

May 23, 1986

MAY 29 1986

OWNER SERVICES

American Motors Sales Corporation
Distributor of AMC/Jeep/Renault
Owner Relations
P.O. Box 442
Detroit, Michigan 48232

Dear Sirs:

I am the owner of a 1982 American Motor Eagle SX-6 and about three years ago I started having trouble with oil leaking and staining our driveway. We took the car to various repair shops and the problem always returned. I did not frequent American Motors repair shop because of the inconvenience of their location.

This year I decided to take it to North Syracuse AMC/Jeep/Renault, Inc., 7800 Brewerton Road, North Syracuse, N.Y. 13212. They replaced the V/C gasket - sealed the oil filler cap and added 3 quarts of oil. I was hopeful that the problem had been solved but within a few weeks it was worse than ever.

I took it back and they tightened the oil cap and replaced 3 quarts of oil. They did not charge for the labor. I once again was hoping but everywhere I went I saw the now familiar oil stains wherever I parked.

For the third time I went to the American Motor Shop - they checked it and said it was resealed and tightened to specs at no charge. I drove it home and it was still leaking.

I took it to an independent repair shop and they used silicone to seal the oil valve cover and clean the engine from the oil that had leaked previously. I am still leaking oil but now I am replacing a quart every other week.

I have spent quite a good deal of money without any permanent result. I have since learned that this is a common problem with American Motors cars. All the station attendants I talk to say it is because of the gasket. I feel if you were aware of this problem you should have recalled or replaced this item, since this problem is not an isolated incident.

Also, as long as I am writing you, my son owns a Jeep Cherokee. We took it to the same shop to have the wiper blades repaired in the rear. They replaced the harness and it worked for a week and then stopped. When I was able I took it back and they then said the wiper needs a motor. Couldn't this have been found initially. Also after repairing the padding on the back rear door is now loose because the screws were broken and not replaced properly.

000650

feel although the men are polite and accomodating as far as repairing the car while you wait - the repairs leave a lot to be desired.

I have enclosed copies of the repair bills for your information.

I hope you will be kind enough to answer this letter and come up with a solution to my oil problem.

J Bannister

Fern Bannister
RD #1, Woodmancy Road
Tully, New York 13159

000151

12

000652

Star Route
East Frachan, Vermont 05662
December 13, 1982

American Motors Corporation
Fleet Operations
27707 Franklin Road
Southfield, Michigan 48034

Dear Sir:

On March 12, 1982, I purchased a 1982 Eagle 4-Dr. Sedan, Number LAC2K3552CK129071, from McNamara Motors, Inc., 80 Main Street, West Lebanon, V.E. 03784. The price of this vehicle was \$16,918.00 for which I paid cash. At the time of purchase I was told I would receive a \$100.00 rebate from American Motors because I am a minister. Papers for this rebate were filled out and mailed to you, however, to date I have not received this money. I have spoken to McNamara Motors, Inc. about this matter and have been told it takes time. I feel nine months should be sufficient time to consummate this matter and therefore this letter.

I have also found your quality control to be very poor. I have had to have the cylinder head gasket replaced twice, there was a loose connection to the right door speaker, the top radiator hose clamp was not tightened down which caused a water leak, the left engine mount and transmission were not bolted down and the front bumper was put on crooked.

The only charge I have paid for the above discrepancies was \$3.50 to repair the bumper, but I am very concerned what trouble I may have at a later time. At the present I can hear a strange noise under the car that I can not account for and have had a vibration for some time that I can not find.

Will I be receiving the rebate and what will happen if I have trouble later because of the above discrepancies?

Very truly yours,

Neil H. Bradley
Rev. Neil H. Bradley

00653

1
 On: 1/8/81
 M: 11:20 AM
 M: 11:20 AM
 M: 11:20 AM

Code: **A B** Record: **M**

AMC/Issue/RENAULT
 ON/IN CONTACT RE POINT (O/N, A OPEN CASE CLOSING REPORT)
 7/8/80
 Zone: **NE**

Address: **WILLIAM**
 Cl. 5114 Ave
 Home Production: **618 1445-0139** Ill. Home

Selling Dealer: **BUD**
 Handling Dealer: **BUD**
 Order To: **380000**

Notification Agreed
 No. of lines to Zone: **11093**
 Information Origin By: **11093**
 No. of lines to Zone: **010-1**

*1st call 1/8/81
 5:30 PM
 6:15 AM
 0 file made in mail.
 Bud on pickup no credit
 1st call - 0 bankruptcy - with
 report - 1 waiting company*

VIN	1	2	3	4	5	6	7	8	9	10	11	12
Del. Dist.	04	82	7X	2K	1K	15	28	25	8	2	8	6
Contract Method	1 Letter	2 Phone	3 Mail	4 In Person	5 Other	6 Other	7 Other	8 Other	9 Other	10 Other	11 Other	12 Other
Disposition	0	1	2	3	4	5	6	7	8	9	10	11
Priority	0 Routine	1 Expedite	2 Other	3 Other	4 Other	5 Other	6 Other	7 Other	8 Other	9 Other	10 Other	11 Other
Comments	Date Entered: 05/17/86											
Copy Distribution	Zone Dealer Re: 105 Manager: 28											
Zone Dealer Re: 105	Field Service Mgr: 28											
Field Service Mgr: 28	Dist. Serv. Manager: 28											
Dist. Serv. Manager: 28	Other: 28											

ISSUE (gross number of units)
 Handling Disposition:
0 25 - 1

Report Made or Action Taken and Date: **00153000**

Name: _____ Title: _____
 Company: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Tel: _____
 O/R Internal Processing Instructions: _____

Did you deal with your client, issue or terms of problem/transaction (skipped part of satisfaction) including a check which came up after the case was opened? Yes No

2 When road tested or driven? (checked for owner's vehicle?) Yes No

3 Was this road test done with the owner of the vehicle? Yes No

4 Who from the zone Division open cash? Phone Visit

5 How was this sale? (action verb) In person POSITIVE SATISFIED DISSATISFIED

OVERALL OWNER REACTION: SATISFIED POSITIVE SATISFIED DISSATISFIED

1. Dissatisfied overall, complete data of report and include a copy for zone file

One Signatures: _____
 X Cases Require Field Service Manager Signature

1984

ators Corporation

ations

442

ci Jan 45232

ar Sirs:

2000 K3852C B711859

I should have sent this letter sooner but I was told it wouldn't do any good.

I purchased a 1982 AMC Eagle (1X27073207710) August 14, 1982 at Steve Vasko's in Cannonsburg, Pa. 15317 (Agent Nu. 85-2968). Well since August of 83 I've spent the following \$524.82 on things that should have been right when I purchased the Eagle.

August 12, 1983 had front checked because of shimmy at 50 MPH. September 8, 1983 rebalance tires because shimmy is still there. December 27, couldn't get car started (something frozen in engine) had to call someone from local service station to thaw out the problem, then I took the car back to Vasko's they said it was fuel needle sticking. (had new fuel pump installed at local service station before taking it to Vasko's).

