

12

84100

August 27, 1984

Wicham Pontiac/Jeep
1720 Pioneer Avenue
Cheyenne, WY 82003

Attn: Service Department

Gentlemen:

On August 28, 1984 my new Jeep Cherokee will be turned over to you for the fourth time in an attempt to solve a continuing problem.

In May the vehicle was brought in and I was told that the oil leak was not a problem and had something to do with the break-in period. In July, the vehicle was brought in again. At this time I was told that a part had to be ordered. Later, I was called when the part had arrived, and told that it would take a full day, maybe two, to get the job done. I made arrangements for other transportation and brought the vehicle in on a Wednesday. After numerous phone calls to inquire on the status, I was finally informed that the vehicle was ready on Tuesday of the following week.

This letter would not be written except for the fact that now, after three visits, my new \$15,000 vehicle is in far worse shape than ever before, and the initial problem is still with me.

1. The oil leak has made a quantum jump and in a recent 700 mile trip, I used two quarts of oil.
2. The air conditioning system is now locked in the defrost mode so that all air is dispersed from the vents at the window well.
3. The clutch does not seem to be working as well as before. I fear that some of the oil may have glazed over the clutch plate.
4. The vehicle will not always go into the reverse gear. It is like it is being locked out.
5. The entire under carriage is a mess from all the oil sprayed on it, especially at the catalytic converter.
6. One of the hoses under the engine compartment on the passenger side has rubbed, causing a considerable amount of degradation on the hose.
7. The rain gutter above the passenger side has been loose since the day I bought the car.

↓ vet
001010

1984 OCT -2 AM 10:14

September 29, 1984

Mecham Pontiac/Jeep
1720 Pioneer Avenue
Cheyenne, WY 82003

Attn: Mr. Earl Mecham

Dear Mr. Mecham:

In reference to my letter of August 27, 1984, and my subsequent service starting August 28, 1984, several of the items mentioned were not worked on, or only a partial fix was done during my vehicles most recent visit to your Service Department.

1. New oil drops are again showing on the underside of the engine and transfer case. My biggest concern is that this oil is getting on the catalytic converter and this could conceivably cause a fire. Secondly, your Service Personnel said they would test drive my vehicle before calling me to pick it up. When I dropped it off on August 27, 1984 the car had 11,838 miles. On September 24, 1984 when my wife picked it up it had 11,840 miles. Is a two (2) mile drive an adequate test, especially when the engine was pulled?
6. The hose in the engine compartment on the passenger side was not touched.
7. The rain gutter above the passenger side was butchered, having one large dent and multiple smaller dents.

Please contact me on how you wish to handle the above items.

Sincerely yours,


Dave Lovetere

cc: Bob Bordeux
Gay Woodhouse, Assistant Attorney General

0011150

13

151100

ALC
 PLAINFIELD

Code 079
 Recalled N

AMC/Jeep/RENAULT
 OWNER CONTACT REPORT (CHECK 1 OPEN CASE CLOSING REPORT)

4811
 State: Rg Taylor, NJ
 Zip: 08000

Model Year: 2600000
 VIN: 1JC8733000000000000

Code: 025-11
 No. of Items to Date: 1

ISSUE (Use as number each): 025-11

Register Make or Action Taken and Date: []

Information Given By: Wiggins
 Date: 8/1/87

old back from failure cases - health care day a pay
 old no 6 yr warranty in 81 product
 2nd history - hope diagnosis ref source. Otenwards call

1. Did you deal with every owner issue in terms of problem/action discussed terms of satisfaction (including any which came up after the case was opened)?
 Yes No

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

3. Was this need? (done with the owner in the vehicle)
 Yes No

Who from the zone verified satisfaction with owner?
 In person Phone Home Write/Letter

Attach copy of satisfaction, if applicable

OVERALL OWNER REACTION
 SATISFIED MOSTLY SATISFIED DISSATISFIED

1. Established owner, copy/this back of report and enter a copy for zone file.

Used By: [Signature]
 Title: []
 Zone Sup: []
 Date: []

JUN 25 1983

SERVICE:



Sam Staller
8A-41 Eleanor St
Eagle River Ak.
99577
907-674-4525

Sir

I am the owner of a 1981 JEEP-7 jeep, hard top, 6 cyl, 4 speed, it now has 19,000 miles on it. I thought I'd take this time to tell you how I feel about your product. The jeep is used extensively for travel on roads and city streets, back and forth to work.

I bought the jeep when it had 1000 miles on it, from a Doctor at a very good price. He was unhappy with it, and claimed that it was hard to get parts for and not reliable enough for him. I thought perhaps I'd just looked at a specimen with 4 wheel drive type auto's.

Since she put 15,000 miles on it, here is a list of the troubles she had:

- 1 Replace Valve cover, "Bad oil leak"
- 2 Wobblelly upper bottle, won't hold water.
- 3 Bad Bushings on steering
- 4 Oil leaks on oil pan
- 5 Bad bearings on fan belt pulley, "Dealer took almost 3 weeks to get new parts"
- 6 Front U joint Replaced
- 7 LEFT front Disk Brake dragging, Kit to fix it
- 8 Clock stopped working.

001/153

14

0011/54

MAY-6 1985
OWNER SERVICES

Randy

April 26, 1985

J.J. Dedeurwaeder Jr.
American Motors Corp.
2777 Franklin Rd.
Southfield, Mich. 48034

Dear Mr. Dedeurwaeder:

I am writing you to let you know what kind of service I received after buying an AMC Jeep. My Jeep is a C-J-7-83 Model, which I bought new in Nov. 83. I now have 19,000 miles on it, and it is setting in my drive way now with the clutch gone out. I have had the carburetor rebuilt twice, which I paid for. It has been in maintenance 4 times for water leaks on the inside. Each time it rains I can't read any of the gauges for at least one to two days later.

My window on the driver side is so hard to roll up and down until it's not worth the effort to even try it. We were told we would get 18 miles to a gallon around town and 21 on the road. We get 13 and are lucky to get that. The Hinkle Jeep Co. in Pickens, S.C. and Leroy Cannon Motors in Greenville, S.C. have worked on all of these things, but they were never fixed for some reason. The manifold has a leak and they want \$75.00 to fix it and \$400.00 for the clutch. They have put three valve covers on it for oil leaks. Each time it has been in the shop they keep it from 2 days to a week. The reason we even traded for a Jeep was we didn't want garage bills. We needed something dependable to drive. (Boy, did we get fooled.)

