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Results of the "One Week Follow-Up" with Participants in the FY79 Emission Factors Testing Program

by

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Abstract

This paper describes the results of a follow-up survey with participants in EPA's Emission Factor Testing Program. The survey was conducted in the form of a questionnaire which program participants were asked to complete and return about one week after their car was tested and returned to them. The questions pertained to the efficiency of the lab personnel and the performance of the participant's vehicle after it had been tested. Some comparisons are possible in that almost half of the vehicles received maintenance as part of the test program.

The results show that practically all participants felt that they were treated courteously and efficiently by the lab personnel. The vast majority felt (whether or not their vehicles received maintenance) that their vehicle displayed either no change or an improvement in its performance after it underwent testing. Compared to owners whose vehicles were not maintained, a greater percentage of the respondents whose vehicle received maintenance felt that there was an improvement in its performance. Of the respondents that were not satisfied with the present performance of their vehicles after maintenance, most were dissatisfied before the maintenance and testing had been performed. Overall, the information from this survey concludes that the majority of participants were satisfied with the testing and the maintenance actions that their vehicles received.

Introduction

For the past ten years, the EPA has been conducting surveillance studies of emissions from motor vehicles. The test vehicles are procured randomly from the general public and tested in as-received condition. In many cases, the vehicles are retested after various maintenance actions, ranging from a simple adjustment to a complete tune-up. The data resulting from these studies are used for calculations and projections of air quality as well as in the development of strategies for control of air pollution from mobile sources.

The FY79 Emission Factors program included 2,042 in-use passenger cars. The testing was performed in six cities from February, 1979 to September, 1980. Prior to this program, there was no formal means of feedback from the test participants on their feelings about the testing and maintenance actions performed on their vehicles. However, in four of the FY79 EF cities, the participants were asked to complete a short questionnaire after their vehicles were tested and they had a chance to become reacquainted with them. This was refered to as a "one-week follow-up". The "follow-up" dealt with questions pertaining to the lab personnel efficiency and the participant's vehicle performance after being tested. The participants were not informed (unless they asked) if their vehicles had received maintenance. Because of this fact, the responses of the portion which did not receive maintenance was utilized as a "control" group to be compared against the responses of the group which did receive maintenance. This aided in displaying the psychological effects that many people displayed after their vehicle had undergone testing. Even though nothing was done to their car, many participants felt that the performance improved or deteriorated. Also included in this report are the results from a fifth city, Los Angeles, although it was not part of the FY79 Emission Factors Program. The vehicles tested at this site were 1979 and 1980 3-way catalyst passenger cars. Any analysis of the results from the Los Angeles site should be considered with that fact in mind.

Design of the Questionnaire

The questionnaire consisted of three questions and a space for comments by the participants. A copy is attached as Appendix A. The first question was used as a lead-in to make the questionnaire appear to be a "check-up" on the performance of the contractor. The second question dealt directly with the difference in the performance of the participant's vehicle after it was tested. The question allowed for "no change" as well as two degrees of improvement or deterioration. The third question asked if the participants were satisfied with the present performance of their vehicle. A space was also provided for additional comments.

Although the questionnaire could be submitted anonymously, a space was provided for participant to request the results of the tests on his vehicle.

Survey Results

Overall, approximately 1,735 questionnaires were distributed. Of these, 1,285 were completed and returned to us. This high (74%) return rate can be attributed to the simplicity of the questionnaire and the fact that the participants could use the questionnaire in order to receive the test results on their vehicle. Table 1 displays the return rates from the individual sites. Also shown is the percentage of the returned questionnaires from owners of vehicles which received maintenance.

Table 1

Site:	St. Louis	Wash. D.C.	Los Angeles	Denver	Houston	Overall
Questionnaires Issued (est.):	325	325	115	325	645	1735
Total No. Rec'd:	175	286	82	233	509	1285
Return Rate:	54%	88%	71%	71%	79%	74%
Percentage of the total returned that received maintenance:	39%	18%	20%	27%	62%	40%

Following is the response breakdown of the individual questions.

Question 1) "Were you treated courteously and efficiently by the personnel at our contractors laboratory?". Since this question was designed as merely a "lead-in" for the questionnaire its results are not displayed graphically. However, over 99% of the respondents answered affirmatively to this question.

Question 2) "Do you feel that the performance of your vehicle is now different than when it was submitted for testing?" Based on the total responses received (both maintenance and non-maintenance vehicles), 56% of the participants indicated that they noticed no change in the performance of their vehicle. 10% felt that their vehicle's performance changed for the worse and the remaining 34% noticed an improvement.

Forty percent of the total questionnaires returned were from owners whose vehicles had received maintenance as part of the test program. The maintenance usually consisted of the correction of various maladjustments and disablements and/or a tuneup to manufacturer's specifications. Of the "maintenance" group, 42% felt that there was no change in their vehicles performance, 13% indicated a change for the worse and 45% felt that their performance improved.

Of the vehicles which did not receive maintenance (60% of the total questionnaires received), 65% felt there was no change, 7% indicated a deterioration in engine performance and 28% said that they felt there was an improvement in performance. These results are displayed graphically in Figure 1.

Question 3) "Are you satisfied with the present performance of your vehicle?" Of the total sample (both maintenance and non-maintenance) 79% indicated that they were satisfied with the present performance, while 21% were not.

Of the vehicles that received maintenance, 75% were satisfied with their vehicle's performance while 25% were not. Although this is a fairly high rate of dissatisfaction it does not necessarily indicate that it is a result of the maintenance actions that their vehicles received. Of the unsatisfied group, 58% believed that there was either no change or that their car ran better after the maintenance actions were performed. This information indicates that the majority of the owners of vehicles that received maintenance and were not satisfied with their vehicles performance felt the same before their vehicle underwent maintenance.

Of the vehicles which did not receive maintenance, 81% were satisfied with their vehicle's present performance, 19% were not. The complete results of question #3 are shown in Figure 2.

Comments Made by Participants

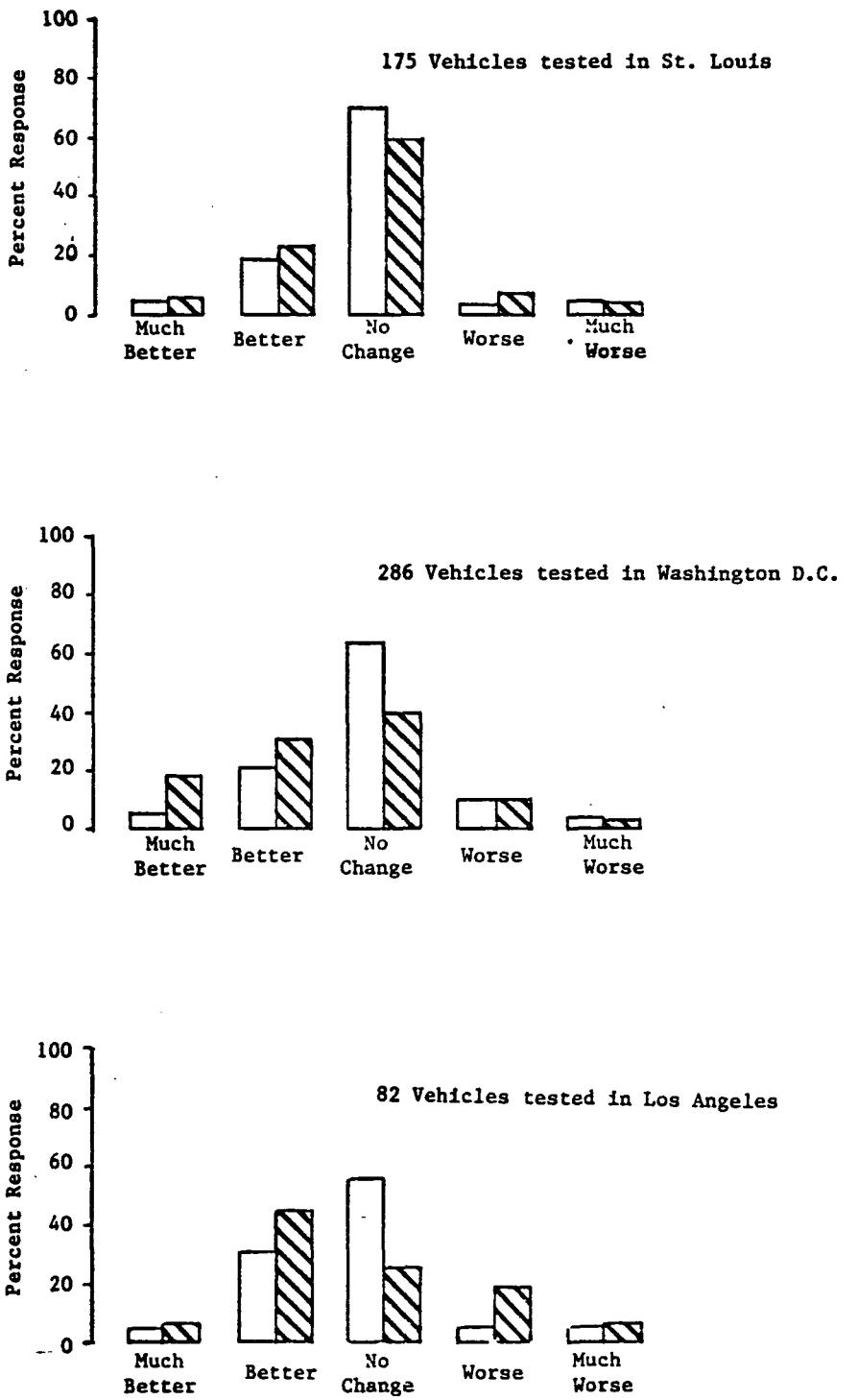
Attached as Appendix B, C, D and E are a collection of the comments made by the participants in this survey. They are unedited and presented in an unabridged form. Each comment is labelled with the test site, vehicle number and basic information on the vehicle. The comments were first divided into two basic categories; those respondents whose vehicles received maintenance, and those which did not. They were further subdivided by their response to question #3 (whether they were satisfied with the present performance of their vehicle). As can be expected, the group which was not satisifed with their present performance were the most prolific in their comments. Occasionally, the comments would branch out into view points on the government, EPA or other political areas. The most prevalent comments were those which dealt with fuel economy.

Conclusion

The results of this survey show that practically all participants felt that they were treated efficiently by the lab personnel. The vast majority felt (whether or not their vehicles received maintenance) that their vehicle displayed either no change or an improvement in its performance after undergoing testing. A greater percentage of the respondents whose vehicles received maintenance felt that there was an improvement in performance than the owners of vehicles not receiving maintenance. Of the respondents that were not satisfied with the present performance of their vehicles after maintenance, over half felt the same before the maintenance and testing had been performed. In conclusion, the information from this survey infers that most participants were satisfied with the testing and the maintenance actions that their vehicles received.

Figure 1.

