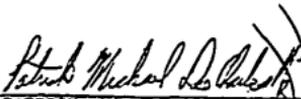


PROBLEM IS COMPLICATED BECAUSE I AM NOT FROM THIS AREA OF THE COUNTRY. I BOUGHT THE VEHICLE IN TEXAS (SEE ENCLOSURE 3) AND I'M WORKING TEMPORARILY IN NEW YORK. I WILL BE RETURNING TO TEXAS IN ABOUT A MONTH. AT THIS POINT IN THE GAME I FEEL THAT A.M.C. SHOULD BUY BACK THIS INFERIOR VEHICLE AND LET ME TRY AND FIND A MORE DEPENDABLE VEHICLE. IF AND WHEN I FINALLY GET THIS VEHICLE BACK I WILL NOT USE IT BECAUSE I DO NOT FEEL IT WILL BE DEPENDABLE ON THE OPEN ROAD. THE REPAIR WORK HAS NOT BEEN ABLE TO BE DONE IN A CONTINUOUS FLOW AND MY TIME IS NOT SOMETHING THAT CAN BE USED UP BY TAKING THE VEHICLE BACK TO THE DEALER TIME AFTER TIME. WITH SUCH A DEFECT THIS VEHICLE SHOULD HAVE NEVER BEEN ALLOWED TO BE SOLD IN THE FIRST PLACE. I AM VERY GLAD THAT I DID NOT TRADE IN MY OLD TRUSTWORTHY 4x4 TOYOTA TRUCK.

I WILL BE LOOKING FORWARD TO HEARING FROM YOU.

SINCERELY,



PATRICK MICHAEL DECHARLES II

000907



Name **L. L. Adams** Model **114**

Code No. **C** Recontact ()
 VIN **1J3C6B7736E7068272**

AMC/Jeep/RENAULT
 OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSURE REPORT
 1/18/80

Address _____
 City, State, Zip _____
 Home Phone _____ Bus Phone _____
 Selling Dealer **Dixie AIR** M. Simon, F. L.
 Handling Dealer **1117223**

Year of Coverage **72** Mileage **9300** Date Handled **1/0/80** Date **1/7/80**
 Commitment Date _____
 Closing Date _____
 Priority: Routine Case
 0 - Not Open "X" - Case
 1 - Open

Information Given By: _____
 No. of times to Dealer: **11002**
Spoke w/ Ted Peterson
OK lead 2.86 w/ 3X
next visit w/ 3rd lead underlies!
Dealership is in taking it back
best used source of info. from
Don't need any. to trace.

Zone Owner Relations Manager _____
 Field Service Manager _____
 District Service Manager _____
 Other _____
 Repair Made or Action Taken and Date: _____

Return:
 E-mail call you back for and
 with DDM (to be scheduled to visit
 that dealer on 10/29/84) we will also
 discuss w/ S.V. mgr. of dealership

ISSUE (please number each issue) **02/-1**
 Handling Disposition: _____
NEGIBLE

Zone Signature: **R.B. Laska**
 Title _____
 Company _____
 Name _____ Title _____
 Was this road test done with the owner... the vehicle? Yes No
 Who from the zone verified satisfaction with the owner? Name _____ Title _____
 Who from the zone verified satisfaction with the owner? Name _____ Title _____
 All work on this car... action verified? Yes No
 All work copy of...
 Overall Owner Reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED
 I dissatisfied overall, complete back of report and make a copy for zone file

1. Was road test with every owner (even in terms of problem/zone) taken level of satisfaction (including any
 1. Who from the zone verified satisfaction with the owner? Yes No
 2. Who road tested or quality checked the owner's vehicle? Yes No
 3. Was this road test done with the owner... the vehicle? Yes No
 4. Who from the zone verified satisfaction with the owner? Name _____ Title _____
 5. Who from the zone verified satisfaction with the owner? Name _____ Title _____
 6. All work on this car... action verified? Yes No
 7. All work copy of...
 Overall Owner Reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED
 I dissatisfied overall, complete back of report and make a copy for zone file

Zone Signature: _____
 Title _____
 Company _____
 Name _____ Title _____
 Was this road test done with the owner... the vehicle? Yes No
 Who from the zone verified satisfaction with the owner? Name _____ Title _____
 Who from the zone verified satisfaction with the owner? Name _____ Title _____
 All work on this car... action verified? Yes No
 All work copy of...
 Overall Owner Reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED
 I dissatisfied overall, complete back of report and make a copy for zone file

Zone Signature: _____
 Title _____
 Company _____
 Name _____ Title _____
 Was this road test done with the owner... the vehicle? Yes No
 Who from the zone verified satisfaction with the owner? Name _____ Title _____
 Who from the zone verified satisfaction with the owner? Name _____ Title _____
 All work on this car... action verified? Yes No
 All work copy of...
 Overall Owner Reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED
 I dissatisfied overall, complete back of report and make a copy for zone file

Handled By: _____ Date: _____
 Accepted: _____ Date: _____

Handled By: _____ Date: _____
 Accepted: _____ Date: _____

Handled By: _____ Date: _____
 Accepted: _____ Date: _____



APR 29 1985

OWNER SERVICES

24 Apr 85.

Jeep Corporation
Owner Relations Dept.
14250 Plymouth Road
Detroit, Michigan 48232

Sirs:

I purchased a blue 1984 Jeep Cherokee Chief (V.I.N. 1JGCW7739ET071117; Fabrication #0014543) on 13 May 1984 from Country AMC/Jeep, Inc., of Bakersfield, California. For the past six months, I have experienced several recurring problems.

When I took delivery of the vehicle, I noticed that the driver seat back cover was splitting just below the seat back latch. It took about three months to get the cover and latch knob on the seat back latch replaced. This was partly due to a permanent change of my duty station in July of 1984. The seat cover came out all right but the latch knob came only in a tan color (my seat is blue). My dealer, Royal Motor Company of Montgomery, Alabama, said that tan was the only color and that he would have it "dyed". But, after only minimal use, the "dye" began to peel (it sure looked like paint). The dealer again had it dyed but the "paint" keeps peeling. I don't understand why he can't find a blue knob as the original was made of blue plastic. The knob part numbers he tried were 8955002896 and 8955002897. My second problem is slightly more serious.

In early December of 1984, my Jeep, with only 8,893 miles, developed an oil leak. I took it in to Royal Motor Company on 11 December 1984. They told me that it was the left rear of the valve cover that was leaking and he resealed it (Customer Repair Order 52689). Within a week of getting it home, it was leaking again. This time, they removed the engine and replaced the crank shaft and rear seal. They also resealed the intake manifold, timing, and valve covers (Customer Repair Order 52820). In late January of 1985, it was leaking again. I took it back to Royal Motor Company on 18 February and they again pulled the engine. They resealed the Cam plug and reinstalled the engine (Customer Repair Order 1757). The first of March, I noticed it leaking again. I took it back to Royal Motor Company the 30th of March and they resealed the valve cover again. On the 19th of April, I noticed it leaking again. I took it to Royal Motors again on the 23rd of April. I had the 22: off but the dealer told me not to bring it in until Tuesday the 23rd. I called on the afternoon of the 23rd and was informed that my car had not been touched all day and that I'll have another day without transportation. Today, I called and was told that the engine had to be pulled again and that they still have no idea what is causing the leak. Certainly, this is no way to run a business or build a reputation for excellence. I'm becoming a little fed up with the aggravation, not to mention the inconvenience, of being without a car for weeks at a time. I fail to understand why a brand new vehicle would need its engine pulled three times. It seems that everything has been replaced and it still leaks. I would expect that soon the decision would be made to replace the engine. Being without a car is becoming very expensive and I won't be able to take such sore.

