

Charles W. Rawson
Attorney At Law

ALBUQUERQUE OFFICE
4008-B CARLISLE BLVD., N.E.
ALBUQUERQUE, NEW MEXICO 87107
(505) 861-7227

July 26, 1985
Steven and Kelly Benke
1983 AMC Eagle Sport
Page 2

My clients 1983 Eagle Sport has been in the shop for almost two weeks and when they finally do receive the vehicle the root of the problem will continue to remain unfixed.

I am writing you this letter to make you aware of not only the problems my clients are having with their 1983 AMC Eagle Sport but to make you aware of the inefficient job your dealerships are doing in handling the problems.

Your immediate attention is this matter is appreciated.

Sincerely,

Charles W. Rawson

Charles W. Rawson
Attorney at Law

RBA:kmb

Enclosures

000700

WARRANTY DISCLAIMER: ALL WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ASSUMES NO LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. KEY SERVICE CENTER, INC. HEREBY DISCLAIMS ALL WARRANTIES ON LABOR AND MATERIALS AND ASSUMES NO LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

37064

CARD NO. 154
DATE TIME PROVIDED 4:00
WAITER NO. CWA
PHONE NO. 923-8877

Steve Benke
35406 Son Blvd SE
KAFB 91.01 87116

ALL REPAIRS COVERED BY THE EXCLUSIVE SERVICE PROTECTION PLAN. INSTRUCTIONS: SEE REVERSE BOOK FOR TEXT OF WARRANTY AND INSTRUCTIONS.

WE RECOMMEND THE FOLLOWING NEEDED REPAIRS:

1. Extended Warranty

REPAIRS AUTHORIZED - LABOR INSTRUCTIONS

1. All light comes on at times & the battery goes dead

| DESCRIPTION | AMOUNT | TOTAL LABOR |
|---------------|--------|---------------|
| LABOR | 504.10 | 504.10 |
| PARTS | | |
| SUBLET | | |
| OIL & GREASE | | |
| SHOP SUPPLIES | | |
| TAX | 1.28 | |
| CHARGE SALES | | |
| CASH SALES | | |
| TOTAL | | 505.38 |

REPAIR QUOTATION NO. 37064 CUSTOMER NO. 37064

Renault

KEY SERVICE INC.
 8101 Lomas Blvd. N.E.
 ALBUQUERQUE, NEW MEXICO 87110
 (505) 265-3753

THANK YOU! ALBUQUERQUE, NEW MEXICO 87110
 KEY COMES THROUGH

10-27-85
 ORIGINAL ESTIMATE
 PARTS: 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000

TERMS CASH, UNLESS ARRANGED OTHERWISE. ALL PARTS AND LABOR ARE THE PROPERTY OF KEY SERVICE CENTER, INC. AND WILL BE RETURNED TO THE CUSTOMER UPON COMPLETION OF THE REPAIRS. A 10% DISCOUNT WILL BE APPLIED TO THE TOTAL COST OF THE REPAIRS. A 5% DISCOUNT WILL BE APPLIED TO THE TOTAL COST OF THE REPAIRS. A 10% DISCOUNT WILL BE APPLIED TO THE TOTAL COST OF THE REPAIRS. A 5% DISCOUNT WILL BE APPLIED TO THE TOTAL COST OF THE REPAIRS.

SALE REPRESENTATIVE: Steve Benke

| NO. | SUBLET REPAIRS | SALE |
|----------------------|----------------|------|
| 1 | ALL GAS | |
| 2 | OIL | |
| 3 | GREASE | |
| TOTAL GAS OIL GREASE | | 0.00 |
| TOTAL SUBLET REPAIRS | | 0.00 |
| TOTAL GAS OIL GREASE | | 0.00 |

NOTICED BODY DAMAGE: FRONT

Wald TOWLE

Address 200 A Banker Apt 214

City, St. to New York, N.Y. 11563

Home Phone (516) 590-1229 to phone (212) 321-4881

Shipping Dept. Second Pair

Shipping Dr. Department L. ENY

Change 1. System notes 3/8/72 1/8/75

Color 11 0 0 3 10... to 10 0 0 3 10X

11 0 0 3 10... to 10 0 0 3 10X

0 0 9 7 3 other, 3 day leaders involved.

Also contacted City advised +

office of community affairs

Acton Open

Code 057 Reenroll Y

1 2 2 4 8 2 3 1 0 3 1 2 9

2 2 2 4 8 2 3 1 0 3 1 2 9

3 1 6 0 0

4/14/80

4/14/80

4/12/80

0 2 3 - 1

AMC/Jeep/RENAULT

OWNER CONTACT: RETURN AND IN A OPEN CASE CLOSING NUMBER

1. One lead value case (10X)

2. Warn. of \$25 deductibly (5/3/80 case)

3. 3-0 for 4/14/80 capt. w/ stem motor

4. 1/24/80 The rich man found

5. Mrs M called 01 for H + Home # Double hit

6. message in Tape - To convince to call before any other leadings

7. A. R. K. K. K. message to call before any other leadings

1. Did not deal with... in terms of position... 2. Who is attended or quasi checked by order ref's shell

3. Was this road test done with the owner in the vehicle... 4. Who from the zone verified satisfaction with the owner?

5. Are we the last action vehicle... 6. Are we the only one... 7. Overall OWNER REACTION: X MOSTLY SATISFIED

8. Did you check... 9. Copy of... 10. Copy of...

11. Zone... 12. Date... 13. Date...

14. Name... 15. Title... 16. Company... 17. Name... 18. Address... 19. City... 20. State... 21. Zip...

22. Name... 23. Title... 24. Company... 25. Name... 26. Address... 27. City... 28. State... 29. Zip...

14

000703

MAY 16 1985

OWNER SERVICES

38 Monroe Street
Riverside, N. J. 08075
May 13, 1985

President, American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48242

Mr. President,

Be advised: On May 7, 1985 I took my vehicle into the service department of Triboro Pontiac AMC Jeep Renault Isuzu due to an oil deposit in my driveway where said vehicle is always parked.

I was under the impression that I had a transmission leak, but was informed by the service department that the leak was from the valve cover.

The service manager then informed me that the valve cover is molded plastic, and had warped from heat, whereas a new gasket would not solve the problem and a new valve cover must be installed to stop the oil leak. In order for their work to be guaranteed.

It is apparent that the American Motors Corporation is trying reductions at the consumer's expense, and American Motors dealers charging \$40. Per cover, plus installation, which in turn will only last another year, give or take a month or two.

