

2

00C550

February 21, 1984

American Motors Corporation  
14250 Plymouth Road  
Detroit, Michigan  
Attn: Owner Relations

I am writing in regard to my 1982 AMC Concord, Vehicle ID #AMCA0553CK169544. I purchased this car from Mecham Pontiac on April 7, 1983. This was a new car with a full 12-month/12,000 mile New Automobile Warranty.

I took the car back to the dealer Mecham Pontiac for service Nov. 14, 1983. At that time I had my car serviced with an oil change and lube. While my car was in for service, I gave them a list of things that needed repaired on the car. For example, the car had an oil leak, coolant leak, the car sat lower on the right rear, the left door glass wouldn't roll all the way down and it was pulling the channel felt out and tearing it up. The left rear door handle was also loose. The car was getting very poor gas mileage. See attached invoices #100443, 100450 and 100460 dated Nov. 14, 1983. They had to order most of the parts to repair what was on my first order. After they had my car for two days they said I could pick it up and they would notify me when the parts came in.

The very next day after I had picked my car up, I had to take the car back because they had left a vacuum hose off. They put the hose back on and I left. The next day I had to take my car back again because it kept dying. The car died 14 times on the way back to the dealer.

When my parts that were on order came in I took my car back again on Nov. 29th to have the repairs made. See attached invoices #100566, 100567. At this time I told them that the car had a bad vibration in the front end between 45-55 MPH. As you can see by the attached invoices, they balanced my front tires and that was suppose to take care of the vibration. When I picked the car up on Nov. 30th the window channel they had replaced was the wrong one and the car still vibrated when I drove it out of there. Needless to say, I took the car right back and the Service Manager, Bill Jorjan rode with me to see if the car did vibrate and he told me he thought it was the Drive Shaft. He said I would have to bring the car back so they could check it out. I told him I wanted to leave the car that night so I wouldn't have to come back again. I told him that I bought a new car so that I wouldn't have to be taking it somewhere everyday for repairs.

The Service Manager assured me he would see to it that these problems were taken care of. So I left the car there again that day and they called me the next day and told me they had to reorder the window channel and also a complete Drive Shaft, so I could come get my car until they got the parts in. See attached invoice #100588.

000551

On Dec. 13, 1983, I took my car back again when I received a card in the mail saying my parts were in. I left my car there to have the Drive Shaft installed and the window channel replaced again. Two days later when I had not heard from them, I called to see if my car was finished. I was told they had ran into some problems. After they had tore my car down they said the Drive Shaft they had ordered was the wrong one. Also the window channel was still the wrong one, so they would have to reorder both the Drive Shaft and the window channel again. They then told me I could come pick up my car again and wait for the parts to come in. See attached Invoices #100685 and 100686.

By now I am really getting upset with Mecham Pontiac and their so called Service Department. Everytime I would take my car back I would find more things wrong plus they never seem to be able to fix anything they did right.

From Dec. 13, 1983 until Jan. 9, 1984, I never heard one word from Mecham Pontiac or their Service Department about the parts that were on order for my car. So I called on Jan. 9, 1984 and talked to Bill Jordan, the Service Manager and told him I was really uphappy with the service that I was getting on my car. My Drive Shaft was still on order and the window channel was still on order. My car was still leaking oil and coolant, the car still sat lower on the right rear and so forth. See attached invoices #6190, 6201, 6202 and 6207. He told me to bring the car back to him personally and that he would make sure that these problems would be taken care of. He asked me when I could bring the car in and I told him I would bring it in that night after work. I also asked him if there would be a Rent-a-Car available to me when I got there and he said yes. I took the car in that night after work and waited to see Bill Jordan so I could give him the list of things that still needed repaired. He again assured me he would personally check the car over when the service department was finished and make sure everything was done right. I then left to go get a Rent-a-Car and when I got over there I was told they didn't have any more. Needless to say, I was really upset. If the Service Manager can't do his job right there is no hope for his Service Department doing theirs. He told me they would bring me a car the next day where I worked and pick up my car so I wouldn't have to make another trip back. Well I waited all day to hear from them and they never brought the car or called or anything. So I finally called Bill Jordan again and he said they had just got a car and could I bring my car back to them and pick up the Rent-a-Car. So I took the car back one more time that was Jan. 9, 1984 and again Bill Jordan assured me they would take care of the problems. See invoices #6190, 6201, 6202 and 6207.

They called me the next day at work and told me my car was ready. I asked them if everything was fixed, and they said everything except the Drive Shaft and window channel that was still on order. I told them I didn't want to come get the car until everything was fixed including the Drive Shaft and window channel. because I didn't like driving the car with a bad Drive Shaft in it that I felt would do more damage to the other parts of the car. They told me that the Warranty would not cover a Rent-a-Car for me to drive while my car sat at the service department waiting for parts to come in. So I had to go get my car and take the Rent-a-Car back.

To this date my car still leaks oil worse than it did before they started working on it. How my temperature gauge doesn't work since the worked on my car the last time. My Drive Shaft and window channel are still not in.

I haven't heard a word from the Service Department, Bill Jordan or anyone from Mecham Pontiac since Jan. 9, 1984, when I last had my car in. When I had asked the last time I was there what the problem was in getting my parts, they really didn't have an answer for me.

I really feel I am getting the run around and I have ran out of patients. I think they are just waiting for my Warranty to run out.

