

2 rear windows failed to close -
now repaired

3 Power door locks fail to work

4 overhauled transmission

5. Replaced alternator

6. Replaced voltage regulator

7. Replaced valve cover seal as
was leaking oil.

8. Rear door leaks water and will
not close properly, repaired but
is still in some condition

9. Windshield wipers - delay works
sometimes.

10. Replaced distributor cap and all
wires which were corroded causing
im proper firing.

11. Main radiator hose busted soaking
the engine.

12. Engine pings even when the
highest octane no lead fuel
is used.

13. Engine kills when cold - will
not idle.

000388

14. There is a dead spot in the engine's running performance.
15. The engine has been timed these times, but these conditions still prevail.

My wife and I are afraid to drive the Jeep any distance so that we will be stranded in inclement weather etc.

We're not the complaining type of people, but we feel a lot of hard-earned money is being spent on a vehicle causing us an excessive amount of dissatisfaction and expense.

We love the way the Jeep rides and handles on icy roads.

Sincerely yours,

Deane Backett

680390

Mr. Joseph Ziemak, Jr.
1915 Arthur Street
Philadelphia, Penna. 19152



January 29, 1985

Jeep Corporation
Owner Relations
P.O. Box 442
Detroit, Michigan 48232

Dear President of AMC:

I purchased a used 1983 Jeep Wagoneer from Bryner's in Jenkintown, Penna. in August, 1984. The day I got this vehicle, this is when the trouble started. Half of the work was not guaranteed, and it cost me very much money to have this car repaired. The valve cover keeps losing oil. Lafferty in Warminster, Penna. replaced it the second time and I'm still losing oil. Oil has been spilled all over my driveway and garage.

Is there anything that can be done or anything that you can suggest to me about this problem? I really like this Jeep Wagoneer, and of course, is the first Jeep that I have ever purchased.

Your help would be greatly appreciated.

I will await your reply,

Thank you,

JOSEPH ZIEMAK, JR.

A handwritten signature in cursive script that reads "Joseph Ziemak Jr." with a flourish at the end.

JZ:sh

000991

August 2, 1985

Jeep Corporation
14250 Plymouth Road
Detroit, Michigan 48232

ATTN: Owner Relations

Sirs:

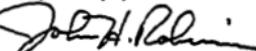
I purchased a new Jeep Cherokee Pioneer on November 16, 1983 from Don Dawson Jeep in Pensacola, Florida. I have been very pleased with the vehicle and also the dealer, who went out of his way to be helpful to me.

The reason I am writing to you is to inform you of some problems I have had with this vehicle that I should not have had this early. I have taken very good care of this vehicle and it has been off-road very little-never in any rough places. At 30,000 miles, the rear main bearing oil seal and a valve cover gasket had to be replaced which cost a total of \$196.23. This work was done by McCulloch Jeep in Decatur, Alabama since I have moved from Florida. At 32,500 miles, the rear lift door cylinders simply quit functioning. I have not yet had them replaced.

These are items far beyond normal "wear & tear" and should not happen during the lifetime of the vehicle, such less during the first 33,000 miles. I would appreciate some relief from your department and look forward to your reply.

Thank you for your attention in this matter.

Very truly yours,



John H. Robinson
1801 Crestview Dr SE
Decatur, Alabama 35601



000992

18 1983

SER:

27 Pub. State Road
Chester, Va. 21605
August 15 1983

Both

TAIR 11/12/83

Attention: (Owner) Relations

Dear - Sir

It is with much regret we have to write this letter to you. However it is very necessary.

Less than two months ago we purchased a new Opel Trooper Jeep from Slattery Buick, Opel & Jeep Inc in Pittsfield, Va. Using the purchase agreement the salesman, body man & salesman, walked around the jeep & a list was made of problems to be corrected! The striping on the vehicle came through very poorly, & stripes in particular had to be ordered for replacement. At that time, we showed concern about the striping on the doors. It was created, had tiny air bubbles & the edges of the letters weren't adhering to the car. The body man told us, it would be best to leave it alone, because the striping was very difficult

apply, & that they'd take down the
stars (less than three weeks after
ownership) the very hot weather we had,
made the stripping on the very place of
we owners start to peel back! We
have had a terrible time, with the dealer
life on this matter! They are claiming, it
is our fault, & that we have done some-
thing to create the peeling. After much
arguing they agreed to order & replace the
striped for the drivers side. Last week
the passenger door did the same thing.
This is becoming a real problem &
we have neither the time, nor the patience
any longer, to keep battling with them
on this matter. Our friends saw what
the stripping looked like when we showed
them our "new car" the first day of
ownership. They also can attest to the
fact, we keep all our equipment in
"tremendously good condition".
I'd have told at the time of purchase,
my complaint we had, would be taken
care of without any problem! To this date,

609934

have been regarding our decision
to buy our new car from the dealer
they seem to have a "no-care" attitude
in when it comes to the simple servicing
of the car

There was an oil leak & they were
told exactly where it was located. They
wrecked the car & said all that was wrong
was a leaky hose. Well, it's been back
over with the same ^{oil} leak. Finally, they
found the location & have ordered the correct
part to repair it. Our point is! It
is to make arrangements to deliver the
car to my husband as a very busy man,
just don't have the time to keep
coming return visits due to their
negligence (which have been the following)
- waxed the striping, dulling it to the
point it's unusable. (not repaired to date)
- new spraying of red paint on top black
rear panel (not repaired to date)
- painted spot on front fender, didn't
buff properly, leaving very large spot.
We hope you see, that it has been
very frustrating & that we feel it quite

000935

2
508 Willow Dr.
Hotchkiss, Co. 81419
4 October 1985

American Motors Sales Corp.
Detroit, Michigan 48232

To Whom it May Concern,

On Nov 27, 1984, I purchased
a 1985 Cherokee Pioneer from the
Pollard Motors, Ltd., 1880 N. Townsend,
Montrose, Co. 81401. I first want
to say that I really like the vehicle
for looks, comfort, go power, + have
enjoyed it immensely.

