



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 335

Date Received <b>06-SEP-2000</b>	Od_or _____ rt_dt _____ od_rt _____ up_ltr _____
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Reference No.  
**869692**

Work Number \_\_\_\_\_  
Home Number **770-487-4714**

**OWNER INFORMATION (Type or Print)**

**BETSY** **WHITE** **634800**  
**211 SMOKERISE TRACE**  
**PEACH TREE CITY** **GA** **30269**

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 bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
<b>1J4G268S3XC585130</b>	<b>JEEP</b>	<b>GRAND CHEROK</b>	<b>1999</b>	

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 type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input 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	<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 type="checkbox"/> Other _____

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component	Part Name(s)	Location	Failed Part(s)
<b>03000000</b>	<b>BRAKES:SERVICE BRAKES</b>	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
<b>0</b>	<b>01-N.A.Y-1999</b>	<b>5900</b>	<b>0</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>0</b>	<b>0</b>		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

**CONSUMER STATES THE ABS LIGHT, AND BRAKE LIGHT COME ON INDICATING A BRAKE MALFUNCTION, CONSUMER FEELS THERES A PROBLEM WITH BRAKES, BECAUSE CAR HAS BEEN IN OVER 5 TIMES FOR BRAKE PROBLEM.**

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		FOR AGENCY USE ONLY 335	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 634800		Date Received 06-SEP-2000 DEFECTS INVESTIGATION	Od or Alt up_ltr Reference No. 869692
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		Work Number Home [Redacted]	
Signature of Owner [Redacted]		Date 10/5/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1J4G268S3XC585130	Vehicle Make JEEP	Vehicle Model GRAND CHEROK	Vehicle Year 1999
Current Odometer Reading 24,000		Purchase Date Jan. 02, 1999	
Dealer's Name CABMAX City NORCOSS State GA Zip Code		Engine Size (CID/CC/L) No Cylinders 6	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas Fuel Injecto	
Transmission Type <input type="checkbox"/> Manua <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"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Sport 1/1 <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up <input checked="" type="checkbox"/> Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03250000 03282000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:LAMP LIGHT:BRAKE WARNING	Location <input type="checkbox"/> Left <input checked="" 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 1	Date(s) of Failure(s) 01-MAY-1999 Mileage at Failure(s) 5999-39 Vehicle Speed at Failure(s) 20 mph	Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <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 0	Number of Fatalities 0
Estimated Property Damag 0		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ABS LIGHT, AND BRAKE LIGHT CAME ON, INDICATING A BRAKE MALFUNCTION. CONSUMER FELT THERE WAS A PROBLEM WITH BRAKES BECAUSE CAR HAD BEEN AT DEALER OVER 6 TIMES FOR BRAKE PROBLEM.*AK WIRING TO THE RIGHT WHEEL SPEED SENSOR CUT INTO BY LOWER ARM CONTROL VEHICLE HAS HAD 4 ADDITIONAL BRAKE PROBLEMS & RETURNED TO DEALER FOR SERVICE AFTER THIS PROBLEM (Please review the back side for additional information)			
CONTINUE ON BACK, IF NECESSARY			
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# Union City

Jeep CHRYSLER Plymouth

4330 Jonesboro Road  
 UNION CITY, GEORGIA 30291  
 (770) 969-1001 - Main  
 (678) 466-3000 - Service Direct

BRAKE REPORT		GOOD	FAIR	BAD
FRONT	% Remaining	11	0	0
REAR	% Remaining	10	11	11
TYRE REPORT				
LF		11	0	0
RF		10	0	11
LR		11	0	0
RR		0	10	11

CUSTOMER NO. 1965	ADVISOR JASON ODOM 834	TAG NO. 2680	INVOICE DATE 05/12/89	INVOICE NO. CHCS70097
[REDACTED]	LABOR RATE 65.00	LICENSE NO. 118M2J	MILEAGE 5839	CO. DR. TAUPE/
	YEAR / MAKE / MODEL 99/JEEP/GRAND CHEROKEE			DELIVERY DATE
	VEHICLE ID. NO. 1J4G26BS3XC 585130			DELIVERY MILES
	F. T. E. NO.		P. O. NO.	SELLING DEALER NO.
				PRODUCTION DATE 05/10/89
COMMENTS				MO: 5839

JOB# 1 CHARGES

LABOR  
J# 1 41CHZ

ABS BRAKES TECH(S): 863  
 CUSTOMER STATES ABS LIGHT IS ON AND BRAKE LIGHT IS ON  
 WIRING TO THE RIGHT FRONT WHEEL SPEED SENSOR CUT INTO  
 BY LOWER CONTROL ARM.  
 CHECKED WITH DRBIII AND FOUND FAULT CODE... RIGHT  
 FRONT WHEEL SPEED SENSOR OPEN CIRCUIT. REMOVED  
 FRONT WHEEL AND CHECKED SPEED SENSOR. CHECKED  
 WIRING GOING TO SPEED SENSOR. FOUND WIRE OUT OF  
 PLACE AND BEING CUT BY CONTROL ARM. REMOVED WIRE  
 FARNESS AND REPAIRED BY SOLDERING BACK TOGETHER.  
 REINSTALLED WIRING AND ROAD TESTED. CONDITION  
 CORRECTED.

