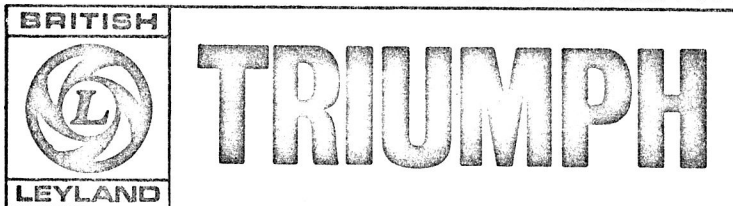


TECHNICAL SERVICE BULLETIN

NO. 1-G-7



DATE: April 15, 1970

BRITISH LEYLAND MOTORS INC.
600 Willow Tree Road • Leonia • New Jersey 07605

SUBJECT:

REVISED WARRANTY CLAIM FORMS

MODELS:

ALL MODELS

In a further step to standardize various functions of British Leyland, a new warranty form WAR. 15 is being introduced. This new form is the same form used by all divisions of British Leyland.

Starting May 1, 1970 you must use the new warranty claim form (WAR. 15) shortly to be arriving at your premises. At that time the form presently being used will become obsolete and will no longer be accepted by your distributor office.

The new form which is self-explanatory has been designed for use with an imprinter machine, in order to reduce the amount of time you spend in filling out the claim and at the same time to assure accuracy of information.

There are a few points that require your full understanding, these have been divided into two sections.

- A. Imprinter
- B. Warranty Claim Form

A. The imprinter machine you will be receiving from your distributor has already been adjusted by the manufacturer for the thickness and location of the British Leyland claim form. The locating stops themselves, have been taped and should not be moved. We, however, recommend you insert sheet metal screws on all three stops to ensure there permanent location. Together with the imprinter you will receive your identification plate showing your dealer account number, name, address and authorized warranty labor rate. We suggest that you always leave this plate in the machine as it must be used every time a claim is made up. Any claim received without the imprinter plate being used will be returned.

In the very near future every owner purchasing a new vehicle will receive an identification plate with the specific request that they present it to you when warranty work is required. This plate is designed to be used with the imprinter machine and will therefore further add to the accuracy of the details required on the claim form as well as provide a simple proof of owner validity.

To imprint your plate and the owner's on the claim form, refer to the claim form instruction sheet itself making sure, however, that the rubber cups in the machine are down, thus holding it firmly on the table. The slide portion of the imprinter should be used only once as a back and forth action will create a double image thus making the claim illegible.

B. Every claim form comes with an instruction sheet which is self-explanatory. We believe that it is to your advantage to become familiar with every part of it. In addition to the instruction sheet that accompanys each claim form, you will be provided with several pages which may be added to your policy and procedure manual. These pages contain more detailed information regarding each step of the claim usage, the use of a claim register and shows several sample claims on the new form.