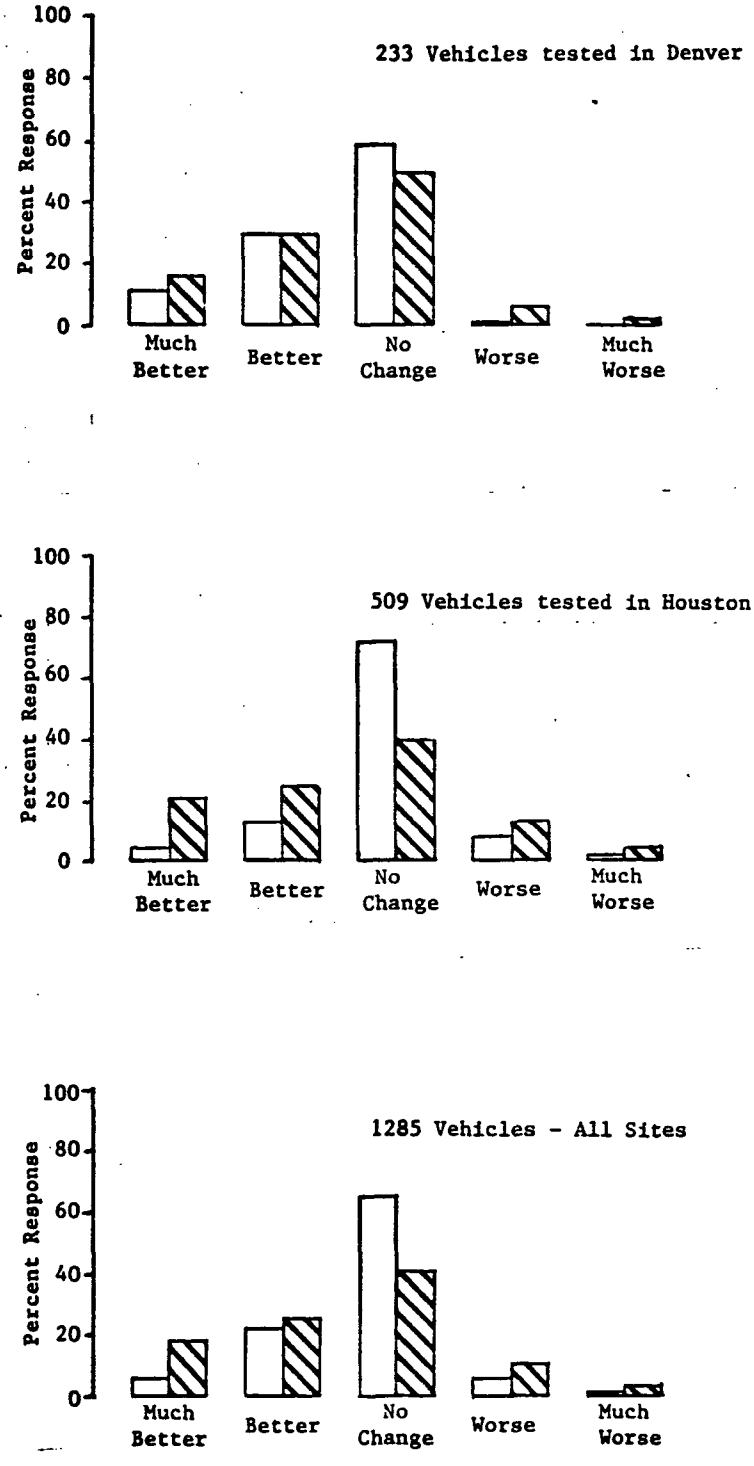
Response Breakdown of Question #2: "Do you feel that the performance of your vehicle is now different than when it was submitted for testing?"



= Vehicles that did not receive maintenance.

= Vehicles that did receive maintenance.

Figure 1. - (continued)

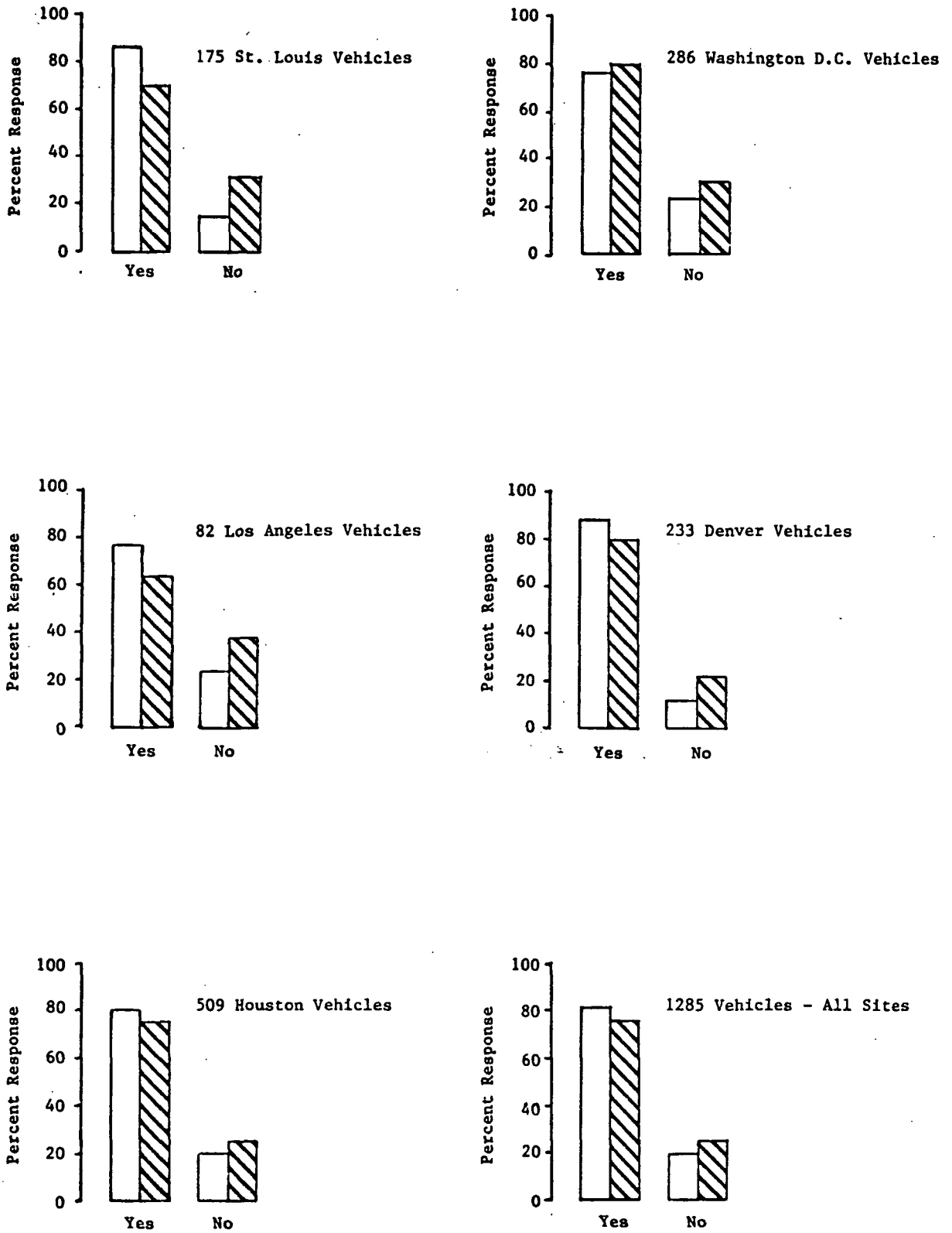


□ = Vehicles that did not receive maintenance.

▨ = Vehicles that did receive maintenance.

Figure 3.

Response Breakdown of Question #3: "Are you satisfied with the present performance of your vehicle?"



= Vehicles that did not receive maintenance.

= Vehicles that did receive maintenance.

Appendix A

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

ANN ARBOR, MICHIGAN 48105

OFFICE OF
AIR, NOISE AND RADIATION

Dear Participant:

Thank you very much for your participation in our vehicle emission testing program. We are conducting a follow-up on this effort and would like your response to a few questions on the program. These may be answered after you have had a few days to become reacquainted with your vehicle. You may use this self-addressed franked envelope to submit your responses.

1. "Were you treated courteously and efficiently by the personnel at our contractor's laboratory?"

   Yes ☐ No ☐

2. "Do you feel that the performance of your vehicle is now different than when it was submitted for testing?"

   No noticeable change ☐

   Slightly better ☐ Slightly worse ☐

   Much better ☐ Much worse ☐

3. "Are you satisfied with the present performance of your vehicle?"

   Yes ☐ No ☐

We appreciate the time you have spent in completing this questionnaire. If you would like to receive a summary of the emission results on your vehicle, please fill in the name and address for mailing in the space below:

Name _____

Street _____ (Please

City, State _____ Zip _____ Print)

Any Other Comments?

Contractor Use:

Test Location _____ Test Date _____ Run No. _____ Veh. No. _____

M NM

Appendix B

"Comments From Participants Satisfied With The Present Performance of Their Vehicle after it Received Maintenance"

Section 1
Comments Related to Vehicle Performance

Houston 5471 - AMC Pacer - 232 CID - 1V

"I can hardly believe it's the same car. When I took it in, the little wretch had no pick up, backfired often and no doubt emitted every known noxious fume. It had been tuned up twice in the past year and spent so much time in the shop that the repairs had become a regular budget item. It now purrs, starts immediately without endless pumping on the gas pedal (I have a fairly new battery) and is a reformed citizen of a car. I wish I could have your people work on it all the time. Many thanks."

Houston 5472 - AMC Pacer - 258 CID - 1V

"The car ran much better after, but I had a problem with the electric system which they fixed. And I am very satisfied."

Houston 0313 - Chrysler Cordoba - 318 CID - 2V

"My car runs smoother than before I took the car out to your office. They found 5 spokes broken out of my hub cap that I didn't know about and I do appreciate knowing this as I had not inspected the hub caps. I am very unhappy that it was put on my car in the first place. I have only driven the car here in the city of Houston and therefore I know I did not break them."

St. Louis 9555 - Dodge Aspen - 225 CID-2V

"We seem to have a slight tappet sound that we did not notice before. Were the tappets checked?"

Los Angeles 9008 - Plymouth Volare - 225 CID - 1V

"There is a slight bucking of the car when running between 35 and 45 mph. It had the bucking before and after the test. Is it the smog control causing this?"

Houston 8205 - Plymouth Volare - 225 CID - 2V

"At first, after the tune-up the car idle was very rough. It seems that when the idle is rough on my 1978 Volare, the car will "pass" pollution control requirements. As a result there is a "Catch-22" situation, the car with a rough idle will pass pollution requirement, but will not ride as smoothly, but this car with a smooth idle might not pass. Also, the EPA should make extremely strong recommendations to the Texas Legislature that pollution control should become part of the annual vehicle inspection requirement. Texas has no such requirement, but is obviously is sorely in need of such a requirement. The Texas legislature is considering having auto pollution inspection by 1981 or 1982."

Washington 8705 - Plymouth Volare - 225 CID - 1V

"Your personnel were most prompt, considerate and helpful, particularly your lady receptionist "Gaye". Car was a bit "balky" when first returned but I think it was caused by subfreezing weather."

Houston 7244 - Dodge Station Wagon - 225 CID - 2V

"Gas mileage is now 3 miles per gallon in town less. I have corrected some as of this date."

Houston 9082 - Ford Station Wagon - 351 CID - 2V

"The car has better pick up and general response. However, it does idle rougher."

Washington 9584 - Lincoln Continental - 400 CID - 2V

"The car runs much smoother after the checkup."

Houston 8191 - Ford LTD - 351 CID - 2V

"Runs better at regular speed doesn't idle as good on it did."

Houston 8192 - Ford LTD2 - 400 CID - 2V

"We more than likely notice a change for the better on gas after we drive it more."

St. Louis 8694 -Mercury Bobcat - 140 CID - 2V

"Car idles rougher, exhaust stopped smelling for awhile!"

Houston 8194 - Mercury Monarch - 250 CID - 1V

"A little better gas mileage as far as I can tell at this time."

Denver 6786 - Ford Mustang - 171 CID - 2V

"This car was tuned up in September of 1979 and got poor mileage afterwards (12.2 mph - city). The first check after this test showed (14.4 mph - city). I am pleased."

Houston 5811 - Ford Mustang - 171 CID - 2V

"We are enthusiastic about your program. We didn't realize how much the car could improve!"

Houston 5491 - Ford LTD - 351 CID - 2V

"The present problem I am experiencing is gas pedal sticking. My car has more power than it did when it was 1 year old and 26,000 miles."

Houston 8172 - Chevrolet Nova - 305 CID - 2V

"There is a slight miss in engine and air conditioner does not work now."

Denver 8700 - Oldsmobile Supreme - 305 CID - 2V

"I think that the car runs much better when it is still cold."

Houston 8209 - Pontiac LeMans - 231 CID - 2V

"Our car was fine tuned before the test and after the test we found that it is idling too fast to please us."

Denver 8708 - Pontiac LeMans - 231 CID - 2V

"Car needed tune-up at time of testing. Was scheduled but delayed until tested. Then had tune-up within 5 days. Now runs good."

Washington 7729 - Buick Station Wagon - 350 CID - 4V

"I have a 1977 Buick Century Station Wagon - prior to your testing I was getting 10 1/2 miles per gallon. Since the testing - and after 2 tanks full of gas I have gotten 13 miles per gallon."

Houston 7737 - Chevrolet El Camino - 250 CID - 1V

"In general, satisfied with performance. However, I drive a 77 Olds Delta 88 in a similar manner and get 2-3 miles/gallon more."

Houston 6439 - Cadillac Deville - 500 CID - 4V

"It starts and runs much better, almost hums it sounds so good, but I had hoped to get some improved mileage."