February 20, 1984, I took the Eagle back to Vasko's because the front was still shimmying at 50 MPH. They told me they had received a letter from AMC that the 82 Eagles had a problem with the transmission and it would lock up. They replaced a lot of things and I had to pay a \$100.00 deductible and they would send the rest of the bill to AMC. Now at this time they decided that the shimmying was faulty tires (steel belts in tires slipped) so I purchased new tires (4 new tires \$270.98) Also at this time they discover the L. front is torn and the brake cable is twisted. After buying the tires from a year tire center in Washington I took the car back to Vasko's to have front repaired and brake cable fixed (\$36.24). The mileage is 15,275 that is over many miles to be having all this trouble. Now feeling the car is safe for traveling, I put some miles on it this summer. I noticed oil on the engine but I figured it was just spilled when filling. Now the car is needing a tune-up and winterized so after having that done I was told there is a small leak of oil and I would need new Gaskets since all the bolts were as tight as they could be. Now when I get this done this will be an added \$30 or more (I hope they find that their really are Gaskets when I get this job done).

I don't mind the things that you have to have done to keep your car in good running. But these things that I have payed for should have been right when the car was assembled at the plant. My friends ask me how I like the Eagle wagon, well since I've had it rebuilt I like it (I think). If you would like to reimburse me on expenses my hand is out but if you don't want to, PLEASE build better and safer cars, after all when you pay over \$11,000 (taxes, loan int. etc) you don't want to have major repairs for a few years.

Enclosing receipts:
Sandra Ann Arep
15 East 15th Street
Washington, DC 20001
12-21-84

006657

JAN 14 1983
OWNER SERVICES

Bob
American Motor Corp.
Cleveland, Ohio
District Michigan 48232

Eileen Bellinod
2659 Hitchings Rd.
Lafayette, NY 13084

Gentlemen,

Oct. 16 1981, I bought a 1982 Eagle from
Metro AMC Dept of Syracuse, Inc. 647 West Seneca
Syracuse, N.Y. 13204.

At first all the little things were taken
care of without any charge.

Then came the brakes I enclose bill 7/29/82

Then as soon as warranty was off

11/8/82 enclosed bills, cover valves, cover

chains and wheel. While the machine was

working on my car he was doing

the same on another car under warranty

He never noticed this on my car before

Notice misalign on my car, 7.19.7. They promised

they would write you about this I'm

sure they didn't. While he was

doing this, he noticed bracket part no.

323757^h was broken. He admitted

this must have been broken for

a long time which meant it was

broken under warranty. He sent

10/30/82

for the part 11/8/82, this all happened
two weeks after warranty. Then the wrong
part came and I had to do some more
waiting.

Now I ask you how much does
the customer have to keep paying for.
I live in the country, am a widow
and need a 4-wheel drive in winter.
I am sure other companies will come
out with a four-wheel drive when
I am ready to buy another car which
will probably be within the next
year or so.

Sincerely
Eileen Bellwood

P.S. After I bought my Eagle, two other
people on our road bought one after
I said I knew I liked mine. That is
before all the above happened.

000659

Ann

June 9, 1983

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

To Whom It May Concern:

In 1980 my wife and I purchased a new 1980 Eagle Wagon. For the 1st year, other than low gas mileage, we had very little problems. We told everyone that it was a great car. However, in the past 2 years this car has given us nothing but costly problems. It started making noise in the front as if the whole front end was going to drop off. We took it in to Bob Bundy (AMC Dealer) and were informed it was the right front bearing, and that the entire axle shaft had to be replaced because the sealed bearing and axle was all one unit. This cost us \$400.00.

The brakes have never been right. We have replaced them 3 times. We have purchased 3 sets of tires (Radials) and if we had not rotated them it would be 4 sets. The car has only 48,000 miles on it. We drive this car to and from work (15 miles) and we have taken 2 trips from Denver to Montana.

We are now trying to figure out just what to do about a Block Heater Plug that has broken and the water and anti-freeze leak out. This makes it impossible to drive. I have been told by AMC that they can fix it, however, the cost again is \$35.00 per hour labor plus parts.

The valve cover became loose and within 1 block we lost all of the oil in the car. After we fixed that, it developed a knocking noise in the engine. The oil leak has never completely stopped. The oil pan bolts come loose on a regular basis (we tighten them continuously) and oil is always being lost.

All of this may seem very minor to you, but it took alot for us to purchase this car so that we would have dependable transportation for more than 3 years. We do not make alot of money and I just can't believe that any vehicle should be this costly and have the many problems we are having with our Eagle.

000060

I feel that the AMC people have sold us a piece of junk and everything that goes wrong is nothing less than \$100.00 minimum cost to fix it.

I must also mention that the paint job on the car is very poor. I wash the car and the paint starts to peel off. My wife and I went to Bob Bundy (AMC Dealer) and asked if they would take this Eagle and trade me for a used car (another make) and of course it would cost me an additional \$1000.00 or more. I can't afford to pay any more money out for another car or even to continuously fix the problems I keep having on this one. We have 4 children and it is difficult enough to keep the house hold going today.

I feel that your company should know about these problems with your merchandise and maybe you will look into building them so that small problems that occur will not be so costly to fix and the problems that are costly you could see that they are built better so it won't happen. I'm sure that you will have numerous reasons as to why my car has had all these problems and of course you would fix them (at my expense). However, I am not able to do that and the fact remains that a 3 year old car should not have these types of problems. I intend to tell everyone I come in contact with NOT to buy an AMC vehicle. I'm quite sure that you people couldn't care less about the problems with our Eagle, but I will discourage anyone from purchasing your products.

We would like to hear from you, so in the event you do wish to answer, myself or my wife live at 1548 S. Robb Court, Lakewood, Colorado 80226. Or after 6:00 P.M. (303) 989-7336. Mr. Brown work number (303) 344-5458, Mrs. Brown work number (303) 5730-5076.

Mr. R.C. Brown
Mrs. R.C. Brown
Mr. & Mrs. R.C. Brown

000361

12.20.24

Louisville
American Motor Corp.
1600 Bunn Rd.
Old Brown Village, S.W. 6007

Recd
had to be taken out of shop
of new parts

Gentlemen:

I was one of the lucky persons to purchase my '35 Eagle station wagon in spite of its blazer of its high rating of performance, the 4 wheel being a very important factor for the winter months. I had numerous problems such as a cooling system leak, half shafts bent, internal friction of new springs causing clattering noises, etc.

The latest problem was with oil leaking. I had it checked and it was still the leak was because the original engine valve cover was warped and it was replaced with a fairly new cover made of a heavier plastic that hopefully would take the heat. This is not a common problem especially at only 32,000 miles I've been told and should be corrected by the manufacturer.

[Since this is a defect of the American Motor manufacturer I feel I should be reimbursed for my increased repair bills.]

The '35 Eagle wagon appears to me very much and I do appreciate the \$500 Value Eagle Customer Certificate I received.

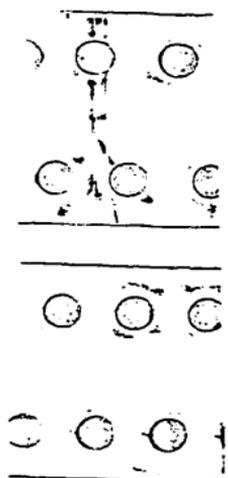
Right now I would like to find out just how important it is to the American Motor manufacturer and dealership to keep their customers satisfied with their product and services.