When I purchased this vehicle, I was under the impression that I was buying an American made vehicle, which would help keep our fellow Americans working; however, it is apparent that at the rate of cost reductions of manufacturing American vehicles from American Motors Corporation a few years down the road, the vehicle will cost \$20,000 and in the vehicle with the spare tractor tire, a tube of plastic cement may be included for repairs.

However, Mr. President, I will not allow/permit your engineering department to impose the costs of yearly replacement of a valve cover upon me, just to profitize American Motors Corporation. The car as of this writing only has 10,313 miles of use.

This act is beyond any standard routine maintenance which is normally required by older American vehicles or any foreign vehicle. Valve covers were fabricated from metal, which will not warp at standard running temperatures of a vehicle by consumers.

At this juncture, I demand the proper valve cover (metal) with gasket be replaced and installation, with the expense charged to your engineering, research and development, or cost reduction departments. Furthermore, it is clear that this usage of plastic engine parts is due to your engineering/manufacturing cost reductions, not something caused by standard wear. Tires, points, plugs, bulbs are dependable, not molded plastic valve covers, which should not require yearly replacement.

Another consideration to this problem, is the fact that here in New Jersey, the State has passed an unconstitutional law of wearing seat belts. Heaven forbid if a fire would start in the engine, the

000704

valve cover would fuel that fire, and due to the Panic of
to get out of a burning vehicle that one is tied into, there may
a more serious Problem, since when Plastics burn, they emit Gasses,
sometimes toxic in nature.

I do not feel legal action is necessary at this time,
hopefully a satisfactory resolution to this Problem can be had,
however, if it should be necessary, I will not hesitate.

I shall be waiting for the timely expiditing of this matter,
including the cleanup of my driveway and other locations where this
vehicle is Parked, which is destruction of Property for which American
Motors may become liable, as well as the cost of replacement of a good
Grade of motor oil which is being wasted.

Please contact the said dealer to arrange for this matter to
be resolved.

Thanking you in advance.

Richard F. Fynan
Richard F. Fynan

Dealer Triboro AMC
 Rt 130 & Taylors Lane
 Cinnaminson N. J. 08077

Date Purchased: January 27, 1984

Year & type: AMC Eagle, 4 wheel drive

Model 4 door sedan

ID number 2C0CK3556EB705327

| | |
|----------------------------------|----------------------|
| CC Triboro AMC | Cert # P 475 125 814 |
| AMC Zone Offices | |
| Phila. | Cert # P 475 125 815 |
| West Deptford | Cert # P 475 125 816 |
| Detroit | Cert # P 475 125 817 |
| AMSC Central Office | Cert # P 578 695 023 |
| N.J. Division Mot Vehicle Safety | Cert # P 578 695 024 |
| AMC Owner Relations | Cert # P 578 695 025 |

000705

Owner's Name **R. R. Both** **PORTER**

Address _____

City, St. & Zip _____

Home Phone _____

Bus Phone **(214) 863-353**

Selling Dealer **G.T. Fuller (Institutional)**

Handling Dealer _____

Change To _____

Registration Agency _____

Registration State _____

Model Year _____

Color **GRAY**

No. of Units to Dealer **2**

No. of Units to Zone _____

Performance **will not drive hill**

1160BA **STALLS**

730BA **Vibrations**

110BA **Oil Leak**

DPDM **DPD review file but**

was no assist in resolving problems.

DPDM also has tracking serial coming

from engine but dealership said it was normal.

Oil not getting reworked why problems

can not be resolved.

Form _____

Form Processing Instructions _____

Form _____

Form _____

Form _____

Form _____

AMC/Jeep/RENAULT

OWNER CONTACT REPORT, OPEN A OPEN CASE CLOSING REPORT

Form No. _____

Owner Name **WILKINSON, MICHAEL STUBBART**

with Home Code **EA** and No **110**

AMC/Jeep/RENAULT 10 5'S
OWNER CONTACT: 1-POINT (DCL) & OPEN CASE CLOSED REPORT
7/4/80

Address **3211 Woodington Dr
Washington DC 20008**

Sping Dealer **Jeep/Chrysler**
Handling Dealer **Chrysler**
Change To **11/20/80**

VIN **2C3C3R355VET7079117**
Del Date **1/3**
Gross Weight **3320**
Make **Jeep**
Model **Cherokee**
Body **4**
Color **Black**
Miles **53217**

Request Phone Letter Home Zone

Disposition: 0 - Not Open 1 - Open

Priority: Routine "X" case

Complaint Date **7/4/80**
Zone Owner Relation **None**
Field Service Manager **None**
Dist. Svc. Manager **None**

Open Date **7/4/80**
Zone Owner Relation **None**
Field Service Manager **None**
Dist. Svc. Manager **None**

ISSUE (Describe number each issue)

0211-1

Repairs Made or Action Taken and Date

Owner Sign

Code No of lines to Dealer: 10 of lines to Zone:
 110911 - 1st fee type but says riding around
 110911 - 3rd fee around rear window - cost \$80 to fix
 110911 - 4th fee - when it rains it leaks water in front of the car
 110911 - 5th fee - when it rains it leaks water in front of the car
 110911 - 6th fee - when it rains it leaks water in front of the car
 110911 - 7th fee - when it rains it leaks water in front of the car
 110911 - 8th fee - when it rains it leaks water in front of the car
 110911 - 9th fee - when it rains it leaks water in front of the car

Amc & Co. and what a really lousy dealer!

ILLEGIBLE

Write feedback to the Front Mustangs

Notes: car will soon be shipped
 returning open to dealer
 next time I will be sure to
 get the car fixed

1 Did you deal with every owner issue in terms of problem/action taken and level of satisfaction (including which came up after the case was opened)? Yes No
 2 Who was the dealer? Checked the owner's vehicle? Yes No
 3 Was this road test done with the owner in the vehicle? Yes No
 4 Required on all District open cases? In person Phone Mail
 5 How was this satisfaction level? Satisfied Mostly Satisfied Dissatisfied
 Overall Owner Reaction: Satisfied Mostly Satisfied Dissatisfied
 * If dissatisfied, complete back of report and make a copy for zone file

Handled Wire sent to Zone Copy of OCR sent Case Signal: Case Require Field Service Manager Signature District Date

Owner's Name: **R. CARSON EVANS**

Address: _____
 City, State, Zip: _____
 Home Phone: _____

Code: **DN** Recontact: **N**

AMC/Jeep/RENAULT
 OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSURE REPORT
 FAB NO. _____
 Date: _____
 Title: _____

