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19	1985 Unknown models or engine valve cover
20	? Unknown models or engine valve cover

0424u/3

000-956

001-957

June 6, 1985

To Whom It May Concern, JUN 11

On April 29, 1985, I bought a 1980 A.M.C. Concord from DeHooze Chevrolet. Since that date I have had to return the car to the repair shop due to oil leakage. Four times to be exact. Also the valve cover gaskets had to be replaced.

Once I had the car back, the oil continued to leak at a faster pace than before. I then took the car back to DeHooze Chevrolet. Once again, gasket was replaced. I was then told the problem had been corrected. I proceeded to drive the car home (waterjet) with the oil light flicking on and off. The next morning I drove the car to Albany (my place of employment) by way of the Northway. The oil light was on. I was not able to stop at a gas station at that time. Later during the day I called DeHooze Chevrolet to tell them of the problem. I spoke with Mr. Paul Hayes. Also Mr. Ray Wince. They both told me to have my oil checked. I did so at the Getty gas station on Western Ave in Albany. I was told by the station attendant, after checking the oil, that

INDEXED

00C958

JUL 15 1986

FINANCIAL SERVICES

Dear Mr. P...  
Dear Mr. P...  
Dear Mr. P...

I am sending this note,  
and a copy of my lease  
terminations, because I feel  
that AMC is the only place  
to remedy my problem. I  
have tried to settle this for  
over a year with the dealer,  
but have had very little  
results. I asked to see  
the AMC representative for  
over six months, but they  
couldn't even do that for  
me. I finally called my  
myself, but he told me I  
had a sign on the vehicle  
about the dealership & vehicle,  
~~and~~ he told me he wouldn't  
do a thing as long as the  
sign remained on the vehicle.  
I had put up with all the  
problems with my vehicle for  
over a year and had no  
intention of taking my sign  
off until somebody did  
something about my problem  
vehicle.

At this point I quit caring  
about the vehicle and made up my mind  
4/11/101

my mind to turn it on, and  
pursue whatever line I could  
take to make the dealership  
admitt to my problems and  
remedy this problem with me.

I have owned 4 AMC's  
and have been pleased with the  
quality of each one, and even  
with all the aggravation I have  
been put through with the cheaters  
I had (probably 1 me 1,000) I still  
think they have the best 4 wheel drive  
around.

I don't think Ferris Bro.  
is representing your Co. the way  
you would like things. I have  
7 or 10 service slips and 2 qual-  
ified mechanics to verify my  
complaints.

I would like to settle this problem  
for myself, and maybe eliminate  
some future problems that some  
other customers of Ferris Bro. might  
have.

Thank you for your time.

Sincerely,  
Don Christen

001002

LEASE 11111  
List of Complaints for  
record of termination of  
lease agreement with  
GMAC Finance Co.

All work under warranty  
under 12,000 miles. FROZEN

Most work unacceptable and  
brought back repeatedly.  
Also, employees disrespectful,  
negligent, and no regard for  
speed limits set by the state.  
Sales Manager "That's how you have to drive it."

Let it also be noted  
that each visit for service  
I went through a chain of  
command. Sales person to owner  
of used business. Also several  
times had friend with me to  
witness management disrespect  
for me (customer), and register  
complaints and results of  
serv. 2 work.

Also have taken vehicle to  
qualified mechanics to verify  
complaints and if needed will  
mechanics will testify to complaints

001193

In no way by turning people  
back to & withdraw any legal  
rights & have to follow up on  
said wheels, and they will  
be followed up on.

Don Christian

### List of Complaints

1. Carburetors - lack of power <sup>(engine raps)</sup> - over a year
2. Exhaust - lawsuit factory dip part job  
around cat. con. (replaced <sup>exhaust</sup>)
3. Transmission - hard getting into gear <sup>(neutral)</sup>
4. Brakes - pull, noisy, - replaced front tires
5. Alternator - (abrupt)
6. Wipers - (wipers stop anywhere they want)
7. Suspension - bottom out, weak. <sup>(But still)</sup>
8. Oil leak ("they all do that") valve gasket

They are some of the complaints  
I own. Most of these problems  
could have been corrected at the  
service center but through neglect  
were not. Although some of the  
problems were taken of most were  
repetitive and are still on need of  
repair. I feel I have done my part  
of the bargain and will no longer  
accept the quality of A.M.C. while on

002110A

The workmanship of Ferris Bro. service dept. and sales dept. Furthermore, in the latter part of 1985, it was requested that the service representative for AMC check out problems that are documented by work sheets, but was never contacted. I myself had to call him, after I had taken measures of my own. By then it was too late because he said "he wouldn't drive my vehicle if I had a sign on it" which I did, and wouldn't be taking it off until return of vehicle.

Also I have tried to qualify under the Lemon Law but have been informed by the Attorney General's office that the Lemon Law don't apply to leases.