WARRANTY

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**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.**

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMEX XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG.... 0.00  
 TOTAL MISC DISC.... 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



109220151... 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025

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BRAKE REPORT		GOOD	FAIR	BAD
Front	% Remain 1g	100	100	100
Rear	% Remain 1g	100	100	100
TIRE REPORT				
LF		100	100	100
RF		100	100	100
LR		100	100	100
RR		100	100	100

CUSTOMER NO 1966	ADVISOR JASON ODOM	834	TAG NO 2541	INVOICE DATE 08/06/99	INVOICE NO. CHCS72499
	LABOR RATE 65.00	LICENSE NO. 118M2J	MILEAGE 9358	COLOR TAUPE	STOCK NO.
	YEAR MAKE MODEL 89/JEEP/GRAND CHEROKEE			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1J4G268S3XC 585130			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		F. D. NO.	A. G. DATE 08/05/99	
COMMENTS					MO: 9359

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 52CH2 TRIM ELECTRICAL TECH(S): 569 WARRANTY  
 CUSTOMER STATES PASSENGER SIDE FRONT POWER WINDOW IS INOP  
 ORDERED MOTOR/REGULATOR ASSEMBLY  
 PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 45CH2 STEERING/SUSPENSION TECH(S): 569 WARRANTY  
 CUSTOMER STATES VEHICLE HAS A SQUEALING NOISE COMING FROM  
 FRONT END WHEN TURNING TO THE LEFT  
 ORDERED POWERSTEERING GEAR ASSEMBLY  
 PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK [ ] NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.C.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

-----  
 CUSTOMER SIGNATURE

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FRONT	% Remaining	GOOD	FAIR	BA0
REAR	% Remaining			
TIRE REPORT				
LF				
RF				
LR				
RR				

CUSTOMER NO 1956	ADVISOR JASON ODCM	834	INVOICE DATE 08/25/99	INVOICE NO CHCS72964
	LABOR RATE 65.00	LICENSE AC 118MZJ	MILEAGE 10208	COLOR TAUPEI
	YEAR / MAKE / MODEL 99/JEEP/GRAND CHEROKEE		DELIVERY DATE	STOCK NO
	VEHICLE ID. NO. 1J4G268S3XC 585130		SELLING DEALER NO	PRODUCTION DATE
	P. O. NO.		E. O. DATE 08/23/99	
COMMENTS				NO: 102J9

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 52CHZ TRIM ELECTRICAL TECH(S):569 WARRANTY  
 CUSTOMER STATES PASSENGER SIDE FRONT POWER WINDOW IS INOP  
 >>>>SOP HERE-CSI<<<<<<  
 WINDOW MOTOR SHORTED  
 REPLACED THE WINDOW MOTOR/REGULATOR ASSEMBLY IN THE RIGHT  
 FRONT DOOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	55076466-AB	REGULATOR FR		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 45CHZ STEERING/SUSPENSION TECH(S):569 WARRANTY  
 CUSTOMER STATES VEHICLE HAS A SQUEALING NOISE COMING FROM  
 FRONT END WHEN TURNING LEFT  
 >>>>SOP HERE-CSI<<<<<<  
 STEERING GEAR HAS INTERNAL PROBLEM CAUSING THE GEAR TO MAKE  
 NOISE WHEN TURNING. ---CHECKED FOR NOISE AND FOUND STEERING  
 GEAR TO BE AT FAULT REPLACED THE STEERING GEAR ALSO NESS  
 TO REPLACE PITMAN ARM DUE TO NOT BEING ABLE TO REMOVE ARM  
 FROM OLD STEERING GEAR. TRIED TO REMOVE ARM WITH PULLER #  
 C-4150A. ARM WOULD NOT COME OFF. ORDERED AND INSTALLED NEW  
 ARM ON NEW STEERING GEAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4893077	OIL POWER ST		
	1	52088272-AC	GEAR POWER S		
	1	52088242	ARM PITMAN		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

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# Union City

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BRAKE REPORT		GOOD	FAIR	BAD
Front	% Remaining	11	11	11
Rear	% Remaining	11	11	11
TIRE REPORT				
LF		11	11	11
RF		11	11	11
LR		11	11	11
RR		11	11	11

CUSTOMER NO. 1966	ADVISOR CHRISTOPHER BUTTS 3283	TAG NO. 3254	INVOICE DATE 11/15/99	INVOICE NO. CHCS75181
	LABOR RATE 65.00	LICENSE NO. 118M2J	MILEAGE 13375	STOCK NO.
	YEAR, MAKE / MODEL 99/JEEP/GRAND CHEROKEE	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1J4G268S3XC 585130	SELLING BLA. FR. NO.	PRODUCTION DATE	
	F. I. E. NO.	F. O. NO.	R. O. DATE 11/15/99	
COMMENTS				MO: 13376

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 10CHZ OR-VEABILITY TECH(S):3914 863 WARRANTY  
 CUSTOMER STATES JEEP HARD TO START  
 DRB TEST SYS NO CODES CHK BATT HOLDS 12.6 VOLTS  
 NBF AT THIS TIME , STARTING AT THIS TIME

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 52CFZ TRIM ELECTRICAL TECH(S):863 WARRANTY  
 CUSTOMER STATES DRIVER WINDOW IN-OP  
 TSB FOR WINDOWS INOP ENLARG THE WINDOW  
 DRIVER SIDE WINDOW NOT6OR INOP . TIME 0.8HRS  
 REGULATOR HOLES . 23-34-11-98-99 .

