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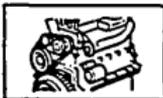
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MAY 1986
ENGLISH EDITION

1986 AMC EAGLE
1986 JEEP GRAND
WAGONEER/TRUCK
1987 WRANGLER



ENGINES

Attention: Workshop, Parts Department

4.2LITER REVISED CYLINDER HEAD COVER

Starting in April, 1986 all 4.2L (258 cu. in.) engines will be equipped with a new cylinder head cover, PN 8933 003 691.

The new cylinder head cover comes equipped with a pre-cured RTV seal. The new cover is reusable as long as the sealer and/or cover are not damaged during cylinder head cover removal/installation.

Follow the procedure below for proper cylinder head cover removal/installation.

PROCEDURE

Removal

1. Disconnect the battery negative cable.
2. Remove the air cleaner assembly and the PCV molded hose.
3. Disconnect the distributor vacuum advance hose at the distributor.
4. Disconnect the fuel line at the fuel pump. Rotate the line as necessary to provide clearance for removal of the cylinder head cover.
5. Remove the PCV valve from the grommet in the cover. Disconnect the PCV shut-off valve vacuum hose.
6. Remove the vacuum switch and bracket assembly from the cover.
7. Remove all necessary vacuum and air hoses to provide clearance for removal of the cover.

NOTE: Identify and tag the hoses for installation reference.

8. Remove the cylinder head cover retaining nuts and bolts.

000453

9. Lift and tilt the cylinder head cover toward the passenger side and remove the cover.

10. Inspect the cover for cracks and the sealer for cracks and/or damage that may have occurred during removal. Replace the cover if it is cracked or damaged in any way.

NOTE: Small cracks in the sealer are allowed and can be repaired by applying RTV sealer to the cracked area before cylinder head cover installation.

Installation

1. If a replacement cover is being installed, transfer the PCV valve grommets and oil filler cap from the original cover.

2. Clean the cover and cylinder head sealing surface using a clean, dry cloth.

3. Install the cover, shoulder bolts and retaining nuts.

4. Tighten the shoulder bolts and retaining nuts to 5.5 to 8.0 N-m (50 to 70 in. lbs.) torque.

5. Connect the fuel line and distributor vacuum advance hose.

6. Install the vacuum switch and bracket assembly on the cover.

7. Reposition and/or connect all the air and vacuum hoses that were moved for cover removal clearance.

8. Connect the PCV valve and the PCV shut-off valve hoses.

9. Install the air cleaner assembly and hoses.

10. Connect the battery negative cable.

11. Check the engine oil level and add if necessary.

FILING INSTRUCTIONS

Record this I.S. Note in M.R. 251 page B-133, M.R. 253 page B-59, M.R. 279 page B-118 and file it in MOT. 4.2.

000454



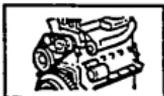
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46E

MAY 1986
ENGLISH EDITION

1981½-1986 AMC/JEEP
WITH 4.2L (258 cu. in.)
ENGINE



ENGINES

Attention: Workshop, Parts Department

4.2 LITER REVISED CYLINDER HEAD COVER

A new cylinder head cover kit PN 8983 503 343 has been released for service use on 1981½ to 1986 AMC/JEEP vehicles equipped with a 4.2L (258 cu. in.) engine.

1981½-1983 vehicles will require that the cylinder head be drilled and tapped for a 1/4" x 20 threaded insert. Obtain locally a Helicoll, Time-Sert or equivalent threaded insert kit.

NOTE: 1981½ models can be identified by having cylinder head cover retaining screws located at the front and rear of the cylinder head.

The new cylinder head cover comes equipped with a pre-cured RTV seal and is secured to the cylinder head with special shoulder bolts, and unique retaining nuts.

Follow the procedure included in the cylinder head cover kit.

PARTS INFORMATION

DESCRIPTION	QUANTITY	PART NUMBER
Kit, Cylinder Head Cover	1	8983 503 343
Contents:		
Cover, Cylinder Head	1	
Bolt, Shoulder	4	
Bolt, Shoulder, Short	1	
Bolt, 7/16	2	
Bolt, Stud-1/2	1	
Bridge	2	
Nut, Retainer	4	
Helicoll 1/4 x 20	3	
Installation Sheet	1	

000455

SRT/TIC INFORMATION

ATTACHMENT X

4 of 4

OPERATION DESCRIPTION	NUMBER	TIME	TIC
Co. Kit, Cylinder Head Cover-Install 1981½-1983 models	0117	1.7 hrs.	1-141
1983-1986 models	0113	1.3 hrs.	1-141

FILING INSTRUCTIONS

Record this I.S. Note in M.R. 251 page B-133, M.R. 252 page B-125, M.R. 253 page B-59 and file it in M.R. 171.

000456



W R Kittle
Director
Vehicle Safety and Inspections
Quality and Product - Office

March 4, 1988

Mr. Michael B. Brownlee, Director
Office of Defects Investigation, Enforcement
National Highway Traffic Safety Administration
U. S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Brownlee:

Reference: EA88-009

This is a supplement to Chrysler Motors' January 19, 1988 response regarding alleged engine compartment fires, as it relates to oil leakage from the non-metallic valve cover assembly, in 1980-85 AMC and Jeep vehicles.

At the time we submitted our January 19, 1988 response, we informed the NHTSA that we had not completed our search and review of the information necessary to respond to items four and five of your December 1, 1987 information request. We have now completed our information search and document review, and Enclosures I-IV contain the information requested, presented by model and model year. The number of reports in each enclosure is summarized below.

<u>Enclosure No.</u>	<u>Number of Reports</u>	<u>Valve Cover Material</u>	<u>Alleged Fires/Injuries</u>
I	203	Non-Metallic	0
II	51	Metallic	0
III	77	Unknown	0

We note that only about 5% of the reports were dated in calendar year 1987.

Enclosure IV contains copies of seven reports which we have been able to establish as alleging an engine compartment fire relating to an engine oil leakage condition in the subject vehicles. None of these reports allege an injury. For information, a summary of our findings relative to each of the six reports is provided in Attachment A.