Chp. Stain, Zip: **303 421-7924**

Vehicle: **1988 CJ38 EB**

Year of Purchase: _____
 Date Purchased: _____
 Mileage: **15,000**

Selling Dealer: **Osborn**

Handling Dealer: _____

Response: **Lat**

Disposition: **D** Priority: _____
 0 - Not Open 1 - Open
 2 - X - Case

Change To: _____

Request Made or Action Taken and Date: _____

Zone Owner Relations Manager: _____
 Field Service Manager: _____
 District Service Manager: _____
 Other: _____

Information Given By: **217579**

Issue (Express number each issue): _____

Owner Satisfied: _____

Costs: **009912**

Handling Disposition: **022-1**

Owner Satisfied: _____

No. of Items to Dealer: _____

Request Made or Action Taken and Date: _____

Owner Satisfied: _____

Latent: **gone w/ better**

Request Made or Action Taken and Date: _____

Owner Satisfied: _____

Whiter: **bill Replein? grease greaser?**

Request Made or Action Taken and Date: _____

Owner Satisfied: _____

aler to the contact: **Dealer near fly by let him know per attention not appear**

Request Made or Action Taken and Date: _____

Owner Satisfied: _____

Should you to ask of a contact

Zone: _____
 Title: _____
 Company: _____
 Name: _____
 Title: _____
 Copy of OCR sent to Zone: Yes No

3. Was this road test done with the owner in the vehicle? Yes No No road test was not required
 4. Who? (in the zone we had satisfaction with the owner?) In person Phone Written letter
 5. Attach copy of written letter. If applicable: SATISFIED MOSTLY SATISFIED DISSATISFIED
 Overall Owner Reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED

000708

Rt. 2 Bo- 456
McKenney, VA. 23872
May 10, 1985

American Motors Corporation
P.O. Box 442
Detroit, MI 48232

ATT: Customer Service Department

Dear Sir/Madam:

I purchased a 1984 Eagle in Spetember 1984 from Whitten Brothers, Richmond, VA., a dealership that is 60 miles from my home. I did not have any service done to the vehicle until 2-25-85, just before the odometer turned 12,000 miles, and at the time I had five complaints that I considered mechanical problems.

Initially I had an appointment scheduled 2-18-85 that was set three weeks prior to that date. Upon arrival for repairs, no record of my appointment could be found and I was told that the method for scheduling repairs had been changed and my appointment had apparently been 'lost.' I had made arrangements for transportation back home and the date was most convenient for me. I am not speaking of an inconvenience, but rather a 120 mile trip for nothing.

My list of mechanical complaints are as follows:

1. Valve cover leaking oil
2. Clunking noise in right front
3. Grinding noise when turning sharp left
4. Oil leak around transfer case
5. Parking gear fails intermittently

The vehicle was scheduled for repairs for 2 whole days due to the nature of the large repairs, such as transmission work. I cannot begin to tell you how inconvenient this was. I assumed that when I picked up the car, all repairs would have been made and the car would be ready. I was sadly mistaken. This is the outcome of the above listed complaints.

1. The valve cover was tightened. It still leaks!
2. The right front shock was checked as 'OK'. It still makes the clunking noise!
3. The reposition stop was greased. The grinding noise has stopped.
4. The rear cover plate on the transfer case was tightened. It still leaks!
5. The parking gear was checked out and the mechanic noted 'holding at this time' on the work order. It still fails intermittently!

As you can see from these repairs, all that was accomplished is that I was given a squirt of grease, terribly inconvenienced because my appointment was 'lost', and my car was held for two days for that squirt of grease. I could have had the same thing done at the local gas station for \$1.00.

At this point I can deal with the leaking valve cover, the clunking noise in the right front, and the leaking transfer case, but I have a hard time dealing with a parking gear that does not hold the car. Since I have no warantee, in the future I may face very costly

500-709

transmission repairs. I see no sense in taking it to Whitten Brothers again under the Powertrain warantee, having the mechanic put it in PARK, and tell me that it is holding just fine. I was informed by Ray Balsler, Service Manager that AMC would not authorize opening up a transmission on my contention that the PARK gear fails when it worked fine for their mechanic. He advised me to be sure and use the emergency brake. I suppose if I had reported failing brakes or headlights and their mechanic found them to be working, that I would be advised to carry an anchor and a flashlight.

Sir, MY PARK GEAR ON MY 1984 EAGLE FAILS INTERMITTENTLY
WHAT DO YOU PROPOSE TO DO ABOUT IT?????

Several times when the gear failed to engage, I let it roll just to see what would happen. In a couple of the times, the gear engaged after rolling several feet. On other occasions, it rolled 10 feet or more before I hopped in and set the emergency brake.

I was also advised that the Powertrain warantee held a deductible clause for which I would be liable. How can this be when I reported the defect prior to the 12,000 mile expiration, but AMC mechanics failed to repair it.

I am very happy with my Eagle, aside from these problems. Right now I have 18,000 miles on it and do a lot of traveling on my job. I love the features and plan to purchase another Eagle in 1986, but sir, as far as I can see, your 12,000 mile warantee is worthless due to the shoddy repairs done by your dealer.

As you can tell, I am thoroughly disgusted with Whitten Brothers, and can assure you that my 1986 will not be purchased there, and may not be purchased at all if I am unsatisfied with the outcome of this letter. At this point I am getting close to my 24,000 mile powertrain warantee expiration. The time since my 2-25-85 'repairs' has flown by and I probably should have written to you, earlier. For that I apologize.

Enclosed are copies of the two job orders for the repairs mentioned.

I look forward to your reply.

Sincerely yours,

Dennis L. King
Rebecca L. King
Dennis L. King
Rebecca L. King

Enclosures (2)

CC: Whitten Brothers, Richmond, VA
AMSC Zone Office, McLean, VA

000710

AUG 25 1985

Aug 21 1985

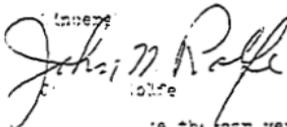
Mr. John Rolfe
5120 Street
Battle Creek, MI 49015
Phone (616) 682-6079

Dear Sirs

I bought a 1984 Buick Wildcat on Oct. 20, 1983 from Browning
Auto Sales at 905 S. Columbia Ave., Battle Creek,
Michigan. Since that time it has belonged to Dan's Auto Sales.

