



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 858

Date Received

08-FEB-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

879942

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 on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GW58S4XC698748	JEEP	GRAND CHEROK	1999	

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <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
No. of Failures	Date(s) of Failure(s) 1E-NOV-1999 Mileage at Failure(s) 5 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), 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)

WHILE TRAVELING OVER 60MPH VEHICLE SHIMMIES AND SHAKES. ROTORS HAVE BEEN TURNED AND REPLACED SEVERAL TIMES. *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.



J.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

858

Date Received

02 FEB 2001

06 FEB 2001

INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.

879942

OWNER INFORMATION (Type or Print)

672900

Work Number

Home Number

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.

YES

NO

Signature of Owner

Date 2/13/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1J4GW58S4XC688748	Vehicle Make JEEP	Vehicle Model GRAND CHEROK	Vehicle Year 1999	Current Odometer Reading 41400
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Purchase Date 9-29-99	Dealer's Name United Motor Co, Inc.	Engine Size (CID/CCL) 5.0/301	<input type="checkbox"/> Turbo Diesel Gas
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City/State/Zip Code Conway AR 72033	No Cylinders 6	<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
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------------------------------	---	--	--

No of Failures 6	Date(s) of Failure(s) 16-NOV-1999	Mileage at Failure(s) 5	Vehicle Speed at Failure(s)	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Jan. 19, 2001

[REDACTED]

Daimler-Chrysler Corporation
PO Box 21-8004
Auburn Hills MI, 48321-8008

Dear Sir or Madam:

I believe that my Jeep Grand Cherokee is a "lemon" under the Arkansas New Motor Vehicle Quality Assurance Act (Act 297 of 1993). I am hereby making a written demand for relief under this Act.

I purchased a Jeep Grand Cherokee Laredo, 1999 on 9/29/99 from United Motor Company in Conway, AR. Since I have bought the vehicle, I have had to return it to the dealership a total of 8 times. My vehicle has been out of service for repairs for a total of 13 calendar days.

My vehicle has been at United Motor Company on the following dates for repairs to the following defects:

11-01-99	Window motor bad. Motor replaced.
11-16-99	Bad brake rotors
12-15-99	Bad brake rotors
01-03-99	Bad brake rotors
10-26-00	Bad brake rotors
10-27-00	Noise in rear vehicle
10-31-00	Noise in rear vehicle
11-27-00	Bad brake rotors

also 2-6-01
Bad Brake rotors
since letter sent.

I am currently having the following problems with my vehicle at this time:

Vehicle is vibrating when I apply the brakes. This is the same as the previous problems.

Since these defects substantially impair the use, value, and safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If repairs are not scheduled within ten (10) days of receipt of this letter or completed within ten (10) days from delivery of the vehicle to you for repair, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Arkansas New Motor Vehicle Quality Assurance Act.

I look forward to hearing from you soon. You can reach me during the day at 501-730-4004 and in the evening at 501-589-2341.

Sincerely,

[REDACTED]



UNITED MOTOR CO., Inc.

P.O. Box 1330
CONWAY, AR 72033

Phone:
501 - 329-2661

1201 Exchange Ave.
CONWAY, AR 72032



CUSTOMER NO. 3385	ADVISOR BILL LASLEY 2708	TAG NO. 328	INVOICE DATE 11/01/88	INVOICE NO. CHCS107918
	LABOR RATE	LICENSE NO.	COLOUR	STOCK NO.
		MILEAGE 3547	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1JAGW58S4XC688748		SELLING DEALER NO.	PRODUCTION DATE
	F. T. C. NO.	P. O. NO.	H. O. DATE 11/01/88	
	COMMENTS			

JOB# 1 CHARGES

LABOR
 J# 1 51CHZ BODY ELECTRICAL HOURS: 0.90 TECH(S):213 WARRANTY
 OWNER STATES DR WINDOW INOP//APP
 FOUND THE WINDOW MOTOR BAD
 STUCK
 REPLACED THE DRIVER FRONT WINDOW MOTOR AND REGULATOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	55076467-AB	REGULATOR 23039005		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
 JOB# 2 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK [] CREDIT	TOTAL LABOR	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS	0.00
* [] AMER EXPRESS [] OTHER [] CHARGE	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

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oil, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be impressed to know they are helping to pay for a cleaner environment.

UNITED MOTOR CO., Inc.