Chrysler Motors Corporation
DIVISION 416-15-20
12000 Chrysler Drive
Highland Park, IL 60038-1901

308039

000-157

Mr. Michael B. Brownlee
Reference: EA88-009
March 4, 1988
Page Two

In closing, it is Chrysler Motors' assessment that the subject issue does not present an unreasonable risk to motor vehicle safety. The few reports received in the last calendar year supports our continued belief that the valve cover oil leakage issue has been effectively resolved, both in production and in the field, by the modifications and dealer service information described in our January 19, 1988 response.

Sincerely,


W. R. Kittle

/dc

Enclosure/Attachment

000-458

SUMMARY OF ALLEGED FIRE REPORTS

1. Carr 1981 AMC Spirit; 50,000 miles, unknown valve cover material. Owner apparently had the valve cover replaced on the vehicle and returned to the dealership at least two times complaining of smoke. No injuries reported. No significant information on file relative to the nature/cause of the experience.
2. Questell 1982 AMC Spirit; 99,000 miles, unknown valve cover material. Owner alleges valve cover leaked oil on manifold and vehicle caught on fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
3. Grant 1983 Jeep CJ7; 35,000 miles, unknown valve cover material. Owner alleges engine rebuilt because of oil leak around valve cover and underhood fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
4. Osterbind 1983 Jeep CJ7; 39,000 miles, non-metallic valve cover. Owner alleges fire; however, further information indicates manifold smoking condition, not a fire. No injuries reported. No other significant information on file relative to the nature/cause of the experience.
5. Nieidharet 1984 Jeep CJ7; 84,000 miles, unknown valve cover material. Owner alleges underhood fire due to valve cover leaks. No injuries reported. No significant information in file relative to the nature/cause of the experience.
6. Horton 1984 Jeep Cherokee; 25,700 miles, metallic valve cover. Owner alleges vehicle repairs attempted many times, including for oil splashing on catalytic converter, and fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
7. Parker 1985 Jeep CJ7; unknown miles, non-metallic valve cover. Owner's attorney alleges oil leaks and other problems which led to a fire within one day of its last engine repair. No injuries reported. No significant information in file relative to the nature/cause of the experience.

00C-459

CHRYSLER MOTORS
Supplemental Response to:
EA88-009
1980-85 AMC/Jeep Vehicles
Valve Cover
March 4, 1988
ENCLOSURE I

CDC-460

INDEX ENCLOSURE 1

<u>Tab. No.</u>	<u>Description</u>
1	80-81 AMC Concord
2	1982 AMC Concord
3	1983 AMC Concord
4	80-81 Jeep Cherokee/Wagoneer
5	1982 Jeep Cherokee/Wagoneer
6	1983 Jeep Cherokee/Wagoneer
7	1984 Jeep Cherokee/Wagoneer (15, 16, 17 & 18)
8	1985 Jeep Cherokee/Wagoneer (15, 16, 17 & 18)
9	1981 Jeep J-10/20 Truck
10	1984 Jeep J-10/20 Truck
11	1981 AMC Eagle
12	1982 AMC Eagle
13	1983 AMC Eagle
14	1984 AMC Eagle
15	1985 AMC Eagle
16	1981 AMC Spirit
17	1982 AMC Spirit
18	1983 Jeep Cherokee/Wagoneer (73, 74, 75, 77 & 78)
19	1984 Jeep Cherokee/Wagoneer (73, 74, 75, 77 & 78)
20	1985 Jeep Cherokee/Wagoneer (73, 74, 75, 77 & 78)
21	1981 Jeep CJ5/7
22	1982 Jeep CJ5/7
23	1983 Jeep CJ5/7
24	1984 Jeep CJ5/7
25	1985 Jeep CJ5/7
26	Unknown

00C-162

PHIL

APR 3 1983

WIN

258c.

April 9 1983

American Motors Corp
14250 Plymouth Road
Detroit, Mich 48232
Attn. Complaint Dept.

Gentlemen

We have a 1980 Concord D L
Wagon with 37,000 miles. In the
last two years we have replaced
the valve cover gasket twice. We
had the gaskets installed by AMC
dealers (service dept) and they still
leak. In March of 1983 we had
another one ^{valve} and within a month
we are still obsessed with leakage.

Is this a common practice
in the (258) engines?

At the present time if we
look for another car it will
surely not be a AMC product.

000-163

Thank you kindly.
Hope to hear from you

Mr. & Mrs. Harold Jeffery
88. McLean Road
Cortland New York
13045.

P.S. What has happened to the
Quality in our American
mass cars >>> He had
had two previous Concord
Wagons.

000164

P.O. Box 67
Stafford, Ct. 06075
Jan. 14, 1983

American Motors Sales Corporation
Owner Services
14250 Plymouth Rd.
Detroit, MI. 48232

Gentlemen:

On Feb. 13, 1982, I purchased a 1981 Concord from Lipman Motors, Inc., 1495 Albany Ave., Hartford, Ct. 06112. It was a driver education used car and carried the remainder of a new car warranty. In addition, I purchased the Limited Service Agreement, 5-year or 50,000 miles plan C.

On Dec. 19, late in the day on Sunday, my wife and I were returning home when the oil light began to flicker. Fortunately this did not occur until pulling into the driveway. Upon examining on Monday morning (Dec. 20., 1982) I had to add three quarts of oil to come into driving range. Upon starting the motor it appeared that oil was escaping from beneath the valve cover. The nearest American Motors garage to my home is Mickey's Motor Sales in Rockville/Vernon, about 12 miles as opposed to nearly 28 miles to Lipman Motors. I thought the worst it would be is a broken gasket. I took some oil with me (if required on the road) and headed for the nearest garage.

As indicated by the attached bill, it was a warped valve cover. At this time it would have been foolish to pay Mickey's to replace the warped cover and then proceed to Lipman's to correct the problem. However, I did call the service personnel at Lipman's and was informed that the Limited Service agreement (\$25.00 deductible) would apply only to bearings or motor components affected by lack of oil. It was stated emphatically that this was an unrelated problem. Mickey's Motor Sales couldn't even honor any claim against the policy as they told me it was strictly a Lipman agreement without any connection to American Motors.

My problem is this. I was told originally that the policy was good ~~anywhere~~ and that it was American Motors connected. As far as I am concerned a matter of driving even a short distance (had the light come on with the sun shining on the dash board and gone unnoticed) would have destroyed the motor. Actually, being alert on my own saved insurance a sizeable amount of money.