Houston 6454 - Oldsmobile Cutlass - 350 CID - 4V

"I was told that a major tune up was performed on my car. Indications are that the miles per gallon have significantly increased, however, on rare occasions the car seems to choke on acceleration before it is warmed up. To date this has not caused me any problems and I am happy with the results."

Houston 6461 - Pontiac Grand Prix - 400 CID - 4V

"I was very impressed with the program. My car runs 100% better."

Houston 5831 - Chevrolet Malibu - 305 CID - 2V

"Car idles rougher now - before it idled better and very smooth."

Houston 5836 - Chevrolet Impala - 400 CID - 4V

"Engine runs rougher than before, but gas mileage is somewhat better."

Houston 8718 - Datsun 510 - 119 CID - 2V

"There is a little difference, but I do not know if its better or worse. This depends upon whether the gas mileage is increased or not."

Houston 7268 - Datsun 810 - 146 CID - FI

"Never stalled before - now has stalled when both accelerating and decelerating with air cond. on. Hazardous in traffic. Idling speed appears normal though."

Houston 6463 - Honda Civic - 76 CID - 2V

"The better gas mileage my car is getting is wonderful."

Denver 8713 - Toyota Corolla - 71 CID - 2V

"Would it be conclusive from the tests that the manufacturers recommendations for tune up at 24,000 miles is erroneous? My mileage after your ATL work went from between 28-29 miles per gallon to 29.8 to 31.48, but the engine runs rough after it is warmed up. In situations, during snow storms, driving to and from work where it is stop and go an a lot of standing and idling and the accelerating there is a definite faltering as though it is not getting enough gas through the carburetor."

Section 2
Comments Unrelated to Vehicle Performance

Denver 9610 - Plymouth Volare - 318 CID - 2V

"Sorry to be so late in replying. Have been on vacation."

St. Louis 8677 - Chrysler New Yorker - 400 CID -4V

"Vehicle had tune up approximately two months prior to your test. Thank you for your time and consideration."

Houston 8206 - Plymouth Fury - 318 CID - 2V

"The people who tested my car were very nice and explained everything very carefully which is unusual these days."

Houston 7743 - Chrysler Newport - 400 CID - 4V

"Yes, we would appreciate the results and any recommendations they might indicate. Does the test calculate mileage efficiency?"

Houston 5478 - Dodge Monaco - 360 CID - 2V

"Your people did their very best to improve the anti-pollution equipment and mpg on my car. And I sincerely appreciate their extra efforts to adhere to our agreement to furnish a full tank of fuel upon return of car to me."

Denver 5819 - Plymouth Fury - 318 CID - 2V

"The above questions do not apply since I was informed nothing whatsoever was done to my vehicle except for testing the exhaust emitted from the tail pipe. No tune-up, no adjustments, nothing."

Houston 0349 - Ford Fiesta - 98 CID - 2V

"I would greatly appreciate a copy of the test results."

Houston 0303 - Ford Mustang - 140 CID - 2V

"People were very courteous."

Houston 0302 - Ford Mustang - 255 CID - 2V

"Would like record of what was done to my car, as it is under warranty."

Denver 9582 - Ford Fairmont - 302 CID - 2V

"I would appreciate receiving the report on above and will arrange any charges necessary."

Denver 9591 - Mercury XR7 - 351 CID - 2V

"I smelled gas when I had the heater on at a stop. Before I took it in. Now it hasn't showed up yet."

Houston 6428 - Ford Elite - 351 CID - 2V

"Everyone I came in contact with were very polite and businesslike."

Houston 6426 - Ford Granada - 302 CID - 2V

"Glad to help with this project. Your personnel were extremely courteous and attentative."

Houston 8693 - Lincoln Mark 5 - 460 CID - 4V

"My odometer reading showed an increase of 125 miles during the testing. Is this normal? Even though my fuel gauge pointer indicater nearly full when I picked up my car the "mileage fuel gauge" read 263 miles left. When really full it reads 330 miles. Therefore the fuel economy survey which I am preparing will not be correct. My tank was 3/4 full when I took it in - I don't see how they could have put in 20 gallons and still be about 3 gallons from full. I took my car in on Friday and was told that it would be ready on Tuesday. I was not able to get it until Wednesday (not ready)."

Washington 8693 - Lincoln Continental - 460 CID - 4V

"I had to bring my auto back an extra time (75 miles round trip) because they forgot to check and readjust the idle. I think your mechanic set the idle a bit too low."

Houston 8697 - Mercury Monarch - 302 CID - 2V

"Your personnel were exceptionally pleasant and satisfactory. I commend the project and the manner in which it was handled locally."

St. Louis 7747 -Ford Granada - 205 CID - 1V

"Glad to be able to help your program by the loan of my car."

St. Louis 6789 - Ford Station Wagon - 400 CID - 2V

"Last year two of my cars were tested - this year one was re-tested. From my point of view participation is great! I hope all three of my cars will be needed/selected next year."

Houston 0287 - Chevrolet Caprice - 305 CID - 4V

"Was delayed receiving rental unit and my auto was delayed 45 minutes of appointed time of pickup."

Houston 0279 - Chevrolet Citation - 173 CID - 2V

"Very courteous personnel."

Washington 0784 -Chevrolet Monza - 151 CID - 2V

"Nothing but favorable for your courteous, knowledgeable, compassionate and helpful employees that I came in contact with."

Houston 9014 - Buick Electra - 403 CID - 4V

"Have not driven the car enough to know if it is performing ok. Will advise if we experience any problems in a reasonable time of 30 days."

Washington 9509 - Buick LeSabre - 301 CID - 2V

"My car was run 127 miles during the testing."

Washington 9527 - Chevrolet Malibu - 200 CID - 2V

"Please be advised that this auto was returned to the dealership on 1/15/80 to be checked out as it was not performing as it should. They kept the car for two days but did not correct the problem. What can one do about this kind of or should I say, lack of service? This is why we were willing to cooperate with the laboratory testing."

Houston 9028 -Chevrolet Malibu - 267 CID - 2V

"An excellent program."

Denver 9619 - Pontiac Grand Prix - 301 CID - 2V

"It was my understanding the car would be needed for only 2 days. It

brought it in Feb. 6 and picked it up Feb. 16, a total of 10 days! They were going to keep it until Feb. 18, but I insisted it be ready the 16th. Couldn't see any reason they'd need it a second weekend."

Denver 8657 - Buick Electra - 350 CID - 4V

"After asking a simple question about limits of liability, your front secretary, I think her name was Susy, got very upset, was discourteous in her response and told me it was none of my business. Your outfit would be better off with her attitude."

Washington 8652 - Buick Station Wagon - 231 CID - 2V

"None of my cars have ever met the EPA gas economy rating."

Houston 8387 - Cadillac Deville - 425 CID - 4V

"I was under the impression that those cars selected to be tested would be given a complete check up: not just emission related. I told the woman the oil and filters were overdue to be changed and this was not done, one headlight was loose and this was not fixed. I do not know if the wheel alignment and tires were checked. I thought by keeping the car 7 days everything under the hood would be checked out - now I don't know exactly what was done and I would like this information. I know the emission system was your major concern but the impression is that the whole car will be checked out."

Houston 8170 - Chevrolet Camaro - 305 CID - 2V

"They even fixed a window that wouldn't roll up properly. Great!"

Houston 8668 - Chevrolet Camaro - 250 CID - 1V

"Vehicle had broke spark plugs when it went in, and had same spark plugs when it came out."

St. Louis 8660 - Chevrolet Chevette - 98 CID -1V

"There was oil all over fender and hood. "Karen" offered to have someone clean it but we didn't have time."

Denver 8671 - Chevrolet El Camino - 350 CID - 4V

"I had to adjust the choke on this car at the time of purchase. On most autos the choke never opens in cold weather like 10° to 15° temp outdoors - I could drive 20 miles and the choke was still closed."

Houston 8666 - Chevrolet Malibu - 305 CID - 2V

"You went a long toward solving my problem thay probably worried me most since buying this car new - daily breathing of dangerous fumes in a closed space that I must use (few buses in Houston)."

Houston 8669 - Chevrolet Nova - 250 CID - 1V

"Thank you for the opportunity of participating in this program. It was a very pleasant experience."

Houston 8672 - Chevrolet Station Wagon - 305 CID - 2V

"Enjoyed this experience! Thanks for the invitation to participate."

St. Louis 8663 - Chevrolet Station Wagon - 151 CID-2V

"A little monitoring of the cars given for participants' use is in order. The rental car I received (a 1980 AMC Concord) did not have a front license plate (which is required in Missouri, a 2-plate state). Also--and this is strictly subjective--the radio in that car was so full of static and noise it was almost unusable. I realize this is subjective, but other than that, I was treated very well."

Houston 8202 - Oldsmobile Supreme - 305 CID - 4V

"I would like a list of things replaced and work done on my car (i.e. tune up, spark plugs, etc.) if possible."

Houston 8398 - Pontiac Grand Prix - 301 CID - 4V

"Appreciated the gas and car being provided as well as tune up."

Houston 7238 - Chevrolet Camaro - 350 CID - 4V

"Still have not received savings bond as promised for participation in testing."

Houston 7232 - Chevrolet Chevette - 98 CID - 1V

"Everyone at the Houston based office were more than helpful and nice. (we only need more people like them.) We had a little problem with our A.C. when we got the car back. But they were more in helpful in helping us get it fixed again."

Houston 7408 - Chevrolet Impala - 305 CID - 2V

"The services were excellent! The staff was overly kind and courteous!"

Washington 7758 - Oldsmobile 98 - 350 CID - 4V

"Why don't you automatically mail this information out! I can't imagine anyone not being interested in receiving this information."

Houston 7255 - Oldsmobile Cutlass - 231 CID - 2V

"Why not explain what changes if any the results of these tests will create?"

Houston 7758 - Oldsmobile Royale - 350 CID - 4V

"Suggest that participants be advised as to what corrective actions should be taken if tests show that emissions are too high."

Houston 6435 - Buick Regal - 231 CID - 2V

"Valuable service to continue because it makes people aware of the condition of car."

St. Louis 6779 - Chevrolet Monza - 140 CID - 2V

"Enjoyed participating - would be happy to help again in the future."

Houston 6443 - Chevrolet Nova - 305 CID - 2V

"After the first fill up of gas I rebuilt my carburetor which really made it do better."

Houston 6779 - Chevrolet Vega - 140 CID - 2V

"Needs to demand a better quality rent vehicles. The original one I used stalled and delayed me 3 hours, before a replacement was furnished. It was an old clunker w/30,000 miles."

Houston 6452 - Chevrolet Station Wagon - 400 CID - 4V

"I'm still trying to find 2 matching hub caps."

Houston 6453 - Oldsmobile Cutlass - 260 CID - 2V

"The day after I got my car back, the engine heated up. There was a leak

in the radiator, which I wonder if the service people should have noticed. This cost $80 to have repaired. Two days later, all the water (and anti-freeze) from the radiator, leaked into the car, soaking the carpeting in the front and back seats, due to another leak in the heater. This cost over $200 to repair, plus we had to take all the carpeting out and clean it. It seemed strange to me that all this happened just after getting my vehicle back."

Houston 6792 - Oldsmobile Royale - 350 CID - 4V

"Apparently testing is accomplished after placing super unleaded gasoline in tank. Are there any published guidelines reflecting measurable long term benefits from using the super grade continuously, or periodically; or how often beneficial."

Denver 6796 - Pontiac Grand Prix - 400 CID - 2V

"Haven't had a chance to check gas mileage yet. Would be able to tell you much better after check - was getting pretty fair mileage but would like to see improvement!"

Houston 6462 - Pontiac Grand Prix - 400 CID - 4V

"The water pump was leaking badly when I got home with my car and had to be replaced the next day."

Houston 6795 - Pontiac Grand Prix - 400 CID - 4V

"I notice many rattles inside the car that were not there before, as though the car loosened up."

Houston 5802 - Buick Skyhawk - 231 CID - 2V

The person, Kim, in your office here is very efficient and very personable. I had nothing to do with the other employees and they could be just as good as she - but I know she is really good!"

Denver 5821 - Pontiac Catalina - 400 CID - 2V

"Your contractors have always been thorough and quick to return the car in good order."

Houston 8217 - Datsun B210 - 85 CID - 2V

"I enjoyed participating."

