

⑧ There is also a very obvious oil leak around the valve cover. This oil leaks on the oil filter. They stated they had not received any gaskets from the company yet but if we would like, they would cement it down so it would not leak. Obviously this plastic isn't working and a metal one would be much better.

⑨ The back hatch doesn't fit right. It kept sticking and finally the metal plate around the catch broke. This had to be replaced. It still sticks. The rubber seal around the hatch is taped with electricians tape. After this was mentioned, they (the company and service area) said they all come like that.

⑩ There is a knocking like noise in the steering. They were told to fix it but because it is only intermittent they could not hear or feel it. They ignored this and never did check out the steering. It still rattles.

⑪ The paint job is pretty poor. The paint is flaking off in many areas and the body has had fit marks in it since we bought it.

8607098

⑫ The fenders are not equal. The one side is 3/4" closer to the wheel than the other side. This is obvious to the naked eye. When brought to their attention, the answer was "they all come that way."

⑬ The quantity creek jumps ahead 1 hr about 3 times a week. And of course, this is something the mechanics can't fix. So what do I do take it to the clock repair shop?

⑭ The springs in the seat are extremely noisy when moving the seat and do not always catch when the seat is moved. It waits until your driving along then decides to move back or back.

These are problems that should not occur in a brand new car that isn't even a year old. The money and time and mileage I've spent in trips to the service station is astronomical, especially since the problems are not corrected the first time or even the second. The car payment is \$263.00 a month and the total lease cost was about \$12,000. That's ridiculous to be paying that price for this car. I am seriously considering not continuing paying the car loan until this is corrected to my satisfaction.

Ms. 2401-27 m. 10.12.10 11 070

ILLEGIBLE

8/1/99

I am sending a copy of this letter
to:

The Merchants National Bank.

AMC Company in Detroit.

The Better Business Bureau

The Consumer Affairs

The Attorney General,

Craig Goodman, AMC in Syracuse

I would appreciate any assistance I am
able to receive regarding this issue.

Sincerely Yours,

Dana M. Ferris

Place of Purchase:

Metro AMC - Jeep / Renault of
647 West Genesee Street

Syracuse NY

315-472-7844

Owner Craig Goodman

001100

Kevin & Linda Fredrickson
1441 West Arlington Avenue
Anaheim, California 92801

1983 CJ-7 - Softtop Jeep.

1CCN87A5DT076652

o Cyl.

Dear A.M.C.-Jeep,

I have always looked at it as a loss that Mercedes didn't make a Jeep -- but, you're switching that opinion around, I'll take my Mercedes back please.

As you can probably surmise, I have had several situations brought to corporate level management's attention without results (still in limbo 1983-1986 = 3 years)

The two problems I MUST continue to insist on a satisfactory answer to are:

- 1) Intermittent fast idle race - AT ALL TIMES
- 2) Excessive valve cover warpage resulting in extreme oil loss regularly --- repair lasts approximately 3 months before reoccurring.

I have had both of these problems solved or corrected by your dealerships for the past THREE YEARS. I can no longer support your dealerships with a continual cash flow by repairing the SAME REOCCURRING PROBLEMS.

PLEASE, PLEASE let me know what I must do to CORRECT THOSE TWO PROBLEMS BEFORE I GO BROKE!!!!!!! !!!

Yours (almost penniless) TRULY,


Kevin Noah Fredrickson

KNF/lf

American Motors Corporate Headquarter,
American Motors Corporation - Warranty Administration
Orange Coast AMC/Jeep
Bran Chuchuas Four Wheel Jeep

RECEIVED

AUG 12 1985

WARRANTY

501101

April 18, 1984

Routine
D-D

American Motors Sales Corporation
Service Security Plan Headquarters
27777 Franklin Road
Southfield, Michigan 48034

ATTN: General Manager

We just received this Service Security Plan in the mail and we consider it quite an insult. After reading this letter you probably will understand why.

In August, 1983, my son, Ronnie Iles purchased a new Jeep. This Jeep has had one problem after another since that time. I have never heard of a vehicle 8 months old having as many problems as this one has. Listed below are the most serious things he has had to have repaired.

- 1 base gasket on carburetor (repaired under warranty)
- 2 valve cover gaskets
- 1 front main seal
- 2 universal joints replaced (after the original one was bad, total of 3 since purchase of Jeep)

Brakes replaced all around including rotor for 1 wheel and possibly will have to get another one for another wheel.

Now the Jeep is having to be put into the shop with a cracked piston or ring. I guess this is why it is leaking oil everywhere.

Ronnie paid over \$10,000 for this Jeep, putting \$2,000 as down payment and financed the rest. What money he has been able to save through his savings plan at work, he has had to withdraw to pay for the latest foul up on the Jeep.

This Jeep was purchased from Marlowe Motor Co. in Crossville, Tennessee, but we don't feel they can be blamed entirely as the Jeep was not under warranty except for fixing the gasket on the carburetor.

Ronnie has to drive about 22 miles (44 total) a day to work. He works the 3 to 11 shift which puts him driving up the mountain late at night with a vehicle he can't depend on. Last night it died 5 times coming up the mountain.

Don't you think American Motors should do something for Ronnie for all the trouble he has had-not only him I might add too. At times I've had to take off from work early to drive him to work and then pick him up at 11:00.

As you can see we are pretty disgusted with American Motors and I don't think you could blame us. I wouldn't recommend American Motors to anyone.

CC: Marlowe Motor Co.

I probably haven't stated these facts in the correct order.

Rosemary Iles

001102

301103

March 10, 1987
2185 Mountain View Road
Vinton, Virginia 24179

Jeep Corporation
1450 Plymouth Road
Detroit, Michigan 48202

Att: Owner Relations

Dear Sir:

I own a '84 Jeep Wagoneer purchased new at Berglund Chevrolet in Roanoke, Va. We had always wanted a jeep and when new style came out, it was perfect for our family, so we ordered one and it arrived 2-24-84.

As the service manager at Berglund can confirm, we've had more than our share of problems causing both expense and inconvenience. After getting several problems fixed after many attempts, we thought everything was finally O.K. But when we've had car exactly years we have more problems. And of course it is out of warranty. First they removed engine and replaced rear main oil seal, intake manifold gaskets and new style valve cover gaskets and retainers. AMC paid 50% (\$259.17), and we paid 50% (\$259.17) since we had oil leak problems even while in warranty. The other problem just repaired last week was remove engine and replace all freeze plugs, flush out block and clean rust out of system. An AMC rep looked at the car and said anti-freeze looked like car had been driven 90,000 miles. The car has 30,000 miles on it and has been serviced regularly, antifreeze with anti-rust ingred. used as should on regular basis, has never been wrecked, has been kept clean and in garage.

My husband loves cars and trucks and as a hobby builds and drives 'Rods'. We have bought 5 new vehicles thru Jimmy Christly at Berglund Chevrolet in Roanoke, Va. in past few years, we owned a Ford Gran Torino Wagon for 11 years which we bought new and never had any trouble, and we have also purchased used cars. We usually have about 4 vehicles to drive at all times. All have been serviced regularly and the same. We have NEVER had such a problem in 22 years of owning vehicles. The jeep is a vehicle we wanted, one of the more expensive vehicles we've purchased and what is the story - more repair expense than almost all others put together and such inconvenience of getting to and from shop and no family vehicle for days and days at a time. We are totally pleased with the jeep - style, comfort, handling, etc. Our complaint is the motor problems. Our big question at this time is WHY? did this car rust so bad in 3 years, WHAT? caused it to rust so bad? If my husband was a man who did not keep his vehicles serviced, had had such a problem before after experience with so many other vehicles of all makes/models/age, I wouldn't be questioning this.