The Hinkle Jeep Co. has gone out of business, so we had to go elsewhere to have it worked on. We paid \$10,200.00 for this Jeep and it has been nothing but trouble from the day I brought it home.

001155

y wife drives this Jeep to work and back everyday. It has never been off the road or mistreated in any way, it still looks brand new. We have a hard top and it has never been taken off. I always thought Jeeps were known for being able to go through creeks and woods, up mountains and down valleys, or whatever, in other words they're suppose to be tough. I would never attempt any of these things. We couldn't go through a mud puddle without it cutting off. We have a friend that bought one the same time we did from a different dealer and it does all the things ours doesn't. They were tickled to death with it as we were when we bought ours except we got a bad one. We thought AMC stood behind their products but we found out differest. Just as soon as I get this clutch fixed, I am selling this headache. I will never buy an AMC product again. I am also going to tell all my friends what kind of service you get from AMC after something is sold to you. By the way, the gentleman I called, Ed Lafferty in Washington at 790-3031, you would save money getting a recording machine. As for as his caring about the people who buy your products, he has no feelings whatsoever. Your customer is your business and hope in growing, without him you have no hope or business. We would appreciate a reply and want to thank you for taking the time to read this.

Sincerely.

Disappointed Customer

Doug Davis

001156

Dec 11
OCT 20 1982

OWNER SERVICES

Houston 21

Oct 15th 1982

To Whom Concerned
we bought a 1981 Sprint MTC in
or on the 28th of October 1981 we
like American Motors in the
past this is why we bought one
we bought the car from Archer
Motor Company here in Houston, TX
when we drove the car out of
the Salesmen's Car Sales the
car was missing and a lot of
other problems. I will talk about
as I go along in this letter.
All we have gotten in the run-
around since we purchased the
1981 Sprint from Bill Archer
Motor Co. we have had the
car back into the Motor Company
several times since we purchased
the car & they pay the car

001158

has been fixed and it saved the car missin - the valve cover leaks out the Air conditioner freezes up the Air conditioner vents wont stay in place flap up & down the front end was out of line when we bought the car just some of the things that is wrong with the car we had tried everything we can to get this matter corrected we even went to bill preker the dealership owner and he gave us the run around also we are very much displeasid with the car I can understand why the same sales are down Not just because of the economy there it is if all the dealership does the customers like bill arches motor company it's understandable how sales has plunged. All Bill Archers

10/1/59

##

interested in so selling cars not
fixing them that needs fixing
if we cannot get something done
about our car we want insurance
by another AMC car I know we
are only one customer but in time
probably new people will stop buying
AMC cars. The last time we
took the car in the engine had
9830 miles, & with the ^{running of the} motor
among other things ^{causing} that is
wrong with the car I had an
appointment to bring the car in &
after I took the car in I
stop. Foreman got real nasty
among other things he said was
who told me to bring the car
in, we went to see the adm. &
Beef archer & he said his Foreman
wouldn't talk like that. We left
the car finally for them to fix
all the problems of the car

001150

Model
The warranty is up on the car
as of the 20th of this month

We were called 2 hours later saying
the car was fixed. But we picked
the car up & nothing was fixed
about the car it has the same
problems when we picked the car up from
the motor company as it was when
we took the car in to the motorco
The whole car should be replaced
that's how many things that is
wrong with it I don't think
the things can be corrected & too
Acher Motor Co is not even trying
we would like for you to try
correct this matter before we
turn this matter over to our
attorney we are going after
American Motors plus Acher
Motor Co

Hoping to hear from you on
this matter thank you
Please read on Back John A. Allday
of this page ↓

19/100

on one thing, we don't know it on
4 different times, and it still hasn't
been fixed. The computer blinks
30 times when it comes on
each time we have told them
that, but it still misse.

29/100

11092

6 F A 1 2 6

1 A

1 0

1 4 9 0 0 0

12/1/86

NE

AMC Jeep TREMOLI
OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING I

Code No. 1A VIN 1A Year of Coverage 12/1/86

Make 149000 Disposition 0 Rebuild 0 'A' Class 0

Response: 0 Letter 0 Home 0

Zone Owner Relations Manager
Field Service Manager
District Service Manager

Copy Distribution

ISSUE (Please number each int.)

Handling Disposition: 025-1

FORM AM - REV. 10-78

To NO Date 12/11 Time 11.20

No. of letters to Driver: 11092

Zone: 11092

Information Given By: Don about best value cover as best

While you were out: Active part. hand - up all

OF: Clifton, N.J.

PHONE: 201-779-1690

Zone Call	URGENT	Estimate
TELEPHONED	PLEASE CALL	
CALLED TO SEE YOU	WE CALL AGAIN	
WANTED TO SEE YOU	RETURNED YOUR CALL	

MESSAGE: B' Concert
Melinda Brown
by eye

1. Did you deal with every owner listed in items 1 through 4? Yes No

2. Were road test or quality checks of the engine, transmission, and suspension performed? Yes No

3. Was this road test done with the owner in the presence of a witness? Yes No

4. Were the zone vehicle's instructions with it? Yes No

5. How was the satisfaction recorded? In person In person

OVERALL OWNER REACTION: SATISFIED MOSTLY SATISFIED DISSATISFIED

of established overall, complete back of report and make a copy for zone file.

Zone Signature: Stash Date: _____

Accepted: _____ Date: _____

llcr

JUN 28 1983

71 5242

609 Manchester Ave.
Middlesboro, Ky.
June 25, 1983

American Motors Corp.
1750 Old South Road
Detroit, Michigan 48202

Dear Sir:

On 12/22/82 I purchased a 1981 Spirit from
Middlesboro, Ky.

... to the dealer for different
... which they have not been able to
... I to ...
... little paint on
... out

... If I drive
... on this
... work has been successful.

... of the
... This
... three miles at

... would
... If
...