I feel that some could be done to correct the engine leak once and for all and that a "blue" knob for my seat back can be found. Please help me with this matter as I am rapidly running out of patience. I am in the Air Force

001 909

and have orders to report to Hawaii in June, so your prompt attention to this matter will be greatly appreciated.

I have written your zone office in Atlanta and have had no reply. I also sent you an information copy of that letter. I also sent you a letter yesterday but wanted to keep you posted on the lack of progress. I want some action taken on this problem soon or I'll be forced to resolve it by other means.

Sincerely,


FRANCIS S. JONES, Maj, USAF
Air Command and Staff College
Maxwell AFB, Alabama

Home: 2116 Rexford Rd.
Montgomery, Al. 36116
(205) 277-6551

Royal Motor Company, Inc.
Montgomery, Al. 36117
(205) 279-9300

010910



Aug 19 1985

Dear A.M.C.,

I purchased one of your new 1984 Jeep Cherokees in October of 1984 I am pleased with your vehicle in every way except the motor.

I have had it back to the dealer I purchased it from five times so far for oil leaks

The motor is a 2.2 Litre V6

The rear main oil seal is

leaking and the dealer doesn't know why

He replaced both valve cover gaskets, intake manifold gasket, oil pan gasket, and rear main seal but the rear main seal will not stop leaking

116100

The dealer told me I am
not - the only one with this
problem - and is waiting for an
answer from Detroit.

Well Detroit I am also
waiting. — — —
Why are the rear main seals
leaking on the 1984 V6 Motors?
and what must be done to
correct this problem?

Sincerely,

Douglas Keruly

ILLEGIBLE

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED

00C912



SEP 26 1985

SERVICES

AT&T Information Systems

subject: Jeep Repairs Oil Leak
84 Jeep Cherokee Purchased: 06-22-84
Sea View Buick AMC Jeep Renault, Inc.
ID: 1JCWB7724ET085224 Mileage: 25903

date: September 23, 1985
from: George E. Larkin
837 East End Ave.
Lakewood, N.J. 08701
Home: (201) 367-9013
Work: (201) 576-2357

To: Owner Relations Department

I have repeatedly taken my 84 Jeep Cherokee in to repair an oil leak. I have taken it to Sea View Buick AMC Renault, Inc., 810 Hwy. 35, Asbury Park, N.J. 07712 at least eight or more times to repair this problem. The oil leak was first detected under the 12000 mile warranty. I continued to return the truck; but, the problem was never fixed. Repairs such as gasket sealing substances, rear oil seal replacement, and valve cover replacement have been performed on the engine; but, it still leaks. As I understand it, there is a known problem with the internal parts of the engine that cause the oil leak. But, my patience with the Service Department have not produced a solution. I have been returning to fix this problem on an average of once a month since the beginning of the year.

The problem continued beyond the 12000 mile warranty; therefore, I had to pay \$106 deductible under the 24000 mile warranty. Also, I had to rent an automobile for almost a week (\$156.56), while my truck was in the shop. The reason I needed an automobile was because the exhaust attachments were broken during the engine repairs, which made the truck unusable. I spoke to a representative of your organization and she said I would be fully reimbursed for the car rental. The time lost and expenses endured by this problem is well beyond the average.

During most of the inconveniences, the General Manager has not been very cooperative in solving the problems. I respect the Jeep Corporation and the product they produce; but, the organization performing the maintenance on the automobiles is lack of expertise or concern. Overall, the Jeep Cherokee performs up to great standards; but, the oil leak is a problem that must be repaired before it causes other damages to the truck. I would greatly appreciate a swift solution to this problem.

Attached, is a copy of the automobile rented during the period from 08-09-85 to 08-15-85.

George E. Larkin
George E. Larkin

001913

December 13, 1984

American Motors Corporation
Franklin Street
Southfield, Michigan 48034

Attn: Mr. Paul Tippett

Dear Mr. Tippett:

W. P. TIPPETT

I am writing to you as a last resort, as I have a problem that I think should never have occurred and gone this far.

DEC 17 1984

I have a 1984 Jeep Cherokee the new down size version with a v-6 2.8 liter engine. I have had an engine leak since I purchased this Jeep on March 25, 1984. I have returned this unit to the dealer over 10 times, I have also called numerous times to Auto Relations and District Representatives of your company to get this problem resolved.

This unit has had the following work performed on it so far:

- 6 Rear Main Seals
- 4 Sets Valve Cover Gaskets
- 3 Intake Manifold Gaskets
- 3 O Rings on Distributor Shaft
- 4 Pan Gaskets

also a rear pinion seal changed on 7/10/84, and now the unit is in having a new crank shaft and another rear main seal installed (which was not what I was told on the telephone by Dennis Herring would happen, I was told a new engine would be installed not a crank shaft).

I have enclosed copies of the work orders on my Jeep and also the copies of letters to the state of Michigan.

After talking to your company on several occasions I was told to 'Go ahead and sue, all I'll do is spend more money and it would take 4 or more years anyway'

I now feel that I have a new Jeep with a used engine. I cannot trust this car to go out of town. I have talked to my dealer about trading this unit in and will loose approximately \$3000.00. I have driven this unit only 8 or 9 months and now have approximately 7000 miles on this unit with which 1500 miles were out on by going back and forth to the dealership for work on this oil leak!

I feel that if your company treats all of their customers like I have been treated, as I have previously owned 4 other Jeeps, it is no wonder that people in America buy foreign made products!

Sincerely,



Curt Rohdy

Curt Rohdy
29095 Pokagon Street
Dowagiac, Michigan 49647

enc:
CAR/vs

Ts & Service Manager
Lvsouac Automotive Corp.

17321 M-60 East
Vandalia, MI 49085
(616) 478-8754
Telex 22-4317

40MI 616 782 2612

00091A

JUL 11 1985

01 VICFS

Gunter Wendland
RD # 2, Box 78
Auburn Mi 1 Rd
Hockessin, DE 19707

July 4, 1980

JEEP CORPORATION
14250 Plymouth Road
Detroit Michigan 48232

Attn: Owner Relations

Gentlemen:

Subj: 1984 Jeep Cherokee, Model 5477, 26,000 Miles
ID No. IJCWB773XETD44394, f. use 01/07/84

for the past two years we had a nuisance problem with our Jeep which finally was corrected at a rather high cost to us.

Whenever we went on an extended trip and the motor got real hot we had smoke come out from under the hood. We had taken the car a few times to our dealer in New Jersey, Johnnies AMC, Inc. in Flemington, NJ, but he could not find any cause for the smoke, which we could not demonstrate unless the motor was real hot from a few hundred miles of highway driving.

Finally this spring on a trip to Florida a mechanic in South Carolina diagnosed the problem as a leaking seal. We took the car to a Jeep dealer in Newark, DE where we live for one year now, and he replaced the rear main seal and U/covers gaskets at a cost of about \$500. A copy of the invoice is attached.