I firmly believe I should be reimbursed \$50.80 because the valve cover should never have warped at 17,000 miles, and secondly, it was a very seriously related oil damage breakdown if permitted to continue. Your cooperation is appreciated. Thank you.

Very truly yours,

Erhard R. Pufahl
Erhard R. Pufahl

Registration No. is V-191073, issued 2-13-82, dealer 1-06-5298.

cc: Lipman Motors, (above address), Attn: Service Department

AMC/Jeep/RENAULT

OWNER CONTRACT REPORT FORM & OPEN CASE CLOSING REPORT

Name: **JOHN BLUCHARD**
 Address: **116 WILGATE RD OWINGS MIL, MD**
 City: **WASH DC**
 State: **MD**
 Zip: **20782**

Dealer: **BILL KIRK**
 Phone: **521-0006**
 Billing Dealer: **BILL KIRK**

Information Given By: **HITDAWAY**
 Code No: **90**

Action & Area: **Code No: 023-11**
 No. of Lines in Dealer: **023-11**
 No. of Lines to Zone: **023-11**

Review of ROS sent by owner - finds vic replacement would be covered less #102 deductible for \$5.42.
 Title date S.M. - owner has not made good on check but tel ch has it will go after the owner.
 Message kept with attorney's

EARNING ITEMS BETWEEN OWNER AND DLR
 REVIEWED ABOVE WITH GENTRY (ATTORNEY) EXPLAINED WRITER WILL CONSIDER BASE COVERAGE OF VIC LEAK IE ROS FROM BASE WARRANTY PERIOD ARE SENT TO ZONE - GENTRY TO RESEARCH & GET BACK TO ZONE

Handling Disposition: **023-11**
 ISSUE (insert a number each issue):
 Reviewed above with Gentry (attorney) explained writer will consider base coverage of vic leak ie ros from base warranty period are sent to zone - Gentry to research & get back to zone

Name: **AND DLR**
 Title: **AND DLR**
 Company: **AND DLR**
 Yes No

1. Did you deal with every owner issue in terms of problem/condition (stated level of satisfaction preceding any which came up after the case was opened)? **Yes** **No**
 2. Who road tested or quality checked the owner's vehicle?
 3. Was this road test done with the owner in the vehicle? **Yes** **No**
 4. Who from the zone verified satisfaction with the owner? **Yes** **No**
 5. How was the owner notified of the result of satisfaction, if applicable?
 OVERALL OWNER REACTION: **Satisfied** **Not Satisfied** **Disatisfied**
 *Established overall, complete back of report and make a copy for zone file. Road test was not required.

Financial Processing Instructions: **WASH DC**
 Zone: **WASH DC**
 Date: **12/18/82**

JUL 15 1986

✓ Buchanan, Ruffin, Yund
JAMES RUFFIN
July 12, 1986

American Motors Corp.
Detroit Michigan

(GEORGE F BOYLE
229 HENRY STREET
BUCKINGHAM, NEW YORK
10511

Gentlemen

In April 1981, I purchased a new AMC Concord. I like this car very much in spite of the two (2) major problems that I had.

This car, ID No 1-AMC-A0505BK191225 at the present has only 28,772 miles on it.

To continue I will dwell on what has happened.

As you know there is no head gasket, instead you use some kind of paste for the valve cover. This valve cover cracked, became loose causing a considerable loss of oil. I'm sure you realize this condition could not be neglected.

I had the condition taken care of for which I enclose a receipted paid bill. My other problem was a leaking

main seal which ² needed prompt attention I had this condition corrected for which I also inclose a receipted paid bill

These two (2) bills excluding tax - one for \$83.⁰⁰ and the other for \$157.²⁵, together amounting to two hundred fifty eight ⁷⁷/₁₀₀ dollars (\$258 ⁷⁷/₁₀₀).

I am a senior citizen and I did not go to Kayson Motors, (Cotton N.Y) where I purchased the car because it was much too inconvenient for me. I'm sure Buchanan Auto Service (where I had this machine) is certainly as reasonable as Kayson Motors.

I'm telling my story and presenting the receipted paid bills expecting a just and reasonable consideration.

Thanking you in advance
I am,

Respectfully Yours

George F. Boyle ⁰⁰⁰⁶⁶⁹
229 Henry Street
Buchanan, New York
10511

DEC 1, 1984

OWNER SERVICE

DEC 1, 1984

1 Holborn Park
Roxbury, Ma.
Grove Hall 02121
December 11, 1984

National Automobile
Dealers Association
8400 West Park Drive
McLean Va. 22101

Dear Sir:

I am the owner of an A.M.C. Concord DL six, which I purchased new in February 1981. I am having a problem with the motor oil leaking from the flange of the valve cover where it is bolted to the cylinder head. This problem started while the car was still under the manufacturer's warranty.

The dealer from whom the car was purchased tried to fix this leak on several occasions, but was unable to do so. After changing the valve cover three times in three years, and trying to seal it many times, the dealer told me that the problem is a manufacturer's defect, and that I should not bring this problem back to him.

Can your association recommend what recourse I may have, in order to get this problem corrected.

Thank you in advance for your kind cooperation.

Sincerely,



John R. Chisholm

AMERICAN DEALERS ASSOCIATION

12/10

000-470

MAY 14 1982

OWNER SERVICES

MAY 11, 1982

DEAR SIR,

I HAVE WRITTEN YOU A FEW LETTERS ABOUT
MY CAR 1981 CADILLAC WHICH I BOUGHT
FEB. 1981 FROM CAMELOT MOTORS IN ALBANY
NY. WELL I AM TIRED OF GOING THROUGH
THE SAME OLD STORY. I AM SURE YOU HAVE
MY STORY ON RECORDS. LAST TIME I WROTE
YOU TOLD ME TO SEE BILL VANALYSTINE AT
CAMELOTS AND HE WILL HELP. WELL HE
HAS NOT HELPED ME AT ALL. I AM
STILL GETTING ALL LICKING OF OIL ON
THE MOTOR HE SAID HE PUT A VALVE
IN ON WHICH I DON'T BELIEVE AND
I WAS JUST OVER THERE 2 DAYS AGO
MAY 7, 1982 WHICH HE DID NOTHING.
NOW DO YOU MIND TELLING ME WHAT
THE HELL DO I DO NOW WITH THE CAR
ARE THEY TAKING FOR FOOLS. THOSE
GUYS KNOW NOTHING ABOUT CARS HOW TO
GO ABOUT THE PROBLEM IT HAS TO GO
TO SOME SMART DEALER THAT KNOWS
SOMETHING. I AM GETTING DAM TIRED OF
THIS GAME IF NOTHING IS DONE I AM
GOING TO TAKE FURTHER ACTION.