ILLEGIBLE

Fred L. Farrell
Fred L. Farrell

...
...
... 15
... 806-214-4837

ASST. MANAGER

001064

MAY-9 1983

Wury

Jacobsen Associates
70 Bay Path Way
Branford, Connecticut 06405
(203) 488-4128

W SERVICE

April 27, 1983

Dear Sir,

In April of 1981 we purchased a new American Motors automobile, Concord. As of this date, the repairs on this automobile have been ridiculous.

On 9-20-82:	engine oil leak, new dome cover, clean engine & compartment.	\$44.34
9-28-82:	clean engine & compartment (again), repair temperature gauge & repair wire connection.	\$128.00
10-8-82:	poor road performance-overhaul & adjust, idle rapid.	\$97.98
3-24-83:	<u>no</u> headlights, repair <u>short</u> & splice wiring.	\$36.05

I had expected to purchase a new wagon for my business, but have since abolished this thought.

This automobile has been well taken care of and serviced only by one garage, where we purchased this vehicle:

Al Mac/AMC Jeep-Renault
150 North Main Street
Branford, Connecticut 06405

Not only am I disappointed in this vehicle, I will discourage any potential buyer.

Yours truly,

Richard M. Jacobsen
Richard M. Jacobsen

RMJ/vcj

001065

Over

FEB 23 1983
SERVIC = 17-83

TRADED
FOR
CASH
1983
4/10/83

Dear Sir

Bought my car 1981
Studebaker Concord a good
Car no problems at all
except one thing
it leaked oil from the
top of valve cover
so it already had
12000 miles on it gage
went and put a new
silover gasket from a tube
and went for a time about
a nother 20,000 miles
but it did loose oil a
little at a time so I let
it go now it leaks
oil 1 quart in 2 weeks
so I did not go to the
(over)

001165

M + M Motors
Garage No 16-5181 phone
Menominee Mich 863-4439

same garage back, I went
to a nather garage

M + M Motors in
Menominee Mich.

they said they would put
on a real gasket
to stop leaks it would
cost me \$35.00 for it
I want to know why did
the Company put a gasket
from the time when I
bought the car do you
think the Company will
take care of it please let
me know thank you

Yours Truly

Joseph Klecowski

Rt 2 SURING WI

54174

001967

MAY-5 1983

9:15 AM SEPT 1983

Raymond J. Lambert
Rt 2 Box 237
Draughton WI 5354

American Motors Corporation
Owners Relation
14250 Plymouth Road
Detroit Michigan 48232

Kato meters
42-7659

Dear Sirs

I purchased a 1981 Concord from the dealer Mr. Garrison Draughton WI WI
I was purchased new.

From the time I purchased it I have had trouble with it leaking oil around the oil gasket.

I had it back to Draughton twice and worked on the new oil.

Then one while of OMC Company when it over. I have had it three times there they said they could not get the correct thing to fix it they put some Cellulose or something in for the gasket.

Now the car is just blowing air all over the engine where the gasket should be.

I called Mr. White and he said

from

I would have to pay for it
 I certainly don't think I should have
 to pay for this as it has never been
 filled current from the time I purchased
 it
 would you please say what you suggest.

• Thanking you

Rae + Lambert

001069

FEB 25 1985
OWNER SERVICES

2057 E 22ND ST
Doub Village Illinois 60411
February 23, 1985

Sirs:

My father recently bought
an 1981 A.M.C. Eagle. He bought the
car from one of our local dealers
in July 1984. The car has been in the
repair shop eight times since he has
had the car. The first 4 times it
was in the shop was to fix
oil leaks and to repair loose
parts on the frame. Twice it was
in the repair shop to work on the
gear box for the 4 wheel drive
unit. A.M.C. had to replace the
gear box (transfer case). The car
was in the repair shop for six
weeks. The car was back the shop 2
times since the transfer case was
repaired. Once for the oil leak on
valve cover, and the last time Feb 5, 1985
to have new door hinges put on
the drivers door. The car has to
go back into the shop again. The
valve cover is leaking severely

001070

again, also the original noises
from the frame have started again.
My father likes the car, the tilt
wheel cruise control and radio
he likes, the air conditioner works
good. However the defoggers and the
heater are the worse I have ever
seen on any car, My father believes
that we should buy American made
products, but since he and many
people he knows and friends with
have changed their way of thinking
about products made outside of the
U.S.A. at least cars are, I would appreciate
a reply.

Concerned customer,
Darryl

LEVITT

ALL

17100

April 26, 1985.

Dear Sir

This letter is coming from a very unhappy owner of a 1981 Wagoner. I purchased the car in Feb. 1981, from D + M. Motors, Canton, Conn. However they went out of business within the next 6 or 7 months, so have been taking the car to Crowley's in Bristol, Conn. since there in lies my tale of woe!

To begin with, the transmission had to be rebuilt at under 10,000 mi, still under warranty fortunately. At about 14,000 mi. water was leaking in under carpets, soaking them. It turned out the emergency brake cable, both front door panels two holes in floor and antenna lead had to be sealed up. A nuisance, and why wasn't it done to begin with? The car, at this point, began leaking oil under engine. On 11-3-82, valve cover was replaced. All of the above at my expense, I might add. At about 17,000+ miles, the speedometer went screwy, so they ordered a new head. While fixing this problem, they noticed one of the radiator brackets was crooked, and had broken, so fixed this. All of this at my expense also. Never had any of this happen in any GM. car I have owned in past 40 years!

All this time, oil was still leaking from under engine. Another valve cover was put in, May '83. at 18,689 miles the speedometer (or something) making loud ticking noise - supposedly fixed then. Another charge to me! at 19,579 mi., oil was leaking still, and still a clicking noise. Another charge

1172

to me. All this time, I am having regular scheduled maintenance done, of course. Now we get up to 22,510 mi. 9-29-83, and my interior lights will not turn off. Seems the wire had been cut. Somehow, under floor paneling, or something, and had shorted. Another charge to me to fix what obviously is a design or building flaw.