In conclusion, I would like for someone to contact me and tell me what steps I can take to either get my car fixed to my satisfaction or get Mecham Pontiac to take the car back, because I truly think this car is a LEMON. I feel I will continue to have problems with the car and as far as for the Service Department I don't think they know what they are doing. If they can't even fix a simple thing like an oil leak they must not be very good mechanics.

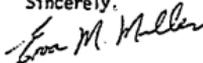
No new car should have to have a Drive Shaft replaced at only 6,000 miles unless the car is a LEMON. Like I told Bill Jordan, I bought a new car so I thought I wouldn't have all these problems with repairs. I am paying over \$200.00 a month on a car that is worse than my old car. My old car had over 80,000 miles and never had an oil leak, or had to have the Drive Shaft replaced.

I would appreciate a prompt reply to this letter. I would like some help in getting this matter cleared up as soon as possible. Thank You.

My name is: Eva M. Miller  
Address: 5901 N. Wolf  
Phoenix, Ariz. 85033

Telephone: 602-846-6015

Sincerely,



Eva M. Miller



July 2, 1984

Dear Sirs:

I have a 1982 Concord.

Thursday I was driving on  
96 expressway, my car started  
a funny sound. I didn't move  
it until I took it back to the  
dealer, where I got it from.

Here is a copy of the bill. I  
own 3 American Motor Cars  
and this one has really been  
the most trouble. The seal on the  
head was leaking oil and my  
A/C condition unit was broke.

Detroit Radiator Co. Claim it was  
broken from the factory when  
they put some freeze in  
it. Now my transmission is  
have gone bad and my car

441 7 555

555

Only 2 years old  
was in a state of ~~the~~ shock. Wilson  
manager told me that I had  
Chrysler Transmission in my car  
cause I have been trying avoid  
for Ford and Chrysler cars because  
I have heard about there cars  
being just like my Concord. I  
don't feel that it is my fault  
but a two year old transmission should  
not be bad and will not all  
tick out my complaint about it.  
Please I need a fast reply  
cause my car is at the dealer  
now

Grassie Paints Material Sales, Inc.  
18201 Mack Ave - 885-8000

My James Garner  
Mrs William Garner

227 Hague

Detroit Mich 48202

000556





W

Jan 10, 1983 01

SERVICE

American Motors Corporation  
14250 Plymouth Road, Detroit Michigan 48232  
Other Owner Relations

1. Owner and automobile information
  - a. Owner Martha A Sheffield  
1745 Yalta Dr  
Beavercreek, Ohio 45432
  - b. Make AMC Concord DL
  - c. Model 4 DR Sedan
  - d. Serial Number 1AMCA0550EK124805

2. Problem 1, We feel that we should not have had to pay for the repairs indicated on the attached bill dated 1/3/83 (attachment 1)

a. The heater was not working properly prior to 11/4/82 We had noted that cold air was coming from the heater vents when the heater was on See bill dated 11/4/82, attachment 2. The heater control assembly had been bad for some time but we or the dealer could not detect the specific problem until 1/3/83

b. There had been an oil leak almost since we have had the car. Note bill dated 9/20/82, Attachment 3 It was mentioned at each regular service and we specifically requested that it be checked on 11/4/82

9 Dec 1982 559

attachment 2 It was not until 1/3/83 that the valve cover gasket was replaced & we feel that we should be reimbursed for these expenses.

2 Problem 2 During our return trip from Florida in October 1982 the fan belt went bad. We heard a noise which sounded like loose tappets but by the time we got it to a dealer the noise had stopped. By the time we had arrived at home in Beavercreek, Ohio the mileage had exceed 12,000 miles. Then, we found that the belt was frayed and broken in several places. It was Saturday and Eastgate service department was not open. We had A & S Garage work on it but they had to order the belt and did not get it replaced until 10/23/82 (see attachment 4). On 11/4/82 Eastgate Ford had to tighten the belt (see attachment 2, cost \$4.00) this expense should not be necessary on a new car and we think we should be reimbursed.

3 Please give this your careful consideration  
thank you

Martha A. Sheffield  
and Leroy V. Sheffield

000550

February 20, 1984

American Motors Corporation  
14250 Plymouth Road  
Detroit, Mi. 48232

Attn: Owner Relations

Gentlemen:

I sincerely hope this letter finds a concerned party and what I have to say does not fall on deaf ears as has been the case in the past.

I purchased a 1982 Concord DL on January 23, 1983. This car is a LEMON and I have gotten no place at all with the Dealer, Ernie Haire. In order to get something properly taken care of, I had to rely on a highly recommended AMOCO mechanic after several visits to Ernie Haire.

This is my third AMC in 14 years and each time I've said "Never Again" This time "that's it" if you cannot make this situation right.

On August 15th and 18th of 1983, I had a problem with the front end shocks. They replaced one shock 8/18/83. Now, I may be a lady, but I know enough about cars that you do not replace just one (1) shock. If the car had been out of warranty, I'm sure I would have been told "you need 2 shocks on the front end" When still in warranty they just patch it and hope that holds together until the warranty expires and then "Sock it to Em" Well: I've been socked one time too many.