For these reasons I have no alternatives but to terminate my lease agreement.

copied to  
Artemy  
G.M.A.C.  
=mc

Don Christen  
Ferris Bro.  
Don Christen

001105

901106



20-85

Dear Sir:

I purchased a 1980-4-DR "Eagle" in July of 1981 from SAUER A. A. C. in Blue Island, Ill. It was considered a brand new car with only the 4 or 5 miles it takes to get it in the show room. I was told by Mr. Gene Sauer that it was brand new but a late 80 model and that there was nothing wrong with it. The price seemed fair so I bought it.

From the first day I bought it, I had nothing but problems. It leaked oil & ended up needing a total of 3 or 4 transfer cases. Fortunately, these ~~were~~ were under warranty & from then on and after the warranty expired, I had nothing but problems. The water pump, the left front door window and the part it mounted in; the air conditioner, 4 to five valve covers

02/11/87

2/

gaskets, a valve cover, front shocks, radiator cap, 3- oil caps, for the engine, 3- PCV valves. The vinyl top discolors no matter what I use or how I clean it. The latch inside to release the hood is not big enough to grip and is only plastic and when you have subzero climate & try to pull it, it breaks off. I also had every bearing on the car replaced except the right front wheel bearing. All of them went before I had 37,000 miles on the car. The left front boot went also. I also found out that the size of the tires 195-15 are the only size you can use, and they never seem to be in stock.

This is the first A.F.C. product I ever owned & it has been the costliest by far. I have never put so much money into any car I ever owned. I realize that this is the first year for Eagles-1980, and

021108

3

would have some bugs in it, but I never realized that the cost would be so great.

I would really appreciate discussing this problem with someone with authority so that I can discuss this more thoroughly. I had talked to someone at Olympic A.M.C. in Olympia Fields, Ill. and he suggested I write you. I also don't have any nice things to say about one of your skaters (Gene BAUER from ISAUAR A.M.C.

I would like to hear from you at your earliest convenience.

Sincerely,  
Joe Okleshen

388 MANISTEE  
CALUMET CITY, ILL. 312  
60409 (868-5123)

001100

American Motors Corporation

May 23, 1985

Dear Sir:

In August of 1980, my wife and I purchased a new AMC Eagle. The vehicle was purchased because of its reputation for high quality and AMC's reputation for craftsmanship and good service. It has now become painfully obvious that our choice was wrong and that your reputation is without foundation.

In the course of a routine front end alignment check during the first year, it was discovered that the left front wheel cannot be properly aligned. The cam adjustment is off so that the bottom of the wheel is out three degrees too far and cannot be properly adjusted. The selling dealer refused to correct this problem. I have since inspected other 1980 Eagles and have concluded this is the result of a design flaw and not just a manufacturing flaw. Inspection of the location of the cam adjustment on the right wheel clearly defines the problem with the left wheel.

Following is a list of other defects and the service required and its cost:

1. Oil leak in valve cover - despite numerous repair attempts, the problem appears intractable;

2. At 12,000 miles, the radiator required repair at a cost of \$35.00;

At 18,204 miles, the foam rubber on the air control door in the heater came loose - repair cost of \$60.00;

4. At 19,474 miles, I experienced a complete transmission failure - repair cost of \$298.55 for labor only, parts furnished;

5. At 21,090 miles, the calipers on the front wheels went bad - repair cost \$80.00;

6. At 27,857 miles, the CV joint on the left front wheel required replacement - repair cost \$339.86;

7. At 28,000 miles, the transfer case is requiring repair - cost estimate \$845.00;

001010

American Motors Corporation  
May 23, 1985  
Page Two

8. The compressor on the air conditioner is also failing - repair cost unknown.

9. Last year, the steering wheel cracked due to the cold weather - unrepaired as yet.

I enjoy a good reputation in my family and community for maintaining my vehicle. It now has 28,251 miles.

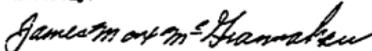
I sometimes pull a small utility trailer. I am informed that these cars are supposed to pull these trailers without trouble. Frankly, I don't trust this car to do this without suffering substantial damages. I do know that there are Eagles with over 100,000 miles that pull horse trailers without trouble. I seriously doubt this car's ability to achieve this goal.

For your information, repairs 2,3,4,6, have been done at Costin Buick in Plainfield, Indiana. They used to be a dealer for AMC.

We are extremely disappointed and dissatisfied with the poor quality of this AMC product. I now deeply regret the purchase of this vehicle, as you can see, a great deal of time and expense has been invested in this vehicle. My hope is that you will recognize your responsibilities as honest American businessmen and offer some type of a solution to my problems.

We look forward to your prompt response.