Now, we go along, and at about 24,450 mi. My car starts dieseling when shut off! Supposedly, they adjusted carburetor on 1-5-84. At 32,672 mi, on 8-31-84, my interior lights won't shut off again; and they received something to the tune of \$75. Another repeat complaint, and charge! October 24 comes and car is still leaking oil; tailgate hard to open or impossible at times; tailgate window bolt won't work with key; car still dieseling, trouble mileage, about 10 mi/gal. in town - 14 if lucky on highway. And this a 6 cylinder engine. New parts ordered, so of course I have to bring car back when they finally come in - 10 days to 2 weeks time. While installing parts in tailgate, again checked for oil leak. Now we are up to 35,000 mi - and another new speedometer has to be put in - Jan. 85. This is #3 in this car. Car still dieseling, the big 30,000 mile service done (a bit late on checks, say so) to the tune of \$300 plus. And you know what - the oil is still leaking, from under engine, and also from under dash again! This latter happened just before they put in second speedometer, also. Gear back it goes - replaced some speedometer seal - and it is still not right!

I have just made another appointment for the bond holding some (a speedometer?), oil leak & car dieseling. Now, am I being unreasonable when I say I am dissatisfied?

1/17/85

The Jeep and the Service? I think not!

This is not my first wagoner - but it will certainly be my last if this is the way they are built and serviced! I get nowhere with Crowley's they keep charging me for repeat work, and I think it's about time Jeep picked up the tab for trying to make this car right. Talk about a lemon - or a piece of Junk! You have a good idea for a car - 4 doors and 4 wheel drive, but you certainly are not building these well.

I would like to make arrangements to speak directly with someone from Jeep Corp I can be reached at either *203-523-0613 telephone in Conn. or *603-526-2215 in New Hampshire after May 5 or at this address; 112 Fox Chase Ln.
West Hartford
Conn. 06117.

Very truly yours,

Janet M. Lewis
(Mrs Richard B. Lewis, Jr)

002117A

MAY 6, 1985 13 88

11/18/85

Les H. OKEHWE
7961 ELMHURST DR.
BROADVIEW HTS, OHIO
44147

Dear Les,

I am an owner of a 1981 Spirit. After a frustrating year and a half of problems that were not properly repaired I have decided to write you of the problems I've encountered lasted 1 year + 12 ⁰⁰⁰ miles.

1) I had a water leak on the R^e front floor mat. Every time it rained the floor was soggy wet. The wind shield was removed and called. I took it in again and a few pc's of putty were plugged and after guarantee expired I had to trace the leak and repair myself. When the radio was installed when new the antenna wore hole thru the wall was never sealed properly and the water ran down the wire in side. I had to make a new sub floor mat of large tarp after patching.

2) !!! now we had a humming vibration. Wheels were bad and a missing wheel nut was put on. Next time I took it in my front disc brakes were reground. 6 mos after the guarantee expired my front brakes froze up. Fortunately my wife at office would packed the car I drove there front wheels ^{it} after cooling off I spend the calipers enough effort to drive it home. At a cost of over \$1000 in built parts I replaced the calipers (with steel parts) in old calipers with a "C" clamp ^{old} **ILLEGIBLE** they ^{were there} they ^{ILLEGIBLE} so tight. The calipers had machine marks in the ^{ILLEGIBLE}

While replacing the 17 front caliper the wheel bearing was noisy. I had to, take the wheel bearings out to see if a flat spot on the rollers. They seemed fine, I cleaned and repacked the bearings and set them at proper clearance. They had much to much clearance. Hopefully they will hold up.

I had a slight oil leak at the junction of distributor to engine. Had I not said anything a new ~~to~~ rocker arm cover gasket would have been replaced. The leak is small and will go between oil changes so IZ never was repaired.

I am 67 yrs old an old tin fence mount. Some chief in WW2 in appraisal of the whole system is to maintain and repair ~~in~~ to do any thing that pays and not to do the genuine repair work.

I remember the old Nash in the 20^s and 30^s based on the workmanship of the auto was superb and when I bought the spirit that is what sold me on trying it out.

I'm general with the exception of engine idling to fast ^{when cold} which makes the drive train thump in reverse we like the car. I'm sure it would be a car of value if it was made right with out these flaws & the new breed of mechanic & etc wouldn't have to put these hands on it to create more work and expensive damage.

001-76

(3)

I would like to hear from you and sure
would appreciate some compensation for my
efforts. Surely if I wouldn't know anything
about auto. and engines I wouldn't ever
buy another AMC. with these problems at 6000, mi
and 1/2 yrs old just after guarantee expires
Hopefully I don't have any more problems.

An I rate old times
Joe Dehove

001177

(3)

September 20, 1985
Mr. Harry Pungstock
264 Madison St.
Lima, Ohio 44266

SEP 23 1985
MFR SERVICES

American Motors Corporation
Owner Relations

Gentlemen, -

I am the proud owner of a 1981
Concord D.L. I purchased this car
in October 1981.

We have enjoyed it very much
runs fine, no rust. One problem,
I have had the Valve Cover replaced
five (5) times and it needs it again.

I have tried to buy gaskets but
there are none available. Can you
advise me in this problem?
Can you supply me with a gasket
from the factory?

Respectfully,

Harry Pungstock
001178

Paul N. Sandness
10648 Jefferson St. N.E.
Blaine, Minn. 55434

May 6, 1984

U.S.A. Central Office
American Motors Sales Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Dear Sirs:

I own a 1981 AMC Concord DL stationwagon which I purchased as a Demo in March of 1981. The Vehicle identification number is K09801085. It has the 6 cyl. engine.

I have had many problems with the car ever since I bought it. The following is a list of these problems. I would like to know if any of these problems have a "factory fix", recall of the car which I have not received, or if you could give me any written technical advice on these problems.

I have taken the car to dealerships and local garages without much success in solving the problems. All of these places electronic equipment show no problem, car runs okay while in the shop but, a few days later I'm back to square one.

1. Hi-Lo-No idle. Never acts up when dealerships mechanics work on the engine. But, sometimes the idle is high, I drive the car a couple of miles and while stopped at a stop light, "Check Engine" light comes on and the idle goes low and then sometimes the engine dies. In the winter time, the problem exists but, in the spring, usually I only have the High Idle problem. The only comment I usually get from the mechanics is that the choke is binding but, that can't be the only problem.