As you can see by copies of my service tickets on 2/7/84 I requested an estimate on the repair of an oil leak and check the timing and adjust where necessary. To repair "oil leak" the cost would be \$94.82. I had the job done by some one else for \$78.15. The car was idling too fast so they cut it back so much that it idled extremely rough. The next day I returned to point this out. I was told they would have to put the car on the machine to check it out. Now, you tell me why that was not done the day before when I stayed there all day. When I asked the gentleman at the service driveway this question, he looked at me as if I shouldn't even be there. I took my invoice and informed him, I would not bother him anymore.

000551



On February 18, 1984, it was necessary to drive my car in a funeral procession, I was never so embarrassed in my life, to be driving a 1982 new car and have it die a dozen times from the funeral home to the cemetery.

February 20, 1984, I returned to the Dealer. Ernie Haire and spoke directly to the assistant Service Manager - Fred Eckert. For the first time, action was taken. Seemingly the car is running properly. However, it has not yet stood the test of time.

To date I have spent \$131.78 on this car and for new equipment; that is more than any manufacturer should ask.

American Car manufacturers have been losing business to the foreign companies. Inferior products and poor maintenance service will do that, you know. If you want Americans to buy American made cars, then you had better take heed.

Enclosed are copies of service tickets relating to this aggravating situation.

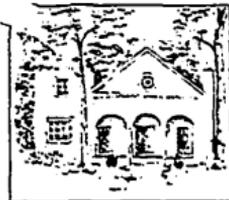
Sincerely,

*Bettie Thompson*

Bettie Thompson  
8114 Elmer Street  
Tampa, Florida 33604

Age 56 - UNEMPLOYED  
cc: BETTER BUSINESS DIVISION  
801 E. Kennedy Blvd.  
Tampa, Florida 33601

000563



Sec: 11: Day Baptist Church

A. 10-  
C:

REVEREND KENNETH B. VAN HORN, PASTOR  
PARSONAGE — 209 FIRST AVENUE  
DAYTONA BEACH, FLORIDA  
TELEPHONE 255-4743

September 13, 1983

American Motors Corporation  
14250 Plymouth Road  
Detroit, MI 48232

Dear Sirs:

I have a problem with my 1982 AMC Concord. It has leaked oil under the valve cover ever since I first owned it (note enclosure.) And then the paint on the panels in front of the windshield and immediately back of the rear window peeled off in large flakes which indicated that there had been no adhesion at all between the paint and the galvanized panels. The air conditioner freezes up and when it thaws the water runs down in the passenger footwell.

This is the problem: The people, Terry Taylor Ford, AMC, Jeep, of Daytona Beach knew of these problems before the car went out of warranty by the mileage restriction. At a date just prior to my making a trip to New York state, they could not get me booked into their body shop, and I was told to go ahead make the trip and do the job at my return. This trip ran the mileage beyond the 12,000 limitation. I am being charged for the work because the actual mileage reads above 14,000 due to the 3,000<sup>+</sup> miles of the trip.

My mind says I should not have to pay the \$121.95 for the repair. These problems were factory related: a bad paint job, leaking valve cover, and possibly a bad situation with the air conditioner.

I would appreciate very much your consideration and a reasonably early reply, if you please. I remain

P.S. I have asked for and have never received an owners manual.

Sincerely Yours

*Rev. Van Horn*

*Rev. Kenneth B. Van Horn*

Rev. Kenneth B. Van Horn  
209 First Ave.  
Daytona Beach, FL 32014

000564

AMC Jeep/RENAULT  
 OWNER CONTACT REPORT (OCTR) A OPEN CASE CLOSING REPORT

Case No. 9E1187E  
 VIN 1A0C6A065X2R1V1706  
 Mileage 21113  
 Date Reported 1/11/82  
 Dealer General Motors  
 Name General Motors  
 Address 10000  
 City Warren  
 State MI  
 Zip 48090

Code No.	Response	AMC	Renault	Zone
1	2	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20
21	22	23	24	25
26	27	28	29	30
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51	52	53	54	55
56	57	58	59	60
61	62	63	64	65
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76	77	78	79	80
81	82	83	84	85
86	87	88	89	90
91	92	93	94	95
96	97	98	99	100

Number of Lines to Dealer: 1 No. of Lines to Zone: 1  
 Cause: customer not satisfied  
 Problem: customer not satisfied  
 Description: customer not satisfied  
 Action: customer not satisfied  
 Status: customer not satisfied  
 Date: 1/11/82  
 By: General Motors

Customer Name: General Motors  
 Address: 10000  
 City: Warren  
 State: MI  
 Zip: 48090  
 Phone: 313-752-1000  
 Name: General Motors  
 Title: General Manager  
 Date: 1/11/82  
 By: General Motors

Handing Disposition: 0229-1  
 Issue (please number each issue):  
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 99. customer not satisfied  
 100. customer not satisfied

Was this lead sent to the owner in the vehicle?  Yes  No  
 Was this lead sent to the owner in person?  Yes  No  
 Was this lead sent to the owner by mail?  Yes  No  
 Was this lead sent to the owner by phone?  Yes  No  
 Was this lead sent to the owner by other means?  Yes  No  
 Overall Owner Reaction:  SATISFIED  MOSTLY SATISFIED  DISSATISFIED  
 Name: \_\_\_\_\_ Title: \_\_\_\_\_ Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Date: \_\_\_\_\_

Carver, Minn

3/15/86

American Motors Corp  
P.O. Box 442

Detroit Michigan 48232

New Sirs,

I bought a Concord  
4 door sedan in 1984.  
It is a 1982 Model  
and I just love it  
except I can't under-  
stand why you  
would put plastic  
caps on I showed my  
value covers. They  
leak oil. The Oil

Arch Copy

repared

000565

17

cap I'm had  
placed once all-  
ready.

