HINTS AND TIPS ON
SERVICE

For BSA Dealers

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

Service Bulletin #243   February 13, 1967

IMPORTANT.

SUBJECT: INFORMATION ON OUR NEW BSA WARRANTY PARTS AND LABOR POLICY

PLEASE READ RIGHT NOW

We are issuing this Bulletin to make it easier for you and
for us to handle Warranty Claims. - We must have a Standard-
ized Procedure to assure complete and prompt attention.

YOU HAVE RECEIVED AND READ OUR NEW BSA WARRANTY INFORMATION
FOLDER.

Here are the things that you must do to get prompt attention on your claims.

1. You Must - - - Send us the Warranty Parts from each
    job. No Replacements or Credits can be approved unless
    we receive the parts in question.

2. You Must - - - Send us a Warranty Claim Tag, Form No.
    S-5 covering each Warranty Parts Replacement Job and
    each Parts Shipment. The Tag must have all the in-
    formation that is requested.

3. You Must - - - Send us a Labor Adjustment Card - Form
    S-3 filled in and attached to the Warranty Claim Tag
    for each Warranty Parts Replacement job. The only
    jobs we can give labor credits are shown on the at-
    tached Special Labor Allowance Schedule.

Do not send in Labor Adjustment Cards on any other Jobs as they have not been
approved by the factory.

REQUESTS FOR WARRANTY PARTS REPLACEMENTS OR CREDITS
AND REQUESTS FOR LABOR CREDITS CANNOT BE APPROVED:

1. When the Warranty Parts are received without Warranty
    Claim Tags giving complete information.

2. When the Labor Adjustment Cards with complete in-
    formation are not attached to the Warranty Claim
    Tag.

3. When the type of Job or Operation is not listed on
    the Special Labor Allowance Schedule.

<u>DO NOT USE OLD GREEN CLAIM TAG</u>

<u>DO NOT USE THE OLD YELLOW LABOR APPLICATION FORM</u>

> REMEMBER, you will not get a <u>Labor
> Credit</u> unless you fill out and attach
> a <u>Labor Adjustment Card</u> to the <u>Warran-
> ty Parts Claim Tag</u>.

PLEASE CO-OPERATE WITH US. - - - WE ARE TRYING TO HELP YOU.

WB/jw

Walter Brown
WALTER BROWN
Service Manager