We feel that the seal and gaskets should have been replaced before the smoke problem turned into a very visible oil leak. And it should have been fixed well within the 12 month warranty period.

Unfortunately we do not have any proof of the history of our problem and, therefore, have to rely on your judgement of the situation.

Your assistance in this matter is greatly appreciated.

Yours very truly,

G. Wendland

000915

October 16, 1985

Mrs. William S. Hinkens
905 Heather Lane
Hoffman Estates, Illinois
60195
(312) 885-0822

Debbie Walker
Consumer Relations Dept.
AMC JEEP
14250 Plymouth Road
Detroit, Michigan 48232

Dear Ms. Walker,

On 2/17/84 I purchased a Jeep Cherokee Pioneer, with vehicle ID #1JCWB782XETO55286.

On 11/6/84 I took my Jeep to Schaumburg AMC/JEEP/RENAULT Inc. Service Department for an oil leak. They resealed the valve covers. After that, it was still dripping oil, but I never had a chance to bring it back while it was still under the 12,000 mile warranty. This past summer I had a mechanic check out the leak and he said that it was the rear main seal that was leaking and that I should take it back to JEEP and have them fix it.

On 9/23/85 I brought it back to the same service department and told them to fix the oil leak. They again, resealed the valve covers and charged me \$120.00.

On 10/7/85 I brought it back again because the oil leak was still there. They checked it out and said it was the rear main seal and they fixed that for \$160.00 labor (Jeep picked up \$23.00 in parts). I was told that they fixed the valve cover first because: A) "that's a common problem with this model" B) "it was an attempt to save us a more expensive repair by trying to stop the leak with a less expensive repair" and C) the mechanic who worked on the car now says there was a leak coming from the valve covers, the latter only being brought up since my husband complained about the seemingly unnecessary repair.

The point I am trying to make is this. An oil leak was supposedly fixed by resealing my valve covers back on 11/6/84 while under full warranty. 10 1/2 months later I still had the same problem and was charged \$120.00 for a repeat repair that in my own mind was very unnecessary to begin with. I have already talked with Elonda Karnatt of the Elk Grove Zone Office and Kyle at Schaumburg AMC/JEEP Service Dept. and neither person will do anything for me. They say that the job done only carried a 3 month/3000 mi. warranty. I question the validity of paying \$40 per hour for a repair and not having a longer warranty period. In comparison, a Dentist wouldn't be in business very long if he pulled every tooth in your mouth until he found the one that was causing problems.

I fully understand I must pay for the rear main seal, but I feel that I was charged unnecessarily for either a repeat repair or, depending on how you look at it, an unnecessary repair of the valve covers and I am requesting reimbursement of \$120.00.

I am looking forward to hearing from you at your earliest possible convenience.

Sincerely,

Mrs. William Hinkens

087-916

Albert-Hopkins Sign Co.

6510 I.B.J. Freeway, Suite 200
Dallas, Texas 75240
(214) 387-6711

Rec'd

W. P. TIPPETT

NOV 19 1984

Certified Mail
#P13 9290244

November 16, 1984

Mr. W. Paul Tippett, Jr.
AMERICAN MOTORS CORPORATION
27777 Franklin Road
Southfield, Michigan 48034

RE: 1984 - 2.8 Liter, V-6, Automatic Transmission Jeep Cherokee

Dear Mr. Tippett:

In May of this year, I purchased a 1984 Jeep Cherokee from Leon McWatt AMC in Denton, Texas. I enjoyed the vehicle until I took it in for service at W.O. Bankston Ford/AMC, (Dallas), in August.

Among several other minor problems, it was leaking oil and transmission fluid. Other than that, it drove and ran fine. When I picked it up several days later, the truck would barely go because the transmission was slipping. I waited around the dealership for several hours so a mechanic could look at it. He said the transmission "cables" needed to be adjusted. After another thirty minutes he brought it back and it seemed to work fine.

When I got the truck home I noticed it was still leaking, (dripping), oil at the same rate. The service sheet showed that the valve cover gaskets and oil pan gasket were resealed and the rear main seal was replaced.

For almost a month I could not do without the truck so I just kept a watch on the oil level when I filled up. It would "blow" about a quart of oil for every two tanks of gas.

Then the transmission started slipping again very bad and I had to engage the 4WD just to get back to W.O. Bankston. There it sat for three weeks waiting on transmission parts. Once again, I had a list of minor things for them to do plus the oil leak. The transmission shop was the first station it went into. I constantly questioned the service representative why they could not work on the oil leak while the transmission was out. They said it could only go to one station at a time. I felt if the rear seal was the problem, and I think it is, that there would be less work involved to fix it at that time.

98C-917

After twenty-one days without transportation, I was told the part ordered was in and the transmission was repaired; but they thought the oil leak was probably caused by "major internal engine damage", and they would report back to me in several days. By this time I was almost hostile. I had placed several calls to the AMC customer service representative for this area, but did not receive much comfort.

Next, (Day 22) I went to the owner or manager or the Dealership who, of course, sent me back to the service manager. The service manager checked and said the truck was ready to go and everything had been fixed.

The work order receipt said there was no problem found regarding the oil leak! I was so mad, yet so glad to get the truck back that I did not even question it. On the way home I stopped for gas and checked the oil level and it was two quarts low--no wonder they could not find a leak!

I feel this is total incompetence on the part of the W.O. Bankston service department. Furthermore, I do not think the rear main seal was ever replaced the first time, and they needed an excuse (major internal engine damage), not to have to "eat" the labor of fixing the leak properly.

I'm sure AMC was charged for the repair--I wonder if you were charged for any of the twenty-one days it idly tied up a bay waiting on parts?

I still have a new Jeep with a serious oil leak. The whole underneath side of the truck is black and there is always oil all over the rear window and tailgate--not to mention the smell everytime I get out.

I do not want to take it back to W.O. Bankston for service again, and I want a loan car while it is being fixed properly. Can you help?

Respectfully,

Larry Hopkins
Robert L. (Larry) Hopkins

RLE/rjh

Enclosures

000318

1402 E. Ames
Glendive, Montana 59302
July 19, 1985



Jeep Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Gentlemen:

Enclosed is a 'History' of the problems I have encountered with my 1984 Jeep Cherokee, ID # 1JCWD7828ET062718. Within the past month I have finally achieved some satisfactory results due to you, Denver Representative, Nick Papademos. I am very grateful for all he has done, and for the extension on my warranty.

However I still feel compelled to write, as I believe I have gone through a great deal of unnecessary time and expense to get this properly serviced. I feel I am due some compensation for my out-of-pocket expenses, plus the fact I have been without my vehicle for nearly 6 weeks since the first of the year. I have nearly 1000 unnecessary miles on my Chevy Lum, nearly 1600 additional miles on the Jeep, my wife's 6 m. imp. pl. numerous long distance phone calls. Therefore, I feel it is not out of line to ask you to reimburse me:

2600 miles @ .25 per mile	\$650.00
Road time 40 hours @ \$10 per hour	400.00
Phone bills	<u>60.00</u>
	\$1110.00

Sincerely,

Dean L. Myers
Dean L. Myers

000-920

11:35

History 1984 Jeep Cherokee

Went to Custer Motors, Miles City, Montana twice on heater and door panel short: after purchased from there on June 1, 1984. I live in Glendive which is approximately 165 miles round trip.

