

LEYLAND-TRIUMPH SALES COMPANY, INC.

WESTERN ZONE



TO: ALL TRIUMPH DEALERS - WESTERN ZONE

ATTN: SERVICE & PARTS

BULLETIN T-64-6

SUBJECT: WARRANTY CLAIMS

DATE: FEBRUARY 7. 1964

It has again become necessary for us to ask your fullest cooperation when filing warranty claims. We refer to the Warranty Filing Instruction Booklet issued November, 1962, which states claims to be accepted must be in our possession with 15 DAYS OF THE DATE OF REPAIR. In possession means that your claims should be filed with the respective zone or regional office, whichever applies to your dealership, within this stated time. To avoid unnecessary delays in the future, please take the following action:

1. Write up the repair order at the time of doing the work and ENTER FULL VEHICLE AND OWNER DETAILS.
2. Submit a copy of the repair order, signed by the OWNER of the vehicle, with the claim form.

It is our wish that you be reimbursed as quickly as possible. Without your cooperation this becomes a difficult task and not only does it cause extra work but very often misunderstanding and this is unnecessary. In the interest of greater quality control, all claims, after processing, are electronically analyzed by type of defect, model, commission number and territory. It is obvious, therefore, that accuracy in description and other details are necessary as the high incident of any one particular complaint in any area will be investigated for a remedy with a minimum of delay.

Please call the above to the attention of all personnel involved with warranty procedure at your dealership and, also, please make sure that they are fully conversant with the Warranty Filing Instruction Booklet issued from this office, dated November, 1962. Should you not have a copy of this available, please let us know and we will send you one by return mail.