

LEYLAND-TRIUMPH SALES COMPANY, INC.

WESTERN ZONE



TO: ALL TRIUMPH DEALERS - WESTERN ZONE

ATTN: SERVICE & PARTS

BULLETIN T-64-12

SUBJECT: INCREASED ALLOWANCES AND
WARRANTY CLAIMS SWAP-OUT SETS

DATE: MARCH 20, 1964

Commencing with warranty labor performed on and after March 20, 1964, labor reimbursement will be adjusted to a warranty hourly labor rate based on official statistical information and area surveys. No other changes will be made to the warranty terms or periods but dealers' own individual recommendations for policy adjustments will always be considered.

Dealers will be advised by individual letters of the new rates that will be applicable. It is hoped that this adjustment will facilitate the handling of warranty rectifications whether regular or transient on the same basis as regular shop work.

As a further aid in the preparation of warranty claims, we are pleased to announce the introduction of a pre-carbon claim formset. Six copies of this are enclosed with this bulletin and further supplies can be obtained from the Zone or Regional Offices, whichever applies to your dealership.

With a view to economy, we would like to suggest the old type of form be used as a rough work sheet, so that any errors will not result in wastage of complete sets of the new form.

It will be noted that the form itself has not been changed insofar as layout is concerned except to provide a little more space for "nature of defect."

To insure fast warranty expenditure return, please avoid errors. As you will note, the new forms are for use by automatic computers.

Please make sure that the new labor rate sent to you is inserted on all future claims after March 20, 1964.