I purchased a 5/50 GM Service Security Plan. I had
an oil leak from the front. After about three times
they replaced the valve cover and it stopped leaking.
First oil leak again in April, 1984. I
have had to go to the agency three times since that date.
They replaced the rear rotor seal and the valve cover.
Then they replaced a new valve cover. The car still
leaks oil at best as ever. I have to keep pans under
the car.

The car has 10,000 miles on it. I have paid the dealer
three times for the same problem and it is still
not working in fact it is a problem.

Sincerely,

John M. Rolfe

is the car very much

000711

STAN

000712

July 22 1986.

To: American Motors Corporation.

I purchased a new 1985 Eagle wagon F.B. number 2CCK 3856FB 707303. I must say I'm disappointed with several things.

First of all when I test drove the car, my wife and I noticed an awful shake in the car. The salesman was riding with us and we were told the problem would be corrected by the time we picked the car up in a couple of days. The night we picked up the car we were told the problem had been corrected. We got in the car. The salesman locked up and left. When we moved the car only a few yards, we knew the problem was still there. Since the salesman locked up and left I had to have my wife

000713

contact Bailey Ford in
 Malver, New York to see
 why we were told the
 problem was fixed and it
 wasn't. The serviceman
 informed her that he was
 never told about a problem.
 I had to return to the
 garage to see what was
 the cause of the problem.
 It is 45 miles one way and
 I had to pay for the gas.
 The problem was found
 to be several broken belts
 in the tire. I was told
 the tire was 2000 year's
 problem and a new tire
 would be at our local
 2000 year's in so many hours.
 When the tire didn't arrive,
 my wife checked with
 Bailey Ford. She got the run
 around. My wife had to
 make long distance calls
 another expense to us.
 Finally after several calls

the fire was located and would be sent to the local fire store that day. so far we had to foot the bill for gas and calls for a matter that we were told had been corrected.

Now for another problem. The valve pan cover leaks. Our local auto parts store told us this seemed to be a very common problem. They had received a warning bulletin concerning this problem on Eagles. The warning said it was a danger and could result in fire. The warning stated AMC was aware of the problem and there might be a recalled repairs done at AMC's expense. Yet AMC has not had a recall as of yet. Why should we foot the cost for a defect in your design?

000715

Our third concern at this time is the hinges on the hatchback. One hinge broke after only owning the car for a few months. I don't open the hatchback very often and when I do it is with care. I questioned repairmen at two AMC dealerships in the area and was told it was very rare to have to replace the hatchback hinges. They had not had to do it on a car as new as ours. Last night when I opened the hatchback the hinge on the other side snapped in two! Since my job requires a lot of driving I no longer have coverage under the warranty for the hatchback hinges. I paid for the replacement of the first hinge. I asked the dealership to check with your representative

000716

to see if I could get a reimbursement. The dealership wouldn't even talk to your representative. I owned another hatchback for 5 years made by another car company and never replaced one hinge! Now on my new Eagle I've had to replace both hinges at my expense! I'd say your hinges are defective or made poorly or your design of these hinges are defective. I feel AMC should do something about my hinges. I get no results from the dealership. I tried talking to the worker about the hinges and things that were suppose to be done before I picked up the car when I purchased it. The dealer just rudely walked away. If this is the type of courtesy and service I am going to get from the dealer who

sells your products and
represents your company, well
there are a lot of other companies
who stand behind what they
sell. It seems to me that
once I signed the purchase
papers I'm getting the run
around.

Sincerely,
Thomas Wilson
Route 3 - Box 392
Massena, N.Y. 13662

16

61200

RUSH

JAN 25 1983
GMW: SERVICE

January 16, 1983
American Motor Sales Corporation
Detroit Michigan 482,232



Dear Mr President

In 1981 I purchased a 1981 AMC Spirit
6 cylinder with 4 speed manual transmission.
When I saw car the first time I requested
it because, the paint finish was very
bad AMC repainted entire car as per
area representative Richard F. Fenwick's order.
To make a very long story short because
I know you are a very busy man. I have
been have transmission, engine vibrations, & Oil
leaks from the first day I drove car.
I must admit AMC has tried to resolve
problems during the past 2 years but I still
have some problems with the Car. This
car should never have been sold to any
consumer because it is a lemon. I feel
AMC should give me a new car but that
is up to AMC Corporation. After approximate
2 years of aggravation and 2 weeks of
salary loss. I would like to have some
peace of mind.

80720

After all this time of trying to repair
transmission & clutch, Vibrations, Oil leaks.
Every time the clutches were replaced
with was 5 times in this car. There was
nothing wrong with them. Now I would
like manual transmission removed and a
automatic transmission installed by AMC.
Engine Vibrations repaired, or engine replaced
& finally Oil leaks repaired once and
for all. On 12-28-82 car was brought
into Wantage AMC for a reverse chatter only.
Bill Sterico area representative road tested
car, and consulted with engineering Dept and
came to a final conclusion, that rear shocks
& springs will definitely solve problem this
time. I have been trying to reach Bill
Sterico since 12-29-82 I finally spoke to
him on Friday 1-14-83 as I went to
speak to him personally, to see if between
himself & AMC Corporation I can get work
finally completed on my car. I am trying
to resolve this situation with AMC Corporation
only now, but if not I will have to take
further action

P.S. I have 23,000
miles on car

Sincerely,
John J. Cappelletto
18 Chapin R. 837
Farmington NH 01173

W
REPAIR
Reese Austin
8155-H Woodscape Drive
Charlotte, North Carolina 28212

January 12, 1982

Gwen Oldsmobile
AMC Jeep Renault
7501 South Boulevard
Charlotte, North Carolina 28203

Dear Sir:

I am writing this letter to inform you of the problems I have experienced with the 1981 AMC Spirit DL, (vehicle ID # A MCC 4350bk173701) that I purchased from, Sportsman AMC Jeep Renault, Inc. 3220 East Independence Boulevard, Charlotte, North Carolina 28205 on August 12, 1981.

I might note here that the vehicle was a demonstrator with, 5403.6 miles, but was fully warrantable. I also purchased the optional warranty (The Mechanic) on the advice of the dealership.

The following is a breakdown of my experiences with the Spirit. Since the vehicle was under AMC's "Buy Protection Plan", I was never provided with copies of service work done. I understand from the Service Manager that the AMC Headquarters is provided with these copies in order that the dealership will be reimbursed for all warranty work done.