My car is a 6 Cyl.  
and I have enjoyed  
it so much.

Please, Please, when  
you have a good  
product don't put  
cheap parts on it

It hat do you  
suggest I do  
about this

Please let me

7174803

FILE

Wang, M  
APZ

B. Phone

000567

from you.

Thank you

Jane Schuetz  
15726 Co Rd 40  
Carver, Minn  
55315

Buy in which case

not we, not required.

file

SEATED

000-568

John Cochran  
207 N. Carnegie Ave  
Surf City ND  
08008

MEB 16 1981

REV  
FILE  
att: you

Dear Mr. DeLaurier,

Some two months ago I wrote to you concerning my 1980 Concord Station wagon which required the replacement of the piston cover gasket which began leaking at under 9000 miles.

I'm sure you have a copy of my letter on file so I will not go into detail about the contents of that letter.

Enclosed is a copy of the letter I received from your office. It appears to be a form letter signed by a Mr. D. J. Walker.

Reluctantly I wrote to Mr. Weeds in Woodbury ND as you had suggested. Unfortunately it seems Mr. Weeds

000-559

has chosen to ignore my letter, for  
it has been over six weeks and so yet  
I have had no response

Once again I must ask you  
to intercede for me in this matter

Yours Truly  
John P. [unclear]

000570

2001 Atlantic Road  
Maitland, Florida 32757

American Motor Corporation  
Owner Relations  
P.O. Box 442  
Detroit Michigan 48232

REF ID: A57  
RVC:RS

Re 1982 AMC Wagon  
Serial # 1AMCAG85CCK116473

The above car has a very serious problem  
with oil leaking from the plastic valve  
cover down the side of the motor. This  
car has 25,000 miles and is in like  
new condition, however the valve cover  
has been replaced twice without helping  
my problem.

Your assistance is necessary in finding  
a solution since this is a very  
common problem for the 1982 AMC. Why  
was it not a recall item? In checking  
today with your local dealer I was  
told a metal cover is not available.  
My question is, do you know of  
this company making an AMC metal  
valve cover available?

Certainly your engineering staff must  
have an answer to this problem.

Your early reply will be  
appreciated

Sincerely  
W. L. Duggan

000572

December 27, 1985  
American Motors Sales Corporation  
14250 Plymouth Road  
Detroit, Michigan 48232  
Owner Services:

Dear Sir:

I have a 1982 Concord station wagon. Also have a Deluxe 5/50 Service Security policy # 1AMCA0875CK150930.

I have been very disappointed with some of the service. Three times our car has had to be left over night for repair and I have been denied use of a "loaner" or car rental. This happened once at Nudi Motors in Kenosha and twice at The Racine AMC-Jeep dealership.

I also have another complaint.

Enclosed are copies of work orders. On December 4, 1985 the car was left overnight for a valve cover replacement. I was charged \$25.00 service fee. (I know this is correct) I also was charged \$1.12 plus tax for the part. (This I question). When I got the car back the heat indicator was not working. I called the garage and was told to bring it out the next morning because they thought there was a wire that was not connected. I took the car out December 6, 1985 and was told the heat gauge needed replacing. I was again charged \$25.00 service fee. At the same time they replaced the rear wiper harness which malfunctioned between the time I got it home on December 5 and the time I got it back to the garage on December 6.

The wiper harness was covered by the service policy and they thought the heat gauge was too. Later in the day they called and told me the heat gauge was not covered on the service policy. I was charged the cost of the gauge, plus \$36.00 labor after paying two \$25.00 service fees. One December 5, 1985 and one on December 6, 1985.

This does'nt seem quite right to me.

Please advise me as to the correctness of their billing and also what steps must be taken to get the use of a car the next time mine is left over night.

Yours truly,  
*Thomas P. Groves*  
Thomas P. Groves  
2224 Jerome Blvd.  
Racine, WI 53403

000-573

3 copies incl.

APR-6 1983

01 12:44

*Rec*

Webb E. Lee  
1309 West Seventh  
Roswell, NM 88201

American Motors Sales Corporation  
14250 Plymouth Road  
Detroit, Michigan 48232  
Attn: Owner Relations

Gentlemen,

I recently purchased a 1982 AMC Concord Wagon, 6 cylinder from Richard Barton Dealership in Roswell, New Mexico. I bought the car on January 22 and it is a very nice, well built vehicle, except for one minor problem. It has a leaky plastic valve cover on the 258 engine. The car has been in the shop at least five times for an oil leak on the valve cover. I have recently ordered a new valve cover and when it comes in, the car will be in the shop for the sixth time. Six times in the shop for an oil leak on a valve cover on a \$10,000 car doesn't look too well for the AMC Company, especially since it was in a period of three months.

This is the second Rambl: I have owned. The first was a 1966 which I drove for fourteen years. I think you should have a metal valve cover with a gasket for the 258 engine. The silicon sealer you are using for a gasket just doesn't hold oil very long. I have been a mechanic for twenty five years and I don't like to use it in-place of a gasket. I think when I have invested \$10,000 in a car, it should at least run for a year without such a problem.