2. When the temperature is below 30°F, car stalls when backing up just after the car has been started.

3. Leaking oil. Source unknown. Hose from PCV valve to air cleaner pumps a lot of oil into the air cleaner. PCV valve and hoses have checked out okay. Originally, one of the dealerships replaced a defective valve cover on the car.

4. Car stumbles and sometimes dies after going 45 MPH, turning a corner at 20 MPH. Right after completing the turn, I step on the gas and the car stumbles and or quits.

I can't afford to take the car into a mechanic at either a local dealership or local garage because they can't seem to have a solution for these problems. I keep spending money and get no results.

6/17/80

As an example, the following are some items that have been checked, replaced, or adjusted:

- A. PCV Valve.
- B. Spark plugs.
- C. Distributor cap.
- D. Solenoids (involved in areas that the mechanics say would solve the problems).
- E. Carburetor adjustment.
- F. Choke adjustment. (this item shows up all the time as the mechanics solution and it isn't).
- G. Check & adjust timing.
- H. Engine valve cover.
- I. Electronic checking on every single machine at one dealership.
- J. At one dealership, one mechanic told me that he figures that every single mechanic at the dealership had tried to come up with an answer. No success.

I purchased the car with 6700 miles on it. I have had only about 5,000 miles of trouble free operation. The car now has about 50,000 miles on it.

I would appreciate any help that you can give me on these problems.

Yours truly,


Paul N. Sandness

001180

June 23, 1985.

STATEMENT OF: Ignatius L. Sonsalla, 545 South Thelsen Street,
Arcadia, Wisconsin 54612.



Shortly after we purchased, a car A.M.C. Concord 1981, from Bauth Motor Sales, Arcadia, Wisconsin, on May 3, 1983, with a 90 day Warranty, we noticed that at intervals that a light would come on, on our dash stating "CHECK ENGINE". Also at intervals, motor would flutter, or vibrate like it wasn't getting gas properly, later, it would be okay. I had Jack Bauth, Bauth Motor Sales, Arcadia, Wisconsin, call John Williamson, a former A.M.C. Dealer, Galesville, Wisconsin, about this "CHECK ENGINE", he stated that this was not dangerous as long as the red light, indicating excessive heat did not come on. Jack Bauth, even took a ride with me, to check the check engine out, but at this time everything was okay. Later, the same day, my wife, Pat, took the car to a American Legion, Auxiliary meeting to Bar Claire, Wisconsin, the same fluttering or vibration would occur on occasions. Seems as if the car would have to driven a distance, whereas, the oil would spray over the engine, fan, alternator, etc., than commence vibrating.

I'm not a mechanic, but I noticed the P.T.C. Valve was kinda loose so I got a new base for this valve from A.M.C. Motor, Winona, Minnesota. When I brought the new base for the valve, Jack Bauth's mechanic, could not believe how the old base for this valve was all shattered. Now, I thought we found our problem, but not really.

Next, we found that oil was being splattered all over the motor, fan, alternator, cotton padding underneath the hood was saturated with oil, also the cardboard underneath the car in our garage was soaked with oil. I could not get over 2,000 miles on a oil change. Jack Bauth, Bauth Motor Sales, Arcadia, Wisconsin stated that we could change oil every 3,000 miles, unless we would use our car for short trips.

This Spring on March 26, 1985, we went to Florida for a vacation. Before we left, we changed oil. Everytime we stopped for gas, after about 300 miles, we would check the oil. When the engine was warm, it was difficult to check the reading, especially seeing the oil was leaking and being sprayed over the motor, fan, alternator, etc. After traveling about 2,000 miles we checked our oil, one morning, and was shocked to find the reading, very low on oil, so we changed oil immediately. We traveled about 4,500 miles while on vacation. So we changed oil before leaving Florida, also when we filled gas on our way home.

When we arrived in Arcadia, Wisconsin, I made a appointment with John Williamson, a former, A.M.C. Dealer, Galesville, Wisconsin, to check our, A.M.C. Concord, 1981. John Williamson, took off all the hoses and other connection off, than sealed the head gasket, changed oil, filter, etc.

My wife, Pat, went to a American Legion Auxiliary meeting in Independence, Wisconsin (14 miles), only to find the motor fluttering vibrating again. The next day, I checked the oil and found that it was a quart short, after only traveling about 700 miles on the last oil change. (Penzoil 10 W 40)

(OVER CONTD)

801081

The next day, my wife and I, went to Winona, Minnesota, later to Buffalo City, Wisconsin, so in Fountain City, WI. we stopped at the Duellman's Service Station (full service) to get gas. While here, we had our oil checked, and found it to be a quart short again. Duellman's Service Station, Fountain City, Wisconsin, did not have Pennzoil 10W40, so the attendant assured me that if I drove only 40 miles, I would not run into trouble. The station attendant, at Duellman's, Fountain City, Wisconsin, was alarmed when we opened the hood to find oil splattered over the engine, alternator, fan and the padding under the hood all saturated with oil. When I got home, I added a quart of 10W40 Pennzoil. I have finally decided that I am going to consult another mechanic, to see where the oil might be leaking out.

Since our last oil change, we ran the car about 800 miles and have added about 2 1/2 quarts of 10W40 Pennzoil, knowingly that the oil was still leaking somewhere. I was determined to take our car, A.M.C. Concord, six cylinder, 1981 to another mechanic. I finally took the car to David Krett, who first wiped off all the oil from the motor, than took it for a test drive only to discover that the FRONT TIMING GASKET was bad. When David Krett accelerated the car to about 50 miles per hour, the front timing gasket would spray oil into the fan and spr oil over the motor. This spray of oil over the motor, would get the motor hot, thus making it difficult to check the oil on the measuring stick. Perhaps because of this problem, we possibly ran our car with a shortage of oil on occasions. It could be possible that the problem FRONT TIMING GASKET BEING BAD was the fault of the manufacturer and as the car became older, the problem got progressively worse.