Hopefully I will hear from you in the very near month of Jan. 15 regarding the enclosed repair bill.

Sincerely,

Raymond A. Cherubini
385 S. 5th Street
Drexel Hill, Wis. 53220
414-543-8030

Enclosure copy of repair bill



00652

*Atch***ATE ENGINEERING, INC.**

MEMBERS & GEOLOGISTS

1200 SOUTH BROADWAY-SUITE 204 - LEXINGTON, KY 40504

806/233-2102

GARDNER, P.E.
J. OLUP, P.G.

October 25, 1983

American Motors Corporation
14250 Plymouth Road
Detroit, MI 48232

ATTENTION: Owner Relations

Dear Sir/Madam:

I bought a 1982 AMC Eagle Wagon, VIN 2CCCK32S3CB718674, in September, 1982 from LaGrew Motors in Lexington, KY. The car has consistently used oil approximately 1 quart 1000-2000 miles at first. In recent weeks, it began to use oil. I had it checked and was told the valve cover was leaking. I have paid to have it fixed twice before. Recently, while having the car worked on again at LaGrews, I mentioned the problem again. A service representative told me that it was a common problem and that many AMCs had been involved in a recall for the same problem. He said he would check and see if my car could be covered. I was told it was not. I had the part replaced costing another \$68.30 (invoice attached). Since this part has a history of being defective, and some have been replaced by AMC, I feel that AMC should bear this cost. This still does not compensate me for the wasted past service expenses for the excess oil problem.

I look forward to your reply.

Sincerely,


 J. S. Gardner

JSG/dlb

Attachments

cc: LaGrew Motors
Thomas L. Clark, Attorney
Denney, Morgan & Rather

000663

American Motors Sales Corp.
4250 Plymouth Road
Detroit, MI 48232

5 Lies Road #1
Carol Stream, IL 60188

Keith Laug

September 8, 1985

TO: Owners Services

RE: Service Warranty 5/50 Deluxe Plan on vehicle ZCCCK3856CB711783

On November 27th, emergency service was performed on my 82 Eagle wagon.
My letter to Owner Services is in request of a refund and to advise
pending warranty service.

Enclosed is an invoice #20533 from the service station. It was necessary
for me to okay the replacement of the alternator by Bartel's Standard because
AMC/SCHAUMBURG couldn't fit me in on said day. The holiday weekend prompted
a deficiency of repair.

On August 6, of this year, I was towed in to AMC/SCHAUMBURG for the same problem.
(Invoice 20116) At that time the repair of the alternator was corrected
under warranty. In addition, a leaking valve cover gasket was resealed
also under warranty.

When on 10/17, while in for winterizing, Bartel's informed me that
the valve cover gasket was still leaking oil. (See Invoice 20160)
Now I'll be scheduling an appointment with AMC/SCHAUMBURG for this
needed service. And while I'm there, how about replacing the water
pump and thermostat as prescribed?

The deciding point in my purchase of the Eagle was the exceptional
warranty offered. AMC's competitive warranties coupled with
SCHAUMBURG's professional service has prompted a second vehicle purchase
at this August, an '85 Renault Alliance.

Sincerely,

Keith Laug

Keith Laug
Very far, satisfied

COPIES

SCHAUMBURG AMC/JEEP/RENAULT INC.
J W GOLF RD.
SCHAUMBURG, IL 60194

000366

MAY 12 1983

12 107

Computer
Tuna Vista
dido City
94025

Det #
2000K325108720694
\$5/500K 7/9/82

May 5, 1983

Dear Sirs,

Enclosed is a bill I paid for my Eagle

Although I enjoy having an AMC I'm disturbed that

after 7,000 miles it is leaking oil a part I don't

feel justified in paying. It is difficult for me to

take time off of work to get this fixed which

by one way is not fixed. I am a single parent

with 2 children & it is an absolute must I feel

unfitable and safe in my car. I didn't pay a lot

of hard earned money to have it leak oil. The repairman

said this happens frequently & can't afford the \$100

much less more time off work to now make another

wait. Please check into this. I feel the warranty

(5 yrs) I pd for should cover this.

Thank you

Joyce Sumpter

0001667

Kane
DEC-7 1981

OWNER SERV

13-23rd Street N. W.
Minot, North Dakota 58701
December 2, 1982

CERTIFIED MAIL

American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48232

ATTENTION: Owner Relations

Re: James A. White, 13-23rd St. NW. Minot, North Dakota 58701
1982 AMC Eagle Station wagon
Serial No. ZCCCK3858CB707895

Enclosed is a copy of my recent correspondence to John Webber Motors of Harvey, North Dakota, from whom we purchased the above vehicle on December 5, 1981.

Since the warranty is ready to expire and we are dissatisfied with the warranty service we have received from the dealer over the past year. We write this letter to you so that our position with regard to some of the matters we have tried to have corrected is stated in writing.

In addition to the problems named in the attached letter, we have orally requested several times that the floorboard in front of the left rear seat be fixed since it is warped and sounds like a hollow barrel when stepped or pressed upon - this is very annoying. The response from the dealer has been that there is no way to fix this. Our feeling is that a floorboard on a new car should not be warped and should be repaired under the warranty.

We have also complained about the quality of the paint job on the car. It has not stood up well and has always looked as though it was buffed in a circular pattern when it was originally painted. The dealer's response was to say 'It wouldn't look any better if we repainted it'. This seemed to us to be an indifferent position for him to take. I might add that both the owner and service manager discussed this with my husband and myself.

In the process of replacing our speedometer last summer we made several trips down there because while installing the new speedometer, they broke the clock. When we got home we discovered our highbeam on the headlights were out and the cruise control didn't work. We made another trip there to have them fixed. When two months had passed and we had not yet received word about a new clock, while travelling to another city, we stopped to inquire and found they had never ordered a clock. When the new clock came in over a month later we were instructed to take the car to a garage in Minot to have it installed. After the new clock was installed, on the way home from the garage, I discovered the speedometer, again, did not work. After taking the car back to have the speedometer fixed, we did not take the car out on the highway for several weeks, but when we did we learned the cruise control did not work, again. Each trip to Harvey is a 150 mile round trip for us.

On November 10, 1981, I wrote the enclosed letter and asked that they contact me upon receipt of that letter. To this date I have heard

000639

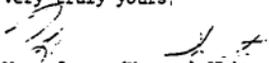
nothing. In North Dakota when winter arrives one hesitates to travel long distances any more than is necessary and we are now in the position of having a car which needs further attention and being 75 miles from the dealer. There is an AMC dealer here in Minot, but having been lifelong residents of Minot and knowing a goodly number of people we have never heard good reports of either their service or their customer relations and that is why we bought the car in Harvey in the first place. In fact, the newspapers recently carried a news item relating the fact that the Minot AMC dealer was responsible for a new replacement car having to be furnished to a customer as the result of a court action for their negligence.

Had the dealer in Harvey been willing to make the necessary repairs at the time we requested them, I would not be writing this letter.

Since we have not been able to get a response from John Webber Motors concerning the items which need repair on our vehicle, and since our warranty period is rapidly expiring, we have today taken our car to a trusted, reputable mechanic here in Minot to have him tell us why there is an oil leak under the engine and to obtain his judgment as to whether or not there are other matters which should be attended to. He informs us the oil leak appears to be from a valve cover gasket leaking, but could be from the engine or the transmissions.