MY PHONE IS
578-766-2326
APR 4 PM.

MR ROBERT T. COLLINS
LEAS HILL RD
NASSAU, NY 12123

1. Box
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January 6, 1983

Mr. W. Paul Tippett, Jr. ¹² Chairman of the Board
 American Motors Corp.
 American Center
 27777 Frankly Road
 Southfield, Michigan 48034

W. P. TIPPETT

JAN 11 1983

RUSK
 OPEN IT
 AYC KENOSHA
 EMPLOYEE

Dear Mr. Tippett:

Enclosed please find a copy of my letter to you dated Nov. 14, 1981. Your reply to same letter was a phone call asking me to take my car back to Harris Motors for repairs and oil leak.

Since you contacted me in November, 1981 I have taken my car back to Harris four times. You the same problem. Each time they changed the valve cover. Apparently this is not the problem as the oil leak problem still persists now more than ever.

Each time I mentioned to Harris that I would contact you again I was told to bring the car back in. This is the reason why it has taken me so long to bring this unsolved problem back to your attention.

I'm also enclosing a copy of work order showing that the date I last took my car to Harris was on Nov. 1, 1982.

ZONE WILL ↑

Please advise Harris Motors as to what action to take in order to over and for all take care of this problem. Right now the black is so

000-372

had had I constantly receive complaints when parking in other driveways. In my own garage, I have to put a large plastic container under the car to catch the oil.

At the present time, as an AMC employee, I cannot honestly recommend any AMC products to anyone nor would I feel confident in purchasing another AMC car myself. I sincerely hope that my problem will be corrected so that I can again be proud of AMC. Cars that I help build and have been driving for about 17 years

Sincerely yours,

Ernie De Frances
8327 23 Avenue
Kenosha, WI 53140
Phone 414-694-0669

COCA73

SERVICE

March 10th 1983

Gentlemen

I'm writing to you at this time to register my complaint about service I received at Shepard Chevrolet Inc. of Rockland, Maine. I have on two occasions found myself in need of assistance with "Shepards", and both times I was less than pleased with service rendered.

In August of 1982 I bought a 1981 CONCORD DL second hand. I was very pleased with it and still am. The car developed a couple of problems, one, the valve cover was leaking oil badly; two, the nice AMC four speaker AM/FM stereo lost the sound on the driver's side. When I got the car, the stereo had superior sound with real good stereo break-up in all four speakers. As a matter of fact it was the very best car stereo I had ever heard! I was sorry to have to take it in for repair. On 12/9/82 I took my car into "Shepards" which is an AMC dealer. They removed the stereo and sent it out to Beacon Electronics in South Thomaston, Maine. In the next three months I called a few times cont.

001174

. . . . To check on the progress of repair
 as I hadn't heard anything from "Shepard".
 They said they had to wait for a part from
 AMC and I would have to wait also. On
 March 9th, 1983, exactly three months later,
 they put my stereo back in & I got off I
 noticed they didn't even put the knobs
 back in the correct places but that was minor.
 When I turned the radio on there was little
 or no sound coming out of the driver's side
 again. On closer inspection, I did find that
 there was some sound coming out of those
 speakers, but the sound was about four times
 as loud on the passengers' side. Whether
 or not the radio was even fixed, or reinstalled
 incorrectly, I don't know. What I do know
 is, I don't want to invest another \$5000 in
 getting the radio looked at again, nor do I
 want to lose what I have left of a stereo
 for another three months. The quality of
 sound in the stereo now is about $\frac{1}{2}$ of
 what it was when I bought the car. I'll
 probably have to live with it because I don't
 want to do any more business with Shepard
 Chevrolet Inc. again.

The other trouble I had was the
 leaking valve cover. . . . cont. 175

I took my car into Shepards' and they checked it out and said what I had was a defective Valve cover and it would have to be replaced with a new reinforced cover - to stop the leaking oil. Well, the oil was leaking real bad so it had to be fixed and I asked if the factory would pay for the repair. They checked the numbers and said that I did have one of the "defective covers" but the factory would not pay and I had to. They did the repair and charged about \$5700 which I payed. I had to ask for the old cover which they found strange, but since I had to pay I didn't see no reason why they had to keep it. They gave me the cover and I was on my way.

I would also like to mention that when they repaired the Valve cover that they forgot to hook the temp. gauge back up and I had to go back to get that done. When they removed the radio, they chipped some plastic pieces off. My wife found them when she cleaned the car. The glove box is loose now and it wasn't before the radio was removed. "Shepards" seems to me to be heavily involved in GMAC & Toyota case while AMC appears to be on the back burner. Perhaps, ... cont.

they were sore because I didn't buy my car there?

Don't get me wrong I really like AMC cars and jeeps and plan on buying a 1983 this summer I just wanted you to know about "Shepard" and to ask ~~you~~ you where else in my area can I find reliable and professional sales & service? We are planning on buying a jeep in a month or two if we can find a good buy

Very truly yours,

John W Field III

P.S

My car's serial number is
1AMCA0556BK136391

000477

7-11-81
JUL 14 '81

Chic

from It may concern
I bought a Concord
2-12-81 soon after I got
it it leaked oil.

Norton Rust fixed it
twice, but apparently
did not do a good job, now
it is leaking oil again
and we are in a fix we
should pay the whole sum
for getting it fixed of
fifty one dollars plus parts
they may have to put a
new valve cover on plus
a gasket.