I. Oil Leak

- A. One week after the purchase date, the sealer around the valve cover deteriorated on a short trip and oil coated the engine. AMC then resealed the cover.
 - B. After the above mentioned reseat, oil continued to leak from under the valve cover. I returned to the Service Department and the cover was sealed again.
 - C. After the second reseat, oil continued to leak. The Service Department once again sealed the cover.
- 60072A

- D. This reseal leaked as well. When the oil filled the the small indentions beside the cover, it ran out over the exhaust manifold and smoke billowed from under the hood. On a subsequent trip to the service department, they sealed it again and I was told they were ordering a new valve cover hoping this would correct the problem. I drove the car for about a week while waiting for the new valve cover to come in.
- E. When the new cover arrived they replaced the old one and the oil leak continued.
- F. I returned to the service department with the complaint that oil was still leaking and they told me that they didn't know what to do now. The Service Manager informed me that all AMC would allow them to do was to reseal the cover one time and replace the cover one time. However, they told me that they would replace the cover again.
- G. After replacing the cover and changing to a new kind of sealer, the oil leak continued. At this point one of the mechancis explained to me that this was a continuing problem with the 6 cylinder AMC's of that year.
- H. I was told by the Service Manager that they would contact the factory to find out what to do. When I picked up the vehicle that evening he said that he had contacted the "Atlanta Training Center" and was told that the Service Department was trying to hurry the job too much. They instructed them to let the engine cool completely, then clean the engine with varsol or kerosene, then install a new cover, let it sit for a while, then tighten the cover down. According to the Service Manager, this is exactly what they had done. The cover continued to leak.
- I. At this point I was informed that neither the Service Department's best mechanic nor the Shop Supervisor were able to stop the leak. They also informed me that AMC is aware of this particular problem with the 81 Spirit 6 cylinder engine.

GENTLEMEN, MY CAR STILL LEAKS OIL!!

000725

DRIVER COMPLAINT

Since the purchase of this 81 Spirit the Sportsman AMC Jeep Renault dealership has been sold to Gowen Oldsmobile. I was further inconvenienced due to the distance to the new location increased some 10 miles. It is no longer convenient to have someone pick me up from the dealership when service work must be done. In addition, the AMC Service Representative for this area has been moved to another location (I was told) leaving no one to help in these problems. I was informed by the Service Manager that a new one would be in the area the first week of January and I would be contacted when he arrived in Charlotte. As of this writing, I have yet to hear from anyone.

As a result of the above described frustrations and a decreasing reliability in my vehicle, I want to return the car to AMC and have AMC pay off the North Carolina National Bank Security Agreement, and pay me the equity (\$1,358.04) plus reimburse me for each payment I have made on the car, as well as compensation for the time lost in the numerous trips made back and forth for service.

I can be contacted at:

Royal Business Machines, Inc.
4957 Albemarle Road
Charlotte, North Carolina 28205
(704) 536-9883

between 8:30 am and 5:00 pm or at (704) 366-1280 (home)

Sincerely,

J. Austin, Jr.
J. Austin, Jr.

Enclosed copy of NCNB Security Agreement

cc: AMC-Owner Relations-Detroit Michigan
Better Business Bureau
AMC Motors Corp.-McClellan, Virginia
Consumer Protection Division-Raleigh, North Carolina

000727

AS5/0040

22 Aug 83



From the desk of
WALTER FOXE

Still trying to get some
to Bruce looking for
this to make of the 32 are
on and be the 32 are
and still look at
they will be from
arrange the ~~arrangement~~

I will have to bring
Schedule will still be used
must be found for 32 look before
removing vehicle - according to
APMC Rep

000-728

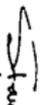
Joe Mahyn -

From S. A. DEMAY

As you can see from the
attached note, this owner seems
to have a problem. Would you
please see what can be done

Walter Foxe
38070 Sawison
Livonia MI 48154
464-9228. After 6:00 PM
VIN 1AMCDA3048K104344

Thanks Joe


Steve
9/16

78 American Motors Corporation

FROM: Matthew Herrala
SERVICE 7 East Ave Apt. 1
Owego, New York 13827

June 4, 1983 ⁰⁷³¹

AMERICAN Motors Sales Corporation
14250 Plymouth Road
Detroit Michigan 48232

OWNER RELATIONS

I still HAVE A problem with my 1981 American Motors Spirit DL, b.c.l. 258 (VIN) 1AMCA4357BK176621. The problem is the plastic valve cover held down with two nuts still leaks. Shortly after I purchased the car from Jim Forno's AMC, 428 East Main St., Endicott, New York 13760, the problem began.

Forno's repaired (reseated) it several times when under warranty. They also broke the valve cover one time and said nothing. I saw they had broke it and took it right back. The service manager had to order another valve cover. When it came in it was an 1982 valve cover instead of an 1981. The 1982 cover has two extra holes in it, but the service manager said it would work.

Since the 1982 valve cover has been on it has been reseated several times also and is now leaking again. When it leaks in the back of the cover it runs down on the ILLEGIBLE

000729

system Not a very safe condition in my opinion It just makes a total mess! Every-thing under the hood covered with oil! Really uses (leaks) quite a bit of oil. I can't believe I am the only one with this problem. The question is what ARE you going to do about it ?? After all it was a problem right from the start A warranty problem which was never fixed right in the first place

Other than the valve cover leak, I have been pleased with the car But if I had known what a plastic valve cover held down with two nuts would do (poor engineering), I would have never bought the car.

If I don't get some satisfaction, it will be the last AMC I ever buy. No! That's not a threat, it's a promise!

I will be waiting for your prompt reply on this matter.

Very dissatisfied AMC owner,

Matthew Henkel

Mathew G. Herrala
7 East Avenue - Apt. 1
Queco, New York 13827

000730

Madesto Calif
Feb-10th 1983

Western Motors Corp.

P.O. Box 442

Detroit Michigan 48232

Dear Sirs

My wifes AMC Spirit 1AMCC 4356BK191
931

A Bunch of Junk compared to my 1966 Chrysler
is my answer to the enclosed article. No! the
Insumans Co raised the rate for this being
a high risk car. Her 76 power wasnt.

Now Oil leaks all over the engine, I cant
even tell where they are coming from. It
leaks like all around your stupid

Plastic Valve Cover, The Back Main
bearing the front of the pan and every where

else. I know you are of the hook and also
your lying dealer Rule-Rule, 30 M.P.G.
Well, the power did better

~~It's got~~
It's got 4500 miles on it and the floor
of my garage under it is a mess I don't know
how long it's been leaking I never see it
so sure it's always sitting there when I leave
the other car.