00110A

I talked to the people at Berglund about this and they had no answers. They studied the car's history and agreed we've more than our share of problems. We paid the enclosed bill upon repair as we were desperate to get our family vehicle back. Like I told Berglund, problem after problem with supposedly a nice car really dampens your desire for another one when trading time comes. Lots of people ask us about our jeep as they compliment it and like it very much, but when they ask if we've had any problems, we have to be honest. Right now, we are undecided the best thing to do - should we trade before other things go wrong, is the car finally fixed, did we just get a so-called "Lemon", or is this the way Jeeps do?

Like I said, "We do love the Jeep", but you must agree it is most frustrating to have the most problems, biggest repair bill ever on the most expensive vehicle and knowing it has been treated with some TLC as all others.

I just wanted to let you know our feelings at this point and wondered if you have any answers for a history of problems.

Thank you for listening.

Sincerely,

Judy H. Cunningham
2185 Mountain View Road (new address)
Vinton, Virginia 24179
703-342-7700

001105

19

001106

36
OCT 16 1986

EW 12 20000000

4110 Mill Creek Road
Winston-Salem
North Carolina 27106
October 10, 1986

Mr. J. J. Cappy, Jr., President
American Motors Corporation
27777 Franklin Road
Southfield, MI 48034

Dear Mr. Cappy:

I'm writing to let you know I'm very pleased in general with the 1985 Jeep Cherokee Pioneer I purchased new on July 1, 1985. However, there is one major concern which I understand is a common problem for V-6 buyers.

The engine has leaked oil since day one. I've had it "repaired" five times at an authorized Jeep dealership. Three of the repairs were exactly the same procedure, repairing and resealing the intake manifold and valve cover seating surfaces. In the last two instances, the surfaces were "modified" with a burring tool. The most recent instance was after the 12/12 warranty had expired, and I was charged \$114.00 for this service. This was \$100.00 deductible under the extended power train warranty and \$14.00 to look for the problem. This was positioned to me as a good deal.

My concern and frustration are threefold:

1. My engine obviously has a manufacturing defect which has not been corrected under warranty. I strongly believe I have been wrongfully charged \$114.00 for service which should not be my responsibility and which has been unsuccessful twice already.
2. The seating surfaces of my engine block, intake manifold, and cylinder heads have been modified. As a result, I most likely cannot have old-fashioned gaskets installed as a proper remedy for the problem.
3. AMC/Jeep knew this GM engine was defective at the time I purchased my vehicle. Marketing plans were already underway at the time to discontinue its use in favor of an updated inline six which is now available.

001107

October 10, 1986

Mr. Cappy, I believe that AMC/Jeep should firmly stand behind the product it sells. I understand that the "It's all Jeep" advertising line carefully refers to the four cylinder Cherokee. Nevertheless, JEEP has a product image to uphold which is being seriously weakened by dissatisfied V-6 owners. As you know, long-term product acceptance relies not only on initial purchase, but depends most strongly on repeat purchase to ensure long-term product viability. If other Jeep owners are being charged for fruitless repairs that should not be necessary in the first place, long-term acceptance and Jeep's reputation for rugged durability will be significantly affected.

There are three levels of response that will address my dissatisfaction to varying degrees:

1. At minimum, I believe Jeep owes me \$114.00 which was wrongfully charged. The defect history is well documented while the vehicle was still under warranty.
2. Intermediate response would be reimbursing the \$114.00, providing an effective repair when the problem recurs, and the assurance that the engine is in no other way defective.
3. Appropriate response would be reimbursing the \$114.00 and providing a generous compensatory trade-in allowance on a 1987 Jeep Cherokee with the proper Jeep inline six. Under normal circumstances, I would not expect this kind of special treatment. However, given the track record of this particular GM engine, I believe this is a reasonable expectation.

Thank you for your kind attention.

Sincerely,



Edward R. Hardman

ca

Enclosures 7

cc: Mr. Joe Minton (Owner Relations)
Mr. Gerald Parker (Service Manager)

001108

To whom it may concern
Dear Sir

Feb 13-86

I have a STW Eagle 1985
bought it new, I had a 1984
and a 1983 Eagle STW and
I had trouble with oil leaking
on side of valve cover loosing
oil, now I have the same
trouble with my 1985 Eagle
it was loosing oil at 8000 miles
I waited I thought it would stop
now I got more miles and it is
loosing oil on side of Valve Cover
to me it is the A M C fault
because you people did not handle
this problem corrected I should have this
corrected with out charges please let me
know on this I bought my Eagle from
Comps A M C dealer at Colmen Wis.

Yours Truly
Joseph Klessewski
Rt 2 SURING WI 54174
(414) 842-2506

001109

20

011100

20

001111

Robert Scola

Score 25 Record N

AMC Jeep/RENAULT

OWNER CONTACT REPORT FOR A CREDIT CLOSING FROM

Year (54) 532-1713 by phone (41) 532-0674

Name Ruethar
Owner ~~Steve~~ Faser

Make 1964 Ford

Model 1964 Ford
No. of years to Date: 85 Char.
No. of years to Zone

VIN 1J7C2748545000000

Color T

Interior 85

Transmission 85

Drive 4500000

Front 0

ISSUE (please number each issue):
Handling Description: 027-11

Report's Make or Model: 1964 Ford

On: 11-57-1967

FORM AIR- REV. 12-64

ADD R-211

To 2-4 Time 2:45

DATE 2-4 Time 2:45

OF 2-4

PHONE 314-532-1713

URGENT

RETURNED TO SENDER	YES	NO
CALL TO BE MADE	YES	NO
WANT TO BE CALLED	YES	NO
WANT TO BE CALLED	YES	NO

MESSAGE 85's clearance

Allen Paul Swartz

532-0674

314-532-0674

1. I read and read with every owner having in terms of procedure: 100%
2. Who read checked or quickly checked the owner's vehicle?
3. Who from the report verified information with the owner?
4. How was the report checked?
5. How was the report checked?
6. How was the report checked?
7. How was the report checked?
8. How was the report checked?
9. How was the report checked?
10. How was the report checked?

11. I distributed overall. Complete back of report and enter a copy for

Name Title

Signature

Date

1. I read and read with every owner having in terms of procedure: 100%
2. Who read checked or quickly checked the owner's vehicle?
3. Who from the report verified information with the owner?
4. How was the report checked?
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Name Title

Signature

Date

1. I read and read with every owner having in terms of procedure: 100%
2. Who read checked or quickly checked the owner's vehicle?
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6. How was the report checked?
7. How was the report checked?
8. How was the report checked?
9. How was the report checked?
10. How was the report checked?

