

# HINTS AND TIPS ON

# SERVICE

For **BSA** Dealers

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

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## PRODUCT SURVEY ON THE 1966 SPITFIRE-MARK II SPECIAL

We conducted a Product Survey last year and the results were reflected in ~~Improved Quality and Better Performance in our General line of 1966 models~~ due to action taken by the BSA Factory.

We are making another Product Survey now to compile information to send to the factory on the 1966 Mark II Special Model which was not in our line last year and is built to specifications that are not common to the other 650 Twins.

There will be many hundreds of Mark II Specials sold this year and we have many hundreds of them on order for 1967 so we want to be sure to clear up questionable conditions that may now exist as quickly as possible to assure complete customer satisfaction. In order to accomplish this we must gather information to send to our factory engineering department.

We are listing on the attached sheets parts and units on which we are interested in getting reports and comments.

Please write in any troubles or failures you have had with each part or unit. (If possible I would like engine numbers and mileages.)

You must give us this information if you are experiencing difficulties, otherwise we will not be in a position to convince the factory that it is necessary to take action and make improvements.

Use other side of sheets for any comments or suggestions on items or conditions not listed.

You will be helping yourself as well as us by filling in this Product Survey right now and mailing it back by return mail.

Very truly yours,

*Walter Brown*  
Walter Brown  
Service Manager

*Please return to me promptly in the enclosed self-addressed, postage-paid envelope!*