I just wanted you to know how I felt
next time I'll buy a Datsun

000731

Don't Motors Corp

EP 15 1983
"MP SERVICE"

Dear Sir

I bought a A.M.C. Spirit about 1 1/2 yrs ago from Paul Blake on McHenry Ave in Modesto, Calif. At this time of writing my car has 4342.4 miles on it. I am the only one who knows the car & most of my trips are in town.

When I bought the car, the dealer said I would get (35 in town & 45 hwy) gas per mile. It is along way from that. That is why I traded my space for the spirit. Later on I ruined a tire & had to put my spare on. What a shock, I was a balded tire. I was mad I wasn't told about that store at Paul-Blake's. My car hasn't had the 5000 mile oil change in it yet. I don't use my car a lot so it sits in our garage most of the time. It is leaking oil all over our garage floor and my husband is mad. He says there is oil all over the engine & he can't tell where the oil is coming from & the car is a bunch of junk.

When I bought car insurance for it the insurance doubled. They said it was a high risk car. I wasn't told about

000732

rather at Full Value

These are some of the reasons why people
don't buy Amer. made cars.

I feel with no more miles on my
car that someone besides me should get
4 pay for it.

Thank you

Mrs. Max L. Hochstetter

PS The next letter is the way my husband
feels but I wouldn't let him mail it

000733

1804 Fairland Street
Pittsburgh, PA 15210
October 11, 1983



*Bank
last time
needed 1
of*

Mr. Jose J Deduerwaerder, President
American Motors
27777 Franklin Road
Southfield, Mich 48034

Dear Mr. Deduerwaerder,

I have purchased a 1981 Spirit about 2 years ago. I really like the car a lot. It has a nice ride, love the hatchback, the way the back goes down, and the gas economy. I am sorry to say that I do have one complaint or shall I say problem.

Since the car was 6 months old, I have had an oil leak that has been fixed 5 times and still leaks around the valve cover.

After taking the car to American Motors mechanics those 5 times and missing work or being late for work in the process, I decided to take the car to another garage. The mechanic at the other garage will not touch my car. He tells me that there is a defect in the valve cover that should have been discovered a while ago, but was not.

I took the car back to my dealer, Walkers Pontiac-American Motors, Kingston Road in Mt. Lebanon. Walkers dealership claimed that they would not fix it, but they went ahead and called the district office in Warrendale. Mr. Dows from that office said to go ahead and replace it. At this point Walker Pontiac told me to make arrangements to come back at a later date since the part had to be ordered. The part was ordered July 6, 1983.

I was told to come in for the repair on July 14, but the part had not been in. I keep calling periodically to see if the part has come in and it hasn't arrived as of this date (Oct. 11, 1983).

During the past couple of months I have had problems with the hoses coming off or loosening because of this oil leak. I already have had to get out of my car on the highway on the way to work to open my hood to connect these hoses. I have showed up for work Grease-Covered on more than 2 occasions.

Please see if you could possibly take care of this matter. I am getting so frustrated and upset about this that I just can't think straight anymore.

Thank you so much for your time. And again please see if you can help me. I really do love this car and I would like to get another American Motors car in the future as I have owned 2 others in the past. If action is not taken, I may have to think twice about buying American Motors again.

Respectfully yours,

Bonnie Lee Hutson

Bonnie Lee Hutson 412-882-2252

00073A

Owner's Name: **Arnold**
 Address: **PIETZBAR K**

City, State, Zip: _____
 Home Phone: _____
 Bus Phone: _____

AMC/Jeep/RENAULT
 OWNER CONTACT REPORT (OCTR) & OPEN CASE CLOSING REPORT
 7/8 NO. **1911**

Code: **D4** Recalled: **Y**
 VIN: **1AMCA53568K155374**
 Del. Date: **4/81** Miles: **13000** Years of Ownership: **6**
 Contact Method: Letter Phone Mail Zone
 Response: Phone Letter Home
 Disposition: Routine Not Open
 Priority: Routine X-Case
 Closing Date: _____
 Date Recalled: **6/2/85**
 Zone Owner Relations Manager: _____
 Field Service Manager: _____
 District Service Manager: _____
 Other: _____

Change To: _____
 Information Given: **4/2/85**

Code: **Q11-2** No. of Lines to Zone: **2**
 No. of Lines to Dealer: **5**

Oil leak again #6

you follows

Handling Disposition: **021-1**

ISSUE (give number each issue): _____ Repair/Make or Action Taken and Date: _____
 Owner Satisfied: _____

1. Did you deal with every owner issue in terms of problem/issue/level of satisfaction (including any follow-up)? Yes No

2. Who had tested or quality checked the owner's vehicle?
 Name: _____ Title: _____
 Company: _____
 Yes No Had test was not required.

3. What has been done with the owner in the vehicle?
 Name: _____ Title: _____
 Company: _____
 Yes No Had test was not required.

4. Who from the zone verified satisfaction with the owner?
 Name: _____ Title: _____
 Company: _____
 Yes No Had test was not required.

5. How was this satisfaction verified?
 Name: _____ Title: _____
 Company: _____
 Yes No Had test was not required.

Handed By: **Arnold**
 Date: _____
 Zone: _____

Signature: _____ Date: _____
 Title: _____
 Company: _____

To whom it may concern;

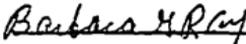
I Barbara Gene Ray purchased a 1981 AMC Spirit on May 25, 1981. from Win Stephens Buick 2370 So. Hwy 100 Mpls, MN. 55416 1-612-929-0081. On the car we have a leak on the passenger side floor it gets about 1 in. of water in ther. The hatch back window leaks, when you hit the brakes the car shakes hard, the engine light blinks on and off. Win Stephens was notified. They said that they will only fix it at our expense, and i don't feel we should pay when there is a 5 year warranty on it.

Ever since we have bought your product we had nothing but trouble with it. We had to put on three new valve covers on the car. And now the oil is leaking again. The catalytic--converter got red hot one evening driving home from vacation if it wasn't for my son following behind us the car could have blown up. We got that replaced and I'm very dissatisfied in your product.

The car is never used unless we use it for vacationing and is always parked in the garage. We take very good care of our vehicles. The car has no rust on it and the car looks new still except for the way it is running. Please contact me for further information regarding the matter. 1-612-721-3979. 3148-16th. Ave So. Mpls. MN. 55407.