- 1- 2-85 Noticed oil leak 8,061 miles
- 1-14-85 Took Jeep to Custer Motors mechanic, he said problem was valve cover gaskets. I took off work, no time to fix today.
- 1-20-85 Took Jeep to CM had valve cover gaskets replaced.
- 1-22-85 Continues to leak, called CM told me to bring it back.
- 1-23-85 Took Jeep to CM, mechanic tightened down the valve cover and gasket bolts.
- 1-29-85 Continues to leak.
- 2-12-85 Called CM, told me all 4-wheel drive: leak some oil, said to run it for awhile. This is definitely a false statement: my 3 1/2 year old Chevy Luv 4-wheel drive has never yet leaked: Told CM is to:
- 3- 7-85 Called CM oil leaks, bring it down again and leave it.
- 4- 9-85 A friend took it over for me, owed them the leak. Left it for nearly 3 weeks. Called car times to schedule it. He or she, always waiting for parts.
- 4-25-85 Wife took me over in our Luv. Brought jeep home, was such a hassle. Immediately called CM. I had clocked the leak - was 15 drops in one minute.
- 4-27-85 Took Jeep back, wife followed in Luv left for another week.
- 5- 4-85 Wife took me over in our Luv. Brought home, appears they did nothing but sag off under carriage. Did not drive vehicle because there was no gas in it. Told me to drive it awhile and the leak will probably stop.
- 5-14-85 Called Denver Area Rep. secretary said the rep will call me back.
- 5-18-85 Rep. Walt Luedke talked to CM and told me they would have to replace crank and seal: rear and oil pan seal to fix vehicle.
- 5-27-85 Took Jeep back, wife followed in Luv. left for another two weeks. Waiting for parts again -- to excuse for it: they knew what was to be done and had two weeks to order the parts before we got the vehicle there!

AMC/Jeep/RENAULT

001-921

11-85

- 5-30-85 Called to see if was going to be done this week. No wait: for parts.
- 6- 3-85 I was in Miles City, stopped to see if was done. They said NO, they would call if done by Friday. No Call.
- 6-11-85 I called at 8:00 a.m. yes was done -- why did they not call me as said they would?
- 6-11-85 Wife took me over in our Luv. Brought home, near leaks in same area, plus behind differential. I was still in Miles City, called wife at home and learned of this. Went in to Custer Motors and told Les this.
- 6-12-85 Called Denver. Informed that Luecke retired, new Rep would call me.
- 6-13-85 New Rep, Nick Papademos, called wife. Asked us to take it to Miles City again. She called me at work, said NO. Called Rep back, discussed at length why I refused to mess around with Miles City any longer. Wife arrangements to get the Jeep to Billings, 205 miles from here.
- 6-15-85 Got Jeep to Arnlund Auto Plaza, called on Saturday and Tuesday. was done Wednesday.
- 6-21-85 Jeep arrived home, place behind engine was very oily. it no leaks. However, the leak by the diff rental continues to leak. Checked transmission level, was down in the oil stick quart.
- 6-24-85 Rep. Papademos called. Asked if I could get it back to Billings. Said no we were leaving on vacation on 27th, with the Jeep, and did want it fixed by then, but had no time to get back to Billings. Arnlund motors then called me, made arrangements for my local mechanic to fix it and they sent the necessary part down by I paid my mechanic, which was very quickly reimbursed by Arnlund motors.
- We went on our trip, drove a great distance, some bad roads also. Am having good luck so far.
- 6- 8-85 Rep. Papademos called, gave me another call or 21, NO work on the warranty.

11:35
 000922
 11:35

4 BETTER BUSINESS BUREAU AUTOMOTIVE CASE RECORD

232889

(a) Your BBB Code 611136 (b) Staff Initials DM
 (c) Vehicle Owner or Lessee (Title, First Name, Middle Initial, Last Name)
DM RUSSO Contact: _____
 (d) Address _____
17181 NW 116th (h) Day Phone 5031640 0630
 (e) City BEAVERTON (i) State OR (j) Zip 97006 (i) Night Phone 503629 8178
 (k) Referred to Dealer: _____ (k) To Mfr. _____ (l) Problem Code 05
 (m) Program Code 702 (n) Vehicle Model Cherokee (o) Year 84
 (p) Vehicle I.D.# 1JCUB78B37ET065105 (q) Current Mileage 110,000

If Car Purchased New, When? 02/84 (r) Extended Service Contract? Yes No
 Selling Dealer Camelback AMC, JEEP, Renault
 Name _____ Address _____ City _____ State _____ Zip _____
 Servicing Dealer Northwest AMC
 Name _____ Address _____ City _____ State _____ Zip _____

(s) Brief Description of Problem: Still leaking oil since purchase.
Had to replace rear main seal 6x5,
Valve cover gaskets replaced 3x's
Had to replace intake manifold gaskets
all time leaking, sputter, & differential problems

(t) Resolution Sought: Buy back

I have have not previously contacted the manufacturer's representative about this problem.
CUSTOMER SATISFACTION REPORT
 Adjustment offered on _____ Day _____ Mo. _____ Yr. _____
 Adjustment accepted and performance or payment scheduled for _____ Day _____ Mo. _____ Yr. _____
 If your adjustment offer has been refused or you feel an adjustment cannot be made in this case, please give us your position on this matter:
Owner has contacted this office, and we advised him that we would like the
opportunity to repair his vehicle. Owner is to contact this office on 1/7/85
so that we can arrange an appointment at the dealership with our District Parts
& Service Manager.
 It is urgent that you respond to us within seven days, so that we can either close this case or continue to the next step.

Please return this form to:
 880 S.W. 8th, SUITE 800
 PORTLAND, OREGON 97204
 Signed C. J. Siebers
 Print Name C. J. Siebers
 Zone/Division/Dealer Denver Zone
 Date 1/3/85
 Telephone 303-577-5800

BBB COPY

Mr. Joseph E. Cappy
Group Vice President
Sales and Marketing
AMC/JEEP/Renault
Post Office Box 10021

Toledo, Ohio 43699-9980

Dear Sir:

The dealer was great but the Jeep.

"To engineer and manufacture the best automotive products and then to service them the best we can." That is a quote from your form letter.

Please take a minute or two to read the two enclosed letters

I guess you can more then say I have been disappointed in the quality control of the Jeep which I purchased not only from a women s standpoint but after talking to men here at 3M. The particular division I'm currently working in does a lot with the automotive industry and the men in the laboratory could not believe all the problems I had with this new Jeep. I really feel that I have lost about three or four Jeep sales for you people.

I guess I was disappointed when I asked to talk to your district representative and the answer he gave me was "What do you expect me to do about it lady?" Somehow I feel that he could have at least said I will look into it. When Mark Goldman, the mechanic called me he did say that Bill Camerud had come over and talked to him about the Jeep after I talked to him. It still would have made me feel better if he had been a little more concerned over correcting an unfortunate situation for Jeep.

I really love my Jeep but I haven't even used it in rough driving. If I had this much trouble with it driving freeways and little country roads how is going to hold up when I really move to the country.

I mainly want this to go down on record all the problems I have had with this Jeep so that when the warranty goes off I'm still covered.

001924

My husband to at first was all for me buying me a Jeep - now says "you sure got a lemon" maybe because it wasn't his money that bought the Jeep he can freely say this - but I'm sure if it was his money you would be hearing from him.

