

TECHNICAL SERVICE BULLETIN



3 G 9

NO.

October, 1970

SUBJECT:

Product Problem
Early Warning System

MODELS:

All Models

All dealers are requested to submit reports covering any items on any models which it is felt are subject to abnormal failure rates, design criticism or which might be a potential safety hazard and which, as a result of direct customer contact, are recognized at an early point of development.

These reports will provide early warning of such defects and become invaluable in prompting speedy action in making corrections.

Apart from the important aspects of reporting service and design problems such a system of early warning becomes increasingly valuable with items of a safety related nature and could substantially reduce the numbers of cars requiring campaign action.

Dealers are requested to share experience, knowledge, or complaints no matter how trivial they may appear and report these promptly and frequently through the Distributor along the lines of the two attached samples of a form designed for this purpose.

Wherever possible, serial number, engine number, and mileage information should be provided, together with samples of any specifically defective materials.

Additional supplies of this form will be provided to you by your Distributor. Please make liberal use of them.



S A M P L E

Ref. No. _____

PRODUCT DEFECT REPORT

Model: MGB & MGB-GT Section: BODY - CHASSIS - ENGINE - TRANSMISSION Date August 31st, 1970
(Strike out those not applicable)

Nature of Complaint: Steering column lock engaged while owner maneuvering car in parking lot.
Unable to release. Steering locked.

Comments: This is the second failure of this type in two weeks.

Note: This is the same lock used on MG Midget Models and which is now on back order from distributor.

Action Taken: Vehicles towed in and locks replaced. Old locks forwarded to distributor for urgent examination.

Details of Vehicles Affected: -						
Vehicle Serial No.	Engine No.	Assembly Unit No.	Color	Mileage	Date of Sale	Distributor or Dealer
GHN5UA 1890076		BHA 4950		3,150	May 30, 1970	Eager Motors
GHD5U 204674G		As above	Yellow	879	Aug. 1st 1970	" "

Signed John Efficiency - Service Manager



BRITISH LEYLAND MOTORS INC.
PRODUCT DEFECT REPORT

Model: _____

Section: **BODY – CHASSIS – ENGINE – TRANSMISSION**
(Strike out those not applicable)

Date _____

Nature of Complaint:

Comments:

Action Taken:

[illegible]