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX C-ICS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 40CHZ BRAKES TECH(S):863 0.00  
 CUSTOMER STATES BRAKES SQUEAK  
 TEST DROVE FOR BRAKE NOISE . NO NOISE AT THIS TIME  
 NP=

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX C-ICS JOB# 3 TOTAL 0.00

COMMENTS-----  
 DROP-OFF

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BRAKE REPORT	GOOD	FAIR	BA
Front _____ % Remaining	1	1	1
Rear _____ % Remaining	1	1	1
THE REPORT			
LT .....	1	1	1
RF .....	1	1	1
LR .....	1	1	1
RR .....	1	1	1

CUSTOMER NO 1368	ADVISOR JASON QDDM	834	TAG NO 1993	INVOICE DATE 12/16/99	INVOICE NO. CHCS75965
[REDACTED]	LABOR RATE	65.00	GENSL NO 118MZJ	M LEASE 14467	STOCK NO.
	YEAR / MAKE / MODEL	98/JEEP/GRAND CHEROKEE			DELIVERY DATE
	VEHICLE ID. NO.	1J4G268S3XC 585130			DELIVERY MILES
	F. T. E. NO.	P. O. NO.	S. C. DATE 12/14/99	PRODUCTION DATE	
COMMENTS					

MO: 14472

**JOB# 1 CHARGES** .....

LABOR  
 J# 1 50CHZ ENGINE ELECTRICAL TECH(S):3914 WARRANTY  
 CUSTOMER STATES VEHICLE IS HARD TO START/LONG CRANK HARDER TO START AFTER VEHICLE IS HOT  
 FUEL PUMP LOSING PRESSURE ON IGN. OFF// INTERNAL LEAK  
 FUEL PUMP LOOSES PRESSURE AT IDLE  
 HOOK UP DRB NO CODES FOUND AT THIS TIME PERFORMED FUEL PRESSURE TEST PER 99 GR. CHEROKEE SVC MAN. SEC. 14-7  
 REPLACED FUEL PUMP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5012380-AA	PUMP PKG FUE		
				TOTAL - PARTS	0.00

**JOB# 1 TOTALS** .....

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES** .....

LABOR  
 J# 2 30CHZ AUTO TRANSMISSION TECH(S):3914 WARRANTY  
 CUSTOMER STATES VEHICLE IS LEAKING TRANS. FLUID  
 TRANS PAN GASKET SPLIT/OVER TIGHTENED  
 REPLACED PAN GASKET

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5012978-AA	GASKET DI. P		WARRANTY
	1	5010125-AA	FLUID AFT TR		WARRANTY
	1	5010124-AA	FLUID A-T TR		WARRANTY
				TOTAL - PARTS	0.00

**JOB# 2 TOTALS** .....

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES** .....

LABOR  
 J# 3 10CHZ DRIVEABILITY TECH(S):3914 WARRANTY  
 CUSTOMER STATES HAS A ROUGH IDLE-SHAKES BADLY WHEN SETTING STILL-INTERMITTANT  
 ///  
 SEE LINE 1

**JOB# 3 TOTALS** .....

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

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BRAKE REPORT		GOOD	FAIR	BAD
Front	% Remaining	( )	( )	( )
Rear	% Remaining	( )	( )	( )
TIRE REPORT				
LF		( )	( )	( )
RF		( )	( )	( )
LR		( )	( )	( )
RR		( )	( )	( )

CUSTOMER NO. 1968	ADVISOR JOHNNY WARREN 2377	TAG NO. 1380	INVOICE DATE 04/28/00	INVOICE NO. CHCS78076
	LABOR RATE	LICENSE NO. 118MZJ	MILEAGE 20328	COLOR TAUPE
	YEAR / MAKE / MODEL 99/JEEP/GRAND CHEROKEE	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1J4G268S3XC 585130	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. D. NO.	R. D. DATE 04/25/00	
COMMENTS				MO: 20330

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 10CHZ DRIVEABILITY TECH(S):4702 WARRANTY  
 CUST STS ON COLD STARTS ONLY INTER. BLOWS BLACK SMOKE RUNS  
 ROUGH AN VIBH RATES BADLY IN GEAR OR NOT ADV  
 COULD NOT DUPLICATE PROBLEM  
 NO OTC'S. PERFORMED TSB 14-05-99 TO CHECK FUEL PRESSURE AND  
 FUEL PRESSURE DROP. FUEL SYSTEM WITH IN PRESSURE SPECS.

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 45CHZ STEERING/SUSPENSION TECH(S):4702 WARRANTY  
 CUST STS ON HARD RT TURNS IN DRIVEWAY AN STRAIGHTENING HIGH  
 PITCHED SQUEEK OR POP FROM DRIVERS SIDE ADV  
 COULD NOT DUPLICATE PROBLEM  
 TEST DRIVE, INSPECTED BALL JOINTS, INSPECTED SUSPENSION  
 SYSTEM NO PROBLEMS FOUND.