Now to my problem. I noticed
a small oil leak on under the
right side of the motor, so on
July 1, 1985, I took it in + was
informed it was a leak on the
right valve cover. The repair was
done

DEC-8-85
NUMBER SERVICE

000097

2.

Just the last week of September, I see the oil leak again, so on Oct. 1, 1985, took it in & supposedly it was fixed. As of this date, Oct. 4, 1985, I went out to the Cherokee & find a small oil puddle again on ground! Called the Service Department Manager to complain, & now have to take it in on Monday, Oct. 7, 1985, to go around again.

I live in a small town & have to take the vehicle, (my only means of transportation), 40 miles to get it worked on, & wait around for 3-4 hours. Now, I really wouldn't mind that if it was repaired right.

The gentleman, who was the salesman, told me that the Cherokee's here been having this problem. If so, please can't you do something to improve

000988

3,

those valve covers so that folks
won't have the trouble? You
have a good product, but the
thing is the price.

Thank you for your attention.

Sincerely,
Randolph B. Dwyer

c.c

000693

5

001000

Casey
 Donald
 248215

Frank Buckle, Ok 4112

By Phone

36 0000

VIN

1A

1000
 3
 2
 2

AMCI/Jeep/RENAULT
 OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING REPORT
 7/83 MO. 3/4

Model	2633V	Year of Manufacture	1986
Engine	8 Cyl	Transmission	4 Spd
Color	Black	Body Style	Van
Options	<input type="checkbox"/> Air <input type="checkbox"/> ABS <input type="checkbox"/> Power Windows <input type="checkbox"/> Power Locks <input type="checkbox"/> Power Mirrors <input type="checkbox"/> Power Seats <input type="checkbox"/> Radio <input type="checkbox"/> Sunroof <input type="checkbox"/> Traction Control <input type="checkbox"/> Other	<input type="checkbox"/> 2-Door <input type="checkbox"/> 3-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> 5-Door <input type="checkbox"/> 6-Door <input type="checkbox"/> 7-Door <input type="checkbox"/> Other	<input type="checkbox"/> 2-Door <input type="checkbox"/> 3-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> 5-Door <input type="checkbox"/> 6-Door <input type="checkbox"/> 7-Door <input type="checkbox"/> Other

ISSUE (Use as number each issue.)

026-1

Report Made by / For / Date and Date

Open Street

028-100

Information Given By

No. of Issues by Zone

CDR
 092
 092
 192
 1-1
 1-1
 1-1
 1-1

No. of Issues to Dealer

No. of Issues by Zone

026-1

Did you deal with every issue (log in terms of customer's concern) and/or level of satisfaction (including any which came up after you) as well as possible? Yes No

Who had tested or quality checked the owner's vehicle? Yes No

1. Was this deal that dealt with the owner's (1) vehicle? Yes No

2. Was this deal that dealt with the owner's (2) vehicle? Yes No

3. Was this deal that dealt with the owner's (3) vehicle? Yes No

4. Was this deal that dealt with the owner's (4) vehicle? Yes No

5. Was this deal that dealt with the owner's (5) vehicle? Yes No

6. Was this deal that dealt with the owner's (6) vehicle? Yes No

7. Was this deal that dealt with the owner's (7) vehicle? Yes No

8. Was this deal that dealt with the owner's (8) vehicle? Yes No

9. Was this deal that dealt with the owner's (9) vehicle? Yes No

10. Was this deal that dealt with the owner's (10) vehicle? Yes No

OVERALL OWNER REACTION SATISFIED MOSTLY SATISFIED DISSATISFIED

1. Did you deal with every issue (log in terms of customer's concern) and/or level of satisfaction (including any which came up after you) as well as possible? Yes No

2. Who had tested or quality checked the owner's vehicle? Yes No

1. Was this deal that dealt with the owner's (1) vehicle? Yes No

2. Was this deal that dealt with the owner's (2) vehicle? Yes No

3. Was this deal that dealt with the owner's (3) vehicle? Yes No

4. Was this deal that dealt with the owner's (4) vehicle? Yes No

5. Was this deal that dealt with the owner's (5) vehicle? Yes No

6. Was this deal that dealt with the owner's (6) vehicle? Yes No

7. Was this deal that dealt with the owner's (7) vehicle? Yes No

8. Was this deal that dealt with the owner's (8) vehicle? Yes No

9. Was this deal that dealt with the owner's (9) vehicle? Yes No

10. Was this deal that dealt with the owner's (10) vehicle? Yes No

1. Did you deal with every issue (log in terms of customer's concern) and/or level of satisfaction (including any which came up after you) as well as possible? Yes No

2. Who had tested or quality checked the owner's vehicle? Yes No

at Presenting location

Were sent to Zone

Copy of OCR

36

1. Did you deal with every issue (log in terms of customer's concern) and/or level of satisfaction (including any which came up after you) as well as possible? Yes No

2. Who had tested or quality checked the owner's vehicle? Yes No

JUL 16 1984, am 13 1984

American Motors Corporation
Owner Relations
P.O. Box 442

~~Letter~~ Long
Det

Detroit Michigan 48282

Dear Sirs

I purchased my '83 Concord sedan
from Specker Motor Sales in Marquette,
Michigan on Oct. 19 1983. I had 7000
miles on and nearly 3 months left of
the 12 mo warranty after driving it
home to Yuma, Arizona within several
weeks. I noticed oil spots on the concrete
pavement under the car.