11. I distributed overall. Complete back of report and enter a copy for

Name Title

Signature

Date

Case # **01011**
 Name **J. J. Williams**
 Address **2026 K**

City, State, Zip
 Home Phone
 Bus Phone

Code **047** Recalled **N**
 No. of times to dealer **36**
 No. of times to Zone

OWNER CONTACT REPORT FOR A OPEN CASE CLOSING REPORT
 ZONE **MTNW**

AMC/Jeep/RENAULT

Selling Dealer **Kolosso AMC**
 Handling Dealer
 Contact to
 No. of times to dealer **36**
 No. of times to Zone

Year **80**
 Make **Jeep**
 Model **Compass**
 Color **Black**
 1 - Letter
 2 - Phone
 3 - Initials
 4 - None

Response: Phone
 Letter
 None
 Disposition: 0 - Not Open
 1 - Open

Priority: Positive
 X - Case
 Year of Complaint **17**
 Date Handed **060882**

Copy Distribution
 Zone Owner Relations Manager
 Field Service Manager
 District Service Manager
 Owner Satisfaction

Restriction Agreed
 Information Given By
 No. of times to dealer **17**
 No. of times to Zone

ISSUE (insert number each issue)
 Handling Disposition: **02A-11**

Repair Made or Action Taken and Date:
 Owner Satisfaction

1/10/82 **2** Call Regarding a Value
1 **2** **3** **4** **5** **6** **7** **8** **9** **0**
1 **2** **3** **4** **5** **6** **7** **8** **9** **0**
1 **2** **3** **4** **5** **6** **7** **8** **9** **0**
1 **2** **3** **4** **5** **6** **7** **8** **9** **0**

ILLEGIBLE

action advised to contact
 dealer for further
 action for further

Date:
 D.R. (Initials) Processing Instructions:

1 Did you deal with more than one issue in terms of problem/satisfaction level of satisfaction (proceeding any which came up after the case was opened)? Yes No
 2 Who read/said or quality checked the owner's vehicle?
 Name _____ Title _____ Company _____
 Yes No
 Good test was not required.
 3 Was this test done with the owner in the vehicle?
 Yes No
 4 How from the owner written satisfaction with the owner?
 Phone Written
 5. How was this satisfaction written?
 Attach copy of written letter? No Yes
 Overall OWNER REACTION: SATISFIED MOSTLY SATISFIED DISSATISFIED
 1. distributed overall, complete back of report and make a copy for zone file

Handed By **R. J. Williams**
 Was sent to Zone
 Copy of Report
 Accepted

Zone 8 use: Case From Field Case From Zone
 Date _____
 11-111717-130

c/Jeep
P. Box 92757
AIRPORT STATION
Los Angeles, CA 90009

MAY 22 1987

Lorraine Holland
3772 Williams St,
Eureka, CA 95504

TO: VILE
FROM:

AT

OIL LEAK

REFER TO:

DATE:

5-6-87

MESSAGE

ON 3-31-87 we took our Jeep in for an oil leak, which needed some gaskets replaced. They were ordered and installed on 4-24-86 (valve gaskets and intake gaskets). These gaskets have worn out again and I don't feel we should have to pay for replacement. I think Jeep should stand behind their products better. These gaskets have only been on a year, the mileage at the time was 21,000 it now is 35,000. Can any adjustment be made for this problem. THANK YOU.

OFFICE OR DEPT., AND CITY

SIGNED

Lorraine Holland

0011A

JAN 20 1987

CUSTOMER SERVICE

January 15, 1987

American Motors Sales Corporation
Distributor of AMC/Jeep/Renault
Warranty Administration
P.O. Box 442
Detroit, Michigan 48232

Gentlemen:

I purchased my Cherokee Laredo Jeep from Burroughs Jeep, Wayne, N.J. on June 4, 1985. One month after I received delivery, there was a vibration in the car at 45 miles per hour. Burroughs put a hose clamp on the drive shaft and said that would correct it. It didn't. I had to return for a new drive shaft and had to wait a month for the new part and repairs. This corrected the problem. Then I had a miss in the engine at 50 miles per hour. They said the problem was with the vacuum hose. After returning 2 more times the problem is still there. The two front shocks had to be replaced because they were leaking. Valve cover gaskets had to be replaced because they were leaking.

Now - the tubing in the driver's seat split and the seat is falling back. Burroughs Jeep ordered the part and said the cost for repair would be \$85.00 to \$90.00. Burroughs said they would see if AMC would make good on this. They also said that I would have to pay immediately and then see if there would be reimbursement.

I'm writing this letter to let you know of my problems with this car which won't be 2 years old till June 4 of this year. My car goes in for repairs January 28.

Please let me know how this matter will be handled by you.

Yours truly,

JAMES REAPE



001115



FEDERAL TRADE COMMISSION
Denver Regional Office
405 Curtis Street, Suite 2900
Denver, Colorado 80202

Date: December 12, 1986

To Whom It May Concern:

I wish to file a complaint against the company named below. I understand that the Federal Trade Commission acts only with respect to matters involving substantial public interest, and may be unable to take action in this matter.

Please type or print

YOUR NAME: Peggy A. Speck

ADDRESS: 2983 Bellflower Drive Vail, Colorado 81657
(Street) (City & State) (Zip Code)

HOME PHONE: 303-476-4860 BUSINESS PHONE: 303-476-2277

COMPANY COMPLAINED OF: AMERICAN MOTORS SALES CORP. AMC/JEEP

ADDRESS: 5005 Lima Denver, Colorado 80230
(Street) (City & State) (Zip Code)

TELEPHONE: 303-373-5800

Was your contact at the company's store? DEALERSHIP At your home? _____

Date of transaction: SEPTEMBER, 1985 Was a contract signed? SALES CONTRACT

Salesperson(s) Bert Close - Berthod Motors, Glenwood Springs, Colorado

Product or Service Involved: THE PROBLEMS WITH A NEW VEHICLE, A 1985 JEEP CHEROKEE

AND THE PROBLEMS GETTING THE VEHICLE PROPERLY REPAIRED FROM THE DATE OF PURCHASE TO DATE.

Where was the product advertised? NO

Date of advertisement: N/A

Please attach a copy of the ad or send original for us to copy and return.
If a radio or television ad, describe content of ad.

N/A

091116

(over)

Synopsis of events regarding purchase of 1985 Jeep Cherokee from Berthod Motors in Glenwood Springs, Colorado by Peggy A. Speck:

Purchased: September 1985

First Service Necessary - October 18, 1985 at Berthod Motors

Purpose: to repair and fix items that should have been taken care of prior to my taking delivery of vehicle.

Please see attached copies of documents marked #1.

At this time the oil leak had been noticed and was on my list to be fixed - please note that the comment on the work order was: resealed valve cover.

The other concern I had was the high whining sound found at speeds in excess of 50-55. I was told that this was a "normal" sound.

As mentioned on form regarding Customer Satisfaction Study: Please note item #9. I waited for approximately 6 hours (8:00 am to 3:00 pm) in their waiting room for the work to be completed. These people knew I was coming down from Vail (approximately 50 miles). A demo vehicle was never offered for my convenience. Obviously if I was a local and could have a neighbor or friend pick me up . however, I was not a local and had no means of transportation whatsoever.

Second Service - March 22, 1986 at Mountain Motors

Please see document marked #2.

This service was at Mountain Motors in Dillon, Colorado. I chose to come here as they were about 20 miles closer and they had Saturday service hours available as Berthod in Glenwood Springs did not; I would not have to take a day off from work. See attached list of items I had prepared for service. Comments by service personnel were made directly onto this sheet. I did not receive a copy of my work order form.

Please note the request to check for oil leak and to confirm that it was still okay. Discussion with service confirmed it was okay.

At this time it was determined that the rear seat should be replaced as the cracked vinyl should not have happened. The service manager would order a new rear back seat cover and would call me when it came in and I would return to have it replaced. Again I was told that the sound I heard at higher speeds was "normal"

In April I called Mountain Motors and asked what the status was on the car seat cover and he stated no seat cover was in yet. The service manager said he would check into it and call me back. I never heard from him.