Houston 8717 - Datsun B210 - 85 CID - 2V

"If you did any MPG tests, I'd like those test results."

Houston 6464 - Datsun B210 - 85 CID - 2V

"You have very competent, professional, and pleasant personnel in the phase of this project which deals directly with the public. Very unusual for an "impersonal government program" which is the image most government agencies have, that I have dealt with."

Houston 5847 - Fiat Spider - 107 CID - 2V

"The air pump installed by the lab has fallen apart after 1400 miles. The thermo electric switch for the fan is defective and has caused the engine to overhead dangerously. I have not yet determined if the engine is damaged."

St. Louis 9628 -Toyota Celica - 134 CID -2V

"The loaner car I was given was not in satisfactory condition! No interior dome light, engine rattle, hesitation on corners, no owners manual or directions for changing flat tire."

St. Louis 8714 - Toyota Corolla - 97 CID - 2V

"The EPA mileage on my car was listed 38 HWY - 28 city and 32 combined. I don't get near this figure - in winter it is 20 mpg and sometines lower. If the EPA can't find a more realistic way to test the cars then why do they bother. They give you figures which you think are at least close and they end up out of the ballpark."

Washington 8713 - Toyota Corolla - 71 CID - 2V

"Inspite of my answer to #1 above I was disappointed to find my antenna was broken. After much discussion I was reimbursed for its repair. Also the contractor could not explain why my car had logged approximately 65 miles during the test period."

Houston 7271 - Toyota Corolla - 97 CID - 2V

"A lot of people go through the program for those $50 certificates. And one feels disinchanted when told <u>after</u> the test that it will take 4 to 6 weeks. My comment is that people should be told of this ahead of time."

Houston 6467 - Toyota Corolla - 97 CID - 2V

"I think this is an extremely worth-while program and would like to mention particularly the very pleasant and helpful young ladies at the West Memorial Park Office, who couldn't have been nicer!"

Houston 5852 - Toyota Corolla - 96 CID - 2V

"If you ever do these tests again and would like to use this car again, just let me know. I enjoy knowing my car is okay and participate in government programs where I can be of assistance."

Houston 9140 - Volkswagen Rabbit - 89 CID - FI

"My car was physically abused while it was being tested. It was returned to me with the emergency brake broken and the muffler hanger clamps broken. The contractor repaired the damage but the heat shield vibrated excessively after the damage was repaired. I had the heat shield fixed at my own expense since I was tired of taking it back. I returned the car twice in an attempt to get it fixed properly.

In addition to the physical damage the inside of my car was covered with oil or grease. The carpet, seat cushions and doors were very oily and greasy from the contractors greasy oily workmen getting inside with their dirty clothes. The outside of the car had a tar like substance covering the paint and windows. It took me four hours to clean up my car after it was returned.

I regret that I agreed to let my car be used for testing and I would never do it again. I have warned as many of my friends as possible so they will not make the same mistake I did."

Houston 8223 - Volkswagen Dasher - 97 CID - FI

"The reason for the delay in mailing this is that when I got my car back it had (has) a loud squeek in the front end suspension. The dealer said that the control arm bushings must have gotten wet. The problem still exists, anonyingly. Also the car does not idle very well but that is a minor tune up problem. The testing center was told about the problem but I really don't know what to do about it."

St. Louis 5813 - Ford Torino - 351 CID - 2V

"Wish to continue cooperating and participating with the U.S. Environmental Protection Agency. Please permit me to do so."

Houston 0358 - Ford LTD - 302 CID - 2V

"Loaner car was in very bad shape. I reported this to your contract lab people."

Appendix C

"Participants not Satisfied With Present Performance of their Vehicle after it had Received Maintenance"

Section 1
Comments Related to Performance of the Vehicle

Los Angeles 0009 - Plymouth Volare - 225 CID - 1V

"The reason the car was worse was due to the computer program and carburetor in our Plymouth. The computer system was outdated and replaced by AESi, and the carburetor was faulty. AESi arranged with Chrysler to have a new one installed. AESi was kind and pleasant."

St. Louis 9605 - Plymouth Horizon - 105 CID - 2V

"The gas mileage did improve a little but for this size of engine it should be at least 24 miles per gallon rather than 17 miles per gallon."

Houston 9108 - Plymouth Volare - 225 CID - 2V

"Car vibrates at idle, car stalls several times after cold start."

Houston 8179 - Dodge Aspen - 225 CID - 2V

"Excellent personnel - explained reason performance had decreased - very pleased with treatment."

St. Louis 8705 - Plymouth Volare - 225 CID - 2V

"My car seems to be using more gas than when it was set before, but I have been doing more city driving than highway. I can tell more next week when I go back to work."

Washington 8680 - Dodge Station Wagon - 318 CID - 2V

"My vehicle was 1000 miles out of a $80.00 tune-up from a factory dealer. It did not pass the tests. It was adjusted by your people and then it passed. Up to 6000 miles I averaged about EPA advertised. At 8000, I had the tune up and 9000 your tests. I was 6 mpg less at tune-up and approximately same now therefore, although you have helped the emissions you have not helped another major problem of fuel usage. As a government agency I think your goal should be both."

Houston 8705 - Plymouth Station Wagon - 225 CID - 2V

"The car seems to be slightly more efficient in gas consumption but it also seems less responsive. This causes apprehensions when filtering into traffic on freeways, or when having to cross roads in the face on oncoming traffic (e.g. making turns), no longer "runs on" after the ignition has been turned off."

Houston 6418 - Chrysler Cordoba - 400 CID - 4V

"MPG prior to program - 13.5 to 14.2
MPG after program - 11.4 VERY UNHAPPY!!!! with results of your program. You might be protecting the environment, but what are you doing to energy conservation?"

Los Angeles 0046 - Ford Mustang - 200 CID - 1V

"Had averaged 19.8 mpg for the first 2090 miles prior to your service. Am now averaging 17.0 mpg after your service. Why?"

Denver 9586 - Mercury Zephyr - 200 CID - 1V

"First trips immediately following testing, motor kept running after turning off ignition. Also car is idling very rough - weather condition exhausted before testing - my car was tuned up 5 weeks prior to testing. This car has always had poor fuel economy and sluggish performance."

St. Louis 8684 - Ford Granada - 250 CID - 1V

"Very disappointed in the gas mileage. Only get about 13 miles per gallon in traffic and 17 miles per gallon on the highway."

Houston 8186 - Ford Thunderbird - 302 CID - 2V

"I don't know exactly what was done to my car, but it doesn't run very good now. It idles rough and it has no pick-up, like it did before. So, thanks for nothing!"

Houston 8193 - Lincoln Mark 5 - 302 CID - 4V

"My car was returned for 2nd time. Now running in good order."

St. Louis 8696 - Mercury Cougar - 351 CID - 2V

"Engine dies constantly; especially when turning corners."

Washington 8696 - Mercury Cougar - 351 CID - 2V

"I check no: concerning performance of my car, because I have a hard time getting it tuned up like I would like to have it. Please send me mileage my car is getting on gas. If you can recommend anything my car needs, I would appreciate it."

Houston 7248 - Ford Granada - 302 CID - 2V

"Used to get 20 mpg on trip before 1800 miles - (Still bad idle after your check.) Can you tell me what's wrong?"

Houston 7249 - Ford Granada - 302 CID - 2V

"It idles much too slow to the point of shaking me and my passengers. This was from the time I left the testing site up until now. It stops often. It is noisy when backing up, waiting for traffic signals, stop signs, etc. Since I do not keep a record of miles per gallon, I have no idea if there is any change in th gas mileage."

Houston 7753 - Mercury Cougar - 351 CID - 2V

"I have noticed a large difference in gas mileage! Please let me know what I can do to help this! Your personnel were very efficient and courteous."

Houston 6428 - Ford Elite - 351 CID - 2V

"My gas mileage is very poor since your adjustments. I thought the object was to improve my mileage. Previously, I averaged between 14 and 15 mpg. Now my average is 10 to 11 mpg. Please do something to improve my situtaiton."

Houston 6432 - Ford LTD - 400 CID - 2V

"Seems to shudder badly when idling."

Houston 6790 - Mercury Monarch - 250 CID - 1V

"Last year the results you came up with, RE: miles per gallon were way over what I really get. I kept good records and our figures don't agree at all."

Houston 5487 - Ford Granada - 351 CID - 2V

"Car was dirty when I got it back. Hesitates when you accelerate."

Los Angeles 0032 - Chevrolet Chevette - 98 CID - 2V

"Automatic shift very poor - shifts all over the place. Shifts very rough and sometines won't go into second gear until 42 miles per hour, then it goes shift shift fast and jerky into high. (On freeway going 55 mph, all of a sudden it goes shift shift and frightens me). Just had oil

changed and transmission checked and B&B Chevrolet always says it's fine, but I complained about light (check engine) going on constantly and heat coming in floor board by feet, never can drive this car without air conditioner on - the most frightening experience of my life with this car - I drove off my daughter's driveway into the curved street, my car killed and the steering wheel locked, and I almost drove into a ditch - next day I brought it into B&B Chevrolet to tell the story, and according to my understanding, they all (steering wheel) lock when motor kills, so they idled the car faster, then the timing was all off; sounded terrible and the check engine light still came on, and stayed on, hot feet, etc. I was very discouraged. When AESi contacted me, I said, "Sir, you wouldn't even want my car as too many things aren't operating correctly". Well, they still needed Chevrolet's so I brought it in and I was so glad they were able to take care of many of the problems, especially a free wheeling steering wheel. However, it took several smog tests before it passed. They also connected a cable, which was never connected. I was hoping to take my new Chevette to the mountains, but I never will; I still have the fear of my steering wheel locking again, and on corners, and my automatic transmission giving out - also smell inside and outside very very sickening. AESi loaned me a 1980 Toyota Corolla and I couldn't believe I was driving a 4 cylinder car like mine - it shifted so smoothly you couldn't even hear it go into gear. Excellent pick up - I felt like I was driving a Cadillac. Good gas mileage. (Windows very easily opened. On Chevette very hard to operate). Also first day I had Chevette, I opened Hatchback and it never would close. I had to have a new latch replaced, broken. Two weeks my left signal light went out and on freeway, "check engine light" went on all the time and stayed on and I got off freeway checked oil transmission fluid, water, etc. I thought by now my car would shift more smoothly, after going over 3500 miles, but gas mileage got worse. Yesterday went to Pamona, and car would not go faster than 45 mph, never had this happen before, everyone passing me up and finally it shifted and I was able to go 55 mph. Sometimes shifting is better than other days, but always very rough - again, to drive a Chevette, you must be very calm and patient. I love the looks of a Chevette - the hatchback, the interior, the color beige. I have always thought that they were the best buy for the money, but I've just bought my last one, unless they can compare to the performance of foreign models. I always felt we must buy our American made cars to give our American men jobs, but I feel differently about this now. I only wish I would have tried out a few small cars first, before purchasing the Chevette. Next time I will choose more wisely. I also noticed when I first got my car back from AESi, my gas mileage was better, now it seems it's getting poorer. Three older ladies, 74 to 89 years old, want me to drive to Lake Havasu in October, a 450 mile trip approximately. I need someone other then B&B to tell me it's safe to do so, and I'll have no problems. I'm a fairly young widow, and all these ladies are my responsibility. We travel miles and miles of desert without meeting too many cars. I'm thinking twice, and wondering if it's safe to do so."

Houston 9021 - Chevrolet Chevette - 98 CID - 1V

"In reference to my no answer, the idle has been set too high and the motor roared and continued after key was turned off. Now it seems to be set too low and stalls at times when air conditioning is on."

Houston 8152 - Buick Century - 231 CID - 2V

"Since the test, my car stalls occasionally after start up. It also has a lope or roll when idle. The acceleration seemed to hesitate. The mileage has not improved - I have kept records since I purchased the car new."

Houston 8154 - Buick Regal - 231 CID - 2V

"#3: "I've not been pleased with my vehicle's engine performance for sometime. I doubt that your contractor caused any additional problems."

Houston 8171 - Chevrolet Camaro - 305 CID - 2V

"It uses more oil than it did before, and the air conditioner fans seems to be rubbing or dragging."

St. Louis 8665 - Chevrolet Monza - 196 CID - 2V

"Since the test, I have removed the catalytic converter. The car now runs 100% better. I feel the back pressure of the converter has a lot to do with the performance of the engine. Will install converter when car is to be sold."