Sincerely,

*Webb E. Lee*  
Webb E. Lee

000574

Mo 2/15/85

Code No.

CS

Area

W

AMC/Jeep/RENAULT

Zone

M.A

Address: 1101033  
 City, St. & Zip: 1101033  
 Phone: (212) 825-0212

Model: 5717832  
 Year: 1983

Color: 1101033  
 No. of units to be repaired: 1

Problem: New car, same lease from previous car. I would like vehicle to be repaired again on 11/25/85.

Action: I would like Region to discuss matter w/ swing part to main car which has been OK for the problem.

Agent: [Signature]  
 Date: [Signature]  
 Wire sent to Zone: [Signature]  
 Copy of ODR: [Signature]

Yr	Mo	Day	Time	Disposition	Priority	Comments	Zone	Dist
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			
1	1	15	8:56	0 - Not Open	0			

ISSUE (put in number each time)

0127-1

Bought w/1400 Mile 6/83  
 Particles also from company

ILLEGIBLE

000575

1. Did you do it with every car? (Yes/No) ...  
 2. Who told you to do it? (Name) ...  
 3. How long has it been in the vehicle? (Yr) ...  
 4. Who from the zone verified satisfaction with the owner? (Name) ...  
 5. How was this satisfied? (Satisfied/Not Satisfied) ...  
 6. Attach copy of written report, if applicable. (Satisfied/Not Satisfied) ...  
 7. Overall Owner Reaction: (Satisfied/Not Satisfied) ...  
 8. District Supervisor's Name: ...  
 9. District Supervisor's Title: ...  
 10. District Supervisor's Phone: ...  
 11. District Supervisor's Address: ...



I would rather go some other place  
not do any more business with Stephens  
Bucks Had Problems with them one  
other time.

The garage where i take my  
1975 Ford they are one helluva lot  
better on workmanship and price  
at 1874 Ave 9 Excel Blvd High Minn  
55343

At this time I want to thank you  
for your time on this matter.

I want to hear from you or your Assoc  
and a payment on the enclosed write  
in Bill on other side.

Thank you  
Lytle Schantz  
118.16.26 Ave. No.  
Highway 11a.  
55343

00C-577

OCT 28 1983

*Chic*

1910-A South 13th St.  
Milwaukee, WI 53204  
October 26, 1983

American Motors Sales Corp.  
14250 Plymouth Road  
Detroit Michigan 48232

Attention: Owner Relations

Gentlemen:

I am writing to you in reference to my car. I purchased it June 10, 1982 from Bett American at 1633 W. Forest Home Ave. Milwaukee, WI.

1982 Concord 4 Dr. Sedan 6 cylinder No. 1AMCA08580K 131559  
Mileage now 8700

Took the car to Bett two weeks after I bought it, because of an oil leak, then 1½ months later took it in again. Then he told me, maybe later on it will seal itself. Nothing happened with sealing. Third time in May 1983, said did not have time to repair it, and so I still have the same trouble.

Then I went to Poland, the 1 year or 12,000 mile warranty expired, but I have a 5 year 50,000 mile warranty ok'd by salesman Rudolph Kiel.

I took the car to Bett last week and he told me that the top cover would have to be removed and then scraped, and he does not have the gasket. The cost would be \$175.00. I feel I should not have to pay for it because they checked the car and did not fix it, after 3 previous visits.

I wish you will get in touch with Bett American, so that the leakage will be taken care of, and I will hear from you, at your earliest convenience.

Tel 414 - 645 - 0151

John Szczerbaty

*John Szczerbaty*

000-578



NOV -9 1983  
*Less*

November 5, 1983

American Motors Sales Corporation  
14250 Plymouth Rd.  
Detroit, Michigan 48232  
ATTN: OWNER REALTIONS

SUBJECT: OIL LEAK (VALVE DOOR) 1982 CONCORD VIN# LAMCW0851CKL29556

TO WHOM IT MAY CONCERN

On 2-12-81 I purchased my 1982 Concord Wagon from Reno AMC Jeep Renault.

Myself and my wife are retired and don't do much driving. Our car now has 4200 miles on it. Sometime after the warranty ran out I noticed that the car was dripping oil. I took it to the local AMC dealer here in Carson City. They checked it out and told me it was leaking from around the valve door. They also told me that it was a characteristic on this model.

About two or three months ago I wrote to the Los Angeles Zone about this problem. They advised me they were going to turn this matter over to the service department and the local dealer and they would advise me on what could be done about it. Since then all I have gotten is the run around.

As I stated in the letter I wrote to the Zone my father and myself had a Rambler Dealership in Whittier CA from 1955-1960 and also started the Rambler Dealership in Carson City NV. Both of these dealerships were under the name of Wiest's Motors. We sold the dealership in Carson City in 1964 due to my father's health.

During our association with American Motors all of our dealings with service were handled in an efficient manner in regards to CUSTOMER RELATIONS.

I feel that it is the obligation of the factory to take care of this matter at no cost to me.

Hoping to hear from you in the near future.