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 09CHZ FUEL SYSTEM TECH(S):4702 WARRANTY  
 CUST STS INTER GAS CAP VERY HARD TO REMOVE ADV  
 O-RING ON GAS CAP STICKING TO THE FILL NECK  
 CLEANED AND LUBRICATED O-RING AND NECK  
 ORDERED NEW CAP

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

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# Union City

Jeep CHRYSLER Plymouth

4330 Jonesboro Road  
 UNION CITY, GEORGIA 30291  
 (770) 969-1001 - Main  
 (678) 466-3000 - Service Direct

BRAKE REPORT	GOOD	FAIR	BAD
Front _____ % Remaining	( )	( )	( )
Rear _____ % Remaining	( )	( )	( )
TIRE REPORT			
LF .....	( )	( )	( )
RF .....	( )	( )	( )
LR .....	( )	( )	( )
RR .....	( )	( )	( )

CUSTOMER NO. 1988	ADVISOR BRENDA LITTLE 5058	TAG NO. 3825	INVOICE DATE 06/05/00	INVOICE NO. CHCS79975
	LABOR RATE	LICENSE NO. 118MZJ	MILEAGE 21448	COLOR TAUPEJ
	YEAR / MAKE / MODEL 98/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1J4G268S3XC 585130		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	A. O. DATE 06/01/00	REPRINT# 1
COMMENTS				MO: 21447

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 47CHZ AXLE/DIFFERENTIAL TECH(S):863 WARRANTY  
 CK NOISE IN REAR END FASTER VEH GOES LOUDER IT GETS  
 NOISE AT ALL SPEEDS. FOUND SIDE BEARINGS PITTED AND  
 COMING APART AND PINION SEAL LEAKING  
 INSTALLED NEW SIDE BEARINGS AND PINION BEARING AND SEAL.  
 PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 5252507 BEARING DRIV WARRANTY  
 1 5252508 BEARING DRIV WARRANTY  
 1 J8126500 BEARING DIFF WARRANTY  
 2 4874469 LUBRICANT GE WARRANTY  
 1 82300234 SEAL FR RTV WARRANTY  
 1 5012813-AA SEAL DRIVE P WARRANTY  
 1 5012809-AA SPACER DRIVE WARRANTY  
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 60CHZ INTERIOR TRIM TECH(S):863 0.00  
 CK CLICKING NOISE IN CONSOLE AREA AT CONSTANT SPEEDS OF 45  
 MPH AND UP  
 UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 10CHZ DRIVEABILITY TECH(S):863 0.00  
 CK HARD TO START AFTER SITTING FOR LONG PERIODS OF TIME  
 UNABLE TO DUPLICATE CONCERN AT THIS TIME

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----  
 LABOR-----  
 J# 4 40CHZ BRAKES TECH(S):863 WARRANTY  
 CK BRAKES MAKE EXCESSIVE NOISE AT TIMES SEE EDDIE BARNES  
 BRAKE NOISE  
 INSTALLED NEW REAR BRAKES PER TSB.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 5011970-AB SHOE KIT REA WARRANTY  
 TOTAL - PARTS 0.00

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Jeep CHRYSLER Plymouth

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 UNION CITY, GEORGIA 30291  
 (770) 969-1001 - Main  
 (678) 466-3000 - Service Direct

BRAKE REPORT		GOOD	FAIR	BAD
Front	% Remaining	( )	( )	( )
Rear	% Remaining	( )	( )	( )
TIRE REPORT				
LF		( )	( )	( )
RF		( )	( )	( )
LR		( )	( )	( )
RR		( )	( )	( )

CUSTOMER NO. 1986	ADVISOR BRENDA LITTLE 5058	TAG NO. 3825	INVOICE DATE 06/05/00	INVOICE NO. CHCS79875
	LABOR RATE	LICENSE NO. 116MZJ	MIILEAGE 21446	COLOR TAUPE
	YEAR / MAKE / MODEL 89/JEEP/GRAND CHEROKEE		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1J4G26893XC 585130		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/01/00	REPRINT# 1
COMMENTS				MO: 21447

JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX CHCS	JOB# 4 TOTAL	0.00		
JOB# 5 CHARGES					
LABOR					
J# 5 4LCHZ	ABS BRAKES OK AT TIMES WHEN VEH START LIGHT COMES ON AND STAYS ON FOR COUPLE MINS. THEN GOES OFF NO PROBLEMS FOUND AT THIS TIME	TECH(S):B63	0.00		
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX CHCS	JOB# 5 TOTAL	0.00		
JOB# 6 CHARGES					
LABOR					
J# 6 10CHZZ1	DRIVEABILITY CONCERN CK AT TIMES GAS CAP HARD TO GET OFF WHEN LOW ON FUEL UNABLE TO DUPLICATE AT THIS TIME	TECH(S):B63	0.00		
JOB# 6 TOTALS	JOB# 6 JOURNAL PREFIX CHCS	JOB# 6 TOTAL	0.00		
JOB# 7 CHARGES					
LABOR					
J# 7 00CHZ01	OIL CHANGE CUSTOMER REQUEST LUBE OIL & FILTER >>>PLEASE CHECK ALL TIRE PRESSURE(ADVISE ON CONDITION OF TIRES, CHECK ALL FLUIDS, HOSES AND BELTS<<< SCHEDULED LOF COMPLETED OIL CHANGE; CHANGED OIL, OIL FILTER, AND CHECKED FLUID LEVELS	TECH(S):5338	8.15		
PARTS					
	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	5281090	FILTER ENGIN	4.95	4.95
	6	4761839	OIL 10W30	1.90	11.40
	TOTAL - PARTS				16.35
JOB# 7 TOTALS	JOB# 7 JOURNAL PREFIX CHCS	JOB# 7 TOTAL	24.50		
MISC					
JOB # A	CODE	DESCRIPTION	CONTROL NO		
	A1	SHOP SUPPLIES		0.41	
	TOTAL - MISC			0.41	
ESTIMATE	CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$200.00 (+TAX)				

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Union City

# Union City

Jeep CHRYSLER Plymouth

4330 Jonesboro Road  
 UNION CITY, GEORGIA 30291  
 (770) 969-1001 - Main  
 (678) 466-3000 - Service Direct

BRAKE REPORT		GOOD	FAIR	BAD
Front	% Remaining	11	( )	11
Rear	% Remaining	11	( )	11
TIRE REPORT				
LF		( )	11	( )
RF		( )	11	( )
LR		( )	( )	11
RR		( )	( )	11

CUSTOMER NO. 1966	ADVISOR BRENDA LITTLE 5058	TAG NO. 1068	INVOICE DATE 06/15/00	INVOICE NO. CHCS80357
	LABOR RATE	LICENSE NO. 118MZJ	MILEAGE 22007	COLOR TAUPE
	YEAR / MAKE / MODEL 98/JEEP/GRAND CHEROKEE	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. TJ4G26853XC 585130	SELLER DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. D. DATE 06/14/00	
COMMENTS				MO: 22008

JOB# 1 CHARGES

LABOR  
 # 1 51CHZ BODY ELECTRICAL TECH(S):5061 WARRANTY  
 BOTH REAR WINDOWS INOPERABLE INTERMITTENTLY  
 MAKES CLICKING NOISE  
 CK POWER WINDOW CIRCUIT WINDOWS OPERABLE AT THIS TIME UNABLE  
 TO DUPLICATE AT THIS TIME DO TIME PER EDDIE .30  
 OPERATING TO DESING INTENT AT THIS TIME DO TIME PER EDDIE .3

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

TOTALS

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET	0.00
*	TOTAL G. D. G.	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG	0.00
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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# Union City

Jeep • CHRYSLER • Plymouth

4330 Jonesboro Road

UNION CITY, GEORGIA 30291

(770) 969-1001 - Main

(678) 468-3000 - Service Direct

BRAKE REPORT		GOOD	FAIR	BA
Front	% Remaining	11	11	11
Rear	% Remaining	11	11	11
TYRE REPORT				
LF		11	11	11
RF		11	11	11
LR		11	11	11
RR		11	11	11

CUSTOMER NO. 1966	ADVISOR BRENDA LITTLE	5058	TAG NO. 3389	INVOICE DATE 07/10/00	INVOICE NO. CHCS80729
	LABOR RATE	LICENSE NO. 118M2J	MILEAGE 22488	COLOR TAUPEJ	STOCK NO.
	YEAR / MAKE / MODEL 98/JEEP/GRAND CHEROKEE	VEHICLE ID. NO. 1J4G268S3XC 685130		DELIVERY DATE	DELIVERY MILES
	F. T. E. NO.	P. O. NO.	R. S. DATE 08/28/00	SELLING DEALER NO.	PRODUCTION DATE
COMMENTS					MO: 22497

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 41CHZ ABS BRAKES TECH(S):509 WARRANTY  
 CK AT TIMES WHILE DRIVING ABS LIGHT COMES ON  
 UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 46CHZ STEERING/SUSPENSION TECH(S):5061 WARRANTY  
 CK MAKES POPPING NOISE IN STEERING COLUMN WHEN TURNING AND  
 ALSO MAKES A WHINNING SOUND SEE EDDIE BARNES  
 CK FOR POPPING NOISE IN STEERING  
 REPL STEERING COLUMN AND TRANSFER ALL PARTS PER EDDIE BARNES

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 55115970-AE COLUMN STEER  
 TOTAL - PARTS WARRANTY 0.00

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 51CHZ BODY ELECTRICAL TECH(S):5061 WARRANTY  
 CK AT TIMES REAR POWER WINDOWS INOP  
 ELECTRICAL TEST REAR WINDOW CIRCUIT REAR WINDOWS INOP AND  
 JAMMED  
 REPI. LEFT AND RT REAR WINDOW MOTORS / REGULATORS ASSY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 56076458-AE REGULATOR RE  
 1 56076459-AE REGULATOR RE  
 TOTAL - PARTS WARRANTY 0.00