001117

I made an appointment at Berthod Motors in Glenwood Springs on Friday August 22 for the oil leak to be fixed and to arrange for a back seat cover to be ordered and replaced.

Third Service - August 22, 1986:

Please see document #6.

PLEASE NOTE THAT WORK ORDER SHOWS THAT THE OIL LEAK WAS WORKED ON AND THE INTAKE MANIFOLD GASKET WAS REPLACED.

I arrived at the Dealer at 8:00 am. I asked if there was a vehicle I might use to "go into town" as I really didn't want to sit in their waiting room while my car was being fixed. There were no "loaners" available but a salesman drove me into town and dropped me off. I walked back to the dealer around 1:00 pm and was told that my car was not yet ready. I waited till approximately 3:00 - 3:30 when the service department finished with it.

It was determined that a rear seat cover would be ordered and the replacement made.

At work I park in a parking garage with concrete floors. Monday am I placed some newspapers under the car. That afternoon at 5:00 there was oil on the paper. I did the same from August 25 to September 10. There was fresh oil every day on the paper. I definitely still had an oil leak.

I called Ed, the service manager, August 27 (approximate date) and explained that I still had the oil leak. We agreed that when the seat cover came in I would bring the car back again and have both problems taken care of. He explained that the dripping could be from the old leak, as he did not have time to wash off the bottom of the car - he was too busy. I asked them if it was necessary that he drain the oil. He said "no" I also told him of a tick and a vibration that I heard and that was not there prior to my bring the car in on August 22. He said he would look into it when I came down again.

On September 10 I received the card stating that the car seat cover was in. Please note that the part was received August 29, 1986, the card was mailed September 8, 1986 (see postmark). See document #8.

I placed a call to Berthod Motors on September 11 to make an appointment to bring the car in again. An appointment was set for Wednesday September 17. I asked Nancy to please make arrangements for a vehicle as I did not want to wait again for repairs to be made on my car. She said the original salesman must make that arrangement and she would contact Bert Close. She called back later that afternoon and confirmed that a car would be available. See document #8.

001118

Fourth Service - September 17, 1986

I left Vail at 6:00 am and arrived at Berthod Motors after an hour delay in Glenwood Canyon at approximately 8:20 AM. The three reasons for being there; to have the oil leak fixed, the rear seat cover replaced and to resolve the clicking and vibration in the engine. After speaking with Nancy, her writing up the necessary forms, I asked about the loaner car. She didn't know and would get Bert Close who was there for a meeting. At approximately 9:30 Mr. Close came by with a vehicle. I had errands to run so before leaving I went back to the service office to ask if Ed had any questions for me before I left. Nancy checked with him and said no. I asked her when I should check back, she said about 1:00 pm. At 1:30 pm I called the dealer and they said my car would not be ready until 5:00 pm. I arrived at the dealer at 4:30 pm and spoke with Ed. The car was not ready. I asked what they found out about the oil leak. They had to replace the valve cover gasket. I asked about the rear seat. It had not yet been done. Ed asked if I could return on Friday and pick up the car. Since I had to work I said I could come back on Saturday; he said that would be okay and he would arrange for me to take the dealer car. Since service would be closed, the office staff would be available to make the car exchange. His reasoning - he wanted to get the oil leak fixed right. He stated that the click and vibration I heard was from a loose fan belt and that would be tightened. It was agreed I would return on Saturday. I asked to remove some things from my car that was in the service bay. I noticed that the rear seat had not yet been removed. The engine seemed to still be intact. There was very little conversation with Ed and apparently very little done as far as repair to my vehicle. Please see documents # 9 and #10.

My thoughts are:

Just what did they do to my car that took eight hours. (9 am to 5 pm) If they knew it would take a long time to fix the car why not just let me have the loaner and return to Vail and at least put in a half day of work.

Note: Since Berthod Motors does not have Saturday service I have to take a day off from work - no pay.

I spent a day in Glenwood waiting for my car. I had to buy breakfast as I had to leave my house in Vail at 6:00 am to be at Berthod Motors by 8:00 am. I had to buy lunch. I had to put gas in the loaner to drive around town and back to Vail, in Vail and back to Glenwood.

Is there something more seriously wrong with my car that they are not telling me about?

Since I will pick up the car on Saturday and no service personnel will be available - who will answer my questions about the repairs? What if I find something wrong?

00119

In one year the problems that have occurred have not been properly taken care of. The dealers I have been to, Berthod Motors and Mountain Motors, have not satisfactorily solved my problems or repaired this vehicle. I feel that I am receiving the run around. If they can't fix an oil leak should I believe them when they said the sounds I am hearing are normal? The vehicle has under 9,000 miles on it. Have I bought a lemon or are your service mechanics not qualified?

This vehicle cost me \$15,000 plus, plus the interest I am paying on the loan. I understand that some problems will arise - minor ones I should think. An oil leak, cracking vinyl seats, strange engine noises are far below the quality a vehicle of this cost should have.

Even though this car is under warranty and the repairs are not at my expense, it is still costing me. For example, lost wages, cost of gas, meals, wear and tear on my car for non-productive visits to dealers. I was surprised when I figured it all out.

Example of business reimbursement for use of personal vehicle:

Actual Miles Travelled:

Glenwood Springs is 50 miles one way/100 round trip 4 trips	400 miles
Dillon is 35 miles one way/70 round trip 2 trips	140 miles
Total Miles	540
Acceptable reimbursement is 20.5 cents per mile	x <u>20.5</u>
Total Reimbursement	\$110.70

Actual Cost of Gas:

Average price per-gallon of unleaded fuel - \$1.00	
540 miles divided by approximately 18 miles per gallon equals 30 gallons of gas	x 30 gallons
	x <u>1.00</u>
Total Cost of Gas	30.00
Gas for the demo car that was empty when I received it	14.00

Actual Lost Wages:

3 work days	October 18, 1985	x \$70.00	\$210.00
	August 22, 1986		
	September 17, 1986		

(continued)

001120

3 Saturday's March 22, 1986 x (my personal time has value) -?-
August 9, 1986
September 20, 1986

Meals necessary in Glenwood - average of \$5.00 each 15.00

Long Distance Calls - I have no records -?-

Total Expenses Incurred 379.70
(to date - September 22, 1986)

If I were to consider purchasing a vehicle - knowing what I now know and have experienced - I would not buy or recommend to anyone an AMC product.

I am a thoroughly dissatisfied customer.

On Sunday morning, September 21 there was a puddle of oil under the car.

On Monday morning another call was placed to Larry Rouch. He suggested that I call a local repairman to again work on the vehicle. I was in Denver on Wednesday September 24, 1986 and stopped in at two AMC dealerships. At Leo Payne I spoke with Jaime who was willing to look at the vehicle immediately. It was determined that the right valve cover was leaking, the left valve cover was starting to seep and the oil pan was leaking at the rear seal. See #12 & 13.

Fifth Service - October 3, 1986

The vehicle was driven to Denver and left with Leo Payne for repair of above mentioned items. Upon return later that afternoon, I was informed the the head was cracked and had to be replaced. There were none in stock. It was arranged that I keep the rental car and return to Vail as they could not say when the part (new head) would be in. I returned to Leo Payne on Saturday, October 11 to pick up my Jeep. Service was closed and the keys were left with the main sales desk. See document #15.

On September 25 a letter and all documentation regarding the repairs of this vehicle were sent to Mr. Larry Rouch. See document # 14.