If they would of fixed
it right the first time
it wouldnt leak oil, this
is a poor example of your
product, it should of never
leaked oil to begin with
some of it must be the
factory's fault,

000478

We have no guarantee that
in ninety days it won't
leak again, cause they
only guarantee their work
for ninety days

This car has only 12,000
miles, and I don't feel like
we should have to pay to
have it fixed

Donald Gaddis
RR 2 Box 5
Hudson Ill

61748

Hope to hear from you soon

981 Concord

Identification number 65757BK16711

Telephone 309-726-1549
I bought this car new

COMPLETE TO

60C479

Balk

46 Lexington Street
Belmont, MA 02179
(617) 489-1740

July 28, 1983

AMERICAN MOTORS SALES CORPORATION
Owner Relations Department
14250 Plymouth Road
Detroit, Michigan 48232

To whom it may concern:

This letter is late in being written only because of the inner conflict and doubt within myself as to whether any good may come from it. My final conclusion, if I did not write, how else could my problems (and maybe the problems of others) be resolved? How else would you know problems exist?

First of all, I was a firm believer in the slogan 'BUY AMERICAN'. I felt buying American meant jobs for our work force and a spur for our own economy. I chastized my oldest daughter and her husband because they bought a Toyota. (They purchased their Toyota before I purchased my Concord.) As problems with my Concord evolved, my criticism of her diminished.

I have purchased three new cars in the past two of which were American Motors cars. The 1961 Rambler was a pleasure to own, with a minimum amount of problems (adjustment mostly). This prompted me to look to American Motors when I was ready to buy our second new car.

Well, it now appears I made a mistake. I am angry, upset, frustrated, and extremely disappointed at the amount of repairs required to maintain my 1981 AMC Concord DL (\$8,000++ car) and at the periods of time where the loss of this Concord worked hardships on my family routine. Before the Concord was a year old, I felt I had purchased a used car. I like most work hard for my money and find there is nothing more frustrating than to spend it and not get what you pay for.

Consider the following:

1. My oldest daughter's car, a 1980 Toyota Corolla, had no recalls or defects. The only time the car was at the dealer was for scheduled maintenance. (Amazing, almost like the American made cars of the past)

000480

2. My youngest daughter is commuting 100 miles a day to a college. I thought she should buy an AMC Spirit. After my problems with the Concord, she chose a 1982 Honda Civic. Her choice was correct in two years time, no problems. Not One!
3. I bought my third new car, a 1982 Toyota Tercel one year ago. To date, no problems. Not One!
4. My second daughter recently decided to buy a new car. Her choice from past performance, a 1983 Toyota Corolla. Can I fault her? No, not really.

Here we had a potential of three new cars being bought. They could conceivably have been American Motors cars. All sales lost because of the problems incurred with my Wife's AMC Concord.

The American car builders (work force and management) should wake up. You are gradually losing potential buyers. If you put as much effort into making a trouble-free car as you do trying to control the number of Foreign cars coming into the Country, the latter would stop posing such a threat to our economy. The pride in American car ownership would be restored.

I should make mention here, of the responsibility of your dealerships in customer relations. I work in a supermarket and we are urged to treat customers with respect. A satisfied customer continued business. Dealerships should also reflect this same policy. I am part of a silent majority it is not my nature to argue, intimidate, or persistently pursue.

I am enclosing for your review a list of the repairs and problems have incurred with this Concord. Please note the repairs listed were not driver caused or maintenance related.

The upset and frustration are still with me. Every time I look at the car I get the feeling I've been had. You can count my vote for the Lemon Law.

Disappointedly your:

John G. Girvainis
John G. Girvainis

Enclosure

Mr. Kevin Canty
American Motors Corporation
Westwood, MA 02090

06CAB1

JUL -8 1983

5733 Savannah Dr.
Sarasota, FL 33581
TEL-- (813) 924-1589

July 6, 1983

American Motors Corp.
14250 Plymouth Road
Detroit, Michigan 48232

RE: American Motors Concord
Model Year '81
I.D. # 2CMCAO558BB702535

Dear Sirs:

This is my second letter to you within six weeks. I will mention again some of the things I included in the first letter. However, please refer to it for all of my complaints. I indicated I had talked with Ron Foshee your P.R. man in Atlanta. My main complaint about the car is the plastic valve cover. It began leaking oil at approx. 8000 miles. The cover was replaced and was covered by the warranty. It began leaking oil again at approx. 20,000 miles. Now it no longer is under warranty. Ron Foshee, David DeSario of Gulf Gate Motors here in Sarasota and others have admitted the plastic valve cover was a "bad idea." Ron told me by telephone that there was a good chance American Motors would replace the cover a second time at no cost to me. Ron also said a Mr. Ernie Hiler, this area's rep., would contact me in this regard.

My call to Ron took place in March of this year (approx. time). To date I have not had a call nor a letter from Mr. Hiler. Over the past months, I have made many stops at Gulf Gate Motors trying to get some satisfaction. Finally, yesterday Mr. DeSario called saying he had been in touch with Mr. Hiler and that he (Mr. Hiler) had said American Motors would do nothing and therefore no reason for him to contact me.

This morning I again called your Atlanta office and asked to speak to Ron Foshee. The girl informed me Ron was no longer in this position and that a Mr. ? who had taken Ron's place, was in a meeting. She promised to have him return my call in approx. 20 minutes. I waited by the phone for 2 1/2 hours without results.

This morning's business report indicated American Motors was doing very well with its present products (Jeep, etc.) but it seems to me you should not abandon those who unknowingly bought one of your cars containing a major engineering goof. Perhaps American Motors is too big and I am too small and thus I will not get this second valve cover replaced at no cost to me but I would like to think American Motors would have the decency and/or the courtesy to at least have someone discuss this problem with me.

Try to put yourself in my place-----behind the wheel of an American Motors Concord, smoke coming from underneath the hood (burning oil), oil all over the garage floor, the driveway, will not park it on friend's driveways, buying a quart of oil every 200 miles to get above results?????

I hope you feel you must do something for me,

Roy F. Kragel
Roy F. Kragel

000482

LEFFERDINK -

FEB 7 1983

from the desk of *Lois* 3-1-83

MARION LEFFERDINK

Dear Jim
In enclosing my bill
for Valve cover gasket re-
placement.

This should have been
covered on a re-est. I'm
informed. Since I'm an
absent owner I can't see
that this makes any difference.
As I see it a bad part
is a bad part no matter
when or how.