First on Dec 23 and subsequently
on Dec 28 and Jan 9 Bud Robinson
& Mark Madell Portier, Buick #141C has
tried to stop it mostly by removing
the seal at the valve rocks on
cover. To day with the best skill
there though to a lesser extent he
says they can do no more, that it
is normal oil seepage from that plastic
designed cover.

As I have to be satisfied with a

000821

nearly new car with an annoying
oil leak?

To me it seems its coming from
a gasket underneath as it is always
around a salt and along the area
He however, insists it is coming
down from around the Valve cover

I certainly hope that you will
have this problem completely eliminated
for me very soon.

Thank you
Donnell Boyce
3320 S. 4th Ave Sp. 68
Yuma, AZ 85365

P.S. I should add that this is my
fifth A M C car and needless to say I have
considered them among the best to
carry you have discontinued the
Contract

B. J. B.

000822

F
JUN 17 1985
OWNER SERVICES

122 Bungay Road
Seymour, CT 06483
June 7, 1985

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

Dear Sir:

On October 14, 1983, I purchased an AMC Eagle four-door station wagon for which I paid \$13,471.55.

On May 15, 1985 it was necessary to have a new valve cover gasket installed. My mechanic told me that the original gasket, which was leaking oil at this time, was not a true gasket at all, but a less desirable substitute called 'Permatex Form-A-Gasket' and that this was not a dependable product, nor a durable one, to have been used on a new car. I also learned from him that the plastic cover was bowed in two places.

ded
I spoke to Howard D. Stahl, owner of Stahl's AMC, Inc. in Derby, Connecticut, to ask why, in such an expensive automobile, an inadequate gasket and a plastic cover, both of which had performed in a sub-standard manner, have been used, instead of more durable and appropriate parts. Mr. Stahl could not answer my questions, therefore I am writing to you.

The cost of this repair was \$72.84 including \$37.84 for a new gasket (if purchased through the dealer it would have cost \$50), and I feel that I should be compensated for this unnecessary expense. I am very distressed that after spending a large amount of money for the car, I should have this kind of repair bill with only 15,850 miles on the car. I have owned many cars in my lifetime and have never had to replace a valve cover gasket.

I bought an American-made car in an effort to do what I could to help the automobile industry, but am very disappointed.

I would appreciate this problem being addressed on a personal level and not through the sending of a form letter that would indicate a lack of concern on your part.

Very truly yours,

Paul J. Sepko

Paul J. Sepko

000823

American Motors Corporation
P.O. Box #442
Detroit, Michigan

Dear Sir:
I contact you in regards to an oil
leaking valve cover cap and gasket.
I purchased this 1984 Buick LeSabre (wagon,
19000 miles, from Betty Lewis in
Parkersburg, W. Va. who was the dealer for
R.M.C. & bought the car 3-1-85.
By the oil leak was evident then &
could not tell as the motor had been
cleaned.

Soon after purchase I noted oil fumes
(check) and discovered the top valve cover to
be leaking oil on the manifold.
I was advised to have a heavy cork gasket
installed (by a local garage) and that would
remedy the leak, which I did let it away
helpful for a short time.
I now have contacted an A.C.C. agency
Royal Albertville, Patrick St Plega, Charleston W.V.
an have been advised that all I can do to
stop the leak is to have a bit installed
which includes a new cover and gasket
new bolt holes drilled and tapped which
would cost me in excess of \$160.00
I have already put over \$40.00 in this
situation and I would appreciate any
assistance you might offer me. I have only
put 10000 miles on the vehicle.

Thanking you
M. E. Bode
144 SPENCER ROAD
CLENOWEN, W.V. 25045

0008

Dear Sirs -
 Jan. 1984 ^{1211-9 1984} Phil
 In 1981 I purchased
 a brandy new A. M.
 Concord station wagon.

I'm very dissatisfied
 because every 5,000
 miles I have to replace
 the valve cover which
 the original one was
 defective. Being it is
 made of plastic and
 I have to keep re-
 -placing it - It's be-
 -coming very expensive.
 It keeps leaking oil.

What can be done
 about it? Do you have
 any suggestions? If
 possible drop me
 a line and let me
 know.

Thanking you for the
 time & trouble, I remain
 a dissatisfied customer.