By October 17 I had determined there was a few problems. The idle was too low, the car would not stay running. The engine ran "rough" and the shifting from 1st to 2nd and 2nd to third were at very high speeds, too high. I placed a call to Jaime. No return call. I called again on October 20. My call was returned and he confirmed that the idle could be set too low as it had to be reset after the head was replaced, the altitude setting was for Denver, (I live in Vail another 3,000 plus feet higher) and that I should see a local repair man for these adjustments. He could not explain the shifting problem except that maybe the engine was cold. See Document #16.

001121

Sixth Service - Shortly after October 18 before November 17.

I took the vehicle to Scott Lillianthal in Eagle-Vail, Colorado. He reset the idle higher and made proper altitude adjustments. He told me the settings for the gear shifting were correct and there was nothing he could do.

As of November 19th I realized there still was a problem with the shifting, it was possibly getting worse. I called Scott Lillianthal again and made an appointment to take the vehicle in on December 5, 1986.

Seventh Service - December 5, 1986

Scott Lillianthal drove the vehicle again and confirmed th. there was a problem - "prolonged" shifting from one gear to another. There was nothing he could do as the settings were the best they could be. His suggestion was that there could be a problem with the re-installation of parts from the repair when the head was replaced. He also asked me I had heard the noise in the engine. I explained I had and have asked various mechanics I have had the vehicle to and was told that I was the planetary gears 2) the speedometer cable 3) the normal sound of a Jeep engine. It was his feeling that it could be the front transmission pump.

December 10, 1986 I placed a call to AMC in Denver and spoke with a Ken Martin explaining briefly my problems and frustrations. He said the adjustments governing the shifting were simple and that any repairman could do them, as the adjustments were made to a cable on the side of the carburator. I told him I wanted someone who could do something once and for all and he suggested I call a dealership and ask that a DPSM look at the vehicle. See # 18.

For my own satisfaction I called Scott Lillianthal and asked him about the cable on the carburator - he knew about it and those were the settings-he said were set correctly. See # 19.

I then called the following agencies requesting material and information:

- Better Business Bureau - Denver
- Auto Safety Law Hotline in Washington DC
- Federal Trade Commission - Denver
- District Attorney's Office - Denver
- Colorado Dealers Licensing Board, Auto Complaint Dept - Denver
- Attorney General's Office

December 18, 1986 a letter was composed to Mr. Larry Rouch outlining the problems noticed since the repair at Leo Payne. The letter is also requesting that he arrange for a DPSM to examine the vehicle and take what steps necessary to have this mater looked into by an Arbitrary Board as stated in the "Lemon Law" and from information provided by the Attorney General's Office - Denver.

As of this date December 17, 1986 I still have an oil leak.

001122

December 15, 1986

CERTIFIED/RETURN RECEIPT

Mr. Larry Rouch
AMC Sales Corporation
5005 Lima
Denver, Colorado 80239

Mr. Rouch:

I have dealt with you and the Leo Payne Dealership in Lakewood regarding the recent repairs of my 1985 Jeep Cherokee in October 1986.

If you will recall, the repair of an oil leak revealed that the head was cracked and it was then replaced. This repair work was done at Leo Payne in Lakewood although the purchase of the vehicle was made in Glenwood Springs at Berthod Motors. Berthod Motors attempted to repair this oil leak shortly after the purchase, the first attempt at repair, and two subsequent times without success.

Shortly after picking up the Jeep at Leo Payne after the repair work (the head replaced) I noticed the Jeep ran very rough and the idle was so low the engine would not remain running when left to "warm up". I called Jaime October 17 and again on the 20th (the vehicle was picked up October 11) and asked him about these problems. He stated that the Jeep was "set" for Denver altitude and when putting the engine back together again the idle may not have been set high enough but suggested to depress the peddle two times before starting instead of one. I also asked him why the engine was shifting from 1st into 2nd and 2nd into 3rd at speeds which seemed too high. He really didn't have an answer for that other than the engine may be cold. He suggested I take the vehicle to a local mechanic for "higher" altitude adjustment and for idle adjustment.

I took the vehicle to Mr. Scott Lillianthal. He reset the idle screw higher and made proper adjustments for the altitude. I asked him about the late shifting from one gear to another. He determined that all adjustments and settings that could be made were made correctly and any additional adjustment would not improve the situation.

The vehicle runs better as far as the idle and the general smoothness but the shifting has not changed, if anything has gotten worse.

001123

I have done some research and have discovered there is a "Lemon Law". I am beginning to believe that there is a serious problem with this vehicle. I have had this vehicle in for repair during the past year more than any other vehicle I have owned. Many times these "repairs" did nothing but necessitate me to return again for service/repair. I wonder what these numerous attempts at repair and repairs have done to this vehicles dependability and market value. I also wonder just how safe this vehicle is. If you will note on the most recent repair invoice that the ignition wires were frayed due to improper routing and had to be replaced, something I was not aware of. By chance the mechanics at Leo Payne found this problem. What might happen if the front transmission pump were to stop functioning. What happens if all the oil drains out of the vehicle because "something gives way". I remind you that I am a single woman, living in an area where I need a dependable vehicle to get me through the mountains and the snow. I thought I would have that when I purchased a 4-wheel drive Jeep Cherokee.

This letter is written so I will have additional documentation that I have continually tried to put this vehicle in proper repair. On September 25, 1986 I sent you documentation regarding all the service calls and repair visits made to date. Please review the previous documentation sent you to better understand the problems I have been having. I have enclosed the most recent copies of documentation which you do not have. I believe all this documentation on all the "repairs" may assist you in how to best handle this matter.

I would like your assistance in the arrangement for this vehicle to be inspected and preparations made to do what is necessary to prepare this matter to be presented to an Arbitration Board. I have had it. I believe that these "repairs" could go on forever. I would like something done about this situation that would be more satisfactory than constantly returning to dealerships for "repair" to this vehicle.

I would like to hear from you within 15 days of your receipt of this letter.

You may contact me at work at 476-2277 or at home at 476-4860 or by mail at 2983 Bellflower Drive, Vail, Colorado 81657.

Peggy A. Speck

Peggy A. Speck

enclosures

cc: Darryl Talado, Owner Relations Manager
A.C. Campbell, Regional Parts & Service Manager

00112A

CHRYSLER MOTORS
Supplemental Response to:
EA88-009
1980-85 AMC/Jeep Vehicles
Valve Cover
March 4, 1988
ENCLOSURE IV

001125

UNITED STATES AIR FORCE
OFFICE OF THE ADJUTANT GENERAL
HEADQUARTERS, AIR FORCE
WASHINGTON, D. C. 20330

AMC 1580 RENALDT
64A
6/15/57

1. NAME (Last, First, Middle Initial)
2. GRADE OR RATE
3. BRANCH
4. ORGANIZATION
5. ADDRESS (Street, City, State, Zip)

6. SOCIAL SECURITY NUMBER
7. DATE OF BIRTH (MM/DD/YYYY)
8. DATE OF ENTRY INTO SERVICE (MM/DD/YYYY)
9. DATE OF EXPIRATION OF SERVICE (MM/DD/YYYY)
10. DATE OF LAST PAYROLL (MM/DD/YYYY)

11. CURRENT DUTY STATION
12. TITLE
13. GRADE OR RATE
14. BRANCH
15. ORGANIZATION

16. DATE OF ASSIGNMENT TO CURRENT DUTY STATION (MM/DD/YYYY)
17. DATE OF LAST PROMOTION (MM/DD/YYYY)
18. DATE OF LAST EVALUATION (MM/DD/YYYY)
19. DATE OF LAST AWARD (MM/DD/YYYY)