Please refer my
money. *Marion Lefferdink*

Marion M. Lefferdink
4878 Cove Drive, Apt. 3
Culvered, CA 92008

606-483

Rita McLoughlin
30 Knell Drive
Massapequa, NY 11762

OCT 27 1983

newy

October 24, 1983

Certified Mail

American Motors Sales Corp.
Consumer Complaint Dept.
14250 Plymouth Road
Detroit, Michigan 48232

Re: American Motors Concord
Yr. 1981 - ID#AMCA0553BK12 - 28,000 MI.

Gentlemen:

I have had an oil leak in the captioned vehicle since I purchased it. It was called to the dealer's attention at 2,000 miles. It was back to the dealer where I purchased it twice, and I have since brought it to Stern Motors, Sunrise Highway, Freeport, N.Y., since it is more convenient. Stern has had the vehicle twice for this oil leak. The last repair was on Aug. 30, 1983, and I felt it had been taken care of properly and neglected to check it. Last week I noticed a fairly large oil puddle in the driveway and determined it was coming from the Concord (we are a six car family). When I called Stern's service manager to complain about the oil leak re-occurring, he told me to make an appointment for the following week, which I did. Since then, the car engine has become so soaked with oil that the car is smoking. I advised the service manager of this today, and asked him to take the car for repairs immediately because it cannot be driven any distance without smoking. He told me, "I would have to wait my turn." I was extremely perturbed by his reply because I felt that it was his lack of repairs that caused this problem. I advised him that I was contacting my attorney to bring suit for fraudulent repairs and the fact that there is a mechanical defect in this vehicle that cannot be corrected. He advised me, "to go ahead and take any action I wished."

I do feel that with the poor sales of new cars dealers would choose people to represent them who could exercise the use of courtesy and manners towards customers. I wish to advise you that my husband is a senior vice president of a bank and our social contacts in business and in our neighborhood could help to promote the sale of A.M.C. cars. It can never be denied that word of mouth is the best sales pitch available.

Very truly yours,

Rita McLoughlin
Rita McLoughlin
(Mrs. John H. McLoughlin)

000485

NOV 10 1963

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Ret

317 Winfield Drive
New Albany, Indiana 47150
November 7, 1963

American Motors
Owner Relations Dept.
14250 Plymouth Road
Detroit, Michigan 48232

Dear Sirs,

I have a 1961 AMC Concord purchased June 1, 1961. This car is only a little over 2 years old. I am NOT a proud owner!

Last month I had to have the transmission completely rebuilt to the tune of \$751.00! I also had to replace the front shocks when the car was a little over a year old plus buying and installing a rubber bumper on the suspension that had never been on the car. I had to purchase a new battery 4 months ago and have already bought two new tires. There has been an oil leak in the car ever since I have had it. The engine developed white oil and the car smells horrible-most all the time. No one seems to know what causes it and don't want to find out. They seem to think it's something that is not dangerous, but is hard to get to.

Although the place where I bought the car went out of business the week after I bought the car, I had it serviced at an AMC dealer in Louisville, Ky. You can see by the enclosed dup. case billings that trouble with the transmission started in October of '61.

I like to drive this car; the size and pickup were just what I wanted in a car, but one expects more from a \$9000.00 car with only 40,000 miles than what I got!

Needless to say, it's no wonder the American people have resorted to buying foreign cars-- they are cheaper and certainly don't fall apart before they're paid for!

This was to be the last new car I would buy for a long time for I am retiring from teaching in May, 1964. Limited incomes are not inducive to buying new cars. Is there some kind of compensation or something that can be done to appease my dissatisfaction? I eagerly await your reply.

Very truly yours,

Margaret J. Miller
Margaret J. Miller

Alphonse 512-9440222

600-486

March, 18, 1983

Dear Sir:

In February of 1981, I purchased a 1981 Concord from your dealership in Brunswick, Maine. otherwise known as, New Meadows AMC-JEEP. I have since experienced some very unfortunate and frustrating mechanical and service problems. I was referred to the AMC dealership by a good friend, who has purchased two AMC vehicles from there and is similarly disenchanted at the present time. Having discussed specific problems with several people in this area, I find that the service department of this dealership has an absolutely terrible reputation. I recently made a decision to neither purchase another car from this place nor to have my present vehicle ever serviced there again. I have also made these facts known to your representatives who are in charge of this dealership, who don't seem to even care! As to my specific problem, I will outline the details below. The car was only a few months old when it developed a problem with excessive smoking under the hood. I drove the car directly to New Meadows AMC, where I was told by the service manager, Carl Ozzella, that this was a re-occurring problem with the 1981 Concorde. It seemed that the valve cover was plastic and was held on only by a type of sealer, called Permatex. Mr. Ozzella informed me that he would re-seal the cover and he would be very careful to leave no air holes, which should take care of my problem. He also cleaned the engine, since oil had seeped all through it. Of course, all of this labor and service was under warranty. I have since experienced this same specific problem four more times. I will not bore you with the details of each specific situation, only the two others which are quite interesting.

In May of 1982, I was experiencing a problem with the car running very poorly with no power and took it to New Meadows for service, not having the least idea of what was wrong with the car. I received a telephone call from the new service manager (Carl Ozzella had been fired) "Candy" who informed me that I needed a new engine that the engine had serious problems. The mileage at that time was 12000 miles! I was dumbfounded and told her to check with someone in authority to be sure the warranty would cover this major over-haul. She called me back later that day and informed me that she had been mistaken. My car was not in need of a new engine; the problem was found and my car was ready to be picked up. She also told me that all of this service was covered by my warranty. (copies of bills are attached for details of the specific problem)

The same oil leaking problem occurred again last Fall, copy of bill attached. However this time, I found myself being presented with a bill for nearly \$100! (copy of this bill is attached) The bill covered a new valve cover and labor and a multitude of other parts which had to be replaced because of the leak. This time I was dealing with "Bob" whom I understand is the person in charge. I argued with Bob about the bill since it was and is still a factory problem. An oil leak of this nature is not a normal service problem and is a defect. Bob said that he would see what he could do about it. (also found grease all over my

00C-488

light blue interior when I got my car back.) I received a call from Candy the next day saying the bill had been taken care of and I didn't owe for it. About a month later, I got the bill in the mail: in its entirety with no 'paid' notations on it at all. Upon calling Candy, I found that the matter of this bill had not been resolved and I did end up paying for air cleaners and oil and other miscellaneous items which had to be replaced due to the oil leak. Also connected with this same episode, I had to return to the garage immediately because of the car not running properly. Something had been left disconnected under the hood! A week later, I went to go out in my car, started the engine, and the car was racing excessively. It seemed like the accelerator was stuck. I called the AMC garage and a wrecker came after my car. I was told the problem was the throttle sticking, but when I got my car back it was still racing. When brought to Bob's attention, he was insulting and arrogant about it and I went away with my car still racing! It was at this time, I decided never to return to this place of business again.

