

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

335

Date Received

21-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_Rt _____
 Up_Ltr _____

Reference No.

868196

 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.) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4F49S9YP760881	JEEP	WRANGLER	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300100	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC: CONTROL MODULE (1)	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 03-JUN-2000 Mileage at Failure(s) 2500 Vehicle Speed at Failure(s) 2	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	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES VEHICLE ENGINE LIGHT CAME ON VEHICLE STARTED SMOKING, CONSUMER COULD SMELL GAS SO TURNED VEHICLE AND HAD IT TOWED. DLR SAID IT WAS THE PCM. TRANSMISSION WILL NOT GO INTO GEAR OR SHIFT PROPERLY.

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.



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FOR AGENCY USE ONLY 335

Data Received

00 SEP 12 AM 06:36

21-AUG-2000

OFFICE OF DEFECTS INVESTIGATION

Reference No.

868196

OWNER INFORMATION (Type or Print)

627867

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 of Owner

Date 9/01/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4F49S9YP760881	JEEP	WRANGLER	2000	

Purchase Date 3/2000	Dealers Name Fisher Chrysler Jeep	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City Yuma State AZ Zip Code 85364	No Cylinders 6	

Transmission Type ☒ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport UR ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 12420000 08540000	Part Name(s) Manual POWER TRAIN:TRANSMISSION:AUTOMATIC- INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
---	--	--	---

No of Failures 1	Date(s) of Failure(s) 03-JUN-2000	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No
	Mileage at Failure(s) 2500		
	Vehicle Speed at Failure(s) 0		

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	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE CHECK LIGHT CAME ON/VEHICLE STARTED SMOKING. CONSUMER COULD SMELL GAS. TURNED VEHICLE OFF AND HAD IT TOWED. DEALER SAID IT WAS THE PCM. ALSO, TRANSMISSION WILL NOT GO INTO GEAR OR SHIFT PROPERLY.*AK

Manual 5 Speed 6 cylinder
trans

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.

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)

PCM when out in 6/2000 - Transmission (manual) had noise + difficulting changing gears. Dealer put various bearings (rebuilt) in transmission. 6/2000 problem remain - Chrysler & Dealer originally said all ^{beep whirring} to make noise after bearing put in. I can not get the factory representative to meet with me. Enclosed are the attempts at getting a meeting set-up. - I finally got something in writing about a transmission fix. "It says in approx. 2 months they should have a fix. The problem is not just noise - it is much more (see documentation). - They will not setup a meeting with the factory rep and myself to observe these problems. What a run around. Attaches 7 pages

★ U.S. G.P.O.: 1982-029-007/00006

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

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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

219015

104013

FISHER

CHRYSLER, PLYMOUTH, DODGE, JEEP/AMC

INVOICE

DUPLICATE 1
PAGE 1349 E. 32nd St. Yuma, AZ 85364
(520) 344-2650

BUS:

SERVICE ADVISOR: 941 KEN AVERETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT
WHITE	00	JEEP WRANGLER	1J4FA49S9YF760881		1577/1577
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE
01JAN2000			17:30 13JUN00		
R.O. OPENED	REARY	OPTIONS: DLR:66692 ENG:4.0 Liter MPI-Unleaded			
06JUN00	13JUN00				
LINE	OPCODE	TECH	TYPE	HOURS	
A VEHICLE IDLES ROUGH					
CAUSE: F					
300 #5 INJECTOR CONTROL WIRING, AND CONTROL SIDE					
CHECK GOOD. R&R PCM, CHECKS GOOD TO SPECS.					
318WRO40 0.00					(N/C)
1 56041653AG MODULE-POWERTRAIN CONTROL					(N/C)
SUBL DICKS TOWING					
PO#67132					
WRO40					(N/C)
PC:					

B** CUST STATES VEHICLE NOISY WHEN STEPPING IN ON CLUTCH.					
CAUSE: F					
500 COUNTER BEARINGS BAD, R&R					
TRANS, DISASSEMBLE, REPLACE COUNTER					
BEARINGS, INPUT, OUTPUT SEALS. CHECKS GOOD.					
833WRO40 0.00					
1 4741296 SEAL-INPUT SHAFT					
1 4741118 SEAL-OUTPUT SHAFT					
2 5012971AA BEARING-COUNTERSHAFT					
1 4318083 *SEALER-GASKET MAKER					
3 4874464 *LUBRICANT-TRANSMISSION					

SUBL AVIS RENT A CAR					
PO#68390					
WRO40					
PC: 1					
(N/C)					

NOTICE TO CONSUMER

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increased in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Service Warranty Disclaimer.