Sincerely,



James Max McGrannahan  
R. R. #1  
Fillmore, Indiana 46128

001011

DEC 19, 1982 30 82

OWNER SERVICES

Dear Sirs: *ff*

I am writing in regard to my 4 wheel drive station wagon Eagle which is an 81. bought in Dec. 81

The first thing that happened before 500 miles was a defective alternator belt

Also 3 times I had to have the Valve Cover sealed. The last time it cost 25.00 to have it done

Then the next thing that happened I had to have a new battery which cost \$68.11. The car has 10,000 miles on it + 2 years old

I never had a car that had to have a new battery at 2 years

I like the car, it rides nice + nice to drive, but do not like the problems that I have had

The garage Lyle W Peebles, have been very nice about all my troubles and have fixed it right away. I cannot afford to pay to seal the covers every few months, which started when car was nearly new

~~to seal the covers~~  
Thank you

Blanche R. Brecht  
636 E. Main St  
Titusville, Pa. 16354

001012

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PAGE

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MRS. DONALD HURT

INDPLS. IN

B1 EAGLE 57,000

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121687 TWN TWN

VALVE COVER GASKET LEAKING OWNER WANTS \$ ASSISTANCE. ZONE DECLINED.

\*\*\*\*\*  
\*\*\*\*\*

001013

OWNER SEP

Waverona Ct. #266  
Jan 17 1983

Dear Sirs;

I am writing this letter in response  
 now of my dissatisfaction with the  
 manufacturers of my car I purchased  
 a 1981 Eagle SX-4 21 months ago  
 I thoroughly enjoyed the car for its styling,  
 the handling everything was just great.  
 Then over months I started to notice  
 an oil leak. I have had to add  
 several quarts of oil just to keep it  
 up to its proper level. Then I noticed  
 the engine was covered with oil.  
 Not wanting to mess around with  
 something as important as this I took  
 my car to the dealers garage. There, after  
 inspecting the engine I was told the  
 top of the crankcase was leaking. I  
 was also told there was not a  
 gasket made to fit, true that at  
 the factory they had just installed  
 some sealant like permeate to keep  
 it from leaking. Now it has to be  
 replaced with a cost of \$100.00 to me  
 plus the car will be inoperable  
 for 5-6 hours while they seal and  
 reassemble the further in comes nearer

001014

As you purchase a good quality car you do not expect to have a small, but expensive thing to show occur. I was told this may have to be redone in order to keep it from causing further problems.

(I.) This is a problem specific to my car? Or is this a general problem to all 1981 Eagles? If so maybe you should check the insurance.

My car has 16,000 miles on it and was driven under normal driving conditions.

Sincerely,  
Mary E. Simmons

Copy of OCM  
in zone

Zone Signature

...turns back of report and make a copy for zone file

MOSTLY SATISFIED

DISSATISFIED

Date

AL 200171-100

510100

7

001116

*Shirley Pearson* ask Service to follow-up on

PETER J. ZENTI, M.D. draft a note to Dr Zenti

FAMILY PRACTICE  
1500 W. ICE LAKE ROAD  
IRON RIVER, MICHIGAN 49935  
PHONE: (601) 285-6143

*Saying we have done so and  
will have response for him  
shortly*

*ATZ 7/30*

December 9, 1985



Richard Calmes  
Head of Personnel  
AMC World Head Quarters  
American Center  
27777 Franklin Road  
Southfield, MI 48076

Dear Mr. Calmes:

I am writing to you in regards to my 1982 Eagle SX4 hatchback. I have had some problems with this vehicle and hope that you might be able to help.

Reverend Robert Weikart was up a couple of weeks ago and stayed with us. During his visit we did mention some concerns we had about our car. He gave us your name and told us it would be O.K. if we communicated with you regarding our car.

To date we have invested approximately \$3,000 in repairs on our car and still feel that the car is not running as it should.

I would first like to say that I have been very happy, overall, with the Eagle. Living up here in the Northwoods, a 4 wheel drive vehicle that can also go on the highway and has the suspension for smooth riding, is greatly appreciated.

Nevertheless, we have had a variety of problems including:

1. The clutch has intermittently been giving us problems since 40,000 miles (the car now has 65,000 miles). We do not abuse the car. We do not abuse the clutch system. We are both used to driving a manual transmission car. We feel the problems with the clutch are premature.
2. We have been told that the transmission on the car needs work (this is a five speed manual transmission). We were notified of these at 55,000 miles.

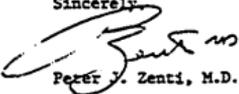
001177

3. I have had a problem with the car which is difficult to describe, but we have had the brakes on both the front and the back redone and have bought new tires--all in trying to alleviate a problem where the car on two different periods of time has developed a shudder which is very severe (it feels like the whole car is going to fall apart). This shudder was supposedly corrected once at an AMC dealership by adjusting the rear brakes and supposedly was corrected again by adjusting the front brakes, but continues to be an intermittent problem with concerns of the safety of driving the vehicle when we have these intermittent problems. A friend of ours who had a similar vehicle mentioned that one of his axles was actually broken on the front end and that proved to be the problem. Previous examinations at AMC dealerships have not borne this out, although; they have never actually looked at the axles themselves.
  
4. We developed a leak around the engine gasket on the top of the engine where oil was coming out and brought it to the AMC dealership in Ypsilanti, Michigan where they told me that they needed to redo the gasket. They have redone the gasket and the oil continues to leak out of the top of the engine and necessitates frequent additions of oil to the vehicle. It seems that this problem, perhaps, should not have happened while the car only had 50,000 miles on it and that even if it did, it should have been repaired properly. Unfortunately we moved, and we are not able to communicate with that dealership for further care or reimbursement for the services they rendered.