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----  
 LABOR-----  
 J# 4 10CHZ DRIVEABILITY TECH(S):5061 WARRANTY  
 CK AFTER LETTING VEH SIT FOR LONG PERIODS OF TIME HARD TO  
 START HAS EXTENDED CRANK  
 UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME

JOB# 4 TOTALS-----  
 JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00

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Jeep CHRYSLER Plymouth

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UNION CITY, GEORGIA 30291

(770) 969-1001 - Main  
(678) 466-3000 - Service Direct

BRAKE REPORT		GOOD	FAIR
Front	% Remaining	11	00
Rear	% Remaining	11	00
TIRE REPORT			
LF		11	00
RF		11	00
LR		11	00
RR		11	00

CUSTOMER NO. 1966	ADVISOR BRENDA LITTLE 5068	TAG NO. 3369	INVOICE DATE 07/10/00	INVOICE NO. CHCS80729
[REDACTED]	LABOR RATE	LICENSE NO. 118MZJ	MILEAGE 22496	COLOR TAUPE
	YEAR / MAKE / MODEL 99/JEEP/GRAND CHEROKEE	DELIVERY DATE		DELIVERY MILES
	VEHICLE ID. NO. 1J4G268S3XC 585130	SEALING DEALER NO.		PRODUCTION DATE
	F. T. & NO.	P. O. NO.	R. O. DATE 08/28/00	
COMMENTS				

MD: 22497

JOB# 5 CHARGES.....  
LABOR.....  
J# 5+51CNZ01 BODY ELECT CONCERN TECH(S):5061 WARRANTY

CK DRIVER POWER WINDOW INOP  
ELECTRICAL TEST LEFT FRT WINDOW ADJANT WINDOW MOTOR JAMMED  
REPL LEFT FRT WINDOW MOTOR REGULATOR ASSY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	55076467-AC	REGULATOR FR		0.00
				TOTAL - PARTS	0.00

JOB# 5 TOTALS.....  
JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00

TOTALS.....

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
*	TOTAL SUBLET	0.00
*	TOTAL G.O.G.	0.00
*	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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 UNION CITY, GEORGIA 30291  
 (770) 969-1001 - Main  
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BRAKE REPORT	GOOD	FAIR	BAD
Front _____ % Remaining	11	11	11
Rear _____ % Remaining	11	11	11
TIRE REPORT			
LF .....	11	11	11
RF .....	11	11	11
LR .....	11	11	11
RR .....	11	11	11

*\* wrong mileage*  
*\* 7/21/00 wrong date*

CUSTOMER NO. 1966	ADVISOR FRANCES MCCLURE 5298	TAG NO. 1528	INVOICE DATE 07/20/00	INVOICE NO. CHCS81138
	LABOR RATE	LICENSE NO. 118MZJ	COLOUR TAUPEI	STOCK NO.
	YEAR/MAKE/MODEL 99/JEEP/GRAND CHEROKEE	MILEAGE 22488	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1J4G26883XC 585130		SELLING DEALER NO.	PRODUCTION DATE
	P. I. NO.	P. O. NO.	R. O. DATE 07/15/00	
COMMENTS				MD: 22498

JOB# 1 CHARGES

LABOR  
 J# 1 51CHZ BODY ELECTRICAL TECH(S): 5061 WARRANTY  
 CST STS ABS BRAKE AND AIRBAG LIGHT ALL STAYED ILLUMINATED  
 THE A/C BLINKERS ETC DID NOT WORK. CST STS WARM START  
 AND DRIVEN TO DINNER AND SAT FOR 45 MINUTES  
 NEEDS REPAIRED TODAY  
 USED DRB III TO CHK FOR CODES. FOUND CODE FOR AIRBAG  
 (LOSS OF IGNITION RUM) PERFORM PINPOINT TEST  
 IGNITION SWITCH INTERMITTENTLY LOOSE VOLTAGE SUPPLY  
 REPLACED IGNITION SWITCH AND RETEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	56042475-AC	SWITCH IGNIT		0.00
				TOTAL - PARTS	0.00

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

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*\*Beth did not check the mileage on the car. xl also picked the car up on 7/21/00, not 7/20/00. xl live more than 2 miles from this dealer. xl live at least ten plus miles. the previous invoice states mileage at 22,496 - 22498 - 22496 2 miles*



*I received no response from this letter either - I proceeded with the Georgia State Arbitration -*

August 23, 2000

C.E.O.  
Daimler Chrysler Corporation  
P.O. Box 21-8004  
Auburn Hills, Michigan 48321-8004

Dear Sir,

I purchased a Jeep, Grand Cherokee Limited, in January 1999. This defective vehicle has created a great hardship for me. This vehicle has serious safety defects in the braking and steering systems. It also has a major electrical defect. I have allowed Chrysler numerous attempts to repair this vehicle.

