2442
FAX (413) 443-0517

INVOICE

PAGE 1

SERVICE ADVISOR: 780 BARNEY BOLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT PL	1999	JEEP GRAND CHEROKEE	1J4GW58S1XC522784		12150/12159		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23SEP1998			17:00 27NOV99		59.95	CASH	29NOV1999

R.O. OPENED	READY	OPTIONS
08NOV99	29NOV99	STK:10312 ENG:ERH TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S BANGING WHEN PUT IN REVERSE
CAUSE: S

21950150 PAN, OIL-Remove and install (A) Valve body-Replace
431 WJ94 (N/C)

1 52119633AA BODY-TRANSFER PLATE (N/C)

1 4295875 GASKET (N/C)

1 5010125AA *FLUID AFT-TRANS AFT +3 G (N/C)

2 5010124AA *FLUID AFT-TRANS AFT +3 Q (N/C)

2 5010124AA *FLUID AFT-TRANS AFT +3 Q (N/C)

FC: 07

PART#: 52119633AA

COUNT:

CLAIM TYPE:

AUTH CODE:

21950172 PAN, OIL-Remove and install (A) Mopar Diagnostic System Procedure allowance for valve body - 4 speed trans
431 WJ94 (N/C)

SALES HOURS
MONDAY - THURSDAY
9:00 A.M. - 8:00 P.M.
FRIDAY
9:00 A.M. - 8:00 P.M.
SATURDAY
9:00 A.M. - 6:00 P.M.
SERVICE AND PARTS HOURS
MONDAY - FRIDAY
7:00 A.M. - 8:00 P.M.
SATURDAY
7:00 A.M. - 8:00 P.M.
DIRECT PARTS LINE
(413) 442-1725
BODY SHOP HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.
DIRECT BODY SHOP LINE
(413) 498-2317

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 declines 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 contained 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 benefit.

LIMITED LABOR WARRANTY
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DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL LIZ SHEEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4535

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HADDAD

PONTIAC-TOYOTA-BUICK-JEEP/EAGLE-HYUNDAI

PITTSFIELD-LENOX ROAD, P.O. BOX 3029
PITTSFIELD, MA 01202
(413) 445-4535 * 1 (800) 444-2442
FAX (413) 443-0517

INVOICE

PAGE 1

SERVICE ADVISOR: 144 KEN ROCK

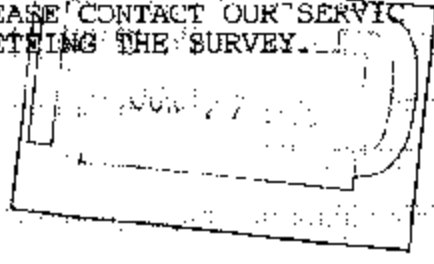
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRIGHT PLA	1999	JEEP GRAND CHEROKEE	1J4GW58S1XC522784		20946/20947	T1627
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
23SEP1998			14:00 27JUN00		61.95	CASH
R.O. OPENED	READY	OPTIONS: STK:10312 ENG:ERH TRN:AUTO				
27JUN00	27JUN00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
LUBE, OIL AND FILTER. CHECK ALL FLUIDS							
1							
LUBE, OIL AND FILTER. CHECK ALL FLUIDS							
				107		12.95	12.95
				1	5281090	7.00	7.00
				1	OIL5	5.00	5.00
				1	OIL QTS	1.00	1.00

B							
LUBRICATION OF DOOR HINGES AND LATCHES							
2							
LUBRICATION OF DOOR HINGES AND LATCHES							
				107		0.00	0.00

C AFTER CAR IS SITTING AND IS COLD THERE IS A LOUD CLUNCK FROM TRANNY
NRN COULD NOT DUPLICATE THE CUSTOMERS CONCERN AT THIS TIME, NO REPAIR WAS NEEDED.
107 CPD
0.00 0.00

THANK YOU FOR DOING BUSINESS WITH HADDAD MOTOR
RS IF YOU HAD WARRANTY REPAIRS DONE YOU WILL
RECEIVE A SURVEY FROM THE MAIN HEADQUARTERS P
PLEASE FILL OUT THIS SURVEY. IF FOR SOME REASON
YOU CANT ANSWER ALL THE QUESTIONS AS COMPLETELY
SATISFIED THEN PLEASE CONTACT OUR SERVICE
MANAGER BEFORE COMPLETING THE SURVEY.



DESCRIPTION	TOTALS
LABOR AMOUNT	12.95
PARTS AMOUNT	13.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.95
LESS INSURANCE	0.00
SALES TAX	0.65
PLEASE PAY THIS AMOUNT	26.60

YOUR CONCERNS ARE IMPORTANT TO US. IF YOU HAVE ANY QUESTIONS OR COMMENTS,
PLEASE CALL LIZ SHEEHAN, CUSTOMER RELATIONS MANAGER: (413) 445-4536

CUSTOMER COPY

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