We are presently living up in Iron River, Michigan and the closest dealership is either in Iron Mountain, Michigan or in Ishpeming, Michigan.

We would appreciate whatever attention you can give to these matters.

Sincerely,



Peter J. Zenti, M.D.

PJZ/jb

001018

Dear Sir,

I purchased a new Eagle sedan from the local A.M.C. dealer in St. Marys, Pa. on May 15 1962. Unfortunately, I sincerely feel that I have not been the best of service or of product quality from A.M.C. To present date, after I have made many appointments with the local A.M.C. dealer to correct four of the problems, two problems still exist to date. They are a defective 4 wheel drive system and bad gaskets in the engine resulting in oil loss. Both the dealer and I contacted Mr. Bezardi, the owner relations spec. on 4 separate occasions at the zone sales office in Warrendale, Pa. to ask for assistance and to correct these problems. Mr. Bezardi was insensitive to the problems and also incapable to both the local dealer and myself.

I feel justice in asking A.M.C. for consideration for the inconvenience and poor product quality, and poor service after the sale to me the consumer. I am asking for your assistance and co-operation in helping me, to restore faith in your company and product. I will be anticipating a positive response to my request. Thank you for your help!

Sincerely,

*David J. Cortina*  
 David J. Cortina  
 202 Evers Ave. 15857  
 St. Marys, Pa.  
 Telephone: 1-814-834-6129

001119



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MS. WANDA TEPPE

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S2 EAGLE 51000 TIMBERMAN

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VALVE COVER LEAK. OWNER SEEKS FINANCIAL ASSISTANCE. ADVISED NO  
SSISTANCE.



011021



MAY 31 1983

Kane

Dear Sus \_\_\_\_\_

I am writing this letter in  
concern of my car.

I bought a new Eagle 2 Door  
from Disalvo's AMC in St.  
Louis. I'm writing this letter  
because I'm very disgusted about  
how my car is being treated.  
I've taken my car in Disalvo's  
about 8 or 9 times, and each time  
I get the car back, they won't,  
(or should I say try) to fix it.

Now the problem is now, I took  
my car in last May the 24,  
and still never fixed my car.

My main concern is now,  
when I bought the car last  
July of '82, the salesman told  
me, and made sure that my  
car would be 5 year or 50  
thousand mile warranty, maintenance

001123

free. He never told me that  
it would only cover certain  
parts and have a deductible.  
He said maintenance free.  
I don't see how in the world  
I can take my car in and  
get it done, and have to pay  
\$95.30 when it was finished  
I shouldn't had to pay one  
penny for it. They will not  
do the work you tell them to  
do. I've had transmission, brake  
case, cooling fan, carpet pulled  
from the sides, bad head gasket,  
windows won't close, wheels  
squeaking bad, and etc. I can  
go on forever. I'm very  
disgusted that I bought this  
car because they can not  
maintain my car properly.  
This is my second car is

001124

bought from that company,  
and was afraid to buy from  
them the second time I  
bought it because I had a  
good deal on it, but I didn't  
think I would get robbed twice.

I've had about 6 or 7 AMC's  
in my life, and it might be  
the last because dealers like  
that rob people like me.

For the salesman who steered  
me wrong, I think I should  
get my money back from  
the work I had done and  
have them fix my car right  
in the first place. Now I  
have to take it back tomorrow  
May 24, already the head  
gasket is leaking and bad. I  
really think you should get  
on that company, and let them

251125

know how they are messing  
up people's cars. I would really  
appreciate it if I can get  
my money back on my last  
job. I really think they wait  
until your warranty is done  
before they do the job right.

Please give me some kind  
of answer. I've been cheated  
and lied to. And I don't appreciate  
it one bit. Please respond.

Yours Truly,

Ben Starbeli

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R.IC

TIM GARA HANDLED.

VALVE COVER LEAK

001027

820100

67 Kayslor Dr  
Romeoville, IL 60444  
March 15, 1986

AMERICAN MOTORS CORPORATION  
Driver Relations  
P.O. Box 442  
Detroit, Michigan 48202

Dear Sir:

I own a 1984 AMC EAGLE sedan, and, all things considered, I am very well pleased with it. As a graduate Mechanical Engineer, I do not space myself to offer my compliments to those responsible for its design.

The vehicle is really a marvelous piece of engineering at a comparatively affordable price. Obviously, the principal advantages over other sedans are its fuel economy and its reliability. I brought it to all wheel drive feature. However, I am disappointed in comparing the experience that I have had with other vehicles so equipped. It corner like a top, but the ride is firm but comfortable and the steering and suspension are well timed.