*William F. Wiest Jr.*  
William F. Wiest Jr.  
226 Tacoma  
Carson City, NV 89701  
(702)882-2659

00C-580

Find enclosed copy of the letter I received from the Los Angeles Zone

3

000581



000583

MAY 16 1963

2. 101

*Ref  
Thank you, J. Gunn  
J*

May 11, 1963

American Motors Corporation  
Owner Relations  
14250 Plymouth Road  
Detroit, Michigan, 48232

Gentlemen:

Thank you for your reply to my letter. However, I feel you missed my point. Your suggestion to contact my A. S. C. local zone office does not apply in this case because I complained about design and assembly plant quality control which can only be corrected at the origin. The zone representative can not change the dip stick location, can not improve quality control at the assembly plant, nor can he replace the plastic valve cover with a metal one. The difference in expansion and contraction of plastic versus metal makes it practically impossible to stop oil leaks around the edges of the valve cover. We have slowed down the oil leak there but it is a losing proposition. That was the least desirable place to replace metal with plastic.

Inclosed is a copy of my original letter in case it has been disposed of. A copy of your letter is also inclosed.

Yours truly,

*Harvey F. Kridler*

HARVEY F. KRIDLER  
R.D. 1 Box 67  
Winfield, Pa. 17889

2 Incls.

000584

*Duck*

W. P. TIPPETT

MAR 30 1984

JOHN W. MCCRAY  
4570 Campus Drive, suite 4  
Newport Beach, CA 92660  
(714) 540-4058

March 26, 1984

Mr. W. P. Tippet Jr., President  
American Motors Corporation  
27777 Franklin Road  
Southfield, Michigan 48034

Re: Vehicle Identification No. 1JCCA15N1BTD14607  
License No. 1BW6515

Dear Mr. Tippet:

I purchased a 1981 Jeep Wagoneer Limited in June of 1981, and while hunting in Mexico in October of 1981 the wiring harness was badly burned. The instrument panel and other electrical equipment was inoperable because of the damage. Fortunately, one member of the hunting party was an aircraft mechanic, who was able to make temporary repairs to the wiring system.

Upon returning to the United States, I took the car to Costa Mesa AMC Jeep for warranty repairs. It appeared to me that the repairs were done; however, on several occasions over the past several years I have had electrical problems with the car.

In May of 1983, I took the car back to Costa Mesa AMC for repairs to the 4 wheel drive indicator light. I have enclosed a copy of service invoice No. 15454, which recommends the need of a wiring harness. I talked to the mechanic who did the work and was told that the inoperative indicator light was, in his opinion, caused by the burned wiring harness. I spoke with the service manager and discussed the fact that the wiring harness was repaired under warranty and felt that it should again be repaired under warranty; and was told I would probably have no further wiring problems. Since I am not particularly mechanically inclined, I had no reason to question the service manager.

In December of 1983, I took the car to Costa Mesa AMC for repair of the cruise control, which was most likely not connected with the burned wiring harness. The cigarette lighter and the backup lights had not been working for some period of time, and I asked that they be repaired at that time. I did not take the car in for these two items before,

010585

because these items didn't warrant a special trip to the dealer. When I picked up the car, I was told that the fuse panel needed replacing in order to make the cigarette lighter and back-up lights work. I have enclosed a copy of repair invoice No. 17510, which recommends the repair and replacement of the fuse panel. I was told that it would be quite expensive and felt that it was an unnecessary expense.

In early March 1984, I took the car to my local mechanic, because the car was stalling and was difficult to start. He recommended that I take the car to a local carburetor specialty shop, because the choke was sticking. The carburetor was cleaned; but when I picked up the car the mechanic told me that he could not hook-up the automatic choke because there was no power in the wire to the choke. He said that the wiring harness had been burned and one of the wires had burned back to the fuse box and a portion of the fuse box had been damaged by the burned wire. I have enclosed a copy of the repair order No. 15393.

Immediately after picking up the car from the carburetor shop I went to Costa Mesa AMC Jeep to again discuss my burned wiring harness problem. The service manager told me that I would have to discuss my problem with the AMC area representative, because of the long lapse of time. I was to meet the representative on Wednesday, March 21, 1984, between 8:30 and 9:00 AM at Costa Mesa AMC.

I arrived at Costa Mesa AMC on Wednesday at 8:45 for my meeting with the area representative. He did not arrive until approximately 10:15. It is my understanding that he forgot his appointment. Since I was the second in line to see the representative, I was not able to see the representative until approximately 11:00.

The area representative, Mr. Calvin W. Macy, immediately let me know that there would be no warranty coverage. This was before I had a chance to explain the problem or before looking at the car. He said that because of the time elapsed and the mileage on the car it could not be considered. I explained that I felt it should be covered under warranty because the problems I was now having with my car were as a result of faulty or improper warranty work to begin with. I gave him copies of the warranty work orders and other repair orders that I had. The representative again told me that he could not consider the claim, because of the passage of time. I asked if he would, at least, inspect the car before rejecting the claim. After looking at the car, he again said too much time had elapsed for him to consider the claim. I showed him the original warranty repair order, which showed that the only parts used to repair the burned wiring harness were 8 connectors, 20' of wire and a roll of tape. I have enclosed a copy of the warranty claim D 414549.

00C-586

I asked if he felt this was a proper repair job for a burned wiring harness. He said that he would not answer this question. He said that he did not know if I had done something else in the intervening period to cause this problem. After pressing the issue, he agreed that the work was not done properly, but did not know if the wiring harness he was looking at had not been redone at some later date. I assured him that I had not had any subsequent work done to the wiring harness.

