



TO: ALL TRIUMPH DEALERS - WESTERN ZONE

DEPT: SERVICE DEPARTMENT

BULLETIN T-65-1

SUBJECT: TRANSIENT FREE SERVICE

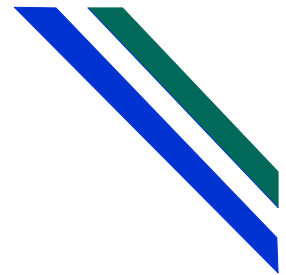
DATE: JANUARY 1, 1965

Transient Free Service For Owners More Than 50 Miles From Selling Dealer

At the request of many dealers, in order to improve customer relations, the one Free Service at 1000 miles, to which every new Triumph owner is entitled, will be handled on the following basis, enabling an owner to receive such service free of charge at any authorized Triumph dealership throughout the U.S.A.

The importance of establishing a good initial service relationship cannot be over-estimated and therefore, will you please make every effort at all dealerships to ensure that the Maintenance Voucher Book and the Warranty Registration Card is correctly completed at the time of making delivery of new cars to owners. For dealer's own protection of interests, it is absolutely essential when handing over a new car that the dealer's own arrangements for handling the First Free Service are clearly explained to the owner, so that there will be no misunderstandings of the owner's position if he is going to have the Free Service carried out on a transient basis. The allowance for this service is already built into the price structure of the car and should, therefore, always be taken into account when figuring details of each sale.

The Free Service should be carried out at 1,000 miles. Early editions of the Voucher Books may still show this at 500 miles but any period between these two mileages will be acceptable. The Free Service Voucher is valid for one Free Service only between 500 and 1000 miles and will not be available beyond a mileage of 1,200.



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To qualify for transient Free Service, under the maintenance voucher scheme, the owner must be a minimum of 50 road miles from his selling dealer.

The allowance payable to the servicing dealer by the zone upon submission of the Free Service Voucher, properly completed and a corresponding repair order, will not exceed \$20. This Free Service includes only scheduled adjustments, lubrication and minor courtesy services that may be requested by the owner. Any work in excess of this time is chargeable to the owner or if it involves replacement of a defective component, it should be the subject of a transient warranty claim. Materials, oil and greases are chargeable to the owner. The selling dealer in each case will be debited with this amount that has already been paid out on their account by the zone.

Overseas delivery customers should be handled in exactly the same way.

The prerequisite for any transient owner to receive the one Free Service is for him to produce his Maintenance Voucher Book at the time of requesting such service to the servicing dealer with all the details in the Memorandum on Page 2 of said Maintenance Voucher Book completed. In the unlikely event of satisfactory identification not being possible, the owner will have to pay for the service and submit a claim against the selling dealer, in which case every assistance will be provided by the zone office.

We feel that dealers will recognize that these arrangements are being made as a result of their representations to facilitate handling of this type of service.

Amended pages for the Service Policy Manual will be issued shortly.