The engine is not awesome, but adequate with the 4.2 liter displacement. The fuel economy (in use) gives about 30 miles per gallon on the highway, and averages a bit under 20 locally. I have great expectations for the reliability of the engine, because of the same block that I specify for one of the self propelled agricultural machines under my design control. The only thing wrong with the engine is the plastic rocker arm cover. It won't maintain a seal with the cylinder head, and, even after it was "fixed" under warranty, it still leaks. I wish that I could get one of the old steel covers, but I've been told it won't fit.

While I am on the subject of leaks, I might as well mention the driveline joints seen at the rear of the transfer case. Some story "fixed" under warranty, but still leaks. I am disappointed in the design, but I've always been of the opinion that engines and transmissions should be wet on the inside and dry on the outside, and I look upon that puddle of oil on my driveway as a disaster on the installment plan.

In fact, the rear window and the left front door also leaked, and each required multiple trips to the dealership for repair. The rear window still leaks, and adds, for they screwed up the window moulding while "fixing" it.

The major body of problem that I've experienced with the car and that I've been a number of times, have been related to manufacturing process control. This is nothing unusual, but still, nothing to be proud about.

001/129

you're competing with our Asian friends for survival. And I don't think that Canadian labor is a bit better than that in the United States, either, judging by the problems that I have had.

Another annoying problem is the obvious lack of talent and/or training on the part of the "mechanics" at the dealership. I'm convinced that some of them don't know whether they're afoot or on horseback, and I had to make entirely too many repeat trips back to the dealership of the same problem. I can identify quite a number of these annoyances for you if you're interested, but my own immediate cure will be to find another dealer next time. The odometer now shows 22789 miles, and I've become totally frustrated in trying to get seemingly simple problems corrected before the warranty expires completely.

However, this letter wasn't intended to be totally negative! I'm really concerned by reports that I have heard that you intend to discontinue the Eagle after the 1986 model year. I'm enough of a realist to know that economics dictate action, but I hope that somebody got a decimal point misplaced somewhere, and that the car will be kept in the line until something better comes along!

I need some information from you. Is the 1986 model indeed the last that will be offered, or will a '87 model be introduced? I definitely plan to own another Eagle, but I need a good faith answer to that question in order to do my planning. Any guidance that you may give me will be appreciated.

Sincerely,

*M. L. Hoch*

M. L. Hoch

001130

Z74997

121587 55 C

T 121587 121587 N

MR. HAROLD JOHNSON

9440 HIWAY 16

ALASKA WI 54650

6087833742

84 EAGLE 27462

L09F2

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T 121587

121587 TED TED

THE VALVE COVER ON HIS VEHICLE HAS LEAKED SINCE HE BOUGHT IT  
OUT OF WARRANTY

EXPLANATION GIVEN TO OWNER

\*\*\*\*\*  
\*\*\*\*\*



001031

23/100

10

*Frank Pomeroy's Relation  
KMT 1/6*

*Case*



MAR 14 1983

576-116681 Avenue  
Port Mchey, Florida  
331 18

March 7 1983

*ROUTINE*

*USED CAR*

*(Look for Touff copy)*

W. J. Tippet  
President  
Motor Corp  
777 N. W. 11th Road  
Fort Lauderdale, Florida 33304

W. J. Tippet

June 1982 purchased a 1981 AMC Spirit DL from a local Ford dealer (Karl Flammer Ford in Tarpon Springs). At that time I paid for Ford's ESP plan (Extra Service Protection) which is a warranty for used cars covering a period of twelve months or 12,000

My car approximately one week when there were problems with the electrical system. I took my car to the Ford dealer since it was under the ESP plan. Since they were not familiar with American Motors cars, they took my car to Burruss Motors which is the AMC dealer in Tarpon Springs. After two trips to Burruss Motors, the wiring harness was replaced. Shortly thereafter the voltage regulator and alternator also had to be replaced.

In late October my car started missing badly. I took it to the Ford dealer. They corrected the problem as best they could but did not have the proper schematics. So my car went back to Burruss Motors. Burruss Motors did a valve job on my car and I picked it up. The following day at the Ford dealer. The next day I noticed my car was leaking oil so back we went to Burruss Motors, again. In fact, we went back to Burruss Motors three times for the oil leak problem. Each time I picked my car up the oil leak was supposedly taken care of. Finally, on February 16, 1983, after my car was still leaking oil I took it to a Firestone Service Center where I had it checked over completely. I was told the valve cover should be replaced or resealed to correct the oil leak. (See attachment.) On Friday February 18th, my car was sent back to Burruss Motors with a copy of the Firestone receipt. The oil leak is now fixed. I do not think I should have to take my car to an outside mechanic to find the problem since AMC service department can not

I can understand a Ford dealer not being able to effectively work on an AMC car. However, I would expect an AMC dealer to be able to service their own make of automobile. I find this very difficult to understand.