20. DATE OF LAST PAYROLL (MM/DD/YYYY)
21. DATE OF LAST PAYROLL (MM/DD/YYYY)

22. DATE OF LAST PAYROLL (MM/DD/YYYY)
23. DATE OF LAST PAYROLL (MM/DD/YYYY)

24. DATE OF LAST PAYROLL (MM/DD/YYYY)
25. DATE OF LAST PAYROLL (MM/DD/YYYY)

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27. DATE OF LAST PAYROLL (MM/DD/YYYY)

28. DATE OF LAST PAYROLL (MM/DD/YYYY)
29. DATE OF LAST PAYROLL (MM/DD/YYYY)

30. DATE OF LAST PAYROLL (MM/DD/YYYY)
31. DATE OF LAST PAYROLL (MM/DD/YYYY)

32. DATE OF LAST PAYROLL (MM/DD/YYYY)
33. DATE OF LAST PAYROLL (MM/DD/YYYY)

34. DATE OF LAST PAYROLL (MM/DD/YYYY)
35. DATE OF LAST PAYROLL (MM/DD/YYYY)

36. DATE OF LAST PAYROLL (MM/DD/YYYY)
37. DATE OF LAST PAYROLL (MM/DD/YYYY)

38. DATE OF LAST PAYROLL (MM/DD/YYYY)
39. DATE OF LAST PAYROLL (MM/DD/YYYY)

40. DATE OF LAST PAYROLL (MM/DD/YYYY)
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42. DATE OF LAST PAYROLL (MM/DD/YYYY)
43. DATE OF LAST PAYROLL (MM/DD/YYYY)

44. DATE OF LAST PAYROLL (MM/DD/YYYY)
45. DATE OF LAST PAYROLL (MM/DD/YYYY)

46. DATE OF LAST PAYROLL (MM/DD/YYYY)
47. DATE OF LAST PAYROLL (MM/DD/YYYY)

48. DATE OF LAST PAYROLL (MM/DD/YYYY)
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50. DATE OF LAST PAYROLL (MM/DD/YYYY)
51. DATE OF LAST PAYROLL (MM/DD/YYYY)

52. DATE OF LAST PAYROLL (MM/DD/YYYY)
53. DATE OF LAST PAYROLL (MM/DD/YYYY)

54. DATE OF LAST PAYROLL (MM/DD/YYYY)
55. DATE OF LAST PAYROLL (MM/DD/YYYY)

56. DATE OF LAST PAYROLL (MM/DD/YYYY)
57. DATE OF LAST PAYROLL (MM/DD/YYYY)

58. DATE OF LAST PAYROLL (MM/DD/YYYY)
59. DATE OF LAST PAYROLL (MM/DD/YYYY)

60. DATE OF LAST PAYROLL (MM/DD/YYYY)
61. DATE OF LAST PAYROLL (MM/DD/YYYY)

LAW OFFICES
JERRY O. LORANT & ASSOCIATES

FOURTEENTH FLOOR
FIRST ALABAMA BANK BUILDING
BIRMINGHAM, ALABAMA 35203
(205) 322-7351

March 12, 1987

Leon Rosser Jeep
P.O. Box 709
Bessemer, AL 35020

AMC/Jeep
Atlanta Zone Office
1640 Stoneridge Drive
Stone Mountain, GA

RE: James R. Parker
Purchase of 1985 Jeep CJ7
Date of Purchase: 2/8/85
VIN: 1JCCF87E0FT084743

Dear Sirs:

Mr. James R. Parker has retained this firm with respect to the purchase of and subsequent warranty repairs on a 1985 Jeep CJ7 VIN: 1JCCF87E0FT084743 from Leon Rosser Jeep. Mr. Parker returned this jeep to Leon Rosser for repairs on numerous occasions since the date of purchase. The jeep had been plagued with an oil leak defect and other substantial and serious problems which lead to the jeep catching on fire within one day of its last engine repair.

Mr. Parker has incurred numerous expenses and damages as a result of these events. Contact this office within fourteen (14) days from the date of this letter if you wish to discuss a disposition of the claim.

Sincerely yours,

JERRY O. LORANT & ASSOCIATES


Charles J. Lorant

CJL/trj

001134



W R Kittle
Director
Vehicle Safety and Emissions
Quality and Productivity Office

March 9, 1988

Mr. Michael B. Brownlee, Director
Office of Defects Investigation, Enforcement
National Highway Traffic Safety Administration
U. S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Brownlee:

Reference: Supplemental Response; EA88-009

This communication provides additional information to Chrysler Motors' March 4, 1988 supplemental response. Enclosed are three additional reports which were found subsequent to our March 4, 1988 submission. These reports pertain to Enclosure IV and Attachment A of our supplemental response.

For information, we are also including a revised Attachment A, which includes a summary of our findings for the three additional reports. None of the reports alleges an injury.

Sincerely,

W. R. Kittle

/dc

Enclosure/Attachment

SUMMARY OF ALLEGED FIRE REPORTS

1. Carr 1981 AMC Spirit; 50,000 miles, unknown valve cover material. Owner apparently had the valve cover replaced on the vehicle and returned to the dealership at least two times complaining of smoke. No injuries reported. No significant information on file relative to the nature/cause of the experience.
2. Questell 1982 AMC Spirit; 99,000 miles, unknown valve cover material. Owner alleges valve cover leaked oil on manifold and vehicle caught on fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
3. Grant 1983 Jeep CJ7; 35,000 miles, unknown valve cover material. Owner alleges engine rebuilt because of oil leak around valve cover and underhood fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
4. Osterbind 1983 Jeep CJ7; 39,000 miles, non-metallic valve cover. Owner alleges fire; however, further information indicates manifold smoking condition, not a fire. No injuries reported. No other significant information on file relative to the nature/cause of the experience.
5. Neidhart 1984 Jeep CJ7; 84,000 miles, unknown valve cover material. Owner alleges underhood fire due to valve cover leaks. No injuries reported. No significant information in file relative to the nature/cause of the experience.
6. Horton 1984 Jeep Cherokee; 25,700 miles, metallic valve cover. Owner alleges vehicle repairs attempted many times, including for oil splashing on catalytic converter, and fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
7. Parker 1985 Jeep CJ7; unknown miles, non-metallic valve cover. Owner's attorney alleges oil leaks and other problems which led to a fire within one day of its last engine repair. No injuries reported. No significant information in file relative to the nature/cause of the experience.
8. Roberts 1982 Jeep J10 Truck; unknown miles, non-metallic valve cover. Owner alleges fire and reports both personal repair work and awareness of some oil leakage from the valve cover preceded the incident. No injuries reported. No significant information in file relative to nature/cause of the experience.

001136

SUMMARY OF ALLEGED FIRE REPORTS

9. Murray 1983 Jeep Cherokee; 90,000 miles, non-metallic valve cover. Owner alleges fire; local mechanic indicates engine developed a compression problem which resulted in forcing oil out around the valve cover. No injuries reported. No significant information in file relative to the nature/cause of the experience.
10. Loftin 1984 Jeep CJ7; 1,400 miles; non-metallic valve cover. Purported fire damage related to severe oil leak at rear of engine. No injuries reported. No significant information in file relative to the nature/cause of the experience.

