



TECHNICAL SERVICE BULLETIN

British Motor Holdings (U.S.A.) Inc.

734 GRAND AVENUE, RIDGEFIELD, NEW JERSEY 07657

April 1, 1968

TO ALL DISTRIBUTORS AND DEALERS

Re: Warranty Policy and Procedures
Extended Warranty

Austin America

An extended Warranty will be issued to Distributors and Dealers on the Austin America only and will not apply to other models.

The extended Warranty will be administered as follows:

1. The owner will receive the standard Warranty issued on all products of the British Motor Corporation Ltd. of twelve months or 12,000 miles.
2. The extended Warranty will be issued only to Distributors and Dealers and will apply to the drive train components. The drive train components are:

Engine, standard and automatic transmissions,
universal joints and driveshafts.

The extended Warranty will cover labor and material and be effective during the second twelve months and second 12,000 miles of ownership. The procedure laid down in the Warranty Policy and Procedures Manual, Section 17, Policy Adjustment, should be followed. Representatives of the Distributors may also make on-the-spot authorizations using Service Call Reports (see Section 11 of the Manual).

3. Full authority has been given to Distributors to make prompt decisions on the extended Warranty.

It will be seen that the policy is not to use the extended Warranty as a selling tool, but to give Distributors and Dealers a clear cut ability to handle policy adjustments up to twenty-four months or 24,000 miles on the drive train components, should this be necessary, and thus obtain customer good-will.