Now the question arises, where should I get repaid for all this grief and unnecessary expense? Should the dealer be liable, knowingly that I never got the problem of oil leaking and being sprayed over the engine, while the car was on warranty. I am sure the Bantch Motor Sales, the dealer, Arcadia, Wisconsin will agree, I was not satisfied that the problem was not solved. Mr. Gary Fahl, Arcadia, Wisconsin was the original owner of the A.M.C. Concord, six cylinder, 1981 Model (bought a lemon (A. factory defect), and could not get the problem, (oil being sprayed over the engine) solved, so he traded the car in question to Bantch Motor Sales, Arcadia, Wisconsin. Another thing, to be considered no one can put a price tag on the damage done to the engine, when we ran the car with being too low on oil, as when the engine got too hot, it was difficult to measure the oil on the measuring stick.

I purchased a A.M.C. Concord, Wagon, six cylinder, 1981, from Bantch Motor Sales, 757 West Main Street, Arcadia, Wisconsin, 54612, for a \$5,500 purchase price, 5% Sales Tax \$275.00, plus License and Title Fee: \$29.00 making a total of: \$5,804.00; Condition of Sale: 30 day Warranty; 50/50 for power transmission repairs at our shop, when oil could be found on engine; Odometer reading of: 16,888. Car was purchased on May 3, 1983; I plan on sending a letter to: Department of Transportation and Consumer Protection Agency, State Capitol Building, Madison, Wisconsin 53702; RE: Having passed several years ago, "Protecting a Consumer, insofar as having a car purchased from a authorized dealer, in working order.

Ignatius L. Sonsalla
IGNATIUS L. SONSALLA

001082

December 9, 1982

American Motors, Corp
 Owner Relations
 P. O. Box 442
 14250 Plymouth Rd.
 Detroit, Mich. 48232

Dear Sir:

I am the owner of a 1981 AMC Concord, purchased in March of 1981.

This letter is not a request for compensation of any kind, but thought someone should be aware of the inadequate service and excessive money that has been spent on my car over the past year. This service and money is due to Ernie Haire AMC/FORD company here in Tampa.

The first repair was in October of 1981. My car developed an oil leak. They concluded that it was a head gasket and I was told that the ones that came on the car were not satisfactory in the first place. They sealed the head with some kind of 'gook'

In December of 1981, another oil leak in the same area. Don't know what they did this time, but said it was the filler cap leaking. Ridiculous, isn't it?

The next repair of the oil leak was in March of 1982. What they did does not show on the service order and I don't remember what they told me. Of course I paid for something.

In October of 1982, oil leak appeared again, plus my car would not idle. This time they decided the valve cover was causing the leak, so it was replaced at the cost of \$86.00. They also found the idle screw had worked loose and my only alternative was a new carburetor for \$278.00. Now you must admit this is also ridiculous even to me. They said they could order one but could not give an estimate as to when it would arrive. I use my car daily for work. So there I was stuck with \$278.00 or baby the idle when driving. Nothing except the valve cover would be covered on the 90 day warranty, anyway. I did authorize the cover to be replaced but took the car without the carburetor. I took it to a local garage. They put the idle screw in, it took 30 minutes at NO CHARGE!!!! Needless to say, they will be doing any service on my car from now on. I also rented a car from the Ernie Haire leasing company to the tune of \$42.00 while my car was being worked on.

I discussed all of the above with the service manager and he said 'So you want us to pay for this? Since I already have 34,000 miles on the car he couldn't do anything. I thanked him and said good-bye.

MY CAR NOW HAS THE SAME OIL LEAK IN THE SAME PLACE AND THIS IS THE FIRST OF DECEMBER.

As I said before, I am not asking for reimbursement of any kind but wanted someone to know that my budget for car repairs has run out and I am not in the habit of paying for something for nothing. I gladly pay for services rendered. I do not want anyone to call me or a Customer Service person to contact me. This is an information letter only in the hopes that it helps someone else.

Sincerely

Arlene F. Wiley

cc: Better Business Bureau of Tampa

001083

AMCI/Jeep/RENAULT

OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING REPORT

154
 Mr. Miss HILLIS WOLK WILSON
 VIN 1H 3 B 37000 7 1081783 3
 State Zip 60639 514
 Bu. Invoice 606395 514
 g Dealer KENS 15111
 VIN Date 26 5 3 4
 1- Letter 2- Zone
 3- Vehicle 4- VIN
 5- INTSA 6- Other

g Dealer KENS 15111
 VIN Date 26 5 3 4
 1- Letter 2- Zone
 3- Vehicle 4- VIN
 5- INTSA 6- Other

Code 10 No. of lines to Dealer: 1 No. of lines to Zone: 0211-1
 Information Given By: VILLE COVE CLIPS OIL
SPR-O TO COVE KEN E
CONTE INFO @ 4:15
REF: SP TO Mr. VILLE COVE

Handling Disposition: 0211-1
 ISSUE (dealer number each issue):
 Repair Made or Action Taken and Date: _____
 Owner's Sig. _____

Received N
 Disposition: 0 1 2 3 4 5 6 7 8 9
 Priority: Routine Not Open "X" Case Open
 Closing Date: _____
 Zone Owner Relations Manager: _____
 Field Service Manager: _____
 Dist. Service Manager: _____
 Other: _____
 Date: _____

Did you do it with every owner issue in terms of problem/return taken and level of satisfaction (including any which came up after the case was opened)? Yes No
 2. Who read/checked or quality checked the owner's vehicle? _____
 3. Was this road test done with the owner in the vehicle? Yes No
 4. Who from the zone verified satisfaction with the owner? _____
 5. (required on all action open cases) Phone Write letter
 6. Attach copy of written report, if applicable. SATISFIED MOSTLY SATISFIED DISSATISFIED
 OVERALL OWNER REACTION: SATISFIED MOSTLY SATISFIED DISSATISFIED
 7. Overall, complete back of report and make a copy for zone file.
 Name _____ Title _____ Company _____
 Date: _____
 Mr. By: G. RICH Wire see to Zone Copy to OCR Copy to _____
 Zone # _____ Unit: _____ Cases Require Field Service Manager Signature _____
 Date: _____

