

TECHNICAL SERVICE BULLETIN

NO. 71 G15



APRIL 1971

SUBJECT:

REVISED WARRANTY CLAIM FORM

MODELS:

ALL MODELS

Warranty claim form WAR 15 has been revised to meet certain new requirements. This new form is still basically the same as its predecessor and for this reason should not cause any problems in handling. Old forms are not to be used after May 1, 1971.

The three most important changes involve box 1, Claim Number, box 11, Product Report Number and box 15, Part Number. You will note that box 1 has been made to accommodate the new type claim number which contains the dealers own account identification, thus removing the need to cross reference numbers between offices. Box 11 takes over from box 18 of the earlier form. All claims requiring authorization are now to show the number of the Product Report or Service Call Report used to give authorization in the new box 11.

Part number box 15 is most important to insure correct payment of parts used to perform a warranty repair. The solid vertical lines dividing prefix, body and suffix must be observed, however, no concern should be given to insuring number placement with relation to the dotted lines which are merely guides.

Due to the fact that a large portion of Austin/MG part numbers contain prefixes, body and suffixes. Some care must be taken in this area to prevent misinterpretation. Handling these numbers is quite simple if you keep in mind the main rule that no alphas (i.e., letter of the alphabet) are to appear in the body of the part number.

Detailed below are several examples of how part numbers are to appear.

PART NUMBER

ADA 4594

34G 1301

8G 205/10

BMC Parts

SR 830102

DF 11055029

BR 130100

Smiths

54033584

39171

Lucas

15. PART NO.		
PREFIX	BODY	SUFFIX
ADA	4594	
34G	1301	
8G	205	10
SR	830102	
DF	110550	29
BR	130100	
	540335	84
	39171	

The word WHY? appears in box 22 as a reminder that your description of fault should to the best of your knowledge give the reason for the failure not the result.