We shall appreciate hearing from you very soon as to what steps will be taken to correct the items mentioned in this letter and the attached letter, under warranty, with the least possible inconvenience to us.

Very truly yours,


Mrs. James (Yvonne) White

Enc. 1
cc: John Webber Motors
Harvey, ND 58341

P.S. As an added item of interest, we know of three different parties who, after talking with us about our Eagle, have gone to Harvey and purchased new Eagle automobiles. Perhaps we should have mentioned the service instead of how well we liked the automobile.

000670

STENOGRAPHER

OCT 24 1983
OCT 21, 1983

Bahn

Order # 12-5621
to: Goldstein's
613 Londonville
Latham, New York 12110
Customer: George Zimmer
R.D.#1 Box 158
West Berne, N.Y. 12191
Phone # (518) 872-0124
Stock # 2918
Make: 82 AMC Eagle Subn New 200CK3853CB7298.2.
Model # 8238-5
Bought on 9/27/82

3



12-5621

Dear American Motors Corporation

This will be the last letter written to you. If this letter is not answered action will be taken. You have had me hanging for a year with a car that has had brake work done on it almost every three months. The car has had a vibration in it since day one and that problem hasn't been solved. To this day I still have to pull the car over to the side of the road and stop for the vibration to stop. The vibration starts any where from 45 to 55 and it isn't all the time. I could go for one whole week and nothing would happen but when it does the car feels like all four tires have gone flat and everything falls out of the storage shelf.

My last letter was written on June 27, 1983 and I have received no answer. I feel it been enough time for at least a phone call. I am not complaining about a rip, a chip on the car or a radio not working properly. This is life and death since one time Goldsteins sent a tow truck to pick the car up because it was undriveable. I carry other peoples children in this car all the time and I am afraid that if they are hurt while in my car I will be sued. I have tried to cover myself by typing up a letter and putting it in the glove box that if this car is found in an accident it is to have the brakes checked as soon as possible to determine if it was due to brake failure.

On December 8, 1982 the car was taken into Goldstein's because the brakes made a terrible grinding noise. They tightened torsion bars, exhaust system, replaced horn, aimed head lights, and said nothing was wrong with the brakes and to drive the car until it got worse.

On January 10, 1983 I couldn't hear myself think in the car so I called to explain had to do something with it. The garage said I should not drive it and sent a tow truck to pick it up. When I called them about the car three days later they said my car was undriveable! They had my car until January 17, 1983 and I had no car.

On March 30, 1983 the car was taken back because the brakes were starting all over again with the noise. The brakes were taken apart and they said nothing was wrong with them and they couldn't get the car to vibrate like I said it did.

On July 23, 1983 the car was back because we couldn't stand the noise and the grinding. We used the brakes. One of the employees drove it around to the side and I don't believe we drove it in in that condition. New brakes were ordered and I was able to pick it up on July 29, 1983. When I questioned them about it they said I should have my brakes lubricated every 5,000 miles. They put something on them and everytime the car started to vibrate the car stunk. There is something all over the hub caps now that will not come off and the kids get sick in the car from the smell.

000-571

also told me that the problem might be because we live on a hill and I use my brakes less. We live in the country and use my brakes less than a person who lives in the city and has to stop for red lights. If that is the case how did the U.S. Sic team make it in the Eagle without any problems as in your commercial. I am tired of their excuses and I have been told that no one has to lubricate brakes. In the year I have been patient but this last visit to Goldsteins took all the patience I had left in me.

On September 12, 1983 the car was taken back and this time I demanded a rental car because I have never been able to get one. I got the car and was told to call at 4:00. I called at 4:00 and was told to call at 5:00. At 5:00 the car wasn't ready because they had to take it out for a ride after overhauling the brakes once again. Instead of calling in the morning I drove in (I live about 45 miles away) and they told me they had just got it back together. They invited me to drive the car and tell them if it was fixed. As I drove down the road the brakes were still squeaking and now I had a thump thump in the rear brakes. The man in charge could hear it and couldn't answer why I had a new sound and the old sound could still be there. We went back and I could hear him with the man who fixed the car telling him it was worse. I was told that the car had to be taken out on the road again and I could wait in the waiting room. I went looking for the man who sold me the car and I was very quickly taken back to the garage where I got to talk to the head man. This mans name was Klaus Brandt. He said my car was back and nothing was wrong with it according to the mechanic but he would like to drive it and invited me along. Down the road I asked him if he heard the noise in the front and the back. He told me he was hard of hearing and couldn't hear it. I told him that Gary could hear it and do all Eagles have as much work done on them as mine has. He said no and that a factory rep. would be in on September 22, 1983 should bring it in. I called on September 22, 1983 and was told not to come because he didn't come but they would call me when he was due again. This is October 21, 1983 and I haven't heard one word from them. They get me and my car out of the office until the car becomes undriveable again. I took the car to a gas station to have it inspected and was told my car had oil all over the engine. He said it looked like the valve cover was loose. The next thing that happened a few days later was I couldn't get the car to go in any gear. I had to move the shifter back and forth quite a few times and just as I thought it was time to call the tow truck again it went into gear. The last time at Goldsteins I told them that it was starting to slam into gear as it automatically changes. They told me there wasn't anything wrong with it! Would you please send a factory representative as soon as possible before this car is carried back to Goldsteins in a bushell basket. Also would you check to see if they ever did ask for a rep. to come and see this car. They told me that the car would have to be looked at in order for them to get paid because the car had been in more than twice to have the same work done on it. On September 12, 1983 Goldsteins also told me that they had lost all our previous work order forms. I showed him all my copies and that I wanted them back. I am sure that because of the vibration everything on the car rattles as it sits in my drive way in an idle. The belts also squeak all the way down the road. This car is a laugh around here. No one can believe I have put up with this car this long. Why should I be out the money when this car was bought new and should be in top working order. This car is not safe to drive and it will take an accident before Goldsteins will admit the car has a problem. I have taken the car to another dealer and was told that the car is a problem. I have taken the car to another dealer and was told that the car is a problem. I was ready to trade the car in for another Eagle but I was told that. I don't think this car will ever be right and I want you to send someone before anyone gets hurt. I can't believe you would put anyone through this for one whole year. My first letter was handwritten. The second letter was typed with copies the same as this one has been. I will talk to Goldstein's one more time

000072

about the oil leak, the vibration, the brakes, the gears slowing into gear, the gears not shifting, the rattles under the car, and to get rid of the smell the car puts out everytime it starts to vibrate. After I have talked to them and if I do not hear from you within one week I am starting action with the Attorney General before someone is hurt. My patience has worn thin and I am tired of being treated like some woman that doesn't know what she is talking about. This car will be fixed or you will come up with some kind of a deal to get another. My time is also available elsewhere and I can't spend all my time going back to Goldstein's everytime the car makes a noise.

This car has a problem. I have talked to my dealer. I have talked to the Service Manager. I have asked my dealer and Service Manager to get in touch with the Zone office. Now I am asking once again please send someone to look at this car! It is also time for the bank to know what has been going on with their car. Goldstein's arranged for the bank loan and I am sure they would like to know they own a car that is falling apart with two more years to pay on it.