Washington 8709 - Pontiac LeMans - 231 CID - 2V

"When vehicle was returned, it idled roughly and stumbled and surged on acceleration. Investigation by owner revealed that timing was set incorrectly. Resetting timing to that specified by manufacturer resulted in performance comparable to that experienced before testing."

St. Louis 6784 - Chevrolet Station Wagon - 400 CID - 4V

"The car runs well when it is warm, but does not run well when first started in cold weather and the fast idle does not work."

Denver 5805 - Chevrolet Malibu - 350 CID - 2V

"When I turn it off, it seems to diesel every time. I also lost one of my hub caps when driving home from ATL. Luckily no damage was done. They should have checked more closely.

Houston 5832 - Chevrolet Monte Carlo - 350 CID - 2V

"I didn't answer #3 because I'm having trouble with the car starting

sometimes. But the mechanic turned the idle up for the time being. The people that kept the car were very nice to me."

Houston 5828 - Chevrolet Nova - 250 CID - 1V

"Still get extremely poor gas mileage. I never have received good mileage, even when car was brand new. Average city is 12-13 mpg, not around 17 to 20 as I think it should be for a Chevy Nova."

Houston 5829 - Chevrolet Nova - 350 CID - 2V

"Engine runs a little rougher now."

Houston 5838 - Oldsmobile Omega - 260 CID - 2V

"#3 Question The idle was set too low. Keeps dying at idle."

Houston 5846 - Pontiac Station Wagon - 400 CID - 4V

"Both highway and city gas mileage lower. Vehicle is sluggish since it was tested. It idles rough and is hesitant to start moving forward when gas pedal is pressed after stopping. No complaints about the performance when I submitted vehicle for test. Now I have switched to 92 octane, performance is improved somewhat. Hard to start in a.m. Dies-out before warm. Does poor vehicle performance go with complying with EPA standards? I got better gas mileage before your tuneup?"

Houston 8224 - Subaru GF - 97 CID - 2V

"My car is still backfiring on occasion. When I picked up my car, the door was sprung, so I took it back to them. The mechanic oiled it and sent me on my way. The door is still hard to open and shut. They will never use my car for testing again."

St. Louis 7773 - Toyota Corolla - 134 CID - 2V

"The mileage, at 17 mpg was what I thought was below average for a subcompact. Since the adjustments, however, I'm lucky to get 14 or 15. I could be driving a Cadillac!"

Houston 7275 - Volkswagen Rabbit - 97 CID - FI

"There are sounds coming from under the gear shift and a ticking sound on the right hand side of the dash (under hood) that wasn't there before. When I brought my car I put it in the garage and didn't try to drive for 2 days. When I tried to start it it wouldn't start. Checked battery and it was completely dry. Filled it and it (car) started. The noise under

the gear shift is deep and vibrating. It comes and goes. So does the clicking sound. I cannot identify where it's coming from. As far as the tune-up is concerned - I believe the car feels better than it did. It's tight and smooth except for these alarming sounds everything is fine. Thank you for your selecting my car and let me compliment you on your selection of personnel."

Section 2
Comments not Related to Vehicle Performance

Houston 9105 - Plymouth Champ - 86 CID - 2V

My car's front tire has less than 10 lbs. pressure in it when I drove away after testing. Hope you can clean up Houston's air with this information."

Denver 8705 - Plymouth Station Wagon - 225 CID - 2V

"Overall I am satisfied with this car, but after dealing with two Chrysler dealers, one in Wichita, KS, I have decided without doubt their sales tactics and customer service/auto maintenance are deplorable. I'm happy this car is no longer under warranty for these very reasons. Thank you for your time."

Houston 7260 - Plymouth Station Wagon - 318 CID - 2V

"Have never received the miles/gallon as they stated I would."

Houston 6413 - Plymouth Station Wagon - 225 CID - 1V

"Thought they would reduce knock when they tuned it up?"

Houston 6415 - Plymouth Valiant - 225 CID - 1V

"Now I am having trouble getting the driver's door open."

Houston 5810 - Dodge Dart - 318 CID - 2V

"Starting in March 1980, plug started to foul up. New wires and plug wires were installed. Noticed no improvement."

Houston 0301 - Ford Thunderbird - 225 CID - 2V

"Yes, Ford made it, but the Government is mostly to blame for my car's poor performance. Why can't the EPA be smart enough to clean up our environment without ruining million of autos? Because the Government never does anything but burden its citizens. I resent it and I resent idiots like Ralph Nader. Just wait until Nov. 4. REAGAN!"

Houston 0307 - Mercury Capri - 200 CID - 1V

"You have misrepresented your agreement! My car was returned to me with a very low oil level approximately 2-3 quarts in the crankcase and oil filter."

St. Louis 9570 - Ford Pinto Station Wagon - 140 CID - 2V

"I was very happy with the performance of my Pinto until I drove the Citation given to me while they were testing it. The Citation is a better car all the way around."

Houston 9059 - Ford Pinto - 140 CID - 2V

"Mechanic left grease smudges on fenders and hood."

Houston 9091 - Mercury XR7 - 351 CID - 2V

"The car was not full completely when we got it back. It is hard to fill up. The vent pipe must be stopped up - the last three gallons must be put in real slow."

Houston 8685 - Ford Fairmont - 200 CID - 1V

"Everytime I start up my car and accelerate for the first time it makes a noise as if a belt is loose. I have not had it checked yet."

St. Louis 8689 - Ford LTD 2 - 302 CID - 2V

"The people were very pleasant and helpful. I enjoyed dealing with them."

Houston 7246 - Ford Pinto - 140 CID - 2V

"I feel my vehicle was in excellent condition upon volunteering for the testing program. On the 7th day after the testing I encountered a busted timing belt, plus the expenses of towing, labor and parts to replace. Apparently the test center did not use very effective, experienced, efficient nor qualified mechanics."

Houston 7751 - Ford LTD - 351 CID - 2V

"This 1977 LTD has never performed properly and no matter what was done little or no results was noticed."

Houston 9019 - Chevrolet Chevette - 98 CID - 1V

"Question #3 is not your fault. I complained to Chevrolet about vibration since I owned the car."

Denver 9593 - Oldsmobile Starfire - 151 CID - 2V

"I do love the car, but have had too many trips to the dealership for repairs to be real satisfied."

Houston 8658 - Cadillac Seville - 305 CID - FI

"This car should not be allowed on the highway - it has not been a reliable machine."

Washington 8660 - Chevrolet Chevette - 98 CID - 1V

"I commend you on your choice of personnel - they were a pleasure to deal with."

Houston 8660 - Chevrolet Chevette - 98 CID - 1V

"Would it be possible to obtain a copy of the test results and a tune-up performed on the car during testing?"

Houston 8665 - Chevrolet Monza - 196 CID - 2V

"Looks as if they may have raised the timing a little. They said in need of a tune-up. Other than that, all was okay."

Houston 8700 - Oldsmobile Cutlass - 305 CID - 4V

"We left our car on Friday were told we could get it on Tuesday. It was not ready on Wednesday. When I tried to tell the head person, my first reaction at the inconvenience this caused - she was totally unconcerned and very unsympathetic. It was not a good experience."

Houston 7739 - Chevrolet Malibu - 305 CID - 2V

"Gear shift at inappropriate times which causes reduction in mpg."

Houston 6447 - Chevrolet Malibu - 305 CID - 2V

"Door was damaged while testing. Repair was not satisfactory - used some type of filler to repair dent and now is chipping off."

Houston 6781 - Chevrolet Nova - 305 CID - 2V

"All personnel with whom I cam in contact with were courgeous and helpful."

Houston 6784 - Chevrolet Station Wagon - 400 CID - 4V

"Motor burned out at about 20,000. Now has 70,000. Courtesy Chevrolet in Houston was not fair with me. Put in a "new" engine that never ran right."

Washington 7768 - Datsun 200SX - 119 CID - 2V

"When I went to pick up the car, after being called and told it was ready, a section of the exhaust system had not been reattached. That took 45 minutes. The test also left a large scrape on the driver side door, and the radio aerial was slightly bent. While the people were courteous, the experience has not been a real good one."

Appendix D

"Participants Satisfied With Present Performance of Vehicles Which did not Receive Maintenance"

Section 1
Comments Related to Vehicle Performance

Washington 9552 - Chrysler New Yorker - 360 CID - 2V

"Except for "ping" in engine after two attempts at elimination by tune-ups. A lot of people have this problem and attribute it to the gas which is 89 octane by $\frac{R + M}{2}$ method. My car is supposed to run on 87 octane $\frac{R + M}{2}$."

St. Louis 9557 - Dodge Station Wagon - 318 CID - 2V

"Motor knocks when accelerating."

Houston 9056 - Dodge Diplomat - 318 CID - 2V

"I had the vehicle in three times and Eagle Dodge could never get my car to not bog down and hesitate when starting off. Also it now runs smooth."

Washington 9557 - Dodge Diplomat - 318 CID - 2V

"Noises that were in the car were all taken out and it sounds better."

St. Louis 6785 - Dodge Aspen - 318 CID - 2V

"Carburetor improved."

Denver 6793 - Plymouth Volare - 225 CID - 1V

"Have not been happy with this car due to stalling when cold - also frequency of repairs has been too high. Probably last Chrysler Motors product I will purchase."

Houston 6414 - Plymouth Volare - 225 CID - 1V

"This car was performing well when we brought it in. We had just driven from Raymondville, TX to Houston, TX (350 miles) on <u>one</u> tank of gasoline (20+ mpg). Performance was good - is now excellent."

Houston 6793 - Plymouth Volare - 225 CID - 1V

"Except for hesitation and poor performance until completely warmed up (about 10 minutes). Has always had this problem."

St. Louis 9590 - Mercury Capri - 302 CID - 2V

"Engine knocks using reg unleaded gas."

Washington 9589 - Mercury Capri - 140 CID - 2V

"I took my car back for it was in good condition before - but had a timing problem later. It was taken care of."

Washington 9590 - Mercury Capri - 140 CID - 2V

"I think more work should be done with the catalytic converter. The odor put out of the car is much worse than before unleaded gas was mandatory. It is very hard to sit for any length of time with the windows open - the odor is so bad."

St. Louis 9587 - Mercury Cougar - 302 CID - 2V

"Much better gas mileage out of the tank full I received plus less ping."

Denver 8692 - Ford LTD 2 - 400 CID - 2V

"I believe that my car makes slightly better gas mileage. I am a retired mechanic so I am interested in that subject."

St. Louis 7748 - Ford Granada - 302 CID - 2V

"Since having my car checked I have noticed for the 1st time a peculiar smell after starting the engine."

Denver 7750 - Ford Thunderbird - 351 CID - 2V

"Car runs better than anytime, even new. Engine has more pick up and power."

LA 0010 - Buick Skyhawk - 231 CID - 2V

"Unless I misfigured it appears to be getting about 3 miles more to the gallon. Is this possible? Did they do anything that could have caused this?"

LA 0088 - Cadillac Seville - 350 CID - Fl

"Surging on highway is gone. However, throttle lag seems greater."

LA 0105 - Cadillac Seville - 350 CID - FI

"Starting is quicker - idles better."

LA 0026 - Chevrolet Chevette - 98 CID - 2V

"Motor starts very good. But after going about 2 miles, then stopping for about 10 to 20 minutes it again starts well but dies after coming to a halt."

Washington 9513 - Buick Electra - 350 CID - 4V

"Car still suffers from a transient loss of power when accelerating, especially when cold. Would like to know the outcome of this study - as to how the pollution standards are being met."

Washington 9511 - Buick Regal - 231 CID - 2V

"Performance in my car now is very good. Thank you very much."

Washington 9534 - Chevrolet Malibu - 267 CID - 2V

"Would like to know if carb. main jet was altered. It seems more difficult to hold the car speed at 55 mph on the highway than previously; it seems to be more "stabilized" at either 52 or 58 mph."

St. Louis 9540 - Chevrolet Station Wagon - 350 CID - 2V

"They had to adjust the choke - the car kept dying which it never did before. After picking up the car, after a couple of days, the car kept dying, was very hard to start, we called they had us bring the car back in - they adjusted the choke and the car has run fine since."

Denver 9547 - Chevrolet Nova - 305 CID - 2V

"Motor is much quieter, car runs smoother."