Last week, I needed my car serviced - regular oil change etc.- and I went to another garage of reputable standing and with whom I had dealt with in the past. Since I was very nervous about my oil leak problem, I asked the mechanic to check on it. Sure enough, I found out it was leaking again or still. The last time it was 'fixed' Bob assured me that the mechanic had used a new kind of clamp and that it would never leak again!! I at this point realized that there would be no sense in returning to the AMC garage - after all, they had 'fixed' it 4 times already!! So, the new mechanic proceeded to fix it. Copies of these bills are also attached. The new mechanic had not only never seen or heard of a plastic valve cover, but he could not believe the condition of the valves and other parts under the cover. Permatex sealer was literally wrapped all around the various parts with little bits and pieces of it floating in the oil. I have been advised that I may very well have further problems caused by the presence of Permatex in the oil. The cover has now been sealed again with a sealant specially designed for this purpose. I wonder why the AMC garage has never heard of it? Copies of these bills are also attached, since I have had to pay dearly for this service. Again, this is clearly a factory problem.

Needless to say, I am not too pleased with the American Motors Corp. I currently still owe New Meadows for the \$30 towing charge which was all for nothing. I now regret paying them for the two past service jobs, since they did not accomplish a thing. I sincerely feel that I am entitled to some kind of retribution here. I have not any intention of returning to this garage, so any retribution would have to be in the form of cash or a new car. I would appreciate hearing from someone promptly on this matter. Please be assured

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I have adequate documentation to support my claims:

1. I have documentation supporting this problem and the lack of the ability to permanently correct the situation.
2. I have 4 men, one of them my new mechanic and one of them his manager, who saw the condition of the engine after New Meadows has finished with it. None of these people could believe their eyes and were so concerned about the condition of the parts under the valve cover, they actually called for me to personally see it!
3. I have a written description of the condition as found by the new mechanic and witnessed.
4. I have the pieces of Permatex which were removed from around the rocker arms and their parts located under the valve cover.
5. I firmly believe that all of the above are more than adequate bits of information to warrant a settlement.

I await your response.

Sincerely,

Janice M Pennell

Janice M. Pennell
RD 2 Wildwood Hts.
Brunswick, Me. 04011

207-729-5063

Copies to: American Motors Sales Corp. Detroit, Michigan
American Motors Corp. Boston, Ma.

000490

511 Avenue K
Matamoras, Pennsylvania 18336
March 8, 1985

ADESCO, INC.
Post Office Box 20630
Indianapolis, Indiana 46220

REF: 1981 AMC Concord
Serial No. 1AMCA0557BR162644
Warranty Number WL 9160

To Whom It May Concern:

Recently I was called upon by my customer, Paul Richter, to rectify a heating problem in the above-referenced sedan. Upon removing the dashboard, striving to remedy the severe lack of heat, I found an accumulated mass of snow/ice! In order to partially correct the lack of heat in the aforementioned vehicle, it was necessary to disconnect the air conditioning wires.

Another complaint related by Mr. Richter was a leakage of oil. I traced this to a leak in the rocker cover.

In my professional opinion, I do believe that the above-mentioned malfunctions are factory related and, in all fairness to the purchaser, should be immediately rectified by American Motors Corporation.

Sincerely,

Crane Vandermark
Crane's Car Service

CV

c.c. American Motors Corp. ✓
Detroit, Michigan 48233

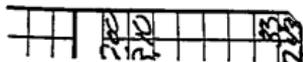
000491

I put oil in at Newago.
"nt to American Motors
Service Dept They had
to clean the motor and
put oil in it. That hapened
that time. The seal
under the cover on top
of the engine, let go and
I had had oil all over the
wires and every thing.

That cost \$7.46. the air
nditioning cost me, better
then 30.00. Now there is
a broken hose. They checked
it out and put in a new P.C.
valve. They didn't have a hose
on hand so I have to go
back again cost 17.43

000-493

I sure have had rotten
luck, with this car I am
hoping to hear from you
on this matter,



Yours
Virgil W. Smith
2040 Cleveland St.
Wyoming Mich.
49509

00C-494

JANUARY 10, 1985

AMERICAN MOTORS
OWNER RELATIONS DEPT.

DEAR SIR:

In May, 1981, I purchased a 1981 Concord 4-door sedan VIN / *AMC-A05078K155744*
from Kelly AMC dealer in Mason, Mich. After several days, I returned
the car to the dealer for repair of an oil leak. They told me that
the leak was around the valve cover and they tried to seal the leak
while I waited. After several days, oil was still leaking so I took
the car back to the dealer and left it there all day so that they
would have time to do a good job. They managed to reduce the leak
but it still leak a little and it still leaks today.

I recently completed a trip of 4,700 miles, during which I added
three quarts of oil. When I had the car serviced after the trip,
I was told that oil was leaking around the valve cover and that the
bottom of the car was wet with oil.

I realize that the car is no longer under warranty, however I
feel that this is a problem which should have been repaired under
the warranty and that I gave the dealer sufficient opportunity to do so.
I would like to know if the AMC will cover the cost of this repair.

Sidney D. Smith
SIDNEY D SMITH
1733 DOWNEY ST
LANSING, MICHIGAN 48906

(517) 321-5903

000495

In Feb 2, 1977 we purchased a 1971 Concord four door from Doc Rivers Auto Service. It was a demonstrator used by the Saliman's wife with 4,000 miles on.

We got a new car warranty with it.

