McCULLOCH

SERVICE BULLETIN #1147

SUBJECT NEW WARRANTY PROCEDURE

MODEL Special Warranty Notice

DATE 10/27/61

This bulletin is to announce a new service parts, chain and blade warranty procedure which will be effective November 1, 1961.

In 1957 the factory established the policy of allowing warranty adjustments in the field. In other words, dealers submit parts, defective under the terms of our warranty policy, to the distributor, who examines the parts and, if acceptable, lists them on a sheet of paper and submits the list to the factory for issuance of credit. This procedure has worked very well in that it speeded up the issuance of credit for warranty and it eliminated a lot of useless handling of defective warranty materials by not requiring that they be sent back to the factory for examination unless specifically requested by the factory.

However, this procedure leaves several things to be desired. First of all, we do not have a consistent procedure for handling all warranty materials, i.e., engine parts, chain, blades, accessory parts, etc. Secondly, due to lack of essential information, the factory has not been able to compile and analyze field conditions reflected in warranty returns and take quick corrective action for product improvement.

We have, therefore, designed a new warranty procedure which retains all the benefits of the existing procedure but which will also provide the additional benefits mentioned above. The heart of this new procedure is the new "Warranty Credit Request", Form #ADV 1215 (sample attached). On this form, dealers may enter the parts to be submitted by them for warranty as well as explanation of the defect and reason for replacement of the part. Instructions, printed on the reverse side of each sheet, are self-explanatory and require strict adherence. The dealer then keeps the last (goldenrod) copy of the WCR and forwards the remainder of the form, with accepted parts, to the distributor.

NOTE: A new "Defective Part Tag", Form #ADV 1214, (sample also attached) will replace our existing Warranty Material Tag in this new system. This new tag requires less writing and is not a pre-numbered tag. However, the WCR form is numbered, and the WCR number must be indicated in the space provided on the tag.

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All prior, and now in use, Warranty forms and tags are obsolete with respect to submitting Warranty claims. Claims will be considered only when submitted on Warranty Credit Request, Form ADV 1215, effective November 1, 1961.

The distributor will review the WCR form, and the actual parts and indicate his acceptance or rejection of the parts in the space provided on the WCR form. Should parts be rejected for any of the reasons indicated on the face of the form, such parts will be returned to the dealer with the blue copy of the WCR, with reasons for rejection plainly indicated.

Much of the success of the system, particularly with regard to expediting handling through the mechanical process, will be dependent on the care which is exercised by the dealer in preparing the claim forms. Correct part numbers and legibility will be imperative to insure prompt handling of claims. (Both have been a serious problem and, where numerical errors are now incurred with the mechanical system, the incorrect number will be cast out by the machine. This will require re-submission of the claim by you.)

With this type of information, the factory will be in a much better position to analyze warranty conditions in the field and will be able to request that specific parts be sent in for inspection in order to correct product deficiencies that may exist.

NOTE: Tillotson parts should be entered on a WCR form by themselves. Do not mix with any other parts.

NOTE: Assemblies which are repairable by replacement of parts are not acceptable for warranty.

NOTE: Warranty Credit Request for engine parts must be submitted on separate forms from claims for cutting attachments, bars, chains and sprockets.

Warranty Credit Requests from dealers must be submitted every two weeks so that justified dealer credits may be granted or parts recalled for factory inspection without undue delay.

The continued cooperation of all dealers with our warranty procedure will result in better products and fewer warranty problems for all concerned.

It is imperative that all dealer personnel who are in any way involved in the handling of Warranty claims or credits be thoroughly familiarized with the new system. It is simple and practical, and uniformity of accomplishment by all dealers will forestall unnecessary complications.

An initial supply of WCR Form ADV 1215 and DPT Form ADV 1214 will be sent to you by your distributor.

Future requirements for the new warranty forms will be obtainable through your distributor.