I am currently involved in evoking the Georgia Lemon Law on this vehicle. I have made repeated attempts to settle this dispute with John Moore, the Arbitration Manager. The thirty-day period to replace/ repurchase the vehicle passed without any notice from his office. I called Mr. Moore and left a voice mail containing this information. He failed to return my voice mail requests to call me. Finally, I made contact with him to learn the information had been "lost" and never received from the corporate office in Michigan. I still have attempted to resolve this dispute with Mr. Moore before the state Arbitration hearing. I faxed him a service order concerning an additional brake defect that occurred after the final attempt to repair was performed on my vehicle. Please remember this brake defect first occurred at 5,939 miles. I have continued to allow numerous attempts to repair these serious safety defects. Five attempts on the brakes, four attempts on the steering and seven attempts on the electrical system. The final attempt to repair lasted 14 days, no rental car was provided! I have met the burden of proof thousands of miles ago. I am shocked at the lack of concern demonstrated by Chrysler and their employees! I am appalled at the treatment I have received from Mr. Moore. He has shown a complete lack of concern and willingness to arbitrate this matter. He has also been rude and disrespectful to me on the telephone. He has established an inaccurate "paper trail". I have received letters from him containing inaccurate information. I received a certified letter, on August 21, 2000, requesting a final inspection of the vehicle on September 6, 2000. The letter was dated June 7, 2000. As of that date, I had not sent in the final attempt to repair request. I have enclosed the letters for your inspection.

I do have one accolade though. Eddie Barnes, the Union City Jeep Chrysler Service Manager, has been fantastic. He exhibits the highest character and ideals. He truly cares about the customer and the repair attempts on the vehicle. He is an asset to your company.

If you are interested in settling this dispute before September 6, 2000, contact me by telephone [redacted] Please do not involve John Moore in this process.

Sincerely,  
[redacted]



**NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR FORM**

Pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A., Section 10-1-784 (a) (1), notice is given that the manufacturer, its agent, or the new motor vehicle dealer has been unable to repair or correct the nonconformity (ies) listed below in the new motor vehicle described below. (note: consumers should only list defect(s) that have met the required reasonable number of repair attempts on this form).

DEFECT #1 ELECTRICAL / WINDOWS

DEFECT #2 STEERING / SUSPENSION

DEFECT #3 ABS / BRAKES

DEFECT #4 \_\_\_\_\_

DEFECT #5 \_\_\_\_\_

DEFECT #6 \_\_\_\_\_

VEHICLE MAKE JEEP MODEL GRAND CHEROKEE YEAR 1999  
LIMITED

VEHICLE ID NO. 1J4G24853XC585130

NAME / CITY / STATE / ADDRESS OF SELLING DEALER OR LESSOR:  
CARMAX - NORCROSS / GEORGIA / 1975 BEAVER BURN ROAD NW

DATE OF DELIVERY 1-2-99 CURRENT ODOMETER READING 22,000

NAME / CITY / STATE / ADDRESS OF THE FACILITY WHERE REPAIRS WERE MADE:  
UNION CITY JEEP / UNION CITY / GEORGIA / 4930 JONES ROAD ROAD

DATE(S) OF REPAIR 5/10/99; 8/1/99; 8/22/99; 11/15/99; 4/25/00; 6/1/00;  
11/19/00 (these dates only apply to the items listed above - these  
do not include the undry other visits)

**I AM REQUESTING THAT YOU MAKE A FINAL ATTEMPT TO CORRECT THE ABOVE REPORTED DEFECT(S) OR CONDITION(S). I CAN BE CONTACTED AT:**

CONSUMER NAME \_\_\_\_\_ HOME PHONE \_\_\_\_\_

ADDRESS \_\_\_\_\_ WORK PHONE \_\_\_\_\_

CONSUMER SIGNATURE \_\_\_\_\_ DAY'S DATE 6-16-00

REMEMBER TO MAKE A COPY OF THIS FORM FOR YOUR RECORDS AND SEND THE ORIGINAL BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED TO THE MANUFACTURER AT THE ADDRESS PROVIDED IN YOUR OWNERS MANUAL. IF YOUR VEHICLE IS MOTOR HOME, NOTICES MUST BE SENT TO ALL KNOWN MANUFACTURERS.

# DAIMLERCHRYSLER

DaimlerChrysler  
Motors Corporation  
Atlanta Zone

June 21, 2000

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Please refer to your case number  
when calling or writing.

Re: Georgia Motor Vehicle Warranty Rights Act Case No 00128GA  
VIN:XC585130

Dear Mr. & M 


This will acknowledge receipt of your request for a final repair attempt. This letter will also confirm your appointment for a final repair attempt as listed below. Please be advised that the following items meet the criteria for seeking remedy under the Georgia Motor Vehicle Warranty Rights Act, Section 10-1-784(b): steering/brakes.

We have scheduled a vehicle inspection and final repair attempt appointment as follows. Please arrange to have your vehicle at the dealership by 9:00 a.m. It will be necessary for you to leave your vehicle at that time, however we have arranged to provide a rental car for your convenience. You may be required to endorse the applicable rental agreement and pay a fuel usage charge

Date: June 28, 2000  
Location: Union City Chrysler Plymouth Jeep  
Contact: Eddie Barnes

If you have any questions, please contact the undersigned at 770/644-6925

Sincerely,

  
J. H. Moore  
Arbitration Manager

/bw

cc: Eddie Barnes, Union City Chrysler Plymouth Jeep  
Chad Hausman, Service District Manager  
G. E. Kerler, Technical Advisor

# DAIMLERCHRYSLER

DaimlerChrysler  
Motors Corporation  
Atlanta Zone

June 29, 2000

[REDACTED]

Re: GA MVWRA Case Number 00128GA  
Results of Final Repair Attempt

Dear Mr. & Mrs. White:

Please be advised that in accordance with your request, a final repair attempt as required by the Georgia Motor Vehicle Warranty Rights Act was performed on your vehicle on June 28, 2000 at Union City Chrysler Plymouth Jeep .