ORIGINAL
ESTIMATE #

AUTHORIZED

REVISED ESTIMATE #

DATE _____ TIME _____ IN PERSON _____ BY PHONE _____

CUSTOMER SIGNATURE

X _____

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

CUSTOMER COPY

219015

105949

FISHER

INVOICE

CHRYSLER, PLYMOUTH, DODGE, JEEP/EAGLE, M

349 E. 32nd St. Yuma, AZ 85364

(520) 344-2650

PAGE 1

BUS:

SERVICE ADVISOR: 941 KEN AVERETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
WHITE	00	JEEP WRANGLER	1J4FA49S9YP760881		2656/2656	T74
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN2000			17:30 24JUL00			CASH
R.O. OPENED		READY	OPTIONS: DLR:66692 ENG:4.0 Liter MPI-Unleaded			
24JUL00		28JUL00				

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

A NOISE IN TRANS, SEE MARK

CAUSE: F

600 NO REPAIR MADE AT THIS TIME

833WRO10 0.00

PC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1754

(N/C)

TRANSMISSION HAS NEUTRAL GEAR
 RATTLE, CONTACTED STAR WAS
 INFORMED THAT CHRYSLER IS
 WORKING ON RESOLUTION TO
 PROBLEM AND NOT TO ATTEMPT
 REPAIR AT THIS TIME. ZONE TECH
 ADVISOR WILL BE AT FISHER ON
 AUG. 4 TO INSPECT VEH.

NOTICE TO CONSUMER

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 warranty work performed and/or increased in the original estimate price. I
 also acknowledge and approve all repairs as itemized and/or receipt of
 vehicle. I also acknowledge receipt of additional consumer warranty and
 service information contained in the Service Warranty Description.

ORIGINAL
ESTIMATE #AUTHORIZED
REVISED ESTIMATE #

DATE TIME IN PERSON BY PHONE

CUSTOMER SIGNATURE

X

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

CUSTOMER COPY

219015

104013

FISHER

CHRYSLER, PLYMOUTH, DODGE, JEEP/EALE, IN

INVOICE

349 E. 22nd St. Yuma, AZ 85384

(620) 344-2650

DUPLICATE 1
PAGE 2

BUS:

SERVICE ADVISOR: 941 KEN AVERETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAX
WHITE	00	JEEP WRANGLER	1J4PA4989YP760881		1577/1577	T34
DEL DATE	PROD. DATE	WASH. EXP.	PROMISED	RO NO.	RATE	PAYMENT
01JAN2000			17:30 13JUN00			CASH
R.O. OPENED	READY	OPTIONS: DLR:66692 SNK:4.0 liter MPI-Unleaded				
06JUN00	13JUN00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUST VEHICLE IN SHOP FOR 1 WEEK. CUST HAS GIVEN ME COPIES OF ORIGINAL EXPENSES FOR REIMBURSAL.							

RECEIVED
JUN 13 2000
FISHER

RECEIVED
JUN 13 2000
FISHER

RECEIVED
JUN 13 2000
FISHER

RECEIVED
JUN 13 2000
FISHER

RECEIVED
JUN 13 2000
FISHER

RECEIVED
JUN 13 2000
FISHER

NOTICE TO CONSUMER

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ORIGINAL
ESTIMATE #AUTHORIZED
REVISED ESTIMATE #

DATE _____ TIME _____ IN PERSON _____ BY PHONE _____

CUSTOMER SIGNATURE

X

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

CUSTOMER COPY



**"Hey Man,
a Fax
is Coming !**

From: _____



FISHER

349 East 32nd St. • Phone: (520) 344-2650
Yuma, Arizona, 85364



DATE: _____

TO: _____

CO: _____

FA: _____

Nº OF PAGES (INCL. COVER): 1

ACKNOWLEDGEMENT:

REQUESTED

NOT REQUESTED

URGENT

MESSAGE:

NOISE in trans area coming from torque shaft
New part available in 9 days!! 2 month

Chrysler Dist. Manager - Tonga Gibson

Chrysler Tech Rep. - Dana Wittholz

**FISHER**

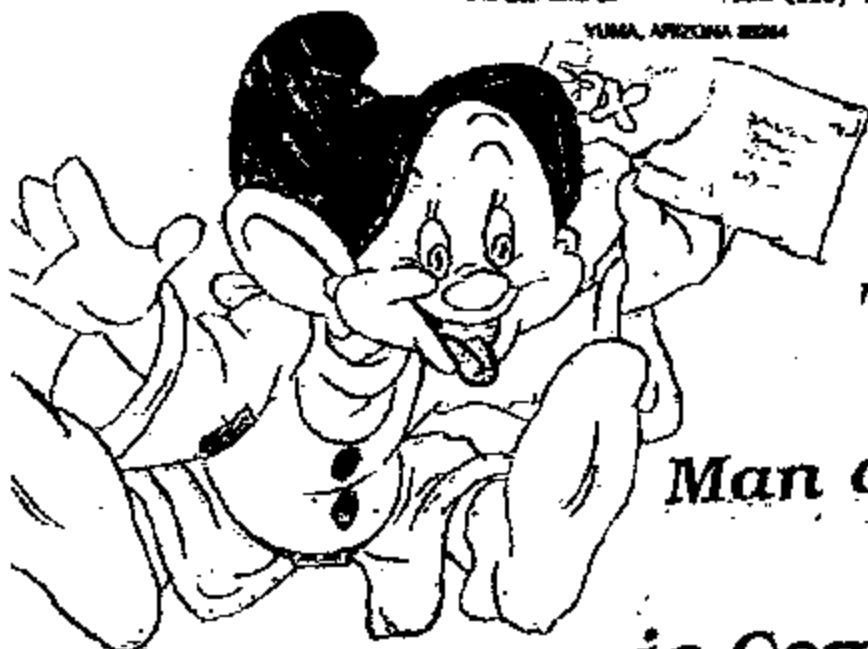
CHRYSLER, Plymouth, Dodge, Dodge Trucks

Jeep / Eagle INC.

340 East 12th St.

Phone (520) 344-2650

YUMA, ARIZONA 85404

FROM: *Willy Zannone*FAX: (520) 344-3946 or
344-2640

" Hey

Man a Fax

is Coming !

DATE: *Aug 31 2000*

TO:

COM:

FAX N°:

N° OF PAGES (INCL COVER):

ACKNOWLEDGEMENT:

REQUESTED

NOT REQUESTED

URGENT

MESSAGE:

*Mr. Testerman**Please call me when you
get this FAX. I need to tell you what
Chrysler has decided on.**520-344-2650**Thanks**Willy Z**(over)*

9/01/00

Dear Mr. Fisher,

I need your assistance in setting up an appointment with the Chrysler zone service rep. I have made numerous attempts over the last 2 weeks via Mark and Mr. Zamora with no success. Attached are copies of my request. I need to have this information in hard copy form as there has been too much mis-information and I want to do everything I can to eliminate it. I did try phoning Mr. Zamora several times with no return call.

Thank you,
Terry Testerman

8/21/2000

Mark,

Chrysler told me to set up a meeting through you with Tanya Gibson as soon as possible. I was told to demonstrate to her my Wrangler's numerous transmission problems:

1. Difficulty shifting gears 1st and 2nd
2. Metal to metal grinding when shifting
3. Clunking occurring while clutch is being disengaged in all gears
4. Extreme noise in all gears when clutch is engaged, not just in neutral

Please let me know the date and times open to meet with her.

Terry Testerman
FAX: 819-0663
Email: dtester@c2i2.com

August 30, 2000

Dear Mr. Zamora.....I faxed the message below over a week ago. I've been given no information as to when I might meet with Tanya Gibson. If I need to contact someone else to set up an appointment with a zone manager, please let me know. Please fax or e-mail a response. Thank you, Terry Testerman.

8/21/2000
Mark,

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1. Difficulty shifting gears 1st and 2nd
2. Metal to metal grinding when shifting

3. Clunking occurring while clutch is being disengaged in all gears
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