I sure like the looks of my Jeep - the way it handles only I don't like all the problems especially THE OIL LEAKS that I have experienced with it.

Looking forward to your reply.

Mary T. Zajac
Mary T. Zajac
Route #5 Box 87
Hudson, Wisconsin 54016

Attachments

ORDERED JEEP 3/5/85
PICKED IT UP 5/16
BACK IN SHOP WOULDN'T START IN PARK 5/17/85
AC WOULDN'T WORK 5/21 COULDN'T FIND ANYTHING WRONG
AC WOULDN'TWORK AGAIN 5/23 DISCOVERED BROKEN WIRE
ABOUT 6/11 INSIDE OF DOOR RUSTPROOF STUCK TO THE WINDOW
OIL LEAKS:

8/21
9/19/85
10/16/85

000925

12

000927

Gentlemen.

I wrote you a letter a few months ago expressing my dissatisfaction over the service I received at Headquarters AMC Jeep in Morristown, N.J. They called me and said they necessary and would service my car. The oil leaks I have need to be fixed. When I brought the car for servicing it was still under warranty. The warranty has since expired. I was hoping you people would send me a letter agreeing to fix the car as if it were still under warranty. I would like to take the car to AMC in Tom's River, N.J.

I have since learned that the repair is a long job. Probably why Morris Town didn't do the job when I brought the car in.

I have 2 copies of their bills I have enclosed. I have paid \$5.00 to Headquarters plus leaving the car there for 2 different days and nothing done.

I brought the car to Tom's River I paid 35.00 and still the car leaks. None of this expense should have been mine as the original leaks were under guarantee.

Thank you -

Robert J. Brick
179 Roe Ave
Point Pleasant, N.J.
08742

010-928

Broken Arrow, Okla.
10 December 1985

Small
D-2 2/86

Mr. Pierre Jacu, National Director
Parts and Service Operations
P. O. Box 10021
Toledo, Ohio 43699-9980

Jeep Wagoneer, limited JGC07564FR840708

Dear Sir:

In answer to the enclosed questionnaire I would like to outline the service required on this vehicle, which was purchased 2 November 1984.

I took delivery of this new Jeep on a Friday evening. Saturday morning there was a big pool of oil under it. I called the Dealer and he had no service personnel available on Saturdays. I imposed on a mechanic friend who found a bad leak in the power steering and brake pump. A fitting into the pump was only finger tight.

The oil pressure gauge did not work properly and had to be replaced twice. (Oil sending unit.)

There was a grease leak in the front output of the transfer case. This was in four times before the leak was stopped. The seal was replaced two times and the seal and yoke the last time.

The engine surged or missed above 38 mph. Repaired three times. Finally fixed when the carburetor was overhauled.

The intake manifold gasket had to be replaced.

There was a vibration in the car above 45 mph. This was never corrected and when the car was traded in we were still awaiting word from the factory of a cure for this. Three attempts were made to correct this including balancing the wheels and tires and blocking out the torque converter.

The horns were defective and had to be replaced. Two trips were necessary for this as the wrong horns were shipped.

The front differential leaked and the pinion seal was replaced.

The oil pan gasket and seal were replaced as were both valve cover gaskets.

The rear output of the transfer case leaked and the seal was replaced.

The seal from the transfer case to the transmission had to be replaced.

000930

The front and rear window washers did not work and had to be repaired.

The left front vent glass leaked and had to be replaced.

The front end had to be aligned because of uneven tire wear.

The rear main seal was leaking oil and I had an appointment with the service department to replace this. On the way in the transfer case split and spilled the transmission fluid out on the highway. The vehicle had to be towed into the dealer.

This vehicle had 9000 plus miles on it and was never abused. It had never been off the road.

I was so disgusted that I down-traded for a Cherokee Laredo with a four cylinder engine and a five speed transmission. It cost me \$2,750 difference plus \$523 excise tax on the new one plus the inconvenience of the numerous times it was in the shop from two to four days at a time.

The service department at Journeycreek Tulsa AMC has been very polite and apologetic and I can find no fault with them.

This car had a V-6 engine with an automatic transmission and in my opinion was under-powered. I have had three other American Motors vehicles which have been quite satisfactory. This vehicle certainly was a lemon.

Sincerely yours,

Harold W. Frisze, M.D.

Harold W. Frisze, M.D.
RT2, Box 59
Broken Arrow, OKLA 74012

000931

BOWMAR, LARKIN, LILLY & BARTON, P.C.
ATTORNEYS AND COUNSELLORS AT LAW

B. BOWMAR (1953-1973)
J. L. LARKIN (1957-1982)

ON THE COMMON — P.O. BOX 387
LITTLETON, MASSACHUSETTS 01460

AYER OFFICE:
EIGHTEEN MAIN STREET
AYER, MASSACHUSETTS 01432

TELEPHONES:
LITTLETON (617) 486-3143
AYER (617) 772-3388
(617) 772-3688

THOMAS E. LILLY
RICHARD W. LARKIN
WILLIAM C. BARTON

PETER E. WALSH
CATHERINE KROUGH BYRNE

October 23, 1985

JEEP CORPORATION
1000 Jeep Parkway
Toledo, Ohio 43657

Attn: MANAGER

Re: ROBERT E. YOUNG

Dear Sir/Madam:

Pursuant to the provisions of Section 7K1/2 of Chapter 90 of the General Laws of the Commonwealth of Massachusetts, notice is hereby given that a vehicle manufactured by you has a substantial defect or defects.

The pertinent facts are as follows:

1. On or about May 28, 1985, Robert E. Young purchased a Jeep Cherokee, Vehicle Identification Number 1JCWB7735PT107340 from JIM WITT PONTIAC - GMC in Lowell, Massachusetts for \$15,851.00. See attached Appendix A.
2. Soon thereafter, Mr. Young observed oil leaking from the vehicle pooling on his garage floor.
3. On or about June 19, 1985, Mr. Young brought the vehicle back to JIM WITT PONTIAC - GMC for repair of the oil leak. See attached Appendix B.
4. On or about August 26, 1985, Mr. Young again brought the vehicle in to JIM WITT PONTIAC - GMC for repair of the oil leak. See attached Appendix C.
5. On or about September 6, 1985, Mr. Young again brought the vehicle into JIM WITT PONTIAC - GMC for repair of said oil leak. See attached Appendix D.
6. On or about October 8, 1985, Mr. Young again brought the vehicle into JIM WITT PONTIAC - GMC for repair of said oil leak. See attached Appendix E.
7. On or about October 11, 1985, Mr. Young again brought the vehicle into JIM WITT PONTIAC - GMC for repair of said oil leak. See attached Appendix F.

000933
001937

8. This vehicle has been subject to repair five (5) times for the same substantial defect and the oil leak continues to exist.

9. On or about October 17, 1985, Mr. Young brought the vehicle to MAIN STREET AUTOMOTIVE, in Groton, Massachusetts for the sole purpose of getting an expert opinion as to the severity of the oil leak problem. Mr. Young was informed that the oil is coming from the rear of the manifold and that the problem is such that it will substantially impair the vehicle's use, market value and safety. See attached Appendix G.