000825

unless something can
be done

Yours truly

John Cannavale

453 Hulke Ave

Buck Town

NJ 08-7-23

301-840-9155

Model 8108-5

Engine 258 CID

00C826

O-100
 Name M-1
 Address 1
 City, St Zip
 Home Phone
 Bu. Phone
 Sign Cr. No.
 Handling Date
 Cr. Age To
 NOTES: A - Agreed

INFORMATION GIVEN BY: Valise CPA
 ELECT SPEAKERS PASS N/G
 WILSON CATH
 NEW YORK ARMED
 POINT - VICTIM
 RETURNED END POINT TO OWNER SATISFACTION

No. of times to Dealer: 0 1 10 - 1
 No. of times to Zone: 80 Eagle
 Codes: 1 1 10 - 1
 3 2 10 - 1
 1 1 1 1 1 1

OWNER CONTACT REPORT (O-CR) & OPEN CASE CLOSING FORM
 7/83 NO. 0038
 RECORDER: NT
 ZONE: 61
 VEHICLE NO. A 0 C 3 8
 MILES: N/A
 DISPATCHED: 1
 ROUTINE: 0
 "X" CASE: 0
 RESPONDED: 1 Phone 0 Letter 0 None
 CONTACT METHOD: 1 Letter 0 Phone 0 NHTSA 0 Zone
 YEAR OF COVERAGE: 9
 COMMITMENT DATE: 0000
 CLAIMING DATE: 0000
 OTHER:

REPAIRS MADE OF ACTION TEAM AND DATE:

HANDLING DISPATCHION: 0 2 0 - 1

NAME: Valise CPA
 TITLE: CPA
 COMPANY:

1. Did you deal with every owner issue in terms of problem/action taken/and level of satisfaction (including any which came up after the case was closed)? Yes No
 2. Who road tested or quality checked the owner's vehicle?

3. Was this road test done with the owner in the vehicle? Yes No
 4. Who from the zone verified satisfaction with the owner? Name Title
 5. (Required on all Detroit open cases) In person Phone W/letter
 6. Attach copy of w/letter, if applicable.

OVERALL OWNER REACTION: SATISFIED MOSTLY SATISFIED DISSATISFIED
 ..(Dissatisfied overall, complete back of report and make a copy for zone file.

ZONE SIGNATURE: Valise CPA (Signature)
 DATE: 00/00/00
 ACCEPTED: (Signature)
 DATE:

ZONE SIGNATURE: (Signature)
 DATE:

7000821

OR (mail processing instructions):

HANDLED BY: (Signature)
 DATE:

SIGNED BY: (Signature)
 DATE:

W/letter sent to Zone
 Copy of O-CR sent to Zone

AU 3489 REV.

CUSTOMER SERVICE

Mark Campbell
56 Yelkca Ave
Vineland, NJ 08360

Jeep Corporation
14250 Plymouth Rd
Detroit, Michigan 48232

Dear Sir/Madam;

I am writing this letter to bring to your attention a nagging problem that I have encountered with an AMC vehicle that I purchased.

In October 1982 I purchased a new 1983 Jeep CJ-7 LAREDO for \$12,500.00. Since purchasing that vehicle I have spent over \$1,300.00 on valve cover repairs. The problem stems from the fact that the valve cover is made out of plastic for the 258 h.p. 6 cyl. engine. The cover is also not equipped with a "normal" gasket. I have replaced the valve cover 4 times with your revised aftermarket cover with no success. In addition to the cover, I have bought the AMC sealer hoping that that would solve my problems. I have finally solved the "leaky" cover problem with a new cover and a \$42.00 gasket which has come on the market. I am very disappointed with the AMC design of this product and even more disappointed that the AMC dealers will not guarantee their work after I have paid the repair costs so many times.

After speaking to several dealers it seems that I am far from alone in this dilemma. If AMC will not recall this product, I would hope you would want to reimburse me, if even partially, for the financial burden your design has created.

I look forward to hearing from you concerning my problem.

Sincerely,

Mark Campbell
Mark Campbell

000828

NAMIK ERSÖZ, M.D. 5
CLARA JEAN ERSÖZ, M.D.
2139 CLAIRMONT DR.
PITTSBURGH, PA 15241

December 2, 1983

Mr. Joseph Malyn
Owner Relations
21777 Franklin Road
Southfield, Michigan 48034

Vehicle Identification # ADC385C153367

Dear Mr. Malyn:

As presented in our phone conversation of November 23, 1983, I have serious complaints about the service of my 1980 Eagle by both Walker AMC and Vasco AMC.

I am in the market for a second four-wheel drive vehicle and have not considered an AMC product because of the terrible service. The problems with Walker began early when my car 'passed' a routine Pennsylvania state inspection and less than 5,000 miles later required a \$450 replacement of rotors. When asked how this happened, it was stated that I had to purchase a caliper kit for each front brake in order to prevent this from recurring. Needless to say, I did not take this advice and my husband has been taking care of my brakes since then with NO problems and no need to purchase a caliper kit. If the service was reliable, my husband wouldn't have to provide this service.

In January 1983, I took the Eagle to Walker to (1) change belts and (2) check and solve an oil leak. When I picked the car up and drove it home it leaked frequently. Upon return of the car to Walker, it appeared mechanics failed to reconnect the automatic choke which was disconnected during the service. The oil leak was said to be insignificant. However, after the service it became worse. Again I returned the Eagle and they then said the valve cover and gasket was bad. My husband later got a mechanic to admit he could have bent the valve cover the first time. The oil leak persisted in spite of the replacement of the valve cover and gasket at our expense even though my husband told Mr. Hoffman about the mechanics admission.

In November, it was time for my Eagle's 50,000 mile check-up so we decided to take the car to Vasco for this service. We should have known better. Many years ago we owned a Wagoner which required its gas tank

000029

to be replaced and we took it to Vasco, they installed it wrong and when my husband filled the tank gasoline leaked everywhere. At any rate, after the service my husband took the Eagle home and checked to see if the required service was performed; it was apparent from caked-on road dirt that the requested lubricant change in front and rear differential were never performed but paid for. The car was also to be lubricated and again paid for but not performed.

