

# HINTS AND TIPS ON — SERVICE —

For **BSA** Dealers

from **BSA** Incorporated, 639 Passaic Avenue, Nutley, N. J.

Service Bulletin #185

Retyped February 28, 1967

SUBJECT:        SHORTAGES AND DAMAGES ON NEW MOTORCYCLE SHIPMENTS

The tremendous increase in business makes it necessary for us to set-up Standardized Procedures for handling the many details that are involved. Therefore, we are outlining below a Standardized Procedure for handling Shortages and Damages of parts on new motorcycle shipments.

## SHORTAGES

When you receive a new motorcycle and find that an item or a number of items are not in the crate with the motorcycle:

1. List the item or items on a Parts Order form.
2. At the bottom of this form write, "SHORTAGE IN SHIPMENT" Attention Walt Brown.
3. Write in the engine and frame number of the machine in question.
4. Air-Mail the form to us and we will fill it on a Free of Charge basis.

NOTE: WE MUST HAVE THE ENGINE AND FRAME NUMBER SO WE CAN ENTER A CLAIM WITH THE FACTORY.

## DAMAGES

When you receive a new motorcycle and find that an item or items are damaged:

1. List the item or items on a Parts Order form.
2. Write at the bottom of the Parts Order form, "DAMAGED IN SHIPMENT" Attention Walt Brown.

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DAMAGES Continued

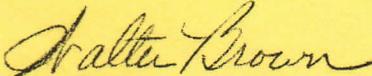
3. Write in the engine and frame number of the machine in question.
4. Air-Mail the order to us and we will give the order prompt attention.
5. The parts shown on the order will be shipped and invoiced to you on the same terms as your regular Parts Orders (Open Account, or C.O.D.) but when you send us the damaged part or parts with a Warranty Claim Tag (Form No. S-5), giving all the information requested, including the Invoice Number on which you received the replacement part or parts, we will pass a credit to your account promptly.
6. The alternative procedure would be to send the damaged part or parts to us right away with a Warranty Claim Tag (Form No. S-5) filled out completely and we will send you replacement parts promptly on a free-of-charge basis.

We recently mailed a set of new Parts Books to all Dealers so please list the parts on the order by Part Number.

These Shortage and Damage Claim Procedures do not apply when you receive a motorcycle in a crate that is damaged or has broken or missing boards. In cases of this nature it will be necessary for you to enter a claim with the Trucking Company.

I will appreciate your co-operation in carrying out these instructions.

WB/jw

  
WALTER BROWN  
Service Manager