10. On or about October 18, 1985, Mr. Young brought the vehicle to POWELL AUTOMOTIVE SERVICE in Groton, Massachusetts for the sole purpose of getting an expert opinion as to the severity of the oil leak problem. Mr. Young was informed again that the oil is coming from the rear of the manifold and that the problem is such that it will substantially impair the vehicle's use, market value and safety. See attached Appendix E.

As provided in the MASSACHUSETTS GENERAL LAWS, Chapter 90, Section 7N1/2, you have 7 business days in which to permanently repair this substantial defect. If after 7 days this defect has not been repaired or recurs within the term of protection, Mr. Young has the right to a refund or replacement of the vehicle.

Very truly yours,


Catherine K. Byrne

CKB/smj

Enclosures

JEEP CORPORATION
ATTN: MANAGER
CERTIFIED MAIL NO. P 443 477 896

cc: MR. ROBERT E. YOUNG

cc: JIM WITT PONTIAC - GMC
ATTN: JIM WITT, MANAGER
CERTIFIED MAIL NO. P 443 477 897

cc: AMERICAN MOTOR SALES COMPANY
ATTN: PETER HEWITT, OWNER RELATIONS MANAGER
CERTIFIED MAIL NO. P 443 477 898

cc: AMERICAN MOTOR SALES COMPANY
ATTN: ALAN SMITH, DISTRICT PARTS REPRESENTATIVE
FOR N.E. REGION
CERTIFIED MAIL NO. P 443 477 899

Customer History with True American Jeep

ADDITIONAL COMMENTS

The customer noticed oil or transmission fluid leaks on his 85 Jeep Cherokee in April 1986 (mileage approx. 14,000 miles). Problem diagnosed as valve cover and intake manifold oil leak. Repairs were done. Service people informed me if there were other leaks (Transmission fluid) they were masked by the two large leaks on top of the engine (valve cover). I would have to return the vehicle and further checks would be made. This was reasonable. I did not have any problem with this logic. Rich was the service agent. He was polite and courteous and took extra time to ~~explain~~ explain the service warranties in effect and how they related to work and cost of the work being informed. I did not have much knowledge how the factory warranty interacted with my 7 year, 75K mile extended warranty from Western General Insurance Co. purchased through Boardwalk AMC. According to Western General rules any work performed on the vehicle which would be reimbursable had to be approved in advance. The factory warranty covered every thing but \$100.00 (deductible). Western General would reimburse me the customer \$100.00 (deductible) if the proper procedures were followed. Rich made calls to the insurance company and made sure everything was taken care of satisfactorily.

Oil leaks persisted. In June ^(14,000 miles) the vehicle was returned to replace the oil pan and seals. Again Rich was my service agent. Again he took care of all the telephone calling and paperwork necessary for both warranties to take effect. I was satisfied with this service completely.

In July ^{17,5K miles} the vehicle was returned again. Oil leaks were still occurring but seemed to be in a different place. Transfer case seals were placed. Tony was my service agent. Rich was no longer working there. At this time the ownership ~~had changed~~ ^{changed} 08/09/86.

—THANK YOU FOR YOUR COOPERATION—

the dealership had changed hands. It was no longer True American but Falore. (See attached sheet for more details)

I dropped the vehicle off at 7:30 AM with the extended warranty agreement from Western General. I explained to Tony I had an extended warranty and left a copy with the work order.

I called Tony at approximately 3:30 PM to find out how things were going. He informed me the car had not been looked at yet and the vehicle would be the following day. I did not receive any calls from Tony the following day. I decided to call him at 2:30 PM. He informed me the car was fixed and the transfer case seal was replaced. My bill was approximately \$150. I was surprised that the car was fixed not being informed before the work was done. We talked over the phone about

- 1) Not being informed of a cost estimate prior to work being informed.
- 2) Approval of the work by Western General prior to work being performed.
- 3) \$100 deductible cost to the customer according to previous experience.

Tony told me he did call me with an estimate and I approved. He has no written record of the call being placed or approval.

000937

He claimed it was my responsibility to call the Insurance Company. The service department policy in the post was not to contact insurance institutions. An argument over this whole matter was started over the phone. He insisting that no contacts were made in the post when in fact they had been by Rich One omnibus I did not like by Tony was an ultimatum asking me if I wanted the mechanic to take the new seats out and put the old one back in at no charge. This was a useless solution. It was not good for any party, he nor I. Eventually I threatened to go to his management. He backed down telling me he would check into this matter further. He called back and apologized for his error. My warranties did indeed take affect in this case. The bill was \$00. I did not pursue his apology for not calling me with an estimate. I found out later the next day my insurance company was not informed.

01.938

At this time I would like to know if it is or not standard procedure for the service dealer to call Insurance Companies about claims. If so fine. If not this is fine as well. I don't mind calling the Insurance Company or sending paperwork as long as this is procedure. What bothers me most is inconsistent information from your dealers. I feel Tony does not have a firm knowledge on the ~~the~~ procedural policy at this service dealer. Sometimes I wonder how the mechanical work can be performed properly when the service department is managed by incompetents such as Tony.

Closing Notes : ① I did receive my \$100 deductible reimbursement

② My vehicle still leaks oil or transmission fluid. The vehicle will be returned to service shortly.

Disappointed,
Michael Blawie

000939

James L. Fuller
257 Saint Ct.
Richland, WA 99352

December 8, 1985

American Motors Corporation
5005 Lima St.
Denver, CO 80239

Gentlemen,

The Jeep Cherokee I purchased this past summer exhibits no problem after another and I am very tired of this situation, especially considering its high price. I have owned Jeeps for 16 years (two previous) and have always taken pride in their performance and maintenance. I am angry that I must continually put up with the inconvenience of driving my Jeep to the dealer and having my wife follow me to help me back home or to work. The vehicle can not be relied upon to not develop a problem during a simple trip to the mountains.

Since I bought the vehicle in May, the following incidents have occurred (in order)

1. Left side molding and fender trim missing at delivery
2. Complete loss of front brake fluid due to ruptured seal
3. Gearshift boot breaking away from center console when cold
4. Loss of most of oil during first trip to mountains due to poorly sealed valve cover gasket
5. Small hairline fracture of both horns
6. Hood paint cold cracking such that most of it came off

100-940

200.5 Line St.

Denver, CO 80239

Gentlemen,

The Jeep Cherokee I purchased this past summer exhibits one problem after another and I am very tired of this situation, especially considering its high price. I have owned Jeeps for 16 years (last previous) and have always taken pride in their performance and maintenance. I am angry that I must continually put up with the recurrence of driving my jeep to the dealer and having my wife follow me to take me back home or to work. The vehicle can not be relied upon to not develop a problem during a simple trip to the mountains.

Since I bought the vehicle in May, the following incidents have occurred (in order) -

1. Left side missing and sender lining's missing at delivery
2. Complete loss of front brake fluid due to ruptured seal
3. Gearshift boot breaking away from center console when cold
4. Loss of most of oil during first trip to mountains due to poorly sealed valve cover gasket
5. Simultaneous Suckers of both horns
6. Head pain - cold cracking such that most of it came off
7. Three of four tires have sidewall cracks
8. Vehicle check failure - lived with this problem for 5 months
9. Front axle shaft motor for 4-wheel drive failed

1560041

I'd I had wanted a second-rate four-wheel drive, I would have not bought a Jeep. This one will be my last from you guys. I don't suppose I'll meet the Washington state lemon law requirements, and I don't suppose you really care. What I've been through with this car is intolerable. I suggest you improve the quality of components and workmanship that go into your Jeeps.