P.O. Box 1330
CONWAY, AR 72033

Phone:
501 - 329-2661

1201 Exchange Ave.
CONWAY, AR 72032



CUSTOMER NO. 3385	ADVISOR JAMES 208	TAG NO. 633	INVOICE DATE 11/16/99	INVOICE NO. CHCS100255
	LABOR RATE	LICENSE NO.	COLLAR	CITY/STATE
			4782	JUDEE
	VEHICLE MAKE/TYPE JEEP/GRAND CHEROKEE 4DR WGN 4WD		REGISTRATION	SALES TAX
	VEHICLE F.I.D. NO. 1JABW5854YC688748		09/28/99	0.00
	F.Y.F. NO.	P.O. NO.	DEALER/GENL. MO.	PRODUCTION DATE
	COMMENTS		R.O. DATE	
			11/16/99	

JOB# 1 CHARGES

LABOR
J# 1 40CHZ
BRAKES
OWNER SAID THE JEEP VIBS AT HWY SPEED STOPS/ ALSO FEEL VIB IN THE REAR
FOUND THE FRONT ROTORS OUT OF ROUND
EXCESSIVE RUN OUT
TURNED THE FRONT ROTORS

HOURS: 1.10 TECH(S): 217

WARRANTY

JOB# 1 TOTALS

JOB# 1 TOTAL 0.00

TOTALS

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
* [] CASH [] CHECK C/C NO. []	TOTAL SUBLET	0.00
*	TOTAL G.O.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

DUPLICATE INVOICE

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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.

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Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (oils, greases, old fluids, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and feel believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

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UNITED MOTOR CO., Inc.

P.O. Box 1330
CONWAY, AR 72033

Phone:
501 - 329-2661

1201 Exchange Ave.
CONWAY, AR 72032



CUSTOMER NO. 3365	ADVISOR BILL LASLEY 2709	TAB NO. 107	INVOICE DATE 12/15/99	INVOICE NO. CHCS198801
	LABOR RATE	LICENSE NO.	STOCK #	
		3242		
	VEHICLE BRAND CHEROKEE DIAWEN AND		DELIVERY DATE 08/28/99	
	VIN/VIALE ID. NO. 1J4GW58S4XC688748		SELLING DEALER NO.	PRODUCTION UNIT
	F. F. R. NO.	P. O. NO.	H. U. DATE 12/15/99	
COMMENTS				

JOB# 1 CHARGES

LABOR
 JP 1 40CHZ BRAKES HOURS: 1.10 TECH(S):213
 OWNER STATES ON HARD STOP /FRONT END SHAKES
 FOUND THE REAR BRAKE ROTORS OUT OF ROUND
 VIBRATION
 TURNED THE REAR BRAKE ROTORS

WARRANTY

DISCLAIMER OF WARRANTIES
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JOB# 1 TOTALS

JOB# JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. E	TOTAL LABOR	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	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

DUPLICATE INVOICE

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Copyright © 1995 U.M.C. Buick, Oldsmobile and Pontiac, Company. ENVIRONMENTAL COMPLIANCE CHARGE

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F.O. Box 1330
CONWAY, AR 72033

Phone:
501 - 329-2661

1201 Exchange Ave.
CONWAY, AR 72032



CUSTOMER NO. 3365	ADVISOR JAMES	TAG NO. 208	INVOICE DATE 01/03/00	INVOICE NO. CHCS100130
	LABOR RATE	LICENSE NO.	MILEAGE 8884	COLOR
			DELIVERY DATE	STOCK NO.
			01/28/00	10055
	VEHICLE I.D. NO. 1JAGW58S4XC68874B		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/03/00	
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 40CHZ
BRAKES
OWNER SAID THERE IS A BRAKE VIB/ S O P
FOUND THE FRONT ROTORS OUT OF ROUND
VIBRATION
REPLACED THE FRONT ROTORS/ PER STAR
HOURS: 0.60 TECH(S): 213
WARRANTY

PARTS
QTY: 2
FP NUMBER: 52096672
DESCRIPTION: ROTOR BRA 5005003
UNIT PRICE:
TOTAL - PARTS
WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 85CHZ
ACCESSORIES
OWNER SAID THE FRONT WIPERS WERE A PART 5 OF P
WIPER COVERING REPAIRS
TORN
REPLACED THE FRONT WIPERS
HOURS: 0.20 TECH(S): 213
WARRANTY

PARTS
QTY: 2
FP NUMBER: 23067025
DESCRIPTION: BRIDE WIP
UNIT PRICE:
TOTAL - PARTS
WARRANTY 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

TOTALS

* [] CASH [] CHECK [] C.O.D. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBJECT 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG 0.00
TOTAL MISC OYSC 0.00
TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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