I am not holding anything back anymore because I will not be pushed to the side while you are saying you bought it you own it. As of this month the car is no longer under the guarantee. I will be sending this letter registered and I do hope I hear from you before the card returns to me stating you have received this. I will be glad to hear from you.

Thank you,

Linda Zimmer
R.D. #1 Box 158
West Berne, N.Y. 12911

ZMCIJesep/RENAULT

000673

Attn: Consumer Affairs Dept

I have put off writing this letter long enough. I and my Wife are to say the least very upset with Savage Sales and Service Inc. On Jan. 30, 1982 we placed an order for a 1982 AMC Eagle SX4. We were told to expect 6 to 8 weeks for delivery. You can see from our receipt that we finally took delivery on May 5, 1982, 12 weeks later. When the car finally arrived I happened to stop at Garage that day out of curiosity to see if it had come in. I was told that it was back in the body-shop yes there it was the hood had been damaged in shipment. I am thoroughly convinced that if I had not seen it I would never have been told about it. As it turned out the car had to be returned for the work to be done over.

I must say I was apprehensive about Savage due to the fact that I had been told that their service dept. was second rate. The Sales person assured me that the problems had been worked out by installing one of the

Savage brokering to run the severe dept
I have had the Eagle in a number of times
for service. The first time for small warranty
work, all to my satisfaction. Then for the 5,000
mile check up. The tires were rotated not at
my request, but as a matter of policy - Jim
Savage. NC this on my bill. Later on my
wife took the car in because of a strange
noise in the wiper motor or wiper mechanism.
The service writer explained to the mechanic
that the wipers were squeaking. The
mechanic put in new refills. I protested and
after a discussion with Mr. Savage they agreed
to not charge me if I would take the new
parts off and put my old parts back on.
Now on August 17, 1983 I took the Eagle in
to have a look at the wiper arm cover cracked.
I also asked them about a problem with the
engine stalling and a poor oil pressure reading
on the oil pressure gauge. I having been an auto
mechanic for some 15 years asked that if any
parts needing replacement that I be notified before
doing any work. The look at the valve cover
should have been covered under my 5,500 extended
warranty a fact that was never mentioned,
although they did agree to pay 1/2 of the bill.
As you can see the engine was set off
on the Scope and the oil pressure reading

sending unit was replaced. Neither I nor my wife were ever notified of this work being done. I went to pick up my Eagle to my surprise I received a bill for \$7.20. I also had a coupon from Savage. At the time I picked up the car I pleaded my case to Jim Savage, he said that he would have to talk to his brother. I then waited to hear from them. A few days later I received in the mail a bill for the work. I called and talk to Mr. Savage. He said the bill was correct as stated. I then went to see him in person. He told me that he was tired of pampering me. He refused to honor the coupon. So far as I am concerned after buying a car for myself, taking my father into a new Albany, and my uncle into a used Concord - this is poor way of running a business. I have since taken my service work to an independent garage. I had also been thinking of buying a Jeep Pick Up. I may but not from Savage.

After all this complaining you must also be told that I and my wife love our eagle. Any complaint is not with the car but with the dealer.

000676

Your attention in this matter will
be very much appreciated by the both
of us.

Very Truly

David F. Baucher

Susan R. Baucher

901677

Adler
Dear Sir.

I am writing you concerning a new 1982 AMC Eagle we purchased from Cox AMC-jeep Renault in Johnson City Tenn. on the 10-9-82 we have had it back to their mechanics four times it had a foot on the four wheel drive making and it jerked like the transmission was going to come out of it when you went up a hill the transmission jerks when it was change in gear and the valve cover leaks the only thing they have corrected is the foot on the four drive they said that the reason it was leaking was that it needed a P.V.C. valve which they replaced and it didn't help as you know it costs to drive so many times from Kingsport to Johnson City not counting our time we feel that we are getting the run around we don't have a Zone dealer code on the Buyer protection plan and we don't feel we should talk to the dealer we know we have legal rights and something can be done but we

RM

Accepted

sent to you

Date

Sincere Clerk

6000078

Name

Address

City

Home

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RE: 1982 AMC Eagle SX/4, Serial No. 1A0005358CK1'6205

PUCHASED AT BERVYN AMC JEEP ON MAY 26, 1982

Dear Sir:

I am writing this letter out of sheer frustration. I wish you to be advised of the problems I have had with my car, as well as the discourtesy I have been subjected to by Bervyn AMC Jeep.

I, am enclosing copies of all receipts for repairs, the last of which I feel that I should be reimbursed for since were defects that were not corrected during the Warranty, which was due to the fault of Bervyn AMC Jeep Agency.

The following is a list of repairs that were done at Bervyn AMC Jeep.

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- August 16, 1982 The car had a rattle in rear, near the exhaust brace, supposedly repaired, but it was necessary to return the car two more times for the same repair. No Receipt issued. The same time there were fumes in car, so they adjusted the carburetor, returned again for the same reason, no receipt issued.
- September 1, 1982-No Turn Signals. I had the Turn Signal Flasher replaced. I was informed at this time that the Transmission fluid was black, and should be changed for the cost of Sixty Dollars, since the Car had only 6,708 miles on it. I felt it should be under warranty, but no check was made to find out why the transmission fluid was burning, they informed me that unless I had the Transmission oil changed at a cost to me of Sixty Dollars AMC would not be responsible if harm came to my engine, at this point I called my AMC Service Representative, Jim Johnson, and he called the Service Manager at Bervyn AMC.
- September 3, 1982-Car could no longer be driven, after being Road Tested at Bervyn AMC, Service Manager asked me if I was exaggerating the Cars condition. Upon dismantling the transmission, it was found to be defective, and had to be replaced, See Receipt of September 3, 1982.
- September 20, 1982-Tailgate base had to realigned, car missing at idle, Spark plugs were replaced, Brake cable rubbing on exhaust again and once more repaired.
- October 12, 1982 Cold Air in vent when closed, repaired for first time. Idle reset. At this time I was informed that Bervyn AMC was closing and referred me to Disabato AMC Jeep Inc.

000680

ber 15, 1982 Car: would not start, Towed to Beryyn AMC, repaired again, Starter: relay coun. and Idle repaired again

October 29, 1982 Car runs rough at idle, hot and cold R & P Carb. and overhaul, shaft hitting gear, steering column aligned.

August 17, 1983 Oil Leak under: car, Valve Cover resealed, replaced transfer case output, shaft sealed, and sealed plug

September: 19, 1983-Replaced wheel flare, water leak in RF Vent repaire for the second time, replaced bolt in rear door, relocated and sealed antenna wire, Rand R Trim Pad wires left hanging.

September 20,1983- Hard Starting, freed choke, and secured wires left hanging. No charge for this service.