001103

The last eight months of aggravation have diminished my excitement over a car I was really thrilled to own. This has also affected my faith and trust in American Motors Corporation. I trade my car in on an average of four years. I am 32 and will trade for a new car approximately eight times in the remainder of my life time. At this point, none of these cars will be an American Motors product. I make this statement only because I want a car I know can be serviced properly the first time especially at a dealership of the manufacturer. Karl Flammer has exceeded their responsibility as the dealer from whom I purchased the car. My complaints and let down are with Burruss Motors and American Motors Corporation in that they should demand that their mechanics be properly trained and qualified.

Before I close, there is one more thing I would like you to be aware of. The paint job (dark blue) leaves a lot to be desired. The paint is peeling and I have been told by two body shops this is because of the conditions in which the paint was applied. There are tiny bubbles on the surface of the car caused by grit in the paint. I believe the car is now two years old but these blemishes and bad spots are a result of the original paint job. I feel this car should never have left the factory without the paint job being corrected. I will have to have the car repainted and it will have to be sanded down first to get rid of the rough spots so the new paint job will be smooth.

The only positive thing I can say is that the car as a whole runs and handles well. I know complaint letters are not the most pleasant kind of mail to receive. However, I feel my complaints are justified and I am sure if you were in my place you would feel the same way. I am not a mechanic and I know nothing about cars but I do my job well. When I take my car to someone who is supposedly trained to fix it, I expect him to do his job well also. This, unfortunately, has not been the case.

Sincerely,

Gail L. Westfall

cc: James L. Tolley, American Motors, Public Relations  
 C. H. Burruss, President, Burruss Motors  
 Dwayne Newman, Service Manager, Burruss Motors  
 Gary Fisher, Used Car Manager, Karl Flammer Ford

Enclosure

00103A

07:00  
8030 Old Kings Rd. S. # 108  
Jacksonville, FL 32217  
February 6, 1983

American Motors Sales Corporation  
14250 Plymouth Road  
Detroit, Michigan

Dear Sirs:

On February 1 of this year I sent a letter to you that listed all scheduled service and other repairs. I also mentioned my dissatisfaction with AMC mechanics. This is an addition to the first letter. You may want to start a file on my letters because I feel that there will be more and more as I deal with Frank Griffin AMC in the future.

In item 8 of my first letter I mentioned that Frank Griffin mechanics said that I needed a throttle switch. They also had difficulty finding the correct part to order. Well, on Friday February 4 the part came in and I took the car in for repair. I assumed the mechanics knew what they were talking about. Anyway there was no cost to me because it was a part that had something to do with the emission system. The only problem is that the car is acting the same way today as it did before I took it in to Frank Griffin AMC two days ago. Unfortunately I cannot take it in tomorrow because I have to go to Orlando for business. I have been inconvenienced for the last two weeks or more with this car. My boss was getting to the point of asking me if I ever planned on going to Orlando. My answer was always, "My car is screwed up". My boss is getting tired of hearing that.

In closing I would like to say several things regarding AMC products:

- 1) I thought I was buying dependable transportation. I see I was wrong.
- 2) I will never buy another AMC product. If I didn't owe \$6700 on it I would junk it for something else.
- 3) I will never recommend an AMC product to friends or enemies.
- 4) I will do my best to discourage anyone from buying an AMC product. In addition, a friend at work has already told me that after seeing all the trouble I'm having with my car he wouldn't buy one. I told him I didn't blame him.

Sincerely,  
*Gladys Edwina Fuller*  
Gladys Edwina Fuller  
irate customer.

0011035

*Owner* OWNER SERVICES

8030 Old Kings Rd. S # 108  
Jacksonville, FL 32217  
February 1, 1983

American Motors Sales Corporation  
14250 Plymouth Road  
Detroit, Michigan

Dear Sirs:

10-5913

On September 2, 1981 I purchased a 1981 AMC Spirit D/L from Frank Griffin AMC in Jacksonville. When I test drove the car I liked it very much and purchased it. A few minor repairs have had to be made but the recent chain of events warrants correspondence with you. First some background history. I have had all scheduled maintenance as follows:

SERVICE	DATE	MILEAGE	RO#	PRICE
5000	11-24-81	5170	2725	\$ 40.87
15000	4-27-82	not rec.	33841	107.20
25000	8-21-82	22740	4883	43.20
30000	12-7-82	30352	5955	142.50
TOTAL				\$333.77

Now for the other repairs and service that has taken place:

- 1.) 3-23-82. RO#3593: Engine oil was leaking around the cylinder head cover. This caused the engine to smoke and smell. The cylinder head was resealed. Cost: \$ 46.73. The car was seven months old.
- 2.) 6-38-82. RO #4384: Two months after the 15000 mile service, while I was on vacation in Tennessee the car began stalling. The AMC dealer in Kingsport couldn't find anything wrong so I drove back through the mountains in a car that could have died at any moment. When I returned home I had a minor tune-up to repair a vacuum hose leak. They said it didn't happen because of the tune-up. Cost: \$ 28.67.
- 3.) 7-5-82. RO#4425: Five days after the above service the carburetor and idle were adjusted. Cost: 00.00.
- 4.) 12-7-82. RO # 5963: At the same time as the 30000 mile service I was told I needed four new shack absorbers. Cost: \$83.95.