16

001185

Owner's Name: **D L INNIC** **H10650W**

Address: **2504 HAZELTON**

City: **St. Louis, Texarkana, TRK, 75561**

Home Phone: **214/783-2372** Bus Phone: **214/993-5566**

Selling Dealer: **LOKITE BUCK AMC /**

Handing Date: **22/4/83**

Change To: **22/4/83**

Code: **009-3** No. of lines to Zone: **1**

Code: **710/813** No. of lines to Zone: **1**

Code: **023-11** Records: **1**

AMCI/DEPIRE/NAULT

OWNER CONTACT REPORT OPEN & OPEN CASE CLOSING REPORT

ISSUE DATE: **9-8-83**

Handling Disposition: **023-11**

① FUGITIVE OR TRK AT VALUE, COVER 8/5
RESERVED PER T.B. YES



Did you deal with every cover issue in terms of problem/owner/insurance level of satisfaction (including a 2 Who road? led or qual? checked the owner's vehicle? NO

3 Was the road area with the...
4 Who from the zone verified sat. (action within owner)? **DESK**
5 How was this satisfaction verified? **ON**
6 Was there a copy of evidence? **ON**
7 Was there a copy of report and make a copy for zone file?
8 Satisfied SATISFIED MOSTLY SATISFIED DISSATISFIED

Zone: **8** Date: **8-2-83**

JUL 14 1983

W. P. TIPPETT

JUL 13 1983

*Rec'd
Franklin Avenue*

July 11, 1983

W. Paul Tippett, Jr.
Chairman of the Board and
Chief Executive Officer of
American Motor Cars
27777 Franklin Road
South Field, Michigan 48034

Dear Mr. Tippett:

I Mrs. Mary Isom purchased a 1982 Concord from Jimmy Payne AMC in Memphis, Tennessee, on April 4, 1983.

Once I purchased the car. Mr. Walter Anderson, salesman, informed me that I had to return the car to replace a Valve Cover Gasket. He stated that there is a recall on the item, however, two weeks would allow enough time to check other items as well

I returned the car on April 15, 1983 to have the gasket and other items as outlined repaired. When the car was returned not all the items were repaired. For example, the Valve Gasket, and the Vibrations once you reach 55 mph. is still a problem.

Unfortunately, everytime I would return with my car or have my husband return it, neither of us would receive service or satisfactory information in terms of repairs that needed to be performed. In one instance, I informed the repair shop that either the car was burning gas or losing it. They informed me that was impossible. However, on one of my frequent returns it was found that the gas line belt was broken. Consequently, this could have been dangerous to either my child, husband or myself.

On my last trip to the repair shop I was informed it would take two (2) weeks to fix the car with no offer of a loaner car. It has been ten weeks of this continual run-around, yet to no avail. Now I have been informed that the warranty has expired. How can this be possible when I was informed that the warrantly period was for 12,000 miles.

Finally, the list below are items that need repair. Please make arrangements to have them repaired or refund the total cost of the car.

1. Vibrations when the car exceeds 55 miles/hour.
2. Hard to place in gear.
3. Universal joint sound as if its having trouble.

001087

JUL 16 1984

FRV

Kenneth E. Lesie
1162 E Ellic Rd
Munkegonne 49441

Dear Mr. Motor Lab (day later)
Act. Comm. Retation
Gentlemen,

I have a complaint to make. I bought a 1982
Eagle Sedan in 1983 - Three times I added some
leak. It cost me ³41.08 each time, plus oil -
all over my driveway & garage. This must be
some way to fix it.

Also another complaint is the antenna
for radio. Always goes up each time motor
starts. Well, I've had one year antenna just
working, & it cost 98.00 Plus installation &

new one. Can't there be a switch or dash
to keep antenna up most of the time?

I've spent more money on this
car. I have only 13 thousand miles on
it.

Let's hear from you about
this. If this continues, I'll never buy
another from you.

I bought this car from
Beverly Fisher in Munkegonne

Thank you

Kenneth E. Lesie

001100

II

& with last my bill no #58 38.
With that low mileage I don't
think I should have had
any trouble with a new car
Always take my car for service
at A Kramp Co, where I bought
I appreciate anything you can
do about this. Never had any
trouble with all the other cars &
my husband didn't either

Sincerely
Mrs Gladys Nestle
126 Hospital Dr.
Watertown, Wn
53094

Telephone - 261-4144
area code 414

001700

OCT-3 1988

SERVIC

2912 Edgemere Drive
Plainview, Texas 79072
September 25, 1986

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

Gentlemen:

The purpose of this letter is to register a complaint regarding the American Motors product - namely a 1982 Jeep, 6 cylinder, Waggoner Limited, which I purchased in January, 1984 with 16000 miles on it. I must say that I am very disappointed in this truck; indeed very disgruntled! It has been my impression, in the past, that "Jeep" was a very dependable product. Since I am a widow lady who travels quite a bite, including driving several miles a day to work (sometimes on icy roads), I felt sure the Waggoner would meet my needs and I could depend on it for years of relatively care free driving. WRONG ASSUMPTION.

For the past 18 months this car has been nothing but trouble. It continues to heat up - runs hot even on short trips, leaks oil, and the valve cover continues to lose its seal. (As you can see by the enclosed work order tickets). What's worse, NO ONE seems to know what is wrong nor how to fix it. I have been stranded out on the highway on two different occasions due to the extreme heating. I was told once by the mechanic at Johnson Motor Company garage not to worry about it - that these cars "just run hot" and he didn't think anything was wrong. I took him at his word, took a trip and sure enough, it got hot and blew the valve cover. I was 300 miles from home. Now they tell me at Johnson Motors that they just do not know what to do and can offer no advice (which is what I wanted). I made an appointment with Don Johnson and visited with him regarding this problem. His attitude was very unconcerned. He said he could offer no advice, but if I would wait until the district representative came (in 2 or 3 days) he would discuss it with him. My wagon sat in his garage almost two weeks and the representative never showed. When I finally decided he was just giving me the "run around", I gave up on getting any help from him and am trying other sources for repair. This car is my only means of transportation, so this has posed a hardship on me. The inconvenience, expense (these tickets don't include the towing on two occasions - which is no small matter), and frustrations lead me to write, hoping to get help. Are all your vehicles of this class this bad? What am I to tell people when they ask "how do you like your Jeep"? (As people frequently do). I certainly felt like the least Mr. Johnson could do (although I did not purchase the car from him) was to call a company representative, since he represents American Motors, and try to get me some advice and help. It is hard to understand how Johnson Motors charged me \$108 to replace the valve cover and the mechanic told me it was okay to make my trip. He must have known it would probably blow again.