Within 3 months I complained to the dealer that it was leaking oil. They put some tape under the valve cover which didn't help at all, it still dripped. They jammed some felt and used the gasket sealing compound that it tells in the manual, but it still leaks. Now I'm worried if too much of this compound got inside the motor.

They tell me that the factory representatives say no nothing can be done about it.

INTERCOM. W/ 542.

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...said they had some problems, but they
said they had some problems, but they
(& them, but the Texaco Revers dealer says they
cannot fix it.

On 600 miles it used 1 quart oil, whether
it burnt it or leaked out, I don't know

We've been buying brand new AMC cars since
1953 and they never leaked or dripped oil,

We do expect an answer from you, and
hope this problem can be solved.

Besides the big oil spot in our garage,
whenever we park, we leave oil spots, I m.
are you don't expect us to be satisfied with

(Hoping to hear of some solution to this
problem.

Sincerely, Edward E. Van Eise
2746-11th St
Tulsa, Okla. 74124

ILLEGIBLE

000497

American Motors Corporation
14250 Plymouth Road
Detroit, MI. 48232

22 Feb 1983

Owner Relations:

On 24 October 1981, I purchased a 1981 AMC Concord, ID # AMCA0551BK166446 at Reardon Oldsmobile in Lakeland, Florida.

Within the first few months I had the following repairs/replacements made to the vehicle still under warranty:

1. Repainted the galvanized strip underneath the rear window.
2. Starter replaced.
3. Valve cover replaced.

During the sixteen months I have owned this vehicle, I have never been without an oil leak around the valve cover.

I had the car serviced at B.M. Smith Motors in Plant City, Florida, again for the oil leak. I have been told many times that due to an engineering defect (no gasket is now being used) that the 1981 and 1982 records have caused the owners many problems. I was charged \$46.18 for resealing the valve cover.

The service manager at B.M. Smith Motors told me I was charged the fee because of the amount of work involved and the car was no longer covered under warranty.

Within one month the oil leak reappeared and I have had the valve cover resealed for the third time, at no cost to me.

Since this valve cover problem is an engineering defect, why must the owner and the auto dealer incur the expense of this continual and very annoying oil leak?

I feel that I should not have been charged the \$46.18. Please advise!

Sincerely,

Von Watson
VON WATSON

1 Atch
Service copy

Cy to: Zone Sales Office
B.M. Smith Motors

000-498

George G. Weissenburger
 95 Catalina Circle
 St. Augustine, Fla. 32084
 Phone (904) 797-3836

Feb. 17 1984

American Motors Corporation
 14250 Plymouth Road,
 Detroit, Michigan

ATT: Owner Relations

Dear Sirs:

I am the owner of an A.M.C. Concord Sedan - year 1981
 Vehicle Ident # 1AM CA0554BK 136549 Purchased from Atlantic A.M.C. on U.S. 1 South, St. Augustine, Fla. Delivery date May 6th 1981.

This is NOT my first AMC car. I was pleased to own a Rambler sedan many years ago which I enjoyed. My next car may possibly be an Eagle.

As you may assume, I feel that the AMC line is an excellent line of dependable motor vehicles and I am very satisfied with my Concord except for what I consider a growing FAULT (and I take this means to bring this to your attention)

In the very first few weeks of ownership, I noticed LEAKS of fluid or oil on my carport floor. This was reported to the Dealer Service Dept. Evidently work was done to correct this problem and, though it never cleared up completely, it improved somewhat. But, the leak grew steadily worse in spite of my efforts and now, I am told, only expensive motor work can correct this fault. It seems shameful that this inherent defect should so detract from the fine reputation of this automobile.

I have not reported this matter to my dealer, or is it my demand that they be responsible since my car is long out of warranty. BUT - YOU folks at the Customer Relations should be made aware HOW an owner feels when his AMC (at only 22,500 mileage) leaks so badly that I am afraid to go on long trips and must wipe up my carport EVERY day as well as having to replace the lost fluids and oils. All this on an otherwise dependable and efficient car.

Thought you really ought to know.

Most sincerely,

George G. Weissenburger
 George G. Weissenburger

000499

Over-Head Name: **LA** Cl. **ADULTS** **Amc Jeep Rental** OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING...PORT
 Address: **17011 S. 170th** City, State, Zip: **Maple Valley, WA 98149** Home Phone: **206-835-1111** Bus Phone: **206-835-1111** Zone: **170** Recontact: **N** ZONE: **170** Date Handled: **11/15/97** Copy Distribution: **17011 S. 170th**
 VIN: **1H4M1C1106113K** Mileage: **119000** Priority: **0** Years of Ownership: **2** Commitment Date: **11/15/97** Closing Due Date: **11/15/97**
 Selling Dealer: **Lore Mils** Handling Dealer: **Jackson MHC** Charge To: **170** Routine "X" Case Other: **Zone Owner Relations Manager**
 Notes/Action Agreed: **Information Given By:** Repairs Made or Action Taken and Date: Owner Satisfied?

Codes: **016-1** No. of times to Dealer: **1** No. of times to Zone: **1**
110112 - assigned 8 of the copies
00097 - verify & return head
115097 - location purchase
115097 - discussed need to search
115097 - head to pass for them to
115097 - assign 8 of the copies
115097 - assigned the 11111 with need to
115097 - for policy & to contact the dealer
115097 - assigned

ILLEGIBLE

Title: **606-500**
 O.R. (please) Follow/ing instructions: Wire sent to Zone Copy of OCR sent to Zone
 Handled By: **J. L. Light** Date: **11/15/97**
 Signature: _____ Date: _____
 Accepted: _____ Date: _____
 Zone Signature: _____ Date: _____
 Overall Owner Reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED
 1. Did you deal with every owner issue in terms of problem action taken/and level of satisfaction (including any which came up after the case was opened)? Yes No
 2. Who road tested or quality checked the owner's vehicle? No Yes
 3. Was this road test done with the owner in the vehicle? Yes No
 4. Who from the zone verified satisfaction with the owner? _____ Name _____ Title _____
 5. Request for this satisfaction report? In person Phone Wheel letter
 6. Attach copy of satisfaction, if applicable. _____
 7. Dissatisfied overall, complete back of report and make a copy for zone file.