Washington 9540 - Chevrolet Malibu - 305 CID - 4V

"Little worse gas mileage."

St. Louis 9597 - Oldsmobile Starfire - 305 CID - 2V

"Seems to run better and gets approximately 5 more mpg. We deeply appreciate your concern."

Denver 8701 - Oldsmobile Cutlass - 260 CID - 2V

"Car seems to run a little better."

Denver 8710 - Pontiac Firebird - 305 CID - 2V

"My car now seems to have much better response."

Washington 8707 - Pontiac Sunbird - 151 CID - 2V

"Satisfied with the performance as affected by your tests and not with the vehicle as a whole."

St. Louis 7731 - Cadillac DeVille - 425 CID - 4V

"I would like to know what they did to it to make it run better."

Washington 7765 - Pontiac Firebird - 400 CID - 4V

"Since they worked on my car, it keeps cutting off when starting it."

Denver 5804 - Chevrolet Vega - 140 CID - 2V

"Motor stalls when sudden heavy pressure is applied to gas pedal."

Washington 7767 - Datsun B210 - 85 CID - 2V

"Upon inquiring, the lab representative advised no adjustments had been made to my car. However, I found timing at 7° BTDC (specifications is 10° BTDC). I adjusted timing to specifications and car now operates satisfactorily as before."

Section 2
Comments not Related to Vehicle Performance

Washington 9501 - AMC Concord - 232 CID - 1V

"Please enclose an explanation of any abbreviations that may have been used in the results. Thank you."

Denver 8651 - AMC Station Wagon - 258 CID - 2V

"I feel that if this type of competent service was open to the public there would be less complaining about the way unleaded gasoline engines perform."

LA 0075 - Chrysler Cordoba - 318 CID - 2V

"I really appreciate all this. I like my car very much, and want to do what I can to keep it nice, and the air clean. What comments would you have about possible conversion to propane system?"

Houston 0312 - Chrysler LeBaron - 318 CID - 2V

"It is difficult to properly fill gas tank. At times it will take small amounts of gas when I have driven long distances."

Denver 9552 - Chrysler New Yorker - 360 CID - 2V

"We feel by having it tested satisfactory that nothing is radically wrong. Would like and appreciate a summary. We also have a 1970 Chrysler with 98000 miles having been well cared for over the years. Would appreciate a testing if you care at any time."

Denver 9555 - Dodge Aspen - 225 CID - 2V

"Thank you for giving me the opportunity to participate but I really would like to know more about the whole program. I would like to know how to get more miles to a gallon of gasoline."

Washington 9553 - Dodge Omni - 105 CID - 2V

"It seemed like my brakes were worse."

Houston 9055 - Dodge Omni - 105 CID - 2V

"I like the trust the people showed, because they didn't know if I would come back or not. We need that more now days."

Houston 9058 - Dodge Station Wagon - 318 CID - 2V

"Please send test results."

Washington 9610 - Plymouth Horizon - 105 CID - 2V

"I would like to take this time to tell my car has not run since I first bought it. Thank you."

Denver 9557 - Dodge Station Wagon - 318 CID - 2V

"We would allow you to test our car again."

St. Louis 8676 - Chrysler Station Wagon - 318 CID - 2V

"Thank you for the bond and the "full" tank of gas."

Washington 8676 - Chrysler LeBaron - 318 CID - 2V

"This 'checkup' on manufacturers is a splendid idea. Think more publicity on the angle of EPA's function would result in a more favorable view of your agency."

St. Louis 8678 - Dodge Omni - 105 CID - 2V

"Could you tell us if the contractor tuned our car?"

Washington 8706 - Plymouth Fury - 318 CID - 2V

"My car was extremely muddy inside and out after the test. I would like a refund of $4.50, which is what I had to pay to get my car washed and the mud cleaned from the inside."

St. Louis 7759 - Plymouth Station Wagon - 225 CID - 2V

"I was happy to participate in your program. It's very considerate to provide a car for me while you are testing mine. Hopefully, your results will will prove beneficial for our atmosphere and all of us!"

Houston 0300 - Ford Mustang - 104 CID - 2V

"Glad to be of service!"

Houston 9069 - Ford Granada - 250 CID - 1V

"Had to take vehicle in a second time because of faulty first test. This was inconvenient."

Houston 9081 - Ford LTD - 302 CID - 2V

"I would like to have a written summary of the adjustments and tests that was going to be performed on my car."

Washington 9581 - Ford LTD - 302 CID - 2V

"We appreciated the opportunity to participate in the program."

Denver 9581 - Ford LTD - 302 CID - 2V

"Do not notice rotten egg smell any more."

Washington 9562 - Ford Mustang - 140 CID - 2V

"I'd like to know what adjustments or refinements were made, i.e. timing, carburetor, tires rotated, etc."

Washington 9565 - Ford Mustang - 171 CID - 2V

"It was a pleasure to deal with Automotive Testing Labs! and their lab manager, Ken Bush."

Washington 9567 - Ford Mustang - 302 CID - 2V

"I was pleased with the courtesy shown by the personnel involved in the testing program at Arlington, VA. especially the receptionist, Gaye (last name unknown)."

Denver 9570 - Ford Mustang - 302 CID - 2V

"Excellent program. Keep doing it."

Houston 9067 - Ford Mustang - 302 CID - 2V

"My 1979 Mustang Ghia received a dent at the testing lab, estimated right under $200. My car was repaired to my satisfaction and a nice loan car was provided for me."

Houston 9060 - Ford Station Wagon - 140 CID - 2V

"I was pleased with the test and the way I was treated."

Washington 9580 - Ford Thunderbird - 351 CID - 2V

"Odor of exhaust fumes is offensive and would seem to be more harmful to the environment."

Washington 9577 - Ford Station Wagon - 200 CID - 1V

"I'd also like to be on the mailing list for your agency's general report."

Houston 9092 - Mercury Marquis - 351 CID - 2V

"Was there a $50 savings bond involved? Seems like I saw that somewhere but nobody at the test mentioned as well as I can remember."

Denver 8693 - Lincoln Versailles - 302 CID - 2V

"I would like to comment on the loaner car we were given to use while ours was being tested. It was a filthy car. The seats were dirty. The windows on the inside were scumbed over with cigarette smoke. The left front tire was bald. The car coasted in town, didn't even have to use the gas pedal. You'd turn the ignition off and it would keep running.

I know these are just rental cars, but this car was a disgrace. When I returned the car I complained about this and was told we had one of the better cars. I'd hate to see the worst one.

Also we'd like to know what they did to our car and what the results were. Since they told us they weren't allowed to give us any information. Why should the government spend all this money if the program is just dropped. And no recommendation is made to improve the performance of the cars. I don't understand. Waiting for a reply."

LA 0049 - Buick Century 231 CID - 2V

"Having driven a different car for a week getting back to ours seemed real good. Can't say for sure as never had any complaints before."

Washington 0779 - Buick Skylark - 151 CID - 2V

"A copy of the test results would be appreciated."

LA 0067 - Cadillac Deville - 368 CID - 4V

"I feel that environmental requirements on autos are a major reason for inflation and fuel shortages. Redesign and pollution equipment make autos more expensive and less efficient. They also now require unleaded fuel which requires more raw crude oil."

Washington 0789 - Chevrolet Camaro - 229 CID - 2V

"Please send information related to gas mileage performance."

Washington 0782 - Chevrolet Chevette - 98 CID - 2V

"When will our $50 bond be mailed to us? Very enjoyable experiment."

LA 0035 - Chevrolet Chevette - 98 CID - 2V

"Very courteous personnel. Waited for me to pick up car after hours. Very nice."

Washington 0786 - Chevrolet Citation - 151 CID - 2V

"Go back to the combined city/highway ratings, not estimated."

Washington 0798 - Chevrolet Citation - 173 CID - 2V

"Thank you for the opportunity to have my Citation tested for emissions. I strongly support emission controls and the protection of the air."

Houston 0282 - Chevrolet Citation - 151 CID - 2V

"A copy of fuel purchase with date and MPG for the car from 3/12/80 is enclosed for perusal."

LA 0074 - Oldsmobile Cutlass - 305 CID - 4V

"No complaints. Efficiently handled. Would like my car to have been returned clean."

LA 0077 - Oldsmobile Cutlass 305 CID - 4V

"Good deal all around."

Denver 9509 - Buick Electra - 403 CID - 4V

"Until I receive your summary of the emission results I won't know if my automobile is polluting the air. I asked for the results and was informed that they had done nothing to my car, hence my answer to question #2 above. Please send the results at your earliest convenience so that I can have the problem corrected if there is one."

Washington 9514 - Buick LeSabre - 350 CID - 4V

"I was impressed by your contractor's courteous and knowledgeable personnel."

Washington 9512 - Buick Riviera - 350 CID - 4V

"I did not like the looks of my car when I picked it up. It was very dirty and a lot of dust on the inside and outside. Oil spot on the top. I was told that my car would be clean when I picked it up. It cost me $4.50 to have my car cleaned. I did not like it at all."

Houston 9012 - Buick Riveria - 350 CID - 4V

"The car I was given to drive was very dirty!"

Washington 9516 - Cadillac Seville - 350 CID - FI

"Excellent personnel."

Washington 9517 - Cadillac DeVille - 425 CID - 4V

"We were happy to be able to participate in this worthwhile program and are anxious to receive the final results."

Denver 9516 - Cadillac Seville - 350 CID - Fl

"Very courteous treatment."

Houston 9016 - Cadillac Seville - 350 CID - 4V

"My car was returned dirty. I would not do it again for $50."

St. Louis 9530 - Chevrolet Camaro - 305 CID - 2V

"I would like a report on what was done i.e. tune up? etc."

Washington 9539 - Chevrolet Camaro - 350 CID - 4V

"Would be interested in receiving any report published as a result of the test. I have always been interested in cars and have several old performance (GTO, Corvette, etc.) cars as well."

Denver 9524 - Chevrolet Camaro - 350 CID - 4V

"Excellent program."

Houston 9030 - Chevrolet Camaro - 305 CID - 2V

"Appreciated the opportunity."

Washington 9543 - Chevrolet Caprice - 305 CID - 2V

"I would like to know what was done, i.e. tune up? new plugs? any parts replaced? etc. or what adjustments were made."

Washington 9544 - Chevrolet Caprice - 305 CID - 2V

"Good job."

Washington 9520 - Chevrolet Chevette - 98 CID - 2V

"Have not received the U.S. Savings Bond."

Denver 9544 - Chevrolet Impala - 305 CID - 2V

"A very good program. An honest sampling."

Washington 9531 - Chevrolet Malibu - 200 CID - 2V

"The car was kept in a muddy lot behind testing office, and was delivered with whole underside of car, including exhaust pipe covered with mud to the axles. I took it to car wash and had the underneath part of car washed--run through twice. Exterior was also washed. I could still reach under fender and take out whole handfuls of gobs of wet mud. How this will affect driving and operation of the car in weeks to come is uncertain. The testing company should rent space with decent storage area for testing cars--or cover mud with loads of gravel."

Houston 9035 - Chevrolet Monte Carlo - 267 CID - 2V

"We appreciated having the use of a nice late model car. It was very comfortable and performed excellently."

Denver 9522 - Chevrolet Monza - 151 CID - 2V

"Having the car checked is very much appreciated."

Washington 9548 - Chevrolet Nova - 250 CID - 1V

"I was very impressed by people running laboratory."

Houston 9049 - Chevrolet Nova - 305 CID - 2V

"If possible, I would like information on what effect of the test will have on the manufacturers. Also I would like your opinion on any new devices on the market to improve gas mileage."

Houston 9546 - Chevrolet Station Wagon - 350 CID - 4V

"The electrical window and door do not work at the rear of my 1979 Station Wagon."

Washington 9598 - Oldsmobile Cutlass - 260 CID - 2V

"You should clean up the mud you put on the car."

Denver 9597 - Oldsmobile Supreme - 305 CID - 4V

"It was a good experience."

Denver 9598 - Oldsmobile Supreme - 305 CID - 4V

"Does this sample testing include older vehicles?"

Denver 9603 - Oldsmobile Supreme - 260 CID - 2V

"Do not know if anything (adjustments, etc.) was done, mechanically or electronically. Personnel to busy to answer questions when picked up vehicle."

Houston 9103 - Oldsmobile Royale - 260 CID - 2V

"I found the transmission seemed to slip some of the time when starting up after stopping."