81 AMC. Spirit 435 vehicle no. 1amcm4352bk103048. We were referred by Better Business Bureau to contact your office.

Thank You!



Barbara Gene Ray.

P.S.
Milare is.
42938.

000736

Part

Wayne A. Stumpf
44 Grant Ave., Apt. #3
Pittsburgh, PA 15202
(412) 766-1678

August 1, 1983

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

Dear Sirs,

In March of 1981 I purchased a 1981 AMC Spirit DL, vehicle I.D.#1AMCA4350BK165816. Since the time of purchase I have had to buy 2 new valve covers and have had the sealant replaced twice. In all I have had 3 new valve covers, because one was replaced under warranty. This problem has become quite expensive. I have spent an average of \$30 per visit because of this faulty valve cover. The money is not what upsets me the most, what upsets me the most is the time I have wasted trying to get this problem fixed. Everywhere I go the service manager tells me there is nothing they can do to prevent this from happening again. So I am writing this letter to find out if there really is, no way I can stop this problem from occurring so frequently. I am planning on buying a new car next year, if I can't get an answer to my problem, you can bet I'll never buy an AMC again.

Sincerely Yours,

Wayne A. Stumpf

Wayne A. Stumpf

000737

17

000739

17

000739

Phil

JAN 24 1983

OWNER SERVICE

Dear Sir

On February 14, 1982 I purchased a GMC Sprint van from Dr D Motors 295 South Main Street, Wellick, Pa.

On the first week of December I discovered oil leaking from the motor. I went back to Dr D Motors and told them about the oil leaks. They said that the car does not have any gasket on the valve cover. They said that they will have to use a sealer on the valve cover to seal the oil leak. I took the car back to Dr D Motors to have the car fixed. The car was at their shop all day and they said the car should not be used until the sealers set. I took the car home and put the car in the garage. The next morning I discovered that the oil was still leaking from the motor, only this time, there were three oil leaks. When I took the car to be fixed, I had only one leak, now there are three oil leaks.

When I took the car in to be fixed I was told that they would have to take the valve cover off and put on the sealer and put it back on the motor. I do not think that they took the valve cover off the motor, all they did was to loosen up the bolts and put on some sealer and put it back in place. I feel the other leaks were made when they did not take the cover off and clean off the old sealer.

I returned to Dr D Motors to tell them of the new leaks, they said that they will try to fix the oil leaks, but I have to leave the car at the garage for a night, as the sealer will have a chance to seal. I hope that the car will be fixed right this time.

01-710

The warranty on the car is about up, and if the car is not fixed right before it runs out I will have to pay to have it fixed.

I am writing this letter to let you know of the problem with the oil leaks on the motor. I feel that the problem happened when the car was under warranty and the problem should be corrected right. If the car still has oil leaks after the warranty runs out, I feel I should not have to pay to have it fixed. I will let you know how the car is after they fix it again. I will enclose my name & address.

Yours truly,
Mr. Paul Olshefski

MR. PAUL OLSHEFSKI
83 REGENT STREET
WILKES-BARRE, PA 18712

My car is 1982 AMERICAN MOTORS Corp Spirit

Vehicle # 1AMCA46315 CK137614

Title # A34158292

Phone # 717-822-8371

000741

SEP 26 1983

BSTW

September 21, 1983

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

Dear Sirs,

On July 12, 1982 my wife and I purchased a 1982 AMC Spirit DL Vehicle Identification #1AMCC4355CK104764, from K.M. Motors in North Adams, Mass. It was a demonstrator the only one that was left. We were to get the five year 50,000 mile warranty, which we were told would cover almost everything. About two months later we received it in the mail.

When we bought the car it had a vibration you could here when you were stooped and still in gear. We were told a part was ordered and we would be called. When we went to get it fixed we told them of a squeak in the front of the car and a creaking noise on the passenger side in the front end. They fixed the creak, it was what they called a strut bar. The mechanic told me it made that noise when it first came in to the dealer and they did nothing about it. They tried to find the squeak, one mechanic knocked off a spot of weld that he thought might be hitting something causing the squeak, it didn't work and he probably weakend something else. At this time there was oil on the valve cover, they said it was leaking around the PCV valve and put silicon on it, it worked.

We took it back because the squeak was still there. I also told them the light was out in the gear selector and it had a crack. They decided it was the speedometer squeaking and ordered a new one, they also ordered a new gear selector. When we took it back the speedometer fit but when I left it didn't work, they forgot to hook it up. They got two different gear selectors and they were the wrong ones, so they just were going to fix the light in the old one, ever since then about half the time you can not start the car in park, it has to be put in neutral. But the light works. They were also informed the vibration was back again.

The drivers seat all of a sudden reclined all by itself. It was time for the 20,000 mile check up, so they ordered a part for the seat, and told my wife we needed a valve cover gasket. We hadn't lost any oil since they fixed it around the PCV valve. We took the car down on a Thursday afternoon they were going to fix the seat and put in the gasket. When we went back the next day at 4:45PM the car was still inside with the hood up. It would not start and they did not know what was wrong. They had put the gasket in and the part in the seat. The seat did not look right, when we asked the service manager he said the frame was broke and it would cost us a lot to have it fixed. They gave us a loaner car and about a week later we got our car back. They said it was the Micro-Processor and had no idea why it went bad.

Since they put the valve cover gasket in we have been about 7,000 miles and have had to put in two quarts of oil, it never needed any before.

We have had the car one year and two months; it leaks oil, has a vibration underneath, and the seat has to be propped up to enable the driver to reach the wheel, you never know if it will start in park or not.

000742

We both work and can't afford to keep taking time off to run down there. I don't really want to go back there anyway. They have yet to completely fix anything the first try.

What do you suggest we do?

We would send this letter to our zone sales office, but we were not sure which one it was. We could not locate the zone dealer code on the Buyer Protection Plan folder. We are enclosing a copy of the only page of the plan that has numbers, maybe you can find it.

Sherry & Brian Conety
RD #1 Box 185
Pownal, Vermont 05261

P.S. We will be waiting to hear from you and your suggestions in this matter.

000743

19 Centerview Lane
West Seneca, NY 14224

March 24, 1986

Ms. Sally Rhoads
Supervisor, Owner Services
AMERICAN MOTORS SALES CORPORATION
14250 Plymouth Road
Detroit, Michigan 48232

RE: Kathleen M. Full (SSP-5/50 DX)
1982 AMC Spirit—1AMCA4359CKL57814

Dear Ms. Rhoads:

I am writing concerning a major problem with my vehicle that is still under the 5 year SSP. Vehicle ID number is given above and I have attached service order copies to provide you with detailed information. The only missing item that I failed to get a copy of, is a service order of 12/14/85 for a tune-up for my car. This will be referred to later in this letter.