At this point, the car has the oil leak I described to you. It appears to drip on the catalytic converter and then causes smoke from underneath the car.

We have taken the car to Oakland, Maryland to Garrett Equipment Company for service; no one should have to go 100 miles for service. My husband told the service manager at Garrett Equipment Company that the Warrendale Center would be contacting them about my Eagle and that you would follow-up with me concerning the satisfactory solution of my problem. }

I might consider the purchase of a second Eagle if I could be sure of the service and assured of an advocate within the company. if I need one to be assured of reliable, honest service.

Sincerely


Clara Jean Ersoz, M.D.

000870

Aug 2, 1985

American Motors Corp
Detroit Michigan



Dear Sirs,
I have a complaint

with a 258 CID

We like the motor

We are having difficulty
keeping the valve cover
from leaking. Please
let us know how to
correct the problem

Yours truly

Mrs. [Name]

Grand Forks, N.D.

[Signature]

PS we had the cover replaced
once - still leaks

000831

CHRYSLER MOTORS
Supplemental Response to:
EA86-009
1980-85 AMC/Jeep Vehicles
Valve Cover
March 4, 1988
ENCLOSURE II

001832

INC. . ENCLOSURE II

<u>Tab. No.</u>	<u>Description</u>
1	1980 AMC Concord
2	1981 AMC Concord
3	1982 AMC Concord
4	1980 Jeep Cherokee/Wagoneer
5	1980 AMC Eagle
6	1981 AMC Eagle
7	1983 AMC Eagle
8	1980 AMC Spirit
9	1982 AMC Spirit
10	1980 AMC Pacer
11	1984 Jeep Cherokee/Wagoneer
12	1985 Jeep Cherokee/Wagoneer

0424u/2

001833

000834

OCT 11 1983

DET

October 7, 1983

American Motors Sales Corporation
14250 Plymouth Road
Detroit, MI 48232

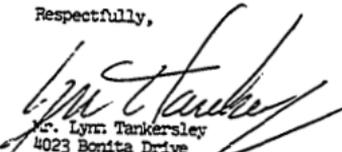
Attention: Owner Service

I am writing on behalf of Mrs. Lois Tankersley, 1910 Logan Avenue Middletown, Ohio, owner of American Motors Concord serial number A0A065C117726. She has had a problem with an oil leak on her engine for two years and has had it worked on by your company numerous times, with very little satisfaction. She purchased additional warranties, however, the only guarantee she has received is the minimum \$25.00 she has had to pay per visit.

On her last visit to the dealership in Middletown, Ohio she was treated very rudely and had to demand that they write to guarantee her repair. The leak was not fixed!

Her warranty is about to run out. She is scared that she will now have to pay for something your company was responsible for. She has kept all records of her visits. I have advised her to go to court to recover all cost on her car, however, I will hold off until I receive a response from you.

Respectfully,



Lynn Tankersley
4023 Bonita Drive
Middletown, Ohio 45042

LT/bc

001835

MAR 7 1983
OWNER SERVICE

120 Henegar Rd
Ontario, Oregon
March 2, 1983

American Motors Sales Corp.
14250 Plymouth Road
Detroit, Michigan 48232
Attn: Customer Relations

Dear Sir:

I have a major problem. I purchased an 1980 GMC Concord 441. March 30, 1981 with less than 25 miles on it, off the showroom floor of West Park Toyota Inc. which is also the authorized GMC Dealer in this area.

The problem:

The third day, I had it, it began leaking oil. From that day to this it has leaked oil. I've had it back in their shop so many times. Finally, a week ago they advised me nothing could be done, it was a factory defect. They have diligently tried to correct this, but within 24 hrs it is back as well. Oil comes from the valve cover and drips down on the head of the motor, making a lot of odor, smoke, and noise with 52000 miles on it. I really had.

I am hoping you can advise of a workable solution since this has been a problem ever since I bought it, brand new. I do not wish to have to take legal action against my sales company as they have been more than fair so I am turning to you.

Offen
11-836

Paying for merchandise that is defective, unsafe, and inconvenient is not what I prefer to do, or will do any longer. My driveway is a greasy mess, totally from this car. Car has not been abused in any way.

Please advise as to what can and will be done.

Sincerely,

Arnette M. Palmer.

Phone - 503-889-2907

Vehicle Info

1980 GMC Concord D8

AOAO 55C238541

Date of last use - 3/30/81

Zone/dealer code - 30 5818

6 Cylinder

000837

000-838

FEB-8 1983

31

10:5



Mrs. James J. Petrusky
3918 Pechin Street
Philadelphia, PA 19128

February 3, 1983

Mr. José DeDeurwaerder, President
American Motors Corporation
2777 Franklyn
Southfield, MI 48034

Dear Mr. Deurwaerder:

My husband and I have recently purchased a new and unused 1981 4 Door AMC Concord from Ridge AMC Jeep, Inc. 9101 Ridge Avenue, Philadelphia, PA. We had purchased this vehicle after much research and felt it was the best car to serve our many needs.

Two to three weeks after the purchase date of 11/30/81 our problems began.

- 1) Vehicle is equipped with four speakers, only two speakers are working. We have had this in for this servicing problem four times. To date, the problem has not been corrected.
- 2) The defrost system was not working properly. The service mechanic insisted that a 4 cylinder car did not have the power for the defrost system to work properly. This had been taken in twice for this problem, however, it is now working due to the fact that we changed to Tauder Ford AMC in Phoenixville.