Seven weeks ago I took my car to Disabato AMC for a peeling on th left front fender (plastic part). The body shop Manager, Joe Cerrullo told me he would paint it because the car was only one year old and should not be peeling. Mr. Cerrullo had the car two days when I calle him he said I would either have to wait until the whole fender peeled or have it replaced. I refused to pay for something that was obvious a defect, he said he would call me when the AMC Representative came out in a week and a half. I heard nothing for a period of Two Weeks and called Jim Johnson, the AMC Representative for my area and explained t the situation, he said he would check the matter out and get back to r

Two weeks later they called to tell me the representative would b at AMC Disabato the following day between 9:00 A. M. and Noon, and sin I work every day until 4:30 I was forced to cancel my plans in order t drop my car off the night before. When the representative called me he said AMC would pay for the part but I would have to pay for the lab I agreed even though I felt it unfair for it was difficult being withc a car. The representative also informed me that the car had a Oil lea and I replied that the Car had been repaired just a few weeks prior for the repair of three leaks one of which was in the universal joint. I told him I was covered by the 5 Year or 50,000 mile warranty but the hadn't fixed it. He said that he would check on it. Then I picked th car up that night I asked the service manager Danny Disabato what was decided about the leak and he very rudely informed me he knew nothing about it. Since the owner of the agency Mike Disabato was standing there, I made no comment, as I assumed I would hear from the represent tive. The following week I called Joe Cerrullo to get an estimate on the labor, he said not to worry about it, and I thought everything was alright. The part was received on September 2, 1983, I was notified by postcard on September 13, 1983 more than a week later, the card rec that I had until September 20, 1983 to have the part put on or it would be returned. The following Monday afternoon I took time off work in order to take the car in. When I picked the car up Tuesday I was informed I had to pay for the part as well as the labor on the fender as well as the bill for the vent, which came to a total of \$94.92, whi all should have been covered by warranty since these were defects and not in any due to normal wear on the car.

I, feel I should be fully reimbursed for the full expense, and a feel I deserve an apology for the inconvenience and the disrespectful manner I have been subjected to by AMC Disabato.

Very truly yours,

Tom Rutkowski
TOM RUTKOWSKI
6053 S. Troy
CHICAGO, ILLINOIS

60629

60629

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COCC83

Dec. 5, 1983

Department of Motor Vehicle,

In July 1983, my husband and I purchased a 1983 AMC Eagle Station Wagon from Wetmore's Garage, 333 Danbury Rd. New Milford, Ct. 06776.

Following is a list of work that had to be done on the car since we purchased it and its time today has not been repaired properly.

Aug. 2, 1983 - FM Radio can not get one station in clear without a lot of static.

Sept. 23, 1983 - FM Radio Bryan Wetmore said he put in a new radio

Sun Visor (Driver's side) tightened
Glove Compartment door fell down every-time you went over a bump repaired
Anti-freeze leak claimed to be repaired
Interior lights and Clock. blown fuse replaced

Sept. 26, 1983. Anti-freeze leak. Still leaking after being repaired. on Sept 23, 1983.

FM Radio still working the same as on Aug. 2, 1983

Sept. 30, 1983. Anti-freeze leak. Still leaking after being repaired on Sept. 26, 1983

000684

6314 N. 28th Court
Margate, Florida 33063
7 March 85

American Motors Sales Corporation
P. O. Box 442
Detroit, Michigan 48232

Gentlemen:

I have had considerable trouble with my 1983 AMC Eagle Station Wagon; four door; automatic transmission; 6 cylinder; power steering; Vehicle Identification Number 1A0CK3852DK172905.

Among the more important problems are those shown on the enclosed listing.

Copies of the bills pertaining to the items concerned are also attached.

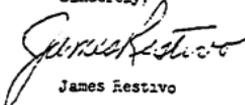
The vehicle has only 30,000 miles on it. I am wondering whether any of the costs would be reimbursable to me under any applicable warranty or any type of recall program that you might have had. I was told by AMC dealers that the warping of the original valve covers had been a common problem necessitating conversion to a newer kit. I do realize that replacement of brakes at 30,000 miles might not be considered a premature requirement, but certainly the other items are.

I hope, therefore, that some reimbursement to me may be authorized.

May I hear from you shortly?

Many thanks.

Sincerely,



James Restivo

3 Incls
1--Listing of Items
2--Copy of Bill
3--Copy of Bill

P. S. After 1 April 85 my address will be: 918 Henryton Road
Marriottsville, Md. 21104

000685

Sept. 30, 1983 4M Radio Still working same as on
Sept. 26, 1983. Bryan Wetmore made an
appointment to meet with AMC
Representative.

Oct. 10, 1983 Anti-freeze leak repaired with water
pump.

Oct. 27, 1983 1M Radio met with AMC Representative
Mr. Enette for the radio. He drove
the car for a mile or so and told
me there was nothing wrong with
the radio. The static was due to the
power lines. He made a suggestion
about giving us our money back
for the radio.

Nov 1 or Nov. 2-1983 - My husband went to
the AMC Headquarters in Elmford, N. Y.
and spoke with a Mr. Tiso for customer
service representation.

Nov. 8, 1983 - I went to Wetmore & to make an
appointment to have some oil leaks
repaired. Don Skitmore refused me
service and told me he turned
the dealership over to a different
dealer. I would have to get an

2883

(2)

touch with Mr. Evette, the AMC representative.

Nov. 8, 1983 - I called Mr. Tiso at AMC and told him what was said to me. He told me he would get in touch with Mr. Evette and call me back.

Nov. 10, 1983 - I called Mr. Tiso again and was told again. Mr. Evette would get in touch with me.

Nov. 23, 1983 - After not hearing from Mr. Evette, I called Mr. Tiso and he called Wetmore's and told me to call Bryan Stetmore, Nov. 25th to make an appointment to have the oil leaks repaired.

Nov. 25, 1983 - Interior lights and clock went out again.

I called Bryan at Stetmore's. He told me to bring the car in on Monday.

Nov. 28th. He would do me and the AMC representative a favor by repairing the leaks.

Nov. 28, 1983 - I brought the car to Stetmore's. They repaired one oil leak by putting on a valve cover gasket and fixed

51-688

the interior lights and clock by putting
in another fuse.

Nov. 30, 1983 - My husband went to Elmford,
N.Y. to see Mr. Tiso again. He suggested
to my husband to take the car to
Pamby Motors, 36 Danbury Rd. Ridgefield,
Ct 06877. My husband called them
and was told they would not
service anything that wasn't bought
there. Mr. Tiso then suggested
that the only alternative was for
us to start legal action.

I would appreciate any help
possible on this matter as the
car is still leaking oil and correct
dealership has not been established
as of today.

Yours truly
Mrs. Alice Russell.

NOV 29 1983

MAY 13 1955

SERVICES

6-9-55

Dear Sir -

We like our "Eagle" very much.
But I just can not condone a plastic
valve cover & only "4" fasteners, where
if it had 12 and a good gasket it
may be would hold.

I realize plastic for the Corvair
but this is ridiculous.

After resealing at a very
competent Dealer it still had to be
done over.

Thank you
John H. Schaller

000000

March 22, 1985

Mr. & Mrs. Gerald L Weaver
R. D. #1 Box 185
Atlantic, PA. 16111
(814)425-7385

American Motor Sales
Corporation
Owner Relation Department
P.O. Box 442
Detroit, MI 48232

Dear Sir,

I am writing to inform you of the difficulties we have had with our 1983 Eagle Stationwagon we purchased a little over a year ago. My husband bought this car for me to depend on to go back and forth to work, but it seems that in the little time we have had this vehicle there has been many things that has gone wrong. This vehicle has been sent to Leigh Emerling to be repaired but has come back to us with the same problems.