Sincerely,

J. J. Teel

cc Dennis Persinger
Leskovar Lincoln-Mercury Etc.
Kennewick, WA

Owner Relations Dept
Jeep Corporation
PO Box 442
Detroit, MI 48232

Vehicle ID JNCWJ7821FT127457
1985 Cherokee Projector @ 10,000 miles

000932

JUN 30 1985

LEGAL SERVICES

LAW OFFICES
CARMODY, MACDONALD, HILTON & WOLF, P.C.
THE BEMINGTON TOWER
231 SOUTH BEMINGTON AVENUE, SUITE 1200
ST. LOUIS (CLAYTON), MISSOURI 63105

LEO H. MACDONALD, III.
DONALD H. CARMODY
TIMOTHY R. WOLF
JOHN E. HILTON
THOMAS E. MANNING
JOYCE M. CAPENHAW
RONALD E. HUCKER
LAURA G. DAVIS
ALSO ADMITTED IN ILLINOIS

314-726-5550

June 27, 1986

CERTIFIED MAIL
RETURN RECEIPT REQUESTED
Mr. Harry Allen
Owner Relation Service
American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Mr. Joseph Cappy
27777 Franklin Road
Southfield, Michigan 48034

Dear Gentlemen:

Please be advised by this correspondence that this law firm represents Anthony and Mary Ellen Kunz concerning problems encountered with their 1985 Jeep Cherokee Wagon, vehicle identification number 1JCNC7829FT091484.

This vehicle was purchased by the Kunzs' in February of 1985 from Di Salvo's Inc. located at 5926 South Lindbergh, St. Louis, Missouri 63123. On June 17, 1985, the transmission cooler hose broke and since that date the car has never functioned properly.

The following is a general outline of certain repairs made to this automobile since June 17, 1985:

1. Invoice #2354951
Date 6/17/85
Repaired severe leak at transmission, lost all fluid, transmission cooler hose replaced.
2. Invoice #2355077
Date 6/27/85
Transmission jerks over 45 m.p.h.
3. Invoice #2355078
Date 6/27/85
Check carburetor (engine diesels)
Adjust engine idle speeds too fast.
4. Invoice #2355123
Date 7/01/85
Check transmission for noise and no reverse

000943

June 27, 1986

Page Two

at times - irratic shifting, surging, and noise when going in reverse.
Leak at power steering box. Replaced steering gear assembly; leaking at ball in housing; unable to correct.

5. Invoice #2355124
Date 7/01/85
Engine idles slow and almost dies.
Growling noise at 40 m.p.h. when lock up engages.
Align and tighten exhaust system.
6. Invoice #2355176
Date 7/05/85
Surging at 55 m.p.h. metal shavings in carburator, remove and overhaul.
7. Invoice #2344710
Date 8/02/85
Check engine at surging highway speeds.
Check for vibration and steering when on highway; vibration.
8. Invoice #2345611
Date 9/06/85
Oil leak under engine
9. Invoice #2345611
Date 9/13/85
Repair oil leak at valve covers. Replace valve cover gaskets on both banks; leaking.
10. Invoice #2345751
Date 9/25/85
Engine surging at steady speed; oil leak under engine.
11. Invoice #3064922
Date 10/10/85
Oil leak at engine; check and replace rear main bearing seal; leaking; engine surge; steady speeds.
12. Invoice #3065243
Date 10/21/85
Oil leak at engine. Engine surges (new carburator, second time)
13. Invoice #3065396
Date 11/01/85
Excessive surge at 40 m.p.h.

000944

CARMODY, MACDONALD, HILTON & WOLF, P.C.

June 27 1986

Page Three

14. Invoice #4543275
Date 11/08/85
Check for surge. Check solenoid vacuum, diesels at times.
15. Invoice #4543330
Date 11/14/85
Swap transmissions, transmission slips between shifts.
16. Invoice #4550624
Date 12/30/85
Vibration in drive line
17. Invoice #4544361
Date 1/22/86
Vibration in engine
18. Invoice #4544393
Date 1/23/86
Drive line vibration
19. Invoice #4547331
Date 2/04/86
Remove front drive shaft and drive car for vibration.
Adjust transmission linkage
20. Invoice #4550767
Date 3/11/86
Install ordered drive shaft.
Replace front propeller shaft; vibration.
21. Invoice #4633739
Date 05/12/86
Test for vibration for highway speeds.
Oil leak near oil pan.

Since its purchase, this vehicle has been virtually useless, either by reason of it being in the repair shop or functioning improperly.

Again, this is a simple outline of some of the major problems encountered. However, numerous other invoices also reflect the repairs done to this automobile. I have enclosed a copy of all repair orders for your review.

Section 407.567 of the Missouri Revised Statute provides in pertinent part, as follows:

001-945

CARMODY, MacDONALD, HILTON & WOLF, P.C.

June 27 1986
Page Four

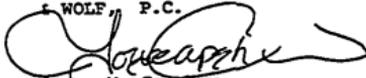
If the manufacturer, through his authorized dealer or its agent, cannot conform the new motor vehicle to any applicable express warranty by repairing or correcting any defaults or conditions which impairs the use, market value, or safety of the new motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall, at its option, either replace the new motor vehicle with a reliable new vehicle acceptable to the customer, or take title of the vehicle from the customer and refund to the customer the full purchase price, including all reasonably incurred collateral charges, less a reasonable allowance for the customer's use of the vehicle.

Accordingly, pursuant to the foregoing we are hereby making demand that the Kunz vehicle be either replaced or that they be reimbursed the full purchase price.

Your prompt attention to this matter will be greatly appreciated.

Yours very truly,

CARMODY, MacDONALD, HILTON,
& WOLF, P.C.



Joyce M. Capshaw

JMC/11h

000396

October 03, 1985

W

OCT 7 1985

SERVICE

Michael Melchior
13 Ramsgate Way
Vallejo, Calif. 94591

Jeep Corp.
P.O. Box 442
Detroit, Michigan 48232

Subject Vehicle: 1985 Jeep Cherokee (Laredo Pkg.)
Vehicle I.D.# 1JCWB7848FT039607 31

Purchased From: Swift ANC/JEEP/RENAULT
6250 Florin RD.
Sacramento Calif.

References Centennial Motors, INC.
1700 Olive Drive
Davis Ca. 95616

Chet Monez Motors
1350 North Texas St.
Fairfield Ca. 94533

Barber Auto Sales
850 Redwood St.
Vallejo Ca. 94590

Jeep Corporation,

This letter is to inform you as required by California Civil Code Sections 1790 thru 1795.7 that repeated attempts to repair my vehicle have failed. Namely, oil or transmission fluid leaking from the engine.

To Wit:

Date/Work Order #	Dealer	"Fix"
2-2-85 2442	Centennial	Torque Valve Covers
2-23-85 2594	Centennial	Torque Valve Covers
7-?-85 2???	Monez	New Valve Cover Gaskets
9-3-85 15531	Barber	Pull Engine/Replace Rear Main Seal
9-18-85 16020	Barber	Replace Oil Pan
10-3-85 16414	Barber	Presently In Shop

My vehicle has now been in for repair of the same problem six times and for a total of 36 days for this and all other problems covered under warranty.