001091

If there ever was a product on the consumer market that should have a factory recall to correct a factory mistake - this is it. It should not have been left to consumer's experience to replace all the modified versions of the valve covers, and the heating problems which were the result of a TWO core radiator, which is an inadequate cooling system.

This is the fifth (5) valve cover that has been put on my unit in 45,000 miles. Each time I have been charged for a new valve cover, three of them being the new modified versions - plus labor. Plus I had to put on a heavy duty 3 core radiator to control overheating.

This may have been a very good thing going for the parts department, shop, dealership, and the factory, but I don't think for a minute that it is the way businesses are built or grow, but it is the way they fail.

My problems have been too numerous and too varied for me to have had all my service done with a Jeep dealership, (thank goodness), if the other dealers are as unconcerned for our problems as you dealer in Plainview, Texas. Three weeks after I had paid them in August, 1986, I had to put on two new modified valve covers. I was without transportation again and was refused credit by them on the cover that blew after a few days. Therefore, I took it elsewhere for service, and finally got another new modified valve cover that goes on a Jeep Cherokee. I hope this works, or else I am stuck with a \$9,000 unit on current market value for which I paid \$15,000 in 1984, and if I can't use it this time I will have to exploit my alternatives.

I do have a responsible position as a registered nurse working in a hospital and it is essential that I get to my work on time or whenever I am called. It is very inconvenient and embarrassing when I walk in late and explain to the staff that my \$15,000 Wagoneer has failed again.

Can you now understand my dilemma?

Hoping to have response from you on this matter, I am

Yours truly,

Edith J. Smith

Edith J. Smith

EJS:jg

001/92

17

001093

KD 13 1985

IR SERVICE

John A. Ballarini
1116 Virginia Street
Racine, WI 53405
November 6, 1985

American Motors Corporation
27777 Franklin Road
Southfield, MI 48034
Attn: Stephen W. Guittard

Dear Mr. Guittard:

In March 1983 I purchased a new 1983 Select - rive Eagle, four door Sedan. Excluding routine maintenance (gas, oil, etc.) and tune-ups the only problem in 1984 occurred on April 25 when the primary coil was replaced by my own mechanic. About February 1985 the Eagle began to stall out at stop signs or when the brakes were applied after the engine warmed up. I then started, what seems to be, a never ending trek of trying to get my car repaired. The following chronology illustrates the problem:

- 2-17 Change air filter
- 4-05 Ralph Nudi - Carburetor repair
- 5-23 Ralph Nudi - Tune up carburetor
- 6-07 Change spark plug wires
- 8-08 Sears - Carburetor repair (Sears also replaces valve cover gasket. Old one leaks oil.)
- 8-21 Return to Sears - Admit they can not repair the carburetor. Also says AMC will have to replace next valve cover gasket since AMC admits having troubles with it.
- 8-25 My mechanic does not have a computer for AMC cars.
- 8-31 My mechanic cannot fix the problem.
- 9-12 Ralph Nudi - Carburetor repair
- 10-22 Ralph Nudi - Carburetor again.

Brent Nudi, Service Manager admits he is running out of ideas, he does not charge me this time.

001194

I do not blame Nudi Motors. They have been trying their best to repair the problems. They have even called AMC Tech with my car in the shop to ask for additional assistance.

I, on the other hand, am getting damn tired of bringing my car all over hell to get it repaired. What design engineer combined with a mechanical engineer to give Sears, my excellent mechanic and an AMC dealer problems that appear to be impossible to solve? Why don't you get those original engineers here to solve the problem they created with the carburetor and the gasket.

I am spending more time on the road for my car than I am spending on the road for gainful employment. Needless to say I am pleased to announce to you that it is now time for American Motors Corporation to get involved in the problems. I didn't spend that kind of money because I wanted to spend half my life frustrated by my car. What is AMC going to do to help Ralph Nudi solve my problem? Until such time as something is done about my Eagle please do not contact me for a testimonial on AMC products. Thank you for your time.

Yours very truly,

John A. Ballarini

John A. Ballarini

P.S. My valve cover gasket is leaking again!

001/95

OCT-3 1983

SERVICE

BSTN

Ferris, Dixie
110 N. Lincoln Ave
Liverpool New York 13088
September 23, 1983
315-451-6832

Dear Mr. Baker,

I am writing in regards to a problem with my new 1983 AMC Eagle which was purchased through AMC on East Genesee St, owner Craig Goodman, and the finance was done through Merchants Bank. I have had a multitude of problems with this car which started a few months after purchase. I have returned the car several times to the place of purchase for repair and each time the problems were to be taken care of but upon driving home I discovered they were not. The problems that have occurred are:

① The car does not start in the morning right away. It takes several starts and several minutes before it finally catches.

② It idles fast for hours. I can drive 10 miles to work at 30 miles an hour without ever stepping on the gas.

③ It diesels after you shut it off. This is a continuous problem.

④ The exterior paint is peeling and the

001196
ILLEGIBLE

seems to be a continuous ader to the car.

⑥ The horn broke they replaced it and when I went to use it, I found it still did not work. I brought it back and when I told the service department it still didn't work right, the mechanic said "I thought it still sounded funny. He then hit the horn with a hammer and it started working again.

⑦ The windows leaked so I brought the car in and they fast the door frames so the windows fit tighter. About a they and a half later the window exploded. There were two other windows in the car which were open, so it wasn't the best. There was a witness who actually saw the window explode. The company denied that the bend. g of the door frame and the exploding window could be related and refused to replace the glass under warranty. I paid \$122 to have the glass replaced.

⑧ The radio has alot of static in it especially when the wipers are on and for we use the window washers. They said they would gladly send the radio back to the factory for repairs. It would be six to eight weeks before it would be returned and they could not supply us with a loaner radio until then

0017100