001136

Now for the recent chain of events:

5.) 1-17-83. RO# 6360: Repairs were made for a new Torque Converter. Luckily I had the extended service contract. Instead of paying \$647.06, my cost was \$61.40.

6.) 1-24-83. RO# 6433: Just seven days after the above repairs on the torque converter the car was stalling when it came to a stop. The timing was adjusted, plugs cleaned and the idle solenoid switch was adjusted. Evidently the 30000 mile tune-up was done wrong because there was no cost to me.

7.) 1-27-83. RO# 6478: Just three days the above service, the check engine light flashed. I took it to the dealer and was overwhelmed when the service writer asked me what code it flashed. The owners' manual doesn't mention anything about a certain sequence of flashes to look for. The owner should be informed of any sequence of flashes that may occur. The mechanic said that many cars had this problem and nothing could be found that caused the flashes so they disconnected the check engine light.

8.) 1-28-83. RO# 4558: Just one day after the above service on my way to Melbourne, FL (approx. 185 miles from home) I noticed a slight jerking feeling. I stopped in Daytona Beach and the AMC dealer said the carburetor needed overhauling. When I returned to Jacksonville I took it in to Frank Griffin AMC and they tested it and said that it wasn't the carburetor but a throttle switch. They spent about three hours trying to find the switch. They couldn't find the number in any parts book. At five thirty they told me to take the car back home and call them the following morning to see if they had located the part.

My car has been in and out of the shop four times in the last two weeks. That is a little much for a 17 month old car. I felt I should buy an American car because the foreign cars have caused the American auto industry to be in the state it's in. However, my recent experience has turned me against the American made cars. The next time I buy a car it will probably be a foreign car.

In closing I have a few questions:

- 1.) Are AMC mechanics really trained at the factory?
- 2.) Do they know how to interpret the computer analyzers?
- 3.) Do they know how to make the necessary repairs?

Sincerely,

*Gladys Edwina Fuller*  
Gladys Edwina Fuller

001037

P.S. An ongoing problem that has existed from the beginning and for which we still cannot get a reasonable explanation after consulting 2 dealers is this:

On the instrument panel, when starting motor the "Check Engine" light goes on and then quickly goes off which is normal. However, when we then travel without stopping for approximately 24 miles the "Check Engine" light comes on again blinking signal code #24. We were told by 2 AMC dealers there was no problem and not to be concerned. They did not know why this occurred. Can you tell us why this is still happening?

001038

APR 18 1983

RVICF

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

Felix M. Hinostroza M.D.  
Patricia A Hinostroza  
589 Miller  
Pomona, California 91766

Dear Sir,

In June of 1981 we bought an AMC Spirit from Mike Salta Pontiac of Long Beach. After having the car for 2 days we had to have it towed into this dealership, at which time they repaired it? ? ? In August of 1981 we moved to Pomona, at which time we took the car to Romaro Buick for Repair. at least, 12 times. On 9/8/81 we were told that an oil leak was due to a faulty valve cover which was recalled, it was repl aced at no cost to us. The problem persisted but because we only have one car and being a Doctor it is impossible to have it out of commission for any length of time. The problem did persist getting worse until 12/16/82 at which time the valve cover was again replaced. We did at that time pay to have it replaced. On 2/21/83 the oil leak was again checked the screws tightened, the problem still persisted on 4/8/83 the valve cover was again replaced.

The check engine light comes on all the time we have taken it to the dealer at least 6 times maybe more. They keep ~~xxx~~ telling us there is nothing wrong ~~it~~ got to the point where I was taking it into the Dealer every week for this problem. I talked to the manager of the shop and was told that we would be given a loan car until the car was fixed, we never got the loan car and had to pay for a rental car several times. The manager suggested that we disconnect the light because it was just a nuisance. at which time I refused. To this time the check engine light still comes on and we have gotten no satisfaction. Our car will soon reach 50,000 miles at which time I am sure we will be told we need a new computer.

The carbtorator has been fixed at least 3 times and it still gives us problems. The rear end had to be rebuilt costing us over \$300 The extended warranty that we were sold by Mike Salta Pontiac is useless be ause Romero will not honor it and we are finding it impossib to even geta form from the company. Now we have been told that there is something wrong with the transmission.

We have had nothing but problems with this car and essentially we have not driven another small car we like as well for driving comfort and safety, as a matter of fact I did have an accident in it, the car actually saved my life and there was almost no damage to it. We hope these problems can be solved

Thank You

*Mrs. Patricia A. Hinostroza*  
*Joan Hinostroza M.D.*

001039

March 15, 1983

Mr. A.B. Kent  
Box # 341  
Clifton, Colo. 81520

American Motors Corporation  
Owner Relations  
14250 Plymouth Rd.  
Detroit, Michigan, 48232

Dear Sir Or Madam:

The purpose of this letter is to bring to your attention certain problems experienced in association with the purchase of an American Motors Spirit D.L. in January, 1982, with the hope that the problems experienced by me may be resolved for the benefit of future purchasers.