Denver 9613 - Pontiac Bonneville - 301 CID - 2V

"I would like to know more about how the testing is done and what do they do to the car."

Denver 9616 - Pontiac Firebird - 301 CID - 4V

"Haven't received bond yet."

Houston 9114 - Pontiac Firebird - 301 CID - 4V

"I would like to be informed of what "all" information collected in this program is to be used for and how its results will be used for environmental improvements."

Washington 9616 - Pontiac Firebird - 301 CID - 4V

"Testing lab run extremely well."

Washington 9618 - Pontiac Firebird - 403 CID - 4V

"Probably could have used a tuneup - overall - pleased with treatment by staff. Very courteous and efficient."

Houston 9120 - Pontiac Gran Prix - 301 CID - 2V

"I wish the EPA rated mileage for a new car would be more representative road condition than a dynamometer approximation. All it has become is advertising tool for the auto makers. A national average for each model of car could be made and correction factor could be formulated."

Washington 9614 - Pontiac LeMans - 301 CID - 4V

"I would appreciate receiving a copy of the report on my automobile."

Denver 9617 - Pontiac Phoenix - 305 CID - 2V

"This vehicle has a General Motors M.I.C. Limited Warranty on it since we bought it about this time last year (1979) 36 mos. or 36,000 miles."

Washington 8654 - Buick Regal - 231 CID - 2V

"Gas mileage is not what Buick and EPA claim. Luckily I get 15 miles per gallon around city. Car on outside was dirty when I picked it up."

Denver 8652 - Buick Skyhawk - 231 CID - 2V

"At first has a smell of gas inside car but has seemed to disappear."

Washington 8659 - Cadillac DeVille - 425 CID - 4V

"Re: Question #1. Courtesy yes, however my car was seemingly needed for three days rather than the one originally agreed upon."

Denver 8659 - Cadillac Eldorado - 425 CID - 2V

"I own a 1972 Cadillac Sedan DeVille with 6,000 miles, that I would really like to have tested."

Houston 8659 - Cadillac Deville - 425 CID - 4V

"I did not check under the hood at the time I picked up my car. Later I found the crankcase vent hose broken and the long screw holding the air filter to the carburetor missing."

Denver 7738 - Chevrolet Concourse - 350 CID - 4V

"My horn blows some time and some time it don't. It is only some loose wires I think, but it was working fine before the test."

Denver 8668 - Chevrolet Monte Carlo - 305 CID - 2V

"We were informed that our car was tested as is, and that no adjustments were made."

Washington 8667 - Chevrolet Monte Carlo - 231 CID - 2V

"Thank you for including me in the test. I only wish I could obtain proper service on the car that would keep it running smooth and as economical as possible also pollution free. The car manufacturer and maintenance people are not doing enough in my opinion to really do the job."

Houston 8162 - Chevrolet Monza - 151 CID - 2V

"This is a good program. I prefer my taxes to be used in this manner."

Washington 8672 - Chevrolet Nova - 305 CID - 2V

"The contractor's coordinator, Ms. Gaye Elrod, was most competent, knowledgeable, thorough and courteous in making the arrangements for the test and its conclusions."

Houston 8168 - Chevrolet Nova - 250 CID - 1V

"Right rear hub-cap was missing after the 10 mile trip home, though it was on the wheel just prior to leaving. Phoned back and was told to replace it and send them the bill. They took care of this with speed and without hassle."

Washington 8666 - Chevrolet Station Wagon - 305 CID - 2V

"One inconvenience was that the car was not ready when it was suppose to be."

Washington 8701 - Oldsmobile Cutlass - 260 CID - 2V

"The young lady who interviewed me was most courteous and efficiently pleasant and capable."

Washington 8703 - Oldsmobile Delta 88 - 350 CID - 2V

"Would be willing to participate in future testing."

Houston 7228 - Buick Regal - 231 CID - 2V

"Performance was impared due to the air conditioner not working properly. This problem was resolved by A.T.L."

Washington 7731 - Cadillac Deville - 425 CID - 4V

"I've heard so much about different national testing programs and it was fun being part of one."

Houston 7742 - Chevrolet Caprice - 350 CID - 4V

"I an very interested in the results of the EPA tests and would like a copy of the final report or a contact within EPA."

Washington 7739 - Chevrolet Monte Carlo - 350 CID - 4V

"The employee who replaced the hub covers was careless, which caused them to fall off while I was driving, but I am happy to say they did replace them for me. I was happy to be selected for this test."

Houston 7736 - Chevrolet Nova - 250 CID - 1V

"I think this is a great program - so far I've made about $100 bringing my car by with no inconvenience to myself."

Denver 6777 - Buick Regal - 231 CID - 2V

"I would support a switch to a completely different fuel such as methanol even if it meant some expense in converting the car."

Houston 6783 - Chevrolet Impala - 350 CID - 2V

"I didn't know my vehicle was supposed to be improved!"

Denver 6792 - Oldsmobile Cutlass - 350 CID - 4V

"Arrangements for my vehicle were made on Friday with appointment the following Monday. I had already had a tune-up - so the testing, showed no change. Your firm needs more "advance" coordination. Also, the loaner (Buick Regal) I had was not in good shape and definitely not a "comparable" vehicle to the vehicle I left for testing."

Houston 6460 - Pontiac LeMans - 350 CID - 2V

"I appreciated not being "put out". For once someone did something nice at no cost or inconvenience to me. I appreciated this and thank you."

Houston 5817 - Oldsmobile Supreme - 350 CID - 4V

"My tires were inflated to between 37-40 psi. Their maximum pressure rating is 32 psi. Why was this done, and what's the purpose of making a test under artificial conditions."

Washington 0818 - Datsun Station Wagon - 118 CID - 2V

"Would not it be fair to the public to base the EPA mileage ratings on average driving rather than ideal conditions that seldom exist?"

Denver 9633 - Datsun Station Wagon - 119 CID - 2V

"I was happy to participate in the vehicle emission testing program. I didn't mind at all, especially when I got something in return for my effort and time. I would also like to say that the people at the Automotive Testing Lab treated me courteously at all times. They were more than happy to help out and answer any questions I had, especially Susie. She is an asset to that agency."

Denver 9634 - Datsun Station Wagon - 119 CID - 2V

"The personnel at the laboratory were exceptionally courteous and went out of their way to accomodate me. I am pleased to be able to particpate in this testing program. I feel it's most important to the health and well being of us all."

Denver 8718 - Datsun 510 - 119 CID - 2V

"Appreciate the chance to have my car checked. The loaner car was delightful and I was treated most courteously by Laura Allensworth. She was lovely and did a fine job."

Washington 0820 - Honda Accord - 107 CID - 3V

"I would gladly participate in such a program again."

Washington 0823 - Honda Accord - 107 CID - 3V

"Very nice people."

Houston 9138 - Honda Accord - 107 CID - 3V

"I used two different American built loan cars while my '79 Honda Accord LX was being tested. It only served to lower my already low opinion of our American made autos. Sad, isn't it?"

Washington 9637 - Honda Station Wagon - 91 CID - 3V

"Several participants (including myself) were not told their car would have to be left overnight. I was told I could wait for the testing - it would only take 15-20 minutes. And I, as well as others, filled my car with gas prior to the testing, only to learn the gas would be drained. I could have saved over $10 had I known this. Fortunately the contractor did not merely throw away or waste the gas. I was told the girl who spoke to me to make the appointment was new. I suggest all employees fully explain the program when making the appointment and warn the participant about the need to drain the fuel tank."

Denver 9637 - Honda Station Wagon - 91 CID - 3V

"Not sure what adjustments, if any, were made. Was told a letter would be forthcoming about how the car tested."

St. Louis 6798 - Honda Accord - 91 CID - 3V

"I appreciate being able to participate in this project. Thank you."

Denver 6798 - Honda Civic - 76 CID - 2V

"The vehicle seems to idle a little faster than before. I hope the summary will show standards for this vehicle and as well as current and future requirements for this area."

Washington 9645 - Mazda GLC - 86 CID - 2V

"The people from Automotive Testing Labs were very courteous."

Washington 9649 - Renault LeCar - 79 CID - 2V

"Honesty would've been appreciated, re: letting the consumer know you would be "test driving" said vehicle, plus the bit about driving car to service station for "checkup", albeit, clandestine. I would like a full report on my Le Car, as I'm very concerned about it's performance capacity."

Houston 0318 - Toyota Corolla - 134 CID - 2V

"Well satisfied."

St. Louis 9624 - Toyota Corolla - 97 CID - 2V

"Please send my $50 bond to this address."

Washington 9623 - Toyota Corolla - 71 CID - 2V

"I was pleased to be able to participate in the program."

Denver 5824 - Toyota Station Wagon - 97 CID - 2V

"I would like to have the MPG results also."

Houston 5856 - Volvo 242 - 121 CID - F1

"Would appreciate receiving as much information as was learned during the car's test."

LA 0104 - Volkswagen Scirocco - 97 CID - F1

"Why are these vehicles being tested? How are certain types chosen and not others?"

Washington 9639 - Volkswagen Rabbit - 89 CID - FI

"It is my understanding that, upon receipt of this form, you will forward a $50.00 U.S. Savings Bond to me. Advise me if this isn't true."

Washington 9642 - Volkswagen Rabbit - 89 CID - FI

"I think my car just sat in their garage for 24 hours instead of my driveway and no tests were performed by the contractor. Please make sure my tax money is not wasted by the contractor submitting phony results."

Washington 9642 - Volkswagen Rabbit - 89 CID - FI

"Although we were reimbursed for the damage to our new car, we were not reimbursed for the hours my husband and I spent dealing with the problems caused by the test. It was an extremely frustrating experience."

Denver 9640 - Volkswagen Station Wagon - 97 CID - FI

"No problems I'm aware of."

Washington 8723 - Volkswagen Dasher - 97 CID - FI

"I would like to know when I get my savings bond."

Houston 6800 - Volkswagen Rabbit - 97 CID - 2V

"Would like to get a copy of final EPA report when test program finished."

Appendix E

"Participants That Were Not Satisfied With The Present Performance of Their Vehicle Which did not Receive Maintenance"

Washington 9550 - Chrysler Station Wagon - 318 CID - 2V

"I was getting better gas mileage before the test than after. I got good gas mileage with the gas that they filled my car up with after the test. But since then it has been very poor. The last gas I used was AMMOCO SUPER (93 Octane). I would appreciate any help in this matter."

Denver 9556 - Dodge Aspen - 318 CID - 2V

"Gas mileage only 13 mpg. Car idles too fast."

Washington 9554 - Dodge Omni - 105 CID - 2V

"Acceleration seems uneven."

Washington 9609 - Plymouth Volare - 225 CID - 2V

"Now it seems to stall dies once or twice when started and I smell fumes on defrost."

Houston 8678 - Dodge Omni - 105 CID - 2V

"Poor performance probably due to loose ignition cables, carburetor readjustment. Idle is rough, hesitation when trying smooth acceleration."

Washington 8704 - Plymouth Horizon - 105 CID - 2V

"Car ran so bad after I got it back, had to go get it tuned."

Washington 7745 - Dodge Station Wagon - 318 CID - 2V

"Car would not idle correctly - it would shake periodically while in gear standing still. Took it back to testers twice - first time looked at but not repaired, second time, mechanic not available (7:00 am). Had car repaired privately @$18.75 cost. It appears something corroded one plug on the distributor cap and one plug wire."

LA 0072 - Lincoln Mark 6 - 351 CID - VV

"Poor mileage. Has improved 1 mile since AESi had it."

LA 0037 - Mercury Marquis - 351 CID - VV

"According to AESi, as near as they can tell, there is an Oxygen Sensor that is malfunctioning. We would very much like the results of the test so we will be able to take it to the Ford Agency and get it repaired

before our warranty expires. P.S. The Ford Engineers were called many times but did not appear to rule on malfunction."

Denver 9564 - Ford Mustang - 140 CID - 2V

"I think the testing caused some deterioration in the performance of the car, and I am not particularly happy about that fact."

Denver 9575 - Ford Station Wagon - 140 CID - 2V

"On gas you filled with got an average of 16 mpg. This is about the same as before. Would like to know your tests and anything you could tell me to improve this. This is far from what it should be."

Houston 9086 - Mercury Monarch - 250 CID - 1V

"The car has a rattle when I accelerate, missing slightly."