In the past five years we have owned a 1981 Thunderbird, a 1982 Bonnyville Brougham, and now the 1983 Eagle and so far the Eagle has been the most incompetent car we have owned. If I could I would box the car up and ship it back to you so you could be able to check it out yourself and maybe give us a better service than what we have gotten so far.

Here is a list of the few things that have gone wrong. We are also sending copies of the bills we have received.

1. The rubber molding around the windows was fixed once but has come back off
2. The transmission slips as you go up hills but we were told nothing was wrong with it.
3. The Cilhead pan gasket leaked and was supposed to be fixed by them but still leaked.
4. They cut the hood latch off and didn't replace it. We had one put on ourselves.
5. The brake rotor shimmy when brakes are applied. We were told that it would disappear after the car was broke in, but it still shimmy.
6. The car would stall when coming to a halt. Their way of fixing it was to set the idle up fast so now you can't shut it off unless you put the car in reverse.
7. The lock on the back door is the only door not to lock.
8. The turn signal fell out while I was driving in town one day.
9. The defroster switch fell off

My husband and I hope this letter will be read and we will receive a reply from you.

Sincerely yours,

M. Gerald L. Weaver

000691



PPG Industries, Inc. One PPG Place Pittsburgh, Pennsylvania 15272 (412) 434-4407

Scott A. Weida
Manager
Distribution Facilities
Distribution & Sales Service
PPG Chemicals



December 17, 1984

Mr. A. B. Shoalts
Corporate Manager
Equal Employment Opportunity and
Industrial Relations Service
American Motors Corporation
27777 Franklin Road
Southfield, MI 48034

Dear Mr. Shoalts:

As you are aware from our phone conversation on Friday, December 14, 1984, I am contacting you in an attempt to resolve several grievances. As a consumer, I feel I have been victimized by McCracken AMC, West Mifflin, Pennsylvania, and by American Motors. I have not been able to resolve my problems with the people at McCracken, and the AMC customer service people in Warrendale, Pennsylvania, have been of minimal help. Hopefully, you are in a position to direct my complaints to people within AMC who are willing to listen to the details and who have the authority to take corrective action.

The situation was best described by Joe Mehalik, Sales Representative at McCracken, this November when he told my wife, "It is a real shame you are stuck with such a lemon!" Since the car was purchased in August, 1983, it has been in the garage eight times for a total of 46 days, or 12 percent of the time. It has had to be towed on four occasions. The carburetor has been rebuilt, the front brakes were replaced, the oil pan was replaced, the fuel pump was replaced, engine gaskets and seals were replaced, and the transmission was rebuilt, and the car has only been driven 11,000 miles. The car has been apart so many times that I doubt it will ever be a reliable vehicle. Each repair seemed to create other problems that resulted in the car not running properly and another trip to the garage for service. Since the transmission was repaired in November, 1984, there are situations when the transmission and drive train operate in a rough manner. The transmission failure more than likely has set up other parts of the drive train for premature failure.

The following is a chronology of the maintenance work:

000693

1. December 13, 1983 -- I could not start the car in the parking lot at Three Rivers Stadium. The car was towed to Sears, Allegheny Center Mall after the AAA mechanic could not get it started. At Sears, the mechanic checked out the fuel delivery system. He could not find a problem, but when he put everything together, the car started. The assumption was made that something had been plugging the system.
2. December 19, 1983 -- My wife could not start the car in the garage at home. The car was towed to McCracken. The carburetor had to be rebuilt after 2,745 miles. While the car was in the garage, I asked that several warranty items be handled: an oil leak and a loose roof rack strip. After five days the car was returned, but I was told they were too busy to fix the oil leak or roof rack. They would get to these the next time I brought the car in for service.
3. April 4, 1984 -- I took the car into McCracken with 5,487 miles because the front brakes were making loud clunking sounds and grabbing. I also wanted the oil leak and roof rack repaired. The brakes had to be overhauled (front rotors replaced). They worked on the transmission and replaced the valve cover, attempting to stop the oil leak. The car was in the garage five days. The leaks were not stopped.
4. May 7, 1984 -- I took the car into McCracken with 6,190 miles to have the oil leak stopped. The valve cover gasket was replaced. The car was in the garage five days. When I got it back, the car still leaked oil, the temperature gauge did not work, and the car had no power when you tried to accelerate.
5. May 14, 1984 -- I took the car into McCracken with 6,287 miles to have the oil leak stopped, the engine problem repaired, and the temperature gauge repaired. The oil pan was replaced. I was told this was a common defect that happened when the pan was formed. They found that the mechanic who worked on the car previously had left the temperature gauge disconnected and had not properly replaced something on the carburetor when the car was apart during the May 7 repair. The car was in the garage three days. When I got it back, it still leaked oil.
6. June 8, 1984 I took the car into McCracken with 6,866 miles to have the oil leak stopped and the annual Pennsylvania State Inspection done. The car was in the garage three days. I don't know what they did, but the oil still leaked when I got it back.
7. July 24, 1984 I took the car into McCracken. I wrote a letter to the Service Manager, Herb Troy (copy attached) listing items that required work. To stop the oil leak, the fuel pump was replaced. This finally stopped the leakage. I noted that the transmission was not performing correctly. Herl said he drove it around the block and that it was okay. The conditions I noted in my letter were dismissed as "normal" I doubt that anyone ever looked at the transmission.

000694

The loud squeak in the front left wheel was dismissed as only needing a little grease. The grease helped for a short time, but the squeak still exists today. I don't know what they did as far as the excessive tire wear and front end alignment. The front left tire continues to wear faster than the other tires. The car was in the garage four days.

8. October 30, 1984 -- The car would not move in any direction, and only grinding noises came from the transmission. The car was towed to McCracken with 10,707 miles. Tom McKee called from McCracken on the afternoon of October 30, 1984, asking me what was wrong with the car. I explained what had happened and that I thought the transmission had failed. He told me that I was wrong because he had taken it for a test drive and everything was okay. I vigorously disputed his claim to no avail. Tom said, "I'll drive it home tonight (20 miles each way) and show you there is nothing wrong". Of course, he didn't make it, and the car had to be towed back to the garage. The car then sat on the lot until Monday, November 12 (14 days) before they started to work on it. On Wednesday, November 14, I was told that they had to order parts which were to arrive on Friday, November 16. On Friday, I was told the car would be worked on Saturday and be ready Monday morning. I finally got the car at 5:00 p.m. Monday, November 19, twenty one days after it was towed to the garage. I was told that McCracken was too busy with emergency work to get to my car. I paid \$100.00, as required in the extended drive train warranty.

It was during this time that Mehalik made the comment about "being stuck with a lemon" to my wife. She asked him what he could do to take the 1983 back and deliver a 1984 close-out that he had on the lot. A day later, he said that he would take the 1983 Eagle and \$5,000 for the 1984 Eagle.