I also discussed the persistent problem with oil leaking from the valve cover. I told Mr. Macy that I have had the valve cover replaced once and have had it resealed two or three times. Mr. Macy said this was my problem, and that I should have it resealed. In front of the representative, I asked the service manager if he could fix the problem, and was told that it could not be fixed permanently. I have been told by three AMC Jeep dealerships that it cannot be satisfactorily repaired, because the valve cover is made of plastic. I have since discovered that AMC has changed the design of the valve cover, and has changed the material to another type of plastic, which is heavier than the original material.

At the end of my meeting with Mr. Macy, I asked for a copy of his report, but was told that he couldn't give me a copy at that time. I would have to write his office for a copy. I have written for the copy, but have not received it at this time.

I am asking for your help. At the present time, the backup lights, cigarette lighter, 4 wheel drive indicator light and the automatic choke do not work. I have had estimates from two other AMC dealers for replacing the wiring harness and the fuse box. One estimate is for \$ 448.00 and the other has a range of between \$ 734.00 and \$ 814.00. Both dealers say they do not guarantee the price. They do not know the extent of the work to be done until they get into the wiring.

The persistent oil leak has left large and small oil spots over most of Orange County. I have to clean the oil spot from my garage floor on a weekly basis and have my engine steam cleaned on a monthly basis. I am advised each time I take the car in for service that I have a leak around the valve cover. I ask if they can repair the leak, and am told that it will probably leak again because of poor design.

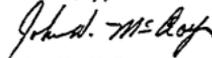
I am sure that if your AMC car had the same problems that my car has and has continually had, it would be fixed immediately with no questions asked. For the time being, I am not asking for money, for a replacement car, or to be reimbursed for past repairs. I am only asking to be treated in an equitable manner.

I feel that the local AMC dealer and/or American Motors

000587

Corporation should replace the wiring harness under warranty. The same AMC Dealer that used \$ 6.14 worth of parts for the original warranty repair has, over the next two years, recommended replacement of the wiring harness and fuse box, which most probably should have been replaced under warranty in the first place. The time that has elapsed between the original warranty work and now should not be a consideration, because the work was done improperly to begin with. I also feel that the valve cover should be replaced at no cost to me. If the original valve cover was properly engineered, there would have been no reason to change the design.

Sincerely,



John W. McCray

P. S. Ray Brock sends his regards

Copy to: Mr. Calvin W. Macy  
District Parts & Service Manager  
American Motors Sales Corporation  
Laguna Hills Financial Center. Suite 400  
23046 Avenida De La Carlotta  
Laguna Hills, CA 92653

000-888

**Sparnic Distributing Company**

25 Marlboro Street • Morganville, N.J. 07751

JUL 20 1983

*Merry*

6/15/83

Dear Sir,

In March of 1982, I purchased a Jeep Wagoneer, serial number 1JCCE15N4BT035245, from Straub Motors in Hazlet, N.J. I am extremely dissatisfied with my purchase.

I'll begin with Straub Motors you will find enclosed copies of receipts on all the repairs made on the Jeep since purchase. As you can see I had the "factory authorized Muebard" rustproofing treatment done at the time of purchase. The Jeep had to be returned twice because the underneath was even completely covered & I can only imagine how well it was applied inside the doors, etc. What factory authorized them to install this? Your competition!

The car has had an oil leak since it was purchased. They have been unable to stop this in over a year's worth of trying. Every seal has been changed at least once, while some, such as the valve cover gasket, has been changed numerous times. Not to mention the fact that the valve cover itself has been replaced three times.

The Jeep also has a carburetion problem which

000-589

Sparnic Distributing Company

25 Marlboro Street • Morganville, N.J. 07751

I have not been able to correct through numerous attempts. Just look through the repair sheets to see how many times it was brought in for these two items.

I finally decided they were never going to repair and gave up. We even had one of your engineers from New York down here to look at it, and to no avail. He knew as much about it as I did.

So I still have the Jeep that leaks oil and doesn't run correctly whenever it feels like it. A very nice representation of your company. Mine is no fast idle when first started. It had to be given up just to keep it running. What do I do in the cold weather to get it running?

It's really a shame about all this, because I really like the Jeep. It's just unreliable and can't be parked in driveways because of the oil leak. I can't understand how a company like yours allows this to happen to their product.

I would appreciate a reply to letter in next two weeks

Sincerely  
John Nicosa

000-590

JUL 18 1986  
D1 REP SERVICES

July 15, 1986

Jeep Corporation  
Owner Relations  
14250 Plymouth Road  
Detroit, Michigan 48232

Dear Sir

We are the owners of a 1981 6 cyl. Jeep Wagoneer. We are having a problem with the vehicle which I hope you can shed some light on or send me some information on how to remedy the problem.

We recently purchased a new valve cover to replace the old one since it was cracked. The old valve cover, as you know, was bolted on by two side bolts. The new valve cover came with a kit to bolt it on by eight bolts. The problem is that there is no place on the front of the head to put a bolt where it belongs in the front of the valve cover. Consequently I am losing oil from the front of that valve cover.

000591

Working out of town, I must have a  
reliable vehicle which I don't need to  
worry about my oil level all the time

If you have any solutions to this problem,  
I would appreciate a reply at your earliest  
convenience

Sincerely,  
Mrs. Susan S. Pines  
P.O. Box 126  
Bridgport, NE 69336.