Houston 8188 - Ford Thunderbird - 302 CID - 2V

"Either not fully filled with gas or I am now getting 8 mpg against 13 in city driving. Still almost 18 HWY. Still runs after key out after 10 mile trip."

LA 0025 - Buick Skyhawk - 231 CID - 2V

"Terrible performance and gas mileage. Very dissatisfied with this product."

LA 0023 - Cadillac Seville - 350 CID - FI

"My gas mileage seems to have decreased."

LA 0029 - Chevrolet Chevette - 98 CID - 2V

"My reason for no on #3 is I took my car on vacation and when it is a hot day and drive it for 200 or more miles the tappets or valve lifter makes lots of noise. Did you hear anything when you checked it? Sorry to be slow in sending this as just returned from vacation."

St. Louis 9519 - Chevrolet Chevette - 98 CID - 2V

"Car's gas mileage has decreased substantially and jerks and bucks when engine is cold. Otherwise I am curious to results of test."

Washington 9541 - Chevrolet Impala - 250 CID - 1V

"Gas mileage is slightly worse than before test."

Washington 9535 - Chevrolet Malibu - 267 CID - 2V

"I was informed by Automotive Testing Laboratories that my car was to be tuned up and held for an extra day for that purpose. My car has been running improperly since then and had to be put in for repairs on the carburetor. Why the misinformation and misleading promises?"

Houston 9036 - Chevrolet Monte Carlo - 305 CID - 4V

"Idles high. Engine needs blowing out, hesitant or slug- gish on pick up (acceleration) a few new scratches on side when picked up."

Houston 9096 - Oldsmobile Supreme - 231 CID - 2V

"I am still having trouble with the car stalling or cutting out at any slowing or starting back up after stopping in traffic. This started back after the test. I had previously (prior to test) had a tune up which seemed to help. This was mentioned at the time I left my car."

Washington 9603 - Oldsmobile Delta 88 - 260 CID - 2V

"Acceleration and gas-mileage are very poor."

Washington 9620 - Pontiac LeMans - 301 CID - 2V

"Two slight changes are noticeable in the car since it was tested: 1) the idling speed seems to be lower. 2) Our gas mileage is a little lower than it was before we took it in for testing; however, this is based on only two tanks of gas. The EPA rating for our car is 18. We have never come close to that figure. We average 13.5 to 12.5. The last tank full was 11.7. Do you have any recommendations for us? We employ all of the standard recommended methods for getting the most out of each gallon of gas, but it has not helped us."

Washington 8664 - Chevrolet Malibu - 200 CID - 2V

"Your staff are very hard-working, devoted young people - something one rarely sees these days; and to top it all, they are so very polite. It was a pleasure dealing with them. The history of this car has been abominable. It has no pick-up. It has a history of stalling from the day I got it. A new carburetor has been installed and subsequently an EGR valve. The car functions only on high octane gas or it rattles very badly."

Houston 7258 - Oldsmobile 98 - 350 CID - 4V

"Lost one MPG."

Washington 8714 - Toyota Corolla - 97 CID - 2V

"Please let us know if a tune-up was done. Car was getting 18-20 mpg city and now gets 13-15 mpg city. Thanks for the gas."

Washington 0824 - Volkswagen Rabbit - 97 CID - FI

"Do not feel my vehicle was in proper mechanical condition for an accurate emission test. Informed scheduling person of this. Was told that a local technician would "tune" the engine. In fact, the engine was adjusted, but not tuned. Prior to the emission test I was planning to deliver the vehicle to VW for maintenance. I did so this date (2-27-80) despite, and partially because of, the Testing Lab adjustments. I do not feel that the testing labs necessarily owes me a tune up now. I do, however, feel that the technician was not capable of or simply failed to tune the vehicle properly. It bears your attention."

Section 2
Comments Not Related to Vehicle Performance

Washington 0797 - Chrysler Cordoba - 318 CID - 2V

I still feel EPA regulations penalize the vast majority for the sake of a few. This, coupled with regulations by other US Government agencies, forces design by regulation and mitigates against progress, innovation and imagination. The result is a car similar to the Cordoba, technically legal but as exciting as watching the grass grow."

Washington 0795 - Plymouth Volare - 225 CID - 1V

"Testing advertisement and receptionist promised a $50 Savings Bond for participating in the test. As of 3 March 1980 I have received nothing. Pollution control on gas tank causes spillage of gas when filling the tank with gas."

LA 0107 - Plymouth Volare - 225 CID - 1V

"Is there anything mechanical that could give better mileage in stop and go driving?"

Houston 8177 - Chrysler New Yorker - 400 CID - 4V

"Besides emission results, can you tell me what they found wrong with the operation of the car? What recommendations as far as maintenance did they find? My car is a "gas-hog", but not 6-7 mpg in town."

LA 9006 - Dodge Aspen - 225 CID - 1V

"Cruise Control don't work. Dies on road after warm up at speeds of 35-40 mph and 10-20 mph. Steering seem harder."

Houston 8177 - Chrysler New Yorker - 400 CID - 4V

"This is the second testing of the car; the first results are inaccurate (I was told), because the testing equipment malfunctioned. Both loaner vehicles were unclean inside. Generally, I was glad to have participated. Please send second report of test results."

Denver 9550 - Dodge Station Wagon - 318 CID - 2V

"In the letter it stated that if your car was due for a tune-up it would be done. It was not done on my car."

Houston 8680 - Dodge Magnum - 318 CID - 2V

"During the testing my starter was ruined. They claim they replaced it, but it does not function correctly or disengage immediately. I would like it replaced by them and I would like them to ensure my car runs as well as when I took it in."

LA 0027 - Ford LTD - 351 CID - VV

"I would like to see this car come a little closer to the advertised MPG. I think the transmission works rather rough. It is possible it may imporve with use. It has a noise either in smog device or speedometer cable."

Denver 9562 - Ford Mustang - 140 CID - 2V

"We would like to be getting better gas mileage, now it is 15 MPG."

Houston 9073 - Ford Thunderbird - 302 CID - 2V

"I have never been happy with the gas mileage."

Washington 9563 - Ford Station Wagon - 140 CID - 2V

"The personnel were extremely courteous, friendly and a pleasure to deal with. I do not think this car was in tiptop shape when brought in, but only has 4,000 miles on it."

Denver 9592 - Mercury Marquis - 351 CID - 2V

"Can't get over 10 miles per gallon in town and less than 16 on highway."

Houston 9088 - Mercury Monarch - 302 CID - 2V

"Couldn't see that they did anything to the car for better performance."

Houston 8687 - Ford LTD 2 - 302 CID - 2V

"Get rid of catalytic converters and increase gas mileage as a start."

Denver 7747 - Ford Pinto - 140 CID - 2V

"I would like to get better mileage from my car, but I know that it is my own fault as I don't have the time to spend on upkeep of the vehicle, or the "know how" to do the work myself."

Washington 7748 - Ford Thunderbird - 302 CID - 2V

"My dissatisfaction with the performance of my car has nothing to do with the recent testing done on it, a tuneup by the dealer was very disappointing."

Washington 0778 - Buick Century - 231 CID - 2V

"Testing personnel should be more careful, not to soil interior with greasy clothes and shoes."

Washington 0793 - Chevrolet Caprice - 305 CID - 4V

"Where's my $50 U.S. Bond?"

Houston 0276 - Chevrolet Chevette - 98 CID - 2V

"After 548 miles gas mileage not what expected from this car."

Washington 0785 - Chevrolet Citaiton - 151 CID - 2V

"Car was returned very muddy on the outside and car wash I was sent to was closed - would rather the car was ready for me then tell me to come and get it."

Washington 0811 - Oldsmobile Omega - 151 CID - 2V

"Automobile handles alright, but gas mileage is below EPA rating for highway travel. Omega here gets 28-29 miles/gallon whereas EPA rated at 33 or 34 miles/gallon."

Houston 0294 - Pontiac Gran Prix - 301 CID - 4V

"I'm getting less and less miles per gallon. When the car was new, in town I got 15.5 mpg. Now I'm getting about 11.5 mpg."

Denver 9507 - Buick Regal - 231 CID - 2V

"I would appreciate information on any adjustments made; if any, so I can take steps to improve MPG, as it was when it was new."

Washington 9529 - Chevrolet Camaro - 305 CID - 2V

"Displeased of the condition of the car at end of testing. Excessive mud was on the exterin of the body of the car and up under the hood. Also an

air vent was broken off the inside of the car. Better care should be taken while testing."

Denver 9542 - Chevrolet Impala - 305 CID - 2V

"I have had two Chevrolets and both had constant carburetor problems. I drive over 35,000 per year and have had the most problems with Chevrolet. Ford and Plymouth have better running cars. Would like information on tests. What was done and results, etc."

Denver 9540 - Chevrolet Malibu - 305 CID - 4V

"Why do you permit the Auto Companies to make false statements on gas mileage (i.e. 18 mpg city, I get 14 1/2, 22 HWY, I get 18). I purchased this car with the idea of helping out the country with better mileage - yes - you can bet my next car will be a foreign make, at least they get the mileage they say they get, also, I don't drive fast, etc. etc."

Houston 9034 - Chevrolet Malibu - 267 CID - 2V

"I feel the gas mileage I actually get from my car is far from the estimates that were on th window sticker. I was influenced by these mileage estimates when I bought the car, therefore I feel I have been wrongfully mislead."

Houston 9047 - Chevrolet Nova - 305 CID - 2V

"WHAT DID YOU DO TO OUR CAR!!!?"

Washington 9549 - Chevrolet Nova - 305 CID - 2V

"I would be interested in seeing test results that were done on my car."

St. Louis 9547 - Chevrolet Station Wagon - 305 CID - 2V

"Do you do a similar test for mileage? Are manufacturers made aware of test results?"

Houston 9043 - Chevrolet Station Wagon - 305 CID - 2V

"Vehicle needs tune-up."

Washington 8655 - Buick Regal - 305 CID - 2V

"Why can't car manufacturers eliminate the hesitation and stalling allegedly due to emission controls. It is very dangerous."

Washington 8657 - Buick Station Wagon - 350 CID - 4V

"Please let me know what your report on my car was."

Houston 8163 - Chevrolet Chevette - 98 CID - 1V

"My car did not receive a tune-up. I was told before I took it in that it would be a tune-up."

Washington 8669 - Chevrolet Nova - 250 CID - 1V

"What was the purpose of this test? I would like to receive a copy of my cars results to compare with the summary."

Houston 8207 - Pontiac Sunbird - 151 CID - 2V

"Was not satisfied before the test."

Denver 7731 - Cadillac Deville - 425 CID - 4V

"1. Received very courteous treatment.
2. I wanted a "tune-up" much more than anything else.
3. Thank you!!! for letting us participate."

Washington 7732 - Chevrolet Chevette - 98 CID - 1V

"I have a "miss" in the engine of my car and have not been able to find anyone to determine what causes it. I would appreciate any information that was found in this test, that will aid me in getting this trouble corrected."

Denver 7758 - Oldsmobile Delta 88 - 350 CID - 4V

"No parts replaced to my knowledge. EPA standards stated 17 mpg. We have never gotten more than 14 mpg."

St. Louis 5820 - Pontiac LeMans - 350 CID - 2V

"I recently noticed a noise which indicates something is loose after starting the car. On extreme cold mornings there is a very obvious noise, much like a loose fan belt or loose object associated with the exhaust system. I would like to have the car checked for this problem. I was not noted prior to the testing."

Washington 9638 - Honda Accord - 107 CID - 3V

"Do participants receive the results of the tests?"

Washington 8725 - Mazda GLC - 78 CID - 2V

"Extraordinarily professional team - my contacts with Ken Bush and his staff were very impressive. Please pass on my comments to his company."

Washington 9625 - Toyota Celica - 134 CID - 2V

"I'm only getting about 200 miles per tank of gas, which seems terribly low."

Washington 9629 - Toyota Station Wagon - 134 CID - 3V

"Yes . . . could you please RUSH me the test results on my car. I believe it is not getting the gas mileage it should (city and highway) and want to resolve the problem with the Toyota dealer while the car is still under warranty. Thank you!"

Houston 0316 - Volkswagen Rabbit - 98 CID - F1

"People at Houston office were always very friendly. I think the problem could be a good if it points out difference between actual mileage and inflated EPA estimates."