Needless to say, I was upset and started on Tuesday, November 20, to see what I could do to resolve my problems. The following events took place:

1. November 20, 1984 -- I called Olga Mikus for a recommendation on who to contact at American Motors. She recommended I call you (A. B. Shoalts).
2. November 20, 1984 I called to talk to you, but you were not available. Evette Collier listened to my complaints. She promised to follow up but told me to call Mr. Young at Warrendale, Pennsylvania, for local handling of my complaint.
3. November 20, 1984 I called Mr. Young. He listened but did not appear very interested or sympathetic. He said he would have Bob Zisk visit McCracken the week of November 26 to review my case. Mr. Zisk or someone from McCracken would call the week of November 26 to let me know what they intended to do. I told Mr. Young I wanted two things:

000695

- a) An offer from AMC to replace my 1983 with a new car. since I was insulted by McCracken's offer. and
- b) the \$100.00 refunded, since I felt if McCracken had done their job in July, the transmission would not have failed in October.

Mr. Young said it would take an exception ruling to the warranty policy to get the \$100.00 refunded. Mr. Zisk would review the case and determine if either McCracken or AMC would make the refund. Mr. Young claimed that I could only deal with McCracken on the new car. but that he would pass on my feelings about the deal they had offered.

4. December 3, 1984 I attempted to reach Mr. Young. Since my November 20 call the only contact that was made was Joe Mehalik calling to be sure I correctly understood the offer he had made.

Mr. Young was out, but Chuck Downing answered and stated he was the person I should be dealing with, not Mr. Young. Downing listened to my complaints and said he would check with Mr. Young, Mr. Zisk, and McCracken and get back to me that week.
5. December 14, 1984 I called Chuck Downing at 8:55 a.m. since no one had followed up on my December 3 call. He could not find any report or recall what had transpired since December 3. He said he would have Herb Troy from McCracken call me. I told Downing I was upset and was not going to drop the issue.
6. December 14, 1984 At 9:20 a.m. Herb Troy called from McCracken. Troy said that no one had told anyone at McCracken that I was upset with the transmission situation. He thought my only complaint was about the offer on the new car. After listening to my complaint, he offered me the following comments:
 - a) The way McCracken operates, it is normal to keep a car 21 days for repair. There were at least four other transmission jobs on the lot that would take that long or longer.
 - b) He claims they ordered a transmission converter on November 8. That part normally is what is needed. Unfortunately, another part was needed after they got into the transmission.
 - c) He said everyone claims things are wrong with their cars just before they go off warranty. That is why the transmission was not checked further in July.
 - d) He claimed the problems with the transmission could not have been starting in July. It could not have lasted until October.

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Page Five
Mr. A. B. Shoalts
December 17, 1984

- e) He couldn't respond to the things Tom McKee told me during the 21 days since he was no longer with McCracken. The mechanic who worked on the car was also off sick, so he couldn't talk to him.
- f) He said McCracken could not and would not refund the \$100.00 because of low rates and slow payment by AMC on this type of repair.
- g) He doubted if AMC could afford the \$100.00, since they were in such poor financial shape. If I was dealing with General Motors, I would get the money.

I told Troy I still wanted my money and would not let the issue drop.

7. December 14, 1984 I called Olga Mikus. She recommended I deal directly with you (A. B. Shoalts).
8. December 14, 1984 I called you.

I apologize for the length of this letter but, unfortunately, it only represents a portion of the hassle and frustration my wife and I have endured. Any help you can provide will be greatly appreciated. I am still interested in two things:

- 1) What can be done to replace the 1983 Eagle with a similar 1984 or 1985 Eagle? I am not interested in dealing on this matter with McCracken and prefer to work through AMC. I am not asking for a new car for my car, but I would expect a reasonable offer that reflects American Motors' commitment to delivering quality products and customer service.
- 2) I still feel I am entitled to a refund of the \$100.00. This is really McCracken's responsibility, since I feel their service area policies caused the problem. It is obvious to me that they will continue to refuse my claim unless AMC can intercede in my behalf.

Thank you for your time. I look forward to your prompt reply.

Best regards,

Scott A. Weida

Scott A. Weida

SAW/td

Attachments (9):

1. Seven maintenance work orders from McCracken.
April 24, 1984, letter to McCracken.
5. July 20, 1984, letter to McCracken.

cc: Olga Mikus

000697

August 25, 1984

American Motors Corporation
27777 Franklin Road
Southfield, Michigan 48034

Gentlemen,

On 10/10/83, we took our 81 Eagle to Porreco Motors for an oil leak. The gasket was leaking around the Valve Cover. They put Silicone sealer instead of the gasket which was on the Valve Cover. I was under the impression that the leak was to be repaired with the replacement of a new gasket. As you can see the order called for such. Now, less than a year has gone by, ten months to be exact, and the same thing has happened. I saw where the oil was leaking, as did my husband. We could not feel that we wanted to try Porreco again, so we took it to a garage which we dealt with one other time. He too found out that what now is required instead of a gasket is the silicone sealer. Now-I do not feel that we should have been charged the first time for something that was the fault of the Manufacturer. As I cannot get any guarantee from the Service Manager at Porreco's that this will not happen again, you can imagine how distraught we are. Another thing, when the garage mechanic had the Valve Cover off of the car, we all looked for the serial number that was written on the Repair Order for the Valve Cover. They do not match. Now I wonder if they did replace the Cover.

It seems to me just because I had the extra insurance coverage, which cost us extra, the Service Manager at Porreco's figured it was alright to charge what he did, and replace the Valve Cover. We think we should be reimbursed for the first bill which we paid \$26.88, plus what it cost us this time for the work done.

c.c. Consumer Protection
c.c. Tri-State Insurance

Sincerely
John & Ruth Argony
John & Ruth Argony
251 Maiden Lane
Eric, Pa. 16504

000098

Charles W. Rawson
Attorney At Law

ALBUQUERQUE OFFICE
4008-B CARLISLE BLVD., N.E.
ALBUQUERQUE, NEW MEXICO 87110
(505) 881-7222

July 26, 1985



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

Re: Steven and Kelly Benke
25406 San Pablo Street
Kirtland AFB, NM 87116
(505) 256-3964

Gentlemen:

I am writing in regard to my clients, Steven and Kelly Benke, concerning a 1983 AMC Eagle Sport which they purchased in November, 1983.

While their car was under your Manufacturer's Warranty, 12-month/12,000-mile, they had problems with the valve cover leaking and what the dealership told them was the a bad regulator on the alternator needed to be replaced. This was in May, 1984. Approximately 6 months later, on November 11, 1984, while under their 5-year/50,000-mile Extended Warranty, with only 15,050 miles on the car which they had not owned even 1 year, the car had what the dealership told them was an alternator problem and charged them for towing expenses and a deductible for repairs making them go without transportation for several days. Now, July, 1985, they are still having problems getting their car to start and keeping it from dying on them, eventually the battery light remaining on in connection with what the dealership believes is the alternator and the valve cover continues to leak. The car is now less than 2 years old and has only 20,000 miles on it.

I spoke to Chris, Manager of the Service Department at Key AMC on July 19, 1985. He tells me that they do not know exactly what the problem is but the alternator seems to be helping it along for another 6 to 7 months so they continue to replace the alternator. Therefore, continuing not to fix the root of the problem, making my clients pay out-of-pocket for expenses that not only should be covered by AMC but should be fixed properly by AMC. Is this what my clients are to expect from AMC? Does this mean that every 6 or 7 months they are going to have to find other means of transportation because AMC doesn't want to service their own automobiles properly?

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