



TO: ALL TRIUMPH DEALERS - WESTERN ZONE

DEPT: SERVICE DEPARTMENT

BULLETIN T-66-19

SUBJECT: WARRANTY CLAIMS

DATE: MARCH 29, 1966

This bulletin is to advise you that from April 1, 1966, all warranty claims are to be sent direct to Leyland-Triumph Sales Company, Inc., Western Zone, P.O. Box 1127, Alondra Station, Gardena, California 90249.

You are urged to file your claims within the 15-day period after the repairs have been finalized,, with a copy of your repair order.

You are advised to keep a warranty record of all claims filed from your dealership. In your record you should keep the serial number of the automobile, the owner's name and the date submitted to the Zone Office.

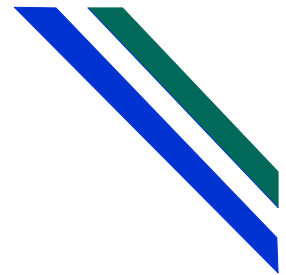
All parts used in repairs under warranty should be labeled and kept by your dealership until the claim is paid. This is necessary in case the factory demand a part for inspection. After the claim has been paid, it is suggested that you destroy the part in question.

VENDOR ITEMS: You are urged to read page 16, 17 and 18 in the Policies and Procedures Manual. To simplify matters, warranty claims for vendor items are to be filed in the normal way with Leyland-Triumph Sales Company, Inc., Western Zone, P.O. Box 1127, Alondra Station, Gardena, California 90249, and the Items involved In the claim should be labeled with the correct label and sent to San Francisco for exchange. It is important that all Information requested on page 17, item 3, is correctly filled out on the label. Under no circumstances are vendor items to be repaired under warranty. This will automatically void the warranty. Warranty claim forms will be sent from the Zone Office upon request from your dealership. Triumph warranty tags will be sent from the Zone Office upon your request. Vendor item claim tags will be sent from the Zone Office upon your request. They consist of Lucas and Smiths instrument labels.

The new flat rate manual, which has been issued to you recently, should be used in all future claims.

LEYLAND-TRIUMPH SALES COMPANY, INC.

WESTERN ZONE



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To avoid claims being returned to you direct, please make sure they are filled out correctly as it is our sincere wish to reimburse you as quickly as possible after repairs have been completed under warranty.

Any queries concerning delay of payment should quote serial number of the automobile, the owner's name and the date of submission in your correspondence.

Rejected claims will be returned to the Portland office and you will be contacted by them in this case.

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