The above change in servicing personnel was due to the fact that the Service Department at Ridge AMC Jeep, Inc. was uncaring about our problems and quite rude. The people at Tauder Ford have a much better attitude about their work.

The following are some of the other problems we encountered:

- 1) Defective heater
- 2) Shackles falling off
- 3) Mote hose missing from air cleaner
- 4) Fitting for valve cover missing causing oil to get on engine

All of the above problems have been taken care of by Tauder of Phoenixville with the exception of the speaker problem mentioned in my first paragraph.

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Once again the oil began leaking from the engine, we took it into Tauder for three days of repair work. A loaner car was not made available to us. At that time, we rented a vehicle under the provisions of our Extended Warranty Deluxe Plan due to the fact that it insures reimbursement of \$15 a day rental. We have paid \$325.00 for this plan and expect your corporation to meet your end of the contract. This work had been done in November, it is now February and we still await our \$45 reimbursement.

We have been given every imaginable excuse such as:

- 1) Incorrect forms being filled out.
- 2) Refunds promised within three days by Mr. Crescenti, of the New Jersey Regional Customer Service Office, which have not been lived up to.
- 3) Promises by office personnel that Mr. Wisdo, of the New Jersey Regional Customer Service Office, would take care of the problem at hand.
- 4) Today, I received a call from Lorraine Bush of your Detroit Customer Service Office advising me of receipt of the corrected reimbursement forms. She then advised it would take another four to six weeks.

Due to the problems mentioned above, I have lost time from work, vacation days and money spent on unsatisfied telephone calls to your customer service offices. I had no other recourse but to address my complaint directly to you, Mr. DeDeurzerder.

Please expedite my refund as I am losing interest on my well earned money.

I can be contacted from 8:30 through 4:30 at (215) 988-4050 and after 6:00 p.m. at (215) 482-3445. Please contact me within 15 days or I will seek help from other sources.

Other pertinent information is as follows:

4 Door 1981 AMC Concord
Serial #1AMBA050XBK199543

Sincerely,

Mrs. James J. Petrusky

Mrs. James J. Petrusky

CC: Pennsylvania Automobile Association
Box 2955
Harrisburgh, PA 17105

State Board of Motor Vehicles Salesman
Room 405
279 Boas Street, Box 2549
Harrisburgh, PA 17102

000840

RV# 22/87

American Motors
Detroit, Mich. 48232

Gentlemen,

I am the owner of AMC Concord (1981) Sedan,
Serial # 1AM1BAA657BK 235134, which I purchased
on July 1, 1982 from the Palmer Truck Corp.,
Wilkesville, Co. In connection with the
purchase I obtained a 1982 Service Security
Plan (Deluxe Plan 5 yrs or 30,000 miles)

In late Aug 1984 I moved from Calif
to my present address in Illinois shown above
while driving to my destination I noted that
I was losing oil and I drove into a gas station
where the mechanic told me the oil cylinder head
cover had to be replaced. Since I was a
short distance from my destination & since I
also noted the item was covered by my policy
previously mentioned, I decided to postpone
the repair until my arrival in Ill.

On Sept 4, 1984, after an 8 day wait for an
appointment, the my car to the Motorola AMC
dealer at 7601 N. Stokes Blvd, Shorewood, Ill. 60077
for repair as noted by the attached bill. My diagnosis

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(2)

the problem + indicated the oil leak was
caused by the leaking of valve covers which
they resided at a charge of \$54.79. They
further stated that this item was not
covered by the policy. While I'm not a
mechanic, I can't see why this repair
cost could under one of the items listed
under the Engine Components portion of the plan.
If I am right, I should be reimbursed
for the difference between \$25 I am
obligated to pay under the plan, + the \$54.79,
I was required to pay.

Your prompt reply will be appreciated

Sincerely
Rexford B. Brown

000842

March 21, 1983

AMC
 14250 Plymouth Rd.
 Detroit, MI 48232

Attention: Owner Relations

Subject: Amc 1981 Concord 2S
 Stock No. 1272
 Serial No. IAMBAA0653BK231386

Dear Sir:

My valve cover gasket was leaking. I took it to AMC Southland, 6976 Pearl Rd. Middleburgh Hts. and they claimed it was replaced. Since then, I have returned my car twice, once they kept it from 8 am to 5 pm. Either the gasket was not replaced or else it was improperly sealed. I have an appointment to take it in again as it is still leaking. They do not give out work sheets to the customer so I have no idea what was done to my car if anything.

Also my transmission refuses to engage into reverse gear at times. I have told the service man about this, but since it does not happen all the time he acts as if it is of no consequence. It is very upsetting to be unable to back out of a parking space. I am completely frustrated and am appealing to you for help.

I feel your warranty is useless since the work is not done, and the owner is inconvenienced.

A very unhappy Concord owner,

Helen Stewart
 11536 West Sprague Rd.
 Parma, Ohio 44130

000883

when I may concern; I am a Home Engineer

MAR 7 1982

Have just returned from 4 months at sea.

On Dec. 16, 1981 I listened

to you on KTRH Houston, Tex. You told a
person that you would get his problems
straightened out that he was having with
his JEEP. I, too, have problems with a 1981
Corcord, that I purchased on 4-21-81.