As a matter of background, our first American Motors car was purchased in 1958, and we have owned three others since that time. Because we were convinced of the reliability and performance of American Motors cars, we were pleased to be able to own another.

Unfortunately, we have been greatly dissatisfied and highly dissatisfied with our latest purchase, and the reasons for our dissatisfaction are set out below, in chronological order, for better understanding.

1. January, 1982. Purchased a new 1981 AMC Spirit DL from Jerry Bartley Motors in Grand Junction, Colorado. Mileage at time of purchase: 73. Defects at time of purchase: Wheel wobble and defective hydraulic lift on hatchback. Told that all defects would be corrected at the same time, and part for hatchback was ordered. Two visits and numerous telephone calls later. Informed that part was still not available and that defects would be corrected upon receipt.

2. April, 1982. Jerry Bartley Motors went out of business. a check with FOWOOD, the lienholder, indicated that the only other service points were in Glenwood springs, 90 miles away, or in Montrose, 60 miles away.

3. June, 1982. Informed by mail that Cox motors of Grand Junction would be handling AMC Warranty work and dealership. Appointment made.

4. July, 1982. Mileage, 10,500. Informed by Cox motors that hydraulic lift for hatchback would have to be ordered. Balanced front wheels to correct wobble. slight oil leak ignored. went on 2000 mile vacation.

5. Returned from vacation. Wheel wobbling again. oil leak worse. Mileage, 13,500. Hatchback lift replaced at no charge, wobble ignored, leaking valve cover gasket replaced. Cost: 28.00

5. September, 1982. Discovered leak in fuel line coming from fuel filter due to poor clamp construction. Gasoline leaking onto hot manifold. Tightened clamp.

001110



KUSH

February 17, 1983

To. America motor corporation

To whom this may concern, I am writing this letter in regard to my problem with my 1981 A.M.C. Spirit which I purchased at the Ernie Haire dealer in Tampa, Fla. My concern is with a oil leak in the engine, which is presently leaking two quart's of oil a week, not to mention the foul smell of burn oil inside of the car. I am taking this time to write you and inform you that I have tried to take my car in for repair's but they just give me the run around, And I can't afford to take time out from my job, to fight with them any longer, I am not alone in this matter everyone that I have talk too that own's a A.M.C. Spirit said that they also have this problem and have encounter difficulty in this problem an getting it fixed, the problem seem's to come from the valve cover gasket, I am no mechanic, but on several attempt's I have tried to tighten the cover myself, but the leak continue's to exist. I want you to know that I like my Spirit very much I feel it's the best car I have ever owned, with exception to my former vehicle which was a 1978 A.M.C Jeep. it is very economical an is a very well built car, with exception to this leak, I know that America motor corporation has in the past stood behind their product's and feel that you will help me, as Quickly and Fairly as possible in this case. I also feel that my monthly payment's of 182.50 entitled me to have this problem Investigated by the America Motor Corporation.

Thank You.

Raymond Munoz



Raymond Munoz  
 6818 Cariban way  
 Tampa, Florida 33614



Helen

ILLEGIBLE SEP 20 1984

ENGINE SERVICE

This may sound like a dear  
old letter. I have a 1981  
spirit that I bought new  
on Feb 12 7 83. I had  
holiday service - ~~the~~ my mechanic  
top a leak on the valve  
cover. On Feb 1-11-84 I took  
it back to be fixed. The  
next day 1-12-84 I took it  
back again. To this day  
9-18-84 - it's still leaking.  
The liquid gasket isn't  
any good. My advice is to  
use a valve cover with solid  
gasket. The liquid just  
doesn't hold up.  
Thank you  
I had to get this off my chest  
Jackson G. Perkins

001143



5/4/00

Phd

Dear Customer Service

I am writing you in reference to my 1982 A.M.C. Spirit that was purchased in October of 1981. I have repeatedly taken this car to the dealer for an oil leak from the valve cover.

The mechanics at Sherock's Brothers in Hazelton, Pa. told me 8 times that there was never a gasket made for this and that they could only put silicone to seal this leak well after 8 times with the silicone put on to seal it It Still Leaks! I'm devastated by this, and sure that with all of A.M.C. engineers that a simple gasket could not have been overlooked

Also my car sounded like it was coming apart piece by piece. This past Saturday 7/23/83 the dealer replaced the right <sup>upper</sup> ball joint, which was dry & worn. The cost to me was \$55.00. I feel that a factory sealed ball joint should not have gone dry & worn in 2 years. This I feel was a manufacture default. The mechanics also told me that they have only ever replaced about 2 Upper ball joints. This was also very rare to them.

003146

Do you ever wonder why people buy  
foreign cars?

Waiting your response

I remain

Detta Halecky  
#18 Wayne Gardens  
161 W. Browning Rd  
Collingswood N.J. 08108

The dealer was very helpful and  
courtesy.

et 5  
Ch S  
Name  
Selling  
Month  
Change  
NE...A

Telex

OR

Handled By  
Stereos Club

001017