001177

Irving R. Roberts
 RFD 1 - Box 80
 Alton, New Hampshire 03809

Nov. 21 1983

American Motors Corp; JEEP Division
 2777 Franklin Rd.
 Southfield, MI
 48034

Dear Sirs

I have owned a JEEP pick-up J-10 (ser.#LJ7CA 26X 4C7C 49485) automatic transmission with a fisher plow on the front. for 1 1/2 years. On Sunday evening, Oct. 30, this truck caught fire.

The truck had been driven 2 miles and parked in my driveway for 15 minutes or more when I noticed the fire. I was after dark, and I had walked by the truck twice after parking it, and did not notice anything unusual, but when I looked out my window 15 or 20 minutes later, there were flames coming out both wheel wells (front) and the radiator.

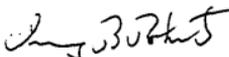
There had been no repair work done within the previous five days, and at that time I changed the distributor cap, rotor, and installed new spark plugs because of intermittent skipping, probably caused by the rotor shorting thru the shaft. The pollution and other factory installed equipment were as manufactured.

The truck had good gas economy and showed no signs of flooding. There was some problem with the plastic tappet cover leaking of oil. I lost about 1 qt. in 800 miles.

This J-10 was the most satisfactory of all the small trucks I have owned, and was the first JEE vehicle I have owned since the early 60's. It was covered by insurance. My confidence in the product is such that I immediately ordered a new J-10 as nearly like that one as possible. I was sorry to find that "quadratrac" was no longer available as it was an asset to the handling. Also, slate bike was no longer offered.

I do not want a letter of complaint; merely offer this information for the file for your benefit.

Sincerely,



Irving R. Roberts

001138

Dear Jeep Corp.,

In 1983 I purchased a new 1983 Jeep Cherokee from Cross Country Motors in Wilson, NC. I have been extremely satisfied with this vehicle, and with the people at Cross Country Motors. They have been real nice.

On Monday, Oct 13, 1986 my Cherokee caught on fire. The motor had recently started blowing oil out around the valve cover gasket. A local mechanic said the motor (a 6cy!) had developed base compression and this was forcing the oil out around the valve cover. ~~Since~~ On Monday, I was taking my Cherokee to this mechanic's house to get it worked on, and I saw two friends fishing on the side of the road so I stopped to talk to them. One of my friends saw the truck start smoking while we talked and said he would dip up a bucket full of water and to raise my hood so I ran to

001139

Model No. **May 5** **DISK B1140**

Unit **604** **Richard W. K.**

Order No. **ATV 5730** to **804950980**

Shipping **White Oak**

Shipping Date **5/17/66**

No. of Units to Order **83** **257** **250**

Unit No. **6150** **6150** **6150** **6150** **6150** **6150** **6150** **6150** **6150** **6150**

Not listed yet - either in this lot or in the lot for the car. Auction tomorrow.

White oakland with new gold pad with the same a steering

Code No. **D2** **M6**

Response **3** **3** **3** **3** **3** **3** **3** **3** **3** **3**

Disposition **0** **0** **0** **0** **0** **0** **0** **0** **0** **0**

Zone **11** **11** **11** **11** **11** **11** **11** **11** **11** **11**

AMC/Jeep/RENAULT

OWNER CONTACT REPORT FOR 75 1/2 TON CASE CLOSING REPORT

W.D.A.T.

STF00 1129

ISSUE Update number each item. **020-1**

Five gun on oil that (broken at end of)

3/1/68 per zone - file with available office

Buyers with history above on above trust attorney with date of award

Prize(s) / Questions

Prize(s) 11-17-66

- Did you deal with every owner from a series of assignments identified based of attribution (including any other cases)? Yes No
- Who read listed or quality checked the owner's vehicle? Yes No
- Will this deal be done with the error in this vehicle? Yes No
- Who from the zone reached satisfaction with the owner? Yes No
- How are the attributions updated? In person Phone Written Other
- Attach copy of new title, if applicable. SATISFIED UNSATISFIED
- OVERALL OWNER REACTION SATISFIED UNSATISFIED

Zone Signature **TC Carter** (Request Lead Source Manager Signature) **11-17-66**

Order No. 1049 S
Date 05/17/80
City Rock Hill
State SC
Zip 29730

Customer Name Richard W. ...
Address 807 W 5th St
City White Oak

Product 511 71115
No. of units to be ... 250

Not typed yet - when in this last year
for in ok for ex. business conditions.
Data replaced with new good good
with the new 8500000

Code 02 Account 14

Year	1979	1978	1977	1976	1975	1974	1973	1972	1971	1970	1969	1968	1967	1966	1965	1964	1963	1962	1961	1960
Units	15	16	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0	0	0	0
Revenue	15	16	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0	0	0	0
Units	15	16	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0	0	0	0
Revenue	15	16	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0	0	0	0

020-1

Since you are on credit (making int. paid for)

3/1/88 are you -
file with available
office

Person John Wilson advised on above credit following
with John Wilson

Price incl. station
When sent to zone

Did you add with every order Yes No
If you did not, is not required Yes No
2. Who told stated or query stated to the owner's name?
3. Why did you? Yes No
4. Who from the loss recorded satisfaction with the owner?
5. How was the satisfaction of operator?
6. Overall owner reaction: SATISFIED MOSTLY SATISFIED DISSATISFIED
7. If dissatisfied, state specific basis of report and state a copy has been filed in

AMC/Jeep/RENAULT
OWNER CONTACT REPORT (FOR 1971 ON IN CASE CLOSING REPORT)
Date 5/17/80
City White Oak
State SC
Zip 29730
Product 511 71115
No. of units to be ... 250
Customer Name Richard W. ...
Address 807 W 5th St
City White Oak
State SC
Zip 29730
Code 02 Account 14
Year 1979 1978 1977 1976 1975 1974 1973 1972 1971 1970 1969 1968 1967 1966 1965 1964 1963 1962 1961 1960
Units 15 16 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0 0 0 0 0
Revenue 15 16 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0 0 0 0 0
Units 15 16 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0 0 0 0 0
Revenue 15 16 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0 0 0 0 0
001129

2600 Vixen Lane
Richmond, VA 23235
October 27, 1986

Mr. Dan Neman
Richmond News Leader
P. O. Box C-32333
Richmond, VA 23293

Dear Mr. Neman:

On October 19, 1986 our 1983 Jeep CJ7 valve cover caught fire. My husband took it to Whitten Brothers (Jeep dealership) in order to have the valve cover replaced. It was brought to our attention at that time that the valve cover on all Jeeps with a 258 6-cylinder engine are defective and are made of plastic and attached with insufficient screws. It was also brought to our attention that the replacement kit for these valve covers are made from a non-flammable material and require rebuilding for a more sufficient attachment. This is to prevent the gas from leaking from the valve cover and causing the original plastic cover to overheat and catch fire. We asked for a number to call at AMC to question this defect and to request a recall or notification to Jeep owners of this defect. We were given the following number by Whitten Brothers: (703) 790-3088. My husband called this number and asked for the Customer Service Representative and questioned the defect. The Representative was very uncooperative and insisted that there would be no notification or recall.

Wife ?

My husband and I are both concerned for ourselves and other Jeep owners who are endangered due to this defect, not to mention the cost incurred in replacing the valve cover. We would appreciate you checking into this matter with AMC.

Thank you for your time and cooperation. We can be reached during the day at 274-5530 or in the evening at 745-0980.