001947

Please advise me of your planned action to resolve this problem, as I am currently forced to seek action under the Song-Beverly Consumer Warranty Act.

c. c. Better Business Bureau
508 16th St.
Oakland Ca.

New Motor Vehicle Board
1507 21st St. Suite 330
Sacramento, Ca. 95814

Barber Auto Sales

Monez Motors

I cannot find the work order from Monez Motors at this time. I will continue searching for this receipt, or possibly the warranty work records of Monez Motors may be checked as proof of my claim of work performed there.

Michael Melchior
Michael Melchior

001-948

Box 170 RD #3
Mechoppen Pa 18630
July 19, 1985



Jeep Corporation
Dear Sirs,

On Nov. 28, 1985 we took delivery of a 1985
Jeep Cherokee 4.6, 4 door station wagon Vehicle
identification number 1JCWC 7827FT062324
present miles 5875.

We got 6.6 miles from the dealership when
the select trac jumped into neutral. The car was
returned to the dealer the next morning, I continued
to jump out several times on the way there. They
adjusted the linkage but the car continued to
have the same problem.

Next the vacuum lines that control 4wd were
matted because they were laying on the manifold
and exhaust. The car continued to jump into
neutral when a new vacuum harness was put on
we asked for them to make sure the 4wd was
working. It did not work with the new vacuum
lines; because the mechanic could not even move
it manually. It was locked in 4wd.

The dealer removed a select trac transfer
case from a new Wagoneer and installed it in
ours. Several bent parts were found in
the old select trac

000019

We returned to have automatic transmission

1. I checked a loose connection was found on the line

We don't remember exactly when but when the weather got colder we took the car in for a check on fast idling. Even when the engine was fully warmed up the fast idle would kick on and off, on and off. Especially when weather temperatures outside were about 25° to 30° and lower. Three times the car was taken up for this problem. Not resolved.

April 1985 the air pump started making loud pulsating noise with the first warm weather. The car was taken to the garage and a new pump was ordered. When I made the trip to get the new pump the pump was damaged in the carton, which they opened in front of me. I came that way I had an 18 mile trip for nothing. Each trip is 18 miles unless my husband drives to work at South Mountain and the dealer picks it up there. We waited for another pump. New pump installed in April 1985. Took car back and still makes the same pulsating noise. Problem unresolved.

On June 16, 1985 we noticed oil under the car. I called garage on June 17 and took the car right up. They said the valve gaskets were leaking. On June 26 new gaskets were installed. Oil still leaked.

00113650

June 28 1985 another set was installed. Returned home only to find oil on the papers under the car. July 12 new valve gaskets and valve cover were installed, oil still ran out of the back of the engine. I took the car up on July 15 and they installed intake manifold gaskets as well as a new valve gaskets. The car was returned to us on July 16. Will continue to check for oil leaks.

Shifting lower markers have been replaced twice as the paint rubs off allowing external light to shine through. Poor design.

\$16,011 was paid for this car! That's a great deal of money and the problems are getting worse and bigger. This car is no good and we want a replacement or our money back. We live in the country and depend on 4WD to get us up two hills on a dirt road to the highway in winter. This happens to be our 6th Jeep since 1964 and although they have all had some problems this is the worst one ever.

We have not been able to go anywhere as there is always something wrong, and you don't drive a car very far if it's leaking oil.

We have told our dealer we want a different car and he gave me these phone numbers to call 703-790-3088 or 703-790-3089. I spoke with a gentleman but neglected to get his name. He gave me the name of Tom German and said he would be in touch with us to make an appointment to see the car that was Monday July 15, 1985; as yet we haven't heard from anyone.

This car was purchased from WYCO Supply Grow Ave, Monroe, La 70501 phone 717-278-2555

Your attention to this matter would be appreciated

Sincerely
Mrs. Elaine Rayanic
Steve Rayanic

Box 170 RD #3
Mechoppen Pa 18630
phone 717-869-1466

Someone will be home
after 4.30 P.M.

000052

NAME HENRY 570117Z9

1. Status: Zip NATY

2. Home Phone Bus Phone

3. Home Phone

4. Home Phone

5. Home Phone

6. Home Phone

7. Home Phone

8. Home Phone

9. Home Phone

10. Home Phone

11. Home Phone

12. Home Phone

13. Home Phone

14. Home Phone

*City Dist
city of pattern*



AMC/Jeep/RENAULT

OWNER CONTACT REPORT (OCR) AN OPEN CASE CLOSING REPORT

Code No	Recontact	Zone	Zone
1	2	3	4
570117Z9	570117Z9	11	81

VIN	Der	Response	Disposition	Priority	Commitment	Date	Date	Date
17C14878	5/15/85	Letter	0 - Not Open	0 - "X" Case	0 - "X" Case	1/1	1/1	8/81

ISSUE (Passes number activated)	02	-	1
Repairs Made or Action Taken and Date			

*no other own inputs about
K. V. who own baby*

*Do not appear to want to
spread of going out on 1 day for
owner. Also to find of pattern
and name. I had kid before
years?*

*walking on in another out of
on fire
I need to send list of own and
address of myself.*

1. Did you deal with every case? Issue in terms of problem/issue/extended level of satisfaction (provide any details in Remarks section of report) Yes No

2. Who read listed or quality checked the owner's vehicle? Yes No

3. Was this road test? Yes No

4. Who from the zone read satisfaction with the owner? Yes No

5. How was this satisfaction verified? In person Phone Visit/letter Title

RENALD TAPPELIMAN

449 4th Ave - Apt 9 of 1515
Manhattan NY 10018

Home Phone: 516-451-5884
City: New York State: NY

Handing Date: 11/28/73

Charge 1: 11/28/73

Information shown by:
Code: 00981
The 11 items in Order: 5X
No. of Lines to Code: 11/0A11
1/18/81

U-6 Engine - valve cover
oil leak
Can you take pictures?
want to know a seal
nature of seal problem
Can you get a quote, ship, say?
valve cover, is it like if you
make sure to get the seal
He left address for mail
Call me in truck with seal
order, I'll come pick it up
I'll be glad to take care of it
10-30 On Dr - Name and phone number, with
RICI GRADY -- PER OVE
TELECALL THIS IS AN
REPAIR HANDLING, THANKS
Sincerely

Code: B11
Model: N

Year of Service: 1973
Year of Model: 1973
Mileage: 38000
Type of Damage: 1 - Other
Type of Repair: 1 - Other
Type of Part: 1 - Other
Type of Material: 1 - Other
Type of Labor: 1 - Other
Type of Shop: 1 - Other

Repair Made or Action Taken and Date: 11-28

Owner's Name: AMC Jeep Renault
Owner's Address: 449 4th Ave - Apt 9 of 1515
Owner's City: Manhattan
Owner's State: NY
Owner's Zip: 10018

ISSUE (check number each time): 0211-1

VALVE COVER
OIL LEAK (5 REPAIRS)

1. Personal Processing Instructions:

1. Did you call with every event listed in terms of processing? (check box)
2. Who told (date or quality checked) the owner's vehicle?
3. Was this road test done with the owner in the vehicle?
4. How was the substitution verified?
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6. How was the substitution verified?
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He left address for mail
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CHRYSLER MOTORS
Supplemental Response to:
EA88-009
1980-85 AMC/Jeep Vehicles
Valve Cover
March 4, 1988
ENCLOSURE II:

000955