They changed a Dealer's Prep amount and now
checked out the A/C - 4th system. It was sloppily
assembled. Also the drip rods were already
rusting, as was the rear window & the right
rear quarter window. They caulked the
drip rods & chipped the paint around the
qt. window. The rear window continued to
rust & today it is an eyesore. I've had this
car back to the dealer at least 10 times
with items which should have been
checked out at the prep. I went to Detroit,
and a Jim Whitner called me. He said the
factory representative would be there and I
should take the call to the dealer then. I
did & showed him the rusting spots on
the car and said I had complaints of them
on 10-6-81 warranty sheet #903139. In front
of your REP, the service manager said he
would not get rid of the rusting & I'm sure
you'd then. The rust still grows & you can
peel the rust & paint off whenever the
car is washed. The car is kept in the garage
& not in most of the other for being here
in the car. but only at the expense
of my time. ^{ADVICE} ⁸⁹⁹ ⁸⁹⁹ ⁸⁹⁹
number our items that should have been
done at the prep, such as the A/C - LEAK; the Heater

carburetor, cleaner, distributor, misting
sprays, etc., Valve cover leak, and also
the fact that the workmen who installed
radio speakers left the upholstery, seat
welts, and carpets in one very filthy mess. They
gave me a can of carburetor cleaner & said
it would do the job. When I complained of
the windows squeaking, when I found a
leak than they told me to buy talcum
powder to lubricate the rubber seals.
Also, that I was drunk when I complained
of oil leaks on the garage floor. And I
should have bought a DEMO's so all
of the bugs would have been taken out.

I asked how much of a trade in I'd get if
I bought a Pontiac. They said they'd try
to get me 4,000⁰⁰ on 5 month old 7,100 car.

Hoping this doesn't inconvenience you
in the least and that maybe you can
get your dealers service department
straightened out, I remain,

Yours truly

Edward L. Young
6711 Beekington Ave.
St. Petersburg, Fla. 33710
813 347 5518
1981 AMC CONCORD 1AMB0601BK171936

Also: They short changed themselves 6²⁵ and
wouldn't send the title till my mother
saw it (I was at sea at the time)

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00C846

Re: 1982 AMC Concord
suggested open

Beta

October 12, 1983

American Motor Sales Corporation
14250 Plymouth Road
Detroit, Michigan 48232



Attention: President

Re: 1982 AMC Concord - Purchase date: 5/4/82

Dear Sir:

It is with great hesitancy that I find myself writing to you. However, since I know that you and your corporation take pride in your products, you will want to know the cause for my dissatisfaction with the above automobile.

My problems began at the very onset of my wanting to purchase a Concord from WEIR AUTO SALES (Taunton, Mass.) My wife and I had looked at many autos, however, we wanted the Concord because we found that it was within our budget and just what we wanted. We ordered a Wine-colored 1982 AMC Concord and three months later we were told that the particular automobile we ordered never reached the assembly line and therefore, they gave us what we thought was a "good deal" on the white 1982 Concord, which we presently own.

The car was maintained regularly and for the first year we had no problem with it -- at sixteen months the car began to make strange noises at which time we called Weir Auto Sales and recanted our story only to be told that it was probably a lifter that was stuck and we should apply "Marvel Mystery Oil" to it and perhaps it would go away, because it would be two weeks before we would be able to get an appointment for service. The appointment was made.

When the car was brought in the mechanic looked at it and we were told that we had serious motor problems, and that our car would be tied up for 3 days (actually it took them 11 days) and I then sug-

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gested that they provide me with a Rent-a-car since I had no other means of transportation to and from work. I was told that this was an unreasonable request and that all automobiles were being used by the salesmen and there was "no way" that they could provide me with a car while my car was being serviced. I then showed them my Warrant which stated that it was mandatory for them to supply me with a car.

At this time, may I mention that the Warranty that I have in my possession was not given to me at the time of purchase, I had to write to Owner Services to obtain a Warranty for my automobile.

At the end of three days I called to find out if my car was ready and at that time, I was told that the car came through from the FACTORY with a defective motor, put together by someone who did not know what they were doing and it seemed as though it was put together by someone who had been out partying the night before. Do you employ such people at your corporation?

After calling every day for eight days, the car was finally ready. I travelled 30 miles from my home to Weir Aute and was kept waiting for an hour and a half in order that they could decipher what had been done and what had not been done. Then I was charged \$100.00 for work that I was only supposed to pay \$25.00 for, at which point I vehemently complained and was given a rebate. At the time that I complained about the over-charge, I also complained about the car not running right and was told that it needed a linkage adjusted but that I must come back in two weeks because there was no time to do it then. At that time I took my car to a transmission specialist and he discovered that all that was wrong was a cable that needed to be reconnected, (a matter of five minutes).

Presently, my automobile seems to be leaking oil, not trusting Weir Aute, I took my car to a Geedyear Dealer and was told that the leak is coming from the head gasket, which they would not touch and suggested that I take the car to my dealership.

This brings me to my complaint to you.

My check

011848

The law of averages seems to indicate that an automobile should last at least two years without giving any mechanical problem.

I don't know what satisfaction you can give me, however, I do know that I would never again buy an AMC Product and I am very much in opposition of anyone else in my immediate family buying your Product, and doing business with Weir Auto. I have made my position on this matter very clear to my in-laws who are in the market for a new car.

Perhaps this means very little to a big executive like you, however, it seems to me that it creates for bad consumer relations.