DaimlerChrysler Motors Corporation's Technical Advisor reported the following:

**RESOLUTION:** Road tested vehicle; interrogated all modules, and no fault codes were recorded. The steering column assembly was replaced to address the steering concern. There was normal brake operation all times during road test. The ABS light on dash did not illuminate except at key on and 5-second bulb check. No repair attempted. The right rear window was inoperative; both rear window motors were replaced to insure no further problem. The vehicle was not driven for four hours and started normal.

Very truly yours,

  
J. H. Moore  
Arbitration Manager

/bw

Chad Hausman, Service District Manager

→ called the dealer to verify. many of these tests had not been completed. The car was not ready until July 10

**REPLACEMENT OR REPURCHASE REQUEST FORM**

Pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A., Section 10-1-784 (a) (1), notice is given of the request for repurchase or replacement vehicle.

VEHICLE MAKE JEEP MODEL GRAND CHEROKEE YEAR 1999  
LIMITED

VEHICLE ID NO. 1J4G26853XC585130

NAME/CITY/STATE/ADDRESS OF THE SELLING OR LEASING DEALER:

CARMAX / NORCROSS / GEORGIA / 1975 BEAVER BULL ROAD N.W.

DATE OF VEHICLE DELIVERY 1-2-99 CURRENT ODOMETER READING 22,633

DATE OF REQUEST FOR FINAL REPAIR ATTEMPT 6-16-00

IF THE MANUFACTURER RESPONDED IN (7) SEVEN DAYS FROM THE RECEIPT OF YOUR FINAL REPAIR ATTEMPT REQUEST NOTICE. LIST THE FOLLOWING:

DATE OF FINAL REPAIR 6-28-00

NAME OF THE FACILITY THE FINAL REPAIR ATTEMPT TOOK PLACE:

UNION CITY JEEP

DOES THE DEFECT(S) OR CONDITION(S) CONTINUE TO EXIST? YES or NO

\*\*\*\*\*  
**I AM REQUESTING THAT YOU REPLACE OR REPURCHASE (CIRCLE ONE) THE VEHICLE DESCRIBED ABOVE WITHIN (30) THIRTY DAYS FROM THE RECEIPT OF THIS NOTICE. I CAN BE REACHED AT:**

CONSUMER NAME [REDACTED]

ADDRESS [REDACTED] WORK PHONE [REDACTED]

CONSUMER SIGNATURE [REDACTED] DATE 7-14-00

REMEMBER MAKE A COPY OF THIS FORM FOR YOUR RECORDS AND SEND THE ORIGINAL BY CERTIFIED MAIL, RETURN RECEIPT REQUEST TO THE MANUFACTURER AT THE ADDRESS PROVIDED IN YOUR OWNERS MANUAL. IF YOUR VEHICLE IS A MOTOR HOME, NOTICES MUST BE SENT TO ALL KNOWN MANUFACTURERS.

# DAIMLERCHRYSLER

DaimlerChrysler  
Motors Corporation  
Atlanta Zone

June 7, 2000



Re: GA Motor Vehicle Warranty Rights Act Case No. 00128GA  
VIN: XC585130

Dear Mr. & Mrs. [REDACTED]

This letter will acknowledge receipt of your request for a replacement/repurchase. Your letter indicated the problem with the vehicle still exists.

Our representative will be at Union City Chrysler Plymouth Jeep on September 6, 2000 and will inspect your vehicle at that time. Please arrange to have your vehicle at that location by 9:00 a.m.

Please contact me at 770 644-6925 if you have questions.

Sincerely,

*John H. Moore*  
John H. Moore  
Arbitration Manager

/bw

cc: G. E. Kerler, Technical Advisor  
Chad Hausman, Service Manager  
Eddie Barnes, Union City Chrysler Plymouth

DAIMLERCHRYSLER

9-6-00 ✓

August 22, 2000



*mailed Sept 13, 2000  
this was written before  
inspection*

DaimlerChrysler  
Motors Corporation  
Atlanta Zone

DaimlerChrysler Motors Corporation agrees to comply with your request to repurchase your 1999 Jeep Grand Cherokee under the following terms:

- \*Purchase Price
- \*Less mileage charge (purchase price x 22,633 divided by 100,000)
- \*Less any rebates
- \*Credit for sales tax
- \*Credit for WRA Fee
- Credit for finance charges
- \*Credit for Title fee
- \*Credit for Dealer doc fee
- Less payoff to lending institution

All items listed above with an asterisk (\*) will be used in the calculation as they are reflected on your Buyer's Order. All other information will need to be provided by you.

If you have any questions, feel free to give me a call at 770/644-6811.

Sincerely,

*J. H. Moore*  
J. H. Moore  
Arbitration Manager

*\*  
Currently this  
dispute is not  
resolved -*

10-5-00