RECEIVED

NOV 3 1981

S. F. HOLDEN, INC.  
REAL ESTATE APPRAISALS

R. SCHWARTZ

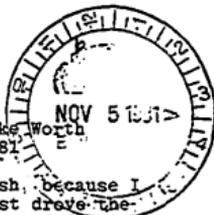
November 2, 1981

SAMUEL HOLDEN  
AREA MGR. CRA. MALL  
PHILIP M. HOLDEN

1211 THE PLAZA  
RIVIERA BEACH, FL. 33404  
305842-1441

Mr. Bob Schwartz, President  
American Motors Company  
27777 Franklin Road  
Southfield, Michigan 48034

*Handwritten signature/initials*



Dear Mr. Schwartz:

Re: 1981 Wagoneer purchased Lake Worth  
A. K. C. Jeep - May 18, 1981

I purchased this car for \$12,516.25, cash, because I needed a four wheel drive with four doors. I test drove the car and several other Jeeps that were on the lot, and decided to purchase this one as it fit my needs. I am a Real Estate Appraiser and do a large amount of our work in Western Palm Beach County known as the Glades, appraising farms and ranch lands. I need a dependable truck with room for equipment, maps, etc., to be put in the back. Also I own a 1976 Dodge Ram Charger which has 100,000 miles on it though I have never been broke down in it, I felt it had lost it's dependability due to the high mileage. Maintenance on any vehicle this Company owns is never questioned and it usually done before a need arises

Since the purchase of this 1981 Wagoneer, it has been back to the Dealer for a period of FOUR Weeks! Each time correcting one or two items, leaving others uncorrected due to parts or some other reason. The most obvious problem and you'd think the most simple to correct is the leaking plastic valve cover. I have done a great deal of mechanic work on boats and automobiles and have Never seen a plastic valve cover till I owned the Wagoneer. The Engineer who designed and suggested this valve cover be installed in ANY vehicle, I think should have his head examined. It has been replaced with a new one, and the gaskets changed and resealed, THREE times and it now leaking worse now than when purchased new. I have searched to see if I could buy a steel valve cover for this engine and have found the only metal valve cover made for this motor is aluminum, manufactured by Clifford, a company manufacturing speciality items for cars and trucks. The cost for this item is \$87.12. I am hoping by installing this aluminum valve cover, the leaks will cease. The bill when I receive it will be sent to you for payment by American Motors Company. As far as I am concerned I would pass it on to the Engineer for him to reimburse American Motors as this is his abortion.

I am hoping all the other problems with this vehicle can be straightened out within the next week or two as I am getting very disgusted with your product.

Respectfully,

*Handwritten signature of Philip M. Holden*  
Philip M. Holden, President

PMH:mek

000-594

600.595

5

Lester

John A. Morrison

1412 S. X Street # G-2.

Anahiem, Calif. 92804

714-826-6144

Customer Relations

American Motors

Sales Department

27777 Franklin Rd

Livestock Michigan 48034

(Car bought Dec. of 81)

Dear Sir or Madam

Regarding auto A.M.C. Concord 1982 Station Wagon Serial #  
 7PMECA095605124111. This is the second or third time  
 I have contacted you in reference to the car about I bought  
 the car off a company called Fullerton A.M.C. Corp in Fullerton  
 California. I do not remember date of last contacts with  
 you but it was about six mos ago or a little less.  
 I even phoned you once & you replied the same way I  
 was told at that time to see a service representative of  
 yours at what I did at Country Week and I took in  
 Garden Grove, Calif. Things wrong with car at that  
 time were

1. Oil leak from Head Cover - I had to wait 2 hrs at shop.
2. Oil leak from Head Cover - I had to wait 8 hrs at shop
3. Oil leak from Head Cover - They finally found Head Cover cracked & it was replaced another 8 hrs at shop
4. at this time I had oil changed at this place. Went on 600 mi trip came home & found no oil in car. Young mechanic forget to put oil on oil cover hole, & engine was a complete mess. I had to clean whole motor with degreaser.
5. For day 1 of sale, I complained about heavy jerking when car was put in reverse. Everytime it was mentioned it was checked and I was told there was nothing wrong (over)

with this. Even your service representative told me  
this. But after a year, I find out by orange label  
A.M.C. in Costa Mesa Calif. that it needed a throw out  
bearing in the transmission

(6). Back door to station wagon would not close  
right. I have been able to put my thumb in each  
side of door when closed. This has been improved but  
not correctly.

(7). Cruise control (nothing of yours) but put on by  
dealer at time of purchase, I if it has been repaired once  
it has been repaired 20 times

This is my 4th A.M.C. product and I like it very  
much, but my wife & I think you should help  
us in some way to get into a different car

after down payment you financed \$10,247.76  
our payments are \$269.87 per mo. We are elderly people,  
Mr. permanently disabled & my wife works as a nurse  
aid. We have no money left to put on a new car.

The bank will refinance a new car for us, but  
we still owe about \$5,500.00 on this car & the  
A.M.C. dealers will only give us Blue Book high  
of about \$7,000.00 to \$8,000.00, so we have to come up with  
about \$2500.00 cash which we do not have. The  
car we now have is a lamona. Please help us  
arrange something

Thanks for all your future help.

Yours sincerely

J. A. Morrison

P.S. your car surely see why we want to get  
out of this car. so it is in garage more than out.

100-100-57

00C-598