Sincerely,

Mr. Jeffrey S. Osterbind

Mrs. Jeffrey S. Osterbind

001130

*I called ASP for Mrs O.
She is not concerned about price
to she has 400 American Jit wheels
Dennis checks on engine
Car is not repaired -*

W. Coleman 11-17-86

The Cherokee and pulled on the hood latch and it would not budge I pulled harder until finally the latch handle broke in my ~~hand~~ hand. So the fire kept getting worse and we could not get to it under the hood to put it out. We ~~to~~ throw buckets of water into the front grille, and on the hood, and up the ~~to~~ fender wells, and up under the truck as best as we could to try and get water to the fire because the hood latch ~~was~~ was stuck. ①

① One of my friends had left to ~~to~~ find a fire extinguisher. He returned with the fire extinguisher and an axe. Using the axe and my tire tool on my Cherokee we ~~to~~ prized the hood open and finally put out the fire. There was considerable damage.

The reason I am writing to tell you this, is because I think there is a problem with the way

② the ~~hood~~ cable is routed from the ^{latch} handle in the truck to

001110

to write and tell you about
this, so ~~not~~ maybe the next
fellow can be spared a little grief
Thank you for reading this letter

Sam Murray

001141
14100

To AMC Operator:

Please send the message below subject to AMC policy:

DOMESTIC		INTERNATIONAL	
<input checked="" type="checkbox"/>	AMC Teletype System	<input type="checkbox"/>	International Telex: # _____
<input type="checkbox"/>	Domestic Telex: # _____	<input type="checkbox"/>	International Telegram:
<input type="checkbox"/>	Domestic TWX: # _____	<input type="checkbox"/>	FR = Full Rate
<input type="checkbox"/>	Domestic Telegram	<input type="checkbox"/>	LT = Overnight Service
<input type="checkbox"/>	Mailgram (Overnight Service)		

Department Charge Number: (2143) Time Filed: _____ Date: 3/6/84

Name: DARRELL LONG DALLAS ZONE COPIES:
Firm-Name/Cable Code:
Street Address:
City/State/Country:

REGARDING YOUR TELEPHONE REPORT THAT OWNER IRA LOFTIN OF
CANYON, TEXAS 1984 CJ-7 VIN 1JCCF87E4ET029744, DELIVERY
DATE 11/24/83, MILEAGE 1400, DATE OF FIRE WEEK OF 2/20/84.
ALL FIRE DAMAGE IN ENGINE AREA SEEMS TO BE RELATED TO SEVERE
ENGINE OIL LEAK AT REAR OF ENGINE DISCOVERED BY YOUR INSPECTION.
DAMAGE CONFINED TO ENGINE COMPARTMENT AND ADJACENT SHEET METAL.
WE CONCUR WITH YOUR PLAN TO ASSUME RESPONSIBILITY FOR DAMAGE
ESTIMATED AT \$4,033.

HARRY ALLEN
HARRY ALLEN
OWNER SERVICES
/pec

001142



W R Kittle

March 9, 1988

Mr. Michael B. Brownlee, Director
Office of Defects Investigation, Enforcement
National Highway Traffic Safety Administration
U. S. Department of Transportation
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Brownlee:

Reference: Supplemental Response; EA88-009

This communication provides additional information to Chrysler Motors' March 4, 1988 supplemental response. Enclosed are three additional reports which were found subsequent to our March 4, 1988 submission. These reports pertain to Enclosure IV and Attachment A of our supplemental response.

For information, we are also including a revised Attachment A, which includes a summary of our findings for the three additional reports. None of the reports alleges an injury.

Sincerely,

W. R. Kittle

/dc

Enclosure/Attachment

SUMMARY OF ALLEGED FIRE REPORTS

1. Carr 1981 AMC Spirit; 50,000 miles, unknown valve cover material. Owner apparently had the valve cover replaced on the vehicle and returned to the dealership at least two times complaining of smoke. No injuries reported. No significant information on file relative to the nature/cause of the experience.
2. Questel 1982 AMC Spirit; 99,000 miles, unknown valve cover material. Owner alleges valve cover leaked oil on manifold and vehicle caught on fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
3. Grant 1983 Jeep CJ7; 35,000 miles, unknown valve cover material. Owner alleges engine rebuilt because of oil leak around valve cover and underhood fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
4. Osterbind 1983 Jeep CJ7; 39,000 miles, non-metallic valve cover. Owner alleges fire; however, further information indicates manifold smoking condition, not a fire. No injuries reported. No other significant information on file relative to the nature/cause of the experience.
5. Nieldharet 1984 Jeep CJ7; 84,000 miles, unknown valve cover material. Owner alleges underhood fire due to valve cover leaks. No injuries reported. No significant information in file relative to the nature/cause of the experience.
6. Horton 1984 Jeep Cherokee; 25,700 miles, metallic valve cover. Owner alleges vehicle repairs attempted many times, including for oil splashing on catalytic converter, and fire. No injuries reported. No significant information on file relative to the nature/cause of the experience.
7. Parke 1985 Jeep CJ7; unknown miles, non-metallic valve cover. Owner's attorney alleges oil leaks and other problems which led to a fire within one day of its last engine repair. No injuries reported. No significant information in file relative to the nature/cause of the experience.
8. Roberts 1982 Jeep J10 Truck; unknown miles, non-metallic valve cover. Owner alleges fire and reports both personal repair work and awareness of some oil leakage from the valve cover precede the incident. No injuries reported. No significant information in file relative to nature/cause of the experience.

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SUMMARY OF ALLEGED FIRE REPORTS

9. Murray 1983 Jeep Cherokee; 90,000 miles, non-metallic valve cover. Owner alleges fire; local mechanic indicates engine developed a compression problem which resulted in forcing oil out around the valve cover. No injuries reported. No significant information in file relative to the nature/cause of the experience.
10. Loftin 1984 Jeep CJ7; 1,400 miles; non-metallic valve cover. Purported fire damage related to severe oil leak at rear of engine. No injuries reported. No significant information in file relative to the nature/cause of the experience.

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Irving R. Roberts
RFD 1 • Box 80
Alton, New Hampshire 02909

Oct 21 1983

American Motors Corp; JEEP Divis:
2777 Ave. Rd.
Highfield, NJ
07034

Dear Sirs:

I have owned a JEEP Pick-up J-10 (ser.#J10CA 261 4270 49485) automatic transmission with a higher flow filter for 1 1/2 years. On Sunday evening, 10/18/83, this truck caught fire.

The truck had been driven for 2 miles and parked in my driveway for 15 minutes or more when noticed the fire. I was after dark, and I had walked by the truck twice after parking and did not notice anything unusual, but when I looked out my window 15 or 20 minutes later, there were flames coming out both wheel wells (front) and the radiator.

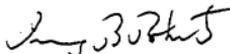
There had been no repair work done since the previous fire (1981), and that time, I changed the distributor cap rotor and installed new spark plugs because the distributor skip ping, probably caused by the rotor shorting thru the shaft. The polisher and other factory installed equipment were as manufactured.

The truck had good gas economy and showed no signs of flooding. There was some problem with the plastic tappet cover leaking oil (lost about 1 qt. 300 miles).

This J-10 was the most satisfactory of all the small trucks I have owned, and was the first JEEP vehicle I have owned since the early 50's. It was covered by insurance. My confidence in the product is that I immediately ordered a new J-10 as soon as possible. I am sorry to find that "Quadrastar" was no longer available as was an asset because handling. Also, slate blue was no longer offered.

Enclosed is a letter of complaint from me in regard to the fire for your benefit.

Sincerely,



Irving Roberts

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