On 12/21/85 (following the tune-up of 12/14) I took my car into Holiday Oldsmobile/AMC to be checked. I was informed that the car needed a valve cover gasket that was bad. I arranged to bring the car in on 1/10/86 (the oil-sending unit also needed to be replaced). The dealer had my car all day (they close at 10:00 p.m. everyday) and I was there very late waiting for the car. At closing (I was the last to leave) at 10:15 p.m. I noticed immediately that the engine shook and vibrated terribly and that it was not right. The car was fine before this and as I indicated above, the car was tuned by the dealer on 12/14/85. On Monday morning, 1/12/86 I returned to the dealer before going to work and told them about the shaking problem and told the head of the Tan Team that something was wrong after the gasket replacement. She had her crew check the car out and returned and told me that I must have gotten a bad tank of gas, that the carburetor was causing the shaking. I told her I didn't see how that could be as I did not buy any gas before or after my visit for the valve cover gasket replacement (she interrupted me and stated that they have been having a lot of problems with carburetors because the area had bad gas). I argued with her that the car was fine up until I brought it for the oil leak. She insisted it was the carburetor.

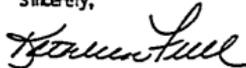
On 1/27/86 I again called the head of the Tan Team and told her the car was running terribly and that I wanted to bring it back in to be checked again, insisting to her that there was something else wrong other than the carburetor. On Friday, 2/7/86 (service order attached), I returned to the dealer and was told again, that the team had checked the car on the scope and the carburetor was bad and it needed to be overhauled at a cost of \$238.00. On the afternoon of the 7th, I called the owner of the dealer, Mr. Arnold Schaeffer but he did not return my call until Tuesday, 2/11/86. On

that date, I discussed my problem with him and he informed me that I should be taking the matter up with his service manager, Jack Whelan. He said he would have Mr. Whelan call me. By this time, my engine was completely covered again with oil. Whelan contacted me and we agreed that I would bring my car in on the morning of 2/14/86 (Friday) (service order attached). After I explained to Whelan what happened after the gasket replacement, he commented to me—"well, I agree if the car was fine before we did the valve cover and now it runs that poorly, we might have goofed up somewhere." On the 14th I met Whelan, reviewed the problem, gave him the paper work, etc. He walked over to one of the ten team members, conversed a minute and returned to me and said—"I just talked to the guy who did your car and he says he remembers looking in your carburetor and seeing a lot of dirt down there." I said, I know, I told you we've been through this before, there's something else wrong—and besides, the engine is leaking and is that all your going to do is take his word that he already checked the car?" He said, leave the car and we'll do the gasket again but if he said there's nothing else wrong, that's it." (I could see that it was a waste of time for me to contact and meet with the service manager because he totally disregarded the engine shaking problem). Whelan then reminded me that there was bad gas in the area and that his service department had so many carburetor problems. I told him I did not want to be told again that it was the carburetor—the thing was fine until his crew did the valve cover and something is wrong with the engine. What they keep telling me is what they want me to believe. I then left the car all day.

On Friday, 3/21/86 I had another garage check out the carburetor and was informed that the carburetor is not causing the shaking—he also stated that the plugs and wires are fine. The mechanic informed me that the only way he could check anything else out is if he removed the valve cover and looked under the check everything out including the cam shaft. He and I both agreed that he should not touch anything to do with the valve cover as it was done by the dealer. He also showed me where there is oil all up in the air filter and my PCV hose had oil up in it indicating that there is a problem. Again, Ms. Rhoads, my car was tuned up on 12/14/85 and I do not like to keep repeating the same issue, BUT THE CAR RAN FINE UNTIL THE DEALER REPLACED THAT VALVE COVER—SOMETHING IS MAKING THE ENGINE SHAKE AND VIBRATE SO BAD THE WHOLE CAR SHAKES WHEN STOPPED FOR A LIGHT OR INTERSECTION. The valve cover gasket was replaced in 7/83 when the car was one year old but it was done at a different dealer. After that dealer replaced the gasket I had no problems with the engine at all, probably because the job was done properly.

I am writing to you hoping that you can give me some assistance before something drastically goes wrong with the engine. I have taken a lot of pride in maintaining my vehicle and I am extremely upset that I have been given bad service. I would also appreciate it if you could arrange for another dealer to work on the car. I shouldn't have to be writing to you, but I did contact not only the owner of Holiday Olds but the service manager and the job was not done properly. Thank you for your time and consideration to this matter.

Sincerely,



Kathleen M. Full

Work Phone Number: (716) 636-2057
636-2056 (Monday to Friday, 9 a.m. - 4:30 p.m.)

Home Phone Number: (716) 689-6759

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To Whom it may concern,

I am writing this letter to express my dissatisfaction with a recurring oil leak in my present AMC vehicle. I currently own 1983 Jeep Cherokee, my second consecutive wagon, the first being 1978 Cherokee. Although my first Cherokee was relatively problem free, I have had numerous problems with this model. I understand that some problems should be considered especially related to, & depending on, the use of the vehicle. Although these are annoying, they are also understandable. I have however become very displeased over an spitting oil leak that I feel is attributed to an acknowledged problem with certain model year valve covers.

I had an oil leak for nearly one and a half years that was determined to be a problem with the valve cover. My parents & sister, who each own 1982-1983 Eagles have had the same problem. I finally had valve cover replaced in Aug 1985 at an AMC dealer, but continued to have some oil leakage. The continued leakage was determined at that time to be associated with

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other problems. From April 86 to the present I have had numerous gaskets and seals replaced resulting in costs of hundreds of dollars to various local garages & continue to have a substantial leak. This leak has been diagnosed & appears to be coming from the valve cover. I am now convinced that, although other leaks might have existed, the original replacement of the valve cover, did not correct the original & existing oil leak.

I have contacted my dealer (Verona - AMR/ Renault) to discuss the matter & to see what arrangements could be made. To correct the originally replaced valve cover, I was again told that repeated repairs to the valve covers of certain model years are frequent, and that the manufacturer continue to periodically implement new parts & procedures in an attempt to correct the problem. The implication being that is some defective and/or defective parts or procedures involving the valve cover of these models. The dealer indicated they could not make a financial adjustment

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