


IMPORTANT SERVICE NEWS

from  **BSA Incorporated**, 639 Passaic Avenue, Nutley, N. J. 07110

Service Bulletin #270

April 1, 1968

NEW PARTS & LABOR CLAIM PROCEDURE

Explanation:

1. The New Credit Claim Form No. HQ-164 is to be used for submitting claims for Warranty Parts- Warranty Labor- Damaged Parts and missing Parts.

DO NOT USE THIS NEW FORM FOR REPLACEMENT PARTS ORDERS

2. When parts are required for any of the purposes listed above, they are to be taken from your stock. If they are not in your stock, you must order them from our Parts Department. When the replacement job has been completed then you are to submit a claim for Credit on the New Credit Claim Form, No. HQ-164.

Read Service Bulletin No. 267 on Shortage and Damage Claims.

3. Hold the Parts in question 60 Days except those items referred to in Service Bulletin #264. The parts you hold will be examined by our Fieldman when he calls on you and their disposal determined at that time.
4. The New Credit Claim Form consists of Four Sheets.

Copy No. 1: For Dealer records.

Copy No. 2: For BSA Incorporated Fieldman.

Copy No. 3: For BSA Factory Quality Control Department.

Copy No. 4: For BSA Incorporated Accounting Department.

NOTE: This New Claim Form No. HQ-164 replaces Warranty Claim Form No. S-5 and Labor Adjustment Card Form No. S-3. Please use the New Warranty Form instead of the two old forms as was requested in Service Bulletin No. 269.

The paper is Chemically treated to obviate the need for Carbon Paper.

Continued

NEW PARTS & LABOR CLAIM PROCEDURE ContinuedProcedure:

1. Fill out one of the New Credit Forms in detail on each motorcycle involved.
2. There are Three Types of Parts Credit Claims listed.

Type No. 1: Defects in Service.

Type No. 2: Transit Damages

Type No. 3: Shortages

Write in the "Type No." in the Space Provided.

Leave space "Defect Code" Blank.

3. Leave "%- Price- Total Parts- Total Cost" Spaces Blank.
4. This form is also used for Labor Credit Claims.

Write in the Labor Operation No. as shown on the Special Labor Allowance Schedule in the space "Labor Operation No." Leave "Labor Cost" space blank.

5. Do not "Mark" anything in the "Squares" in the lower left-hand section. This section is for BSA Incorporated office use only.
6. When the Claim Tag is filled in as outlined above, tear off the top No. 1 Dealer Copy for your records. Keep the stub with the parts so they can be identified when the Fieldman examines them. If the parts are to be shipped to us, send the stub with the shipment.
7. Mail BSA Incorporated the other 3 copies with the stubs attached, otherwise the forms will become separated.
8. When the 3 copies are received, Copy No. 2 will be mailed to the Fieldman to inform him that you have the parts to be examined. He will instruct you: 1. To discard them, or 2. To send them to BSA Incorporated, or 3. To offer them to you at a special price if they are repairable.
9. Copy No. 3 will be mailed to the BSA Factory Service and Quality Control Manager to keep abreast of Product Defects-Damages and Shortages.

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NEW PARTS & LABOR CREDIT CLAIM PROCEDURE Continued

Procedure Continued

10. Copy No. 4 will be scrutinized by BSA Incorporated Service Manager- approved and forwarded to the Accounting Department to post a credit to the dealer's account.
11. When any of the information requested such as engine number, mileage, date sold, signatures etc., are omitted, the Claim forms will be mailed back to the dealer to be completed.

12. I M P O R T A N T

1. Do not Use these Claim Forms for defective Lucas Electrical Parts and units. Send Lucas Parts and Units and Girling Shock Absorbers to Lucas Depots.

Read Service Bulletin No. 197. Batteries excepted-
Read Service Bulletin No. 263.

2. Do Not Use these Claim Forms for defective Smith Instruments- cables or drives.

Read Service Bulletin No. 196.

Walter Brown
Service Manager