McCULLOCH SERVICE BULLETIN

NO. 1587

MODEL ALL. DATE May 14, 1975

SUBJECT Instructions for Warranty Request-Repair Order Form, No. 91416.

Warranty forms almost always have been designed to perform just one function: supply specific warranty information. This has meant, in many instances, that a dealer had to write up his own repair order as well as a warranty request in order to process a unit for a warranty repair.

With that in mind, we have developed what we hope will eliminate the need for two separate documents: a combination warranty form and repair order. A copy is enclosed.

In addition to the fact that this form can be used as either a warranty request or a regular repair order, the hard copy has a tear-off section that has two parts, which are a customer claim tag and a unit identification tag.

DEALER INSTRUCTIONS : How To Fill Out As A Warranty Request (See Fig. 1).

To Use As A Warranty Request

When used as a warranty request form the same basic information must be provided as was requested on previously used forms, P/N 60980 or 14400.

Key

1. Dealer enters his name and address.
2. Check "WARRANTY" square when form is used for warranty only.
3. Complete customer's name and address.
4. The name of dealer's distributor.
5. Date of purchase.
6. Date of failure.
7. Date of repair.
8. Date of claim.
9. The quantity of each part replaced.
   - 9A. The part numbers of the parts replaced on the unit. Make sure each part number agrees with the part numbers in the current Master Parts Price List and reflects any changes that have been made in the Master Parts Price List.
   - 9B. The name of each part replaced. A one-word description is satisfactory. The name given in the Master Parts Price List is to be preferred since it is shorter than the name given in the Illustrated Parts List for the unit.
   - 9C. The manufacturer's suggested list price of each part replaced.
10. Prefix and serial number (Example: 12-13496).
11. Model number (Example: 600037).
12. The type of equipment (i.e., MM 30, SP 81, MM All-Purpose Drill, 10-10 Brushcutter, H1500 Generator, Chain, Bar, etc.)
13. Give details of the failure and reason for replacement of each part. "Defective" or "Failure" does not give us the information we must have. A short description of the failure and what could have caused it MUST be written here.
    Details of failure and possible cause of failure for bars, chains, and sprockets should be written here also.

Copyright