Is there anything you can tell me that would help my situation or perhaps make-up for all these problems that have been occurring in regard to this situation.

I am sorry for taking up your time, however, since I have been unable to get any satisfaction from anyone else, I thought perhaps writing to you would help.

Thanking you for your time and hoping to hear from you,

Very truly yours,

Ronald N. Thibault

Ronald N. Thibault

420 Snell Street

Fall River, Massachusetts 02721

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DNR

JUN 25 1983
S.E. SERVICE

DEAR SIR,

I would like to take this
opportunity to EXPRESS my displeasure
with my 1980 JEEP Wagoneer Limited

JOD 15NC046154 - I will list
the problems I have had with this

car -
① Dr. Holly had window leak -

② 4/19/82 mileage - 27,519

TRANSFER CASE, the car had
only been in 4w drive 45%

③ 5/31/82 value cover problems
with 2^o oil pressure problem

④ 8/16/82 27,816

Complete Front Brake overhaul
Caliper.

⑤ 10/82 Rear window motor
Replaced

⑥ 1/83 Checked manifold

000851

STEPHEN LAZARUS, M.D. P.A.

Practice Limited to Infants
Children and Young Adults

1433 S.W. 1st Avenue

Suite 7

OCALA, FLORIDA 32674
Telephone (904) 351-2751

I believe this represents

A LEMON!! I cannot believe
that an expensive automobile
should have all these problems
Especially just after a year of use.

I feel this ~~letter~~ confirms my
thoughts about the American
Automobile industry - I AM
Extremely upset and would
appreciate and a reply to this
letter with an explanation of why
these things should have occurred -
my present address is:

127 South 800 East #20
Salt Lake City Utah 84102

STEPHEN LAZARUS, M.D. P.A.

Practice Limited to Infants
Children and Young Adults

1433 S.W. 1st Avenue

Suite 7

OCALA, FLORIDA 32674

Telephone (904) 351-2751

I am also enclosing a copy
of the 3 letters I have been
with me in Salt Lake City -

The one for the rear window window
is in Ocala Florida and
the manifold is presently being
replaced -

Thank you for your
consideration in this matter

Stephen Lazarus, M.D.

001853

000854

Carol Callaway
3201 Twilight Trl
Austin, Tx. 78748
December 27, 1983

American Motors Sales Corporation
14250 Plymouth Rd.
Detroit, Michigan 48232

Att: Owner Relations

Gentlemen:

I have a 1980 AMC Eagle Limited, serial AOC357C158842 which I purchased new in November 1979. Mileage now is 41,000.

I seem to have a continuing problem of an oil leak. Several times I have had to replace the valve cover gasket. This seems to take care of the leak for a short time. Then eventually it will start leaking again. Fumes and burnoff from the engine come into the interior of the car and smoke up the windshield. If I don't wash the window every few days, it becomes very difficult to see, especially at night. Perhaps you could give me a permanent solution to this problem. I would like to hear any comments you might have.

Thank you,

Carol Callaway
Carol Callaway

000855

December 22, 1984

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

Gentlemen:

I purchased a new 1980 AMC Eagle on April 23, 1981 from Lillegard Motor Co. (Zone 30, Dealer Code 2363) in Hillsboro, Oregon. The VIN of the vehicle is ADC355C134231.

Six weeks later in June of 1981 we took a trip to Los Angeles in it, on that trip the air conditioning kept icing up so bad we could not use it. We took the car to an AMC dealer in Costa Mesa, CA. They found that the system was low on freon, they recharged it and checked the systems for leaks. The pump front seal was faulty, they replaced it and again checked the system for leaks. All work was performed under warranty at no charge to me.

On our way back from California the air conditioning continued to ice up. I talked to Lillegards they said "You probably had it on high, that's only for desert driving. You need to keep it down some." Maybe he's never been to Southern California when its 100 degrees out, if you can't run your air conditioner on high then I don't know when you should. This has continued to be a problem until today, the air conditioner is useless if the outside temperature goes above 90.

While still under warranty I returned the car to Lillegards several times to stop an annoying oil leak. The valve cover had begun leaking badly. We returned the car to them 4 or 5 times under warranty for the same problem, it was never fixed. Also while under warranty I complained about the radiator losing water, I had to add water about every 1,000 miles. Their quick fix was to sell me a new radiator cap, even though I pointed out that there was no sign of leakage around the cap. The car still continues to lose water.

After the warranty had expired I took the car in again for the same oil leak problem. This time I was told "the factory has a new fix for it, we'll get it this time. Needless to say it continued to leak. I took it in again, they tried again, they failed again. By this time I gave up, I have not been back to Lillegards again.

I had heard that Hannah AMC in Vancouver, Wash. did good service work, so I took the car there Oct. 22, 1984. I paid \$63.00 labor for them to fix the leak. I had them note on the service order that it had been worked on many times before to no avail. I also had them look for an exhaust leak that had started recently. They found the exhaust manifold was cracked, and ordered a new one.

Within two weeks it was obvious the oil leak was back. At that time I decided to install the exhaust manifold myself, feeling sure I could do a better job than two dealerships that can't make a valve cover stop leaking. When I went in to pick up the manifold (on Nov. 13th) I talked to the service manager and told him I wanted my money back for the valve cover labor since it was obvious they couldn't stop the leak. He balked, but finally filled out a Customer Satisfaction Plan report. He indicated that he would decide in two days if they would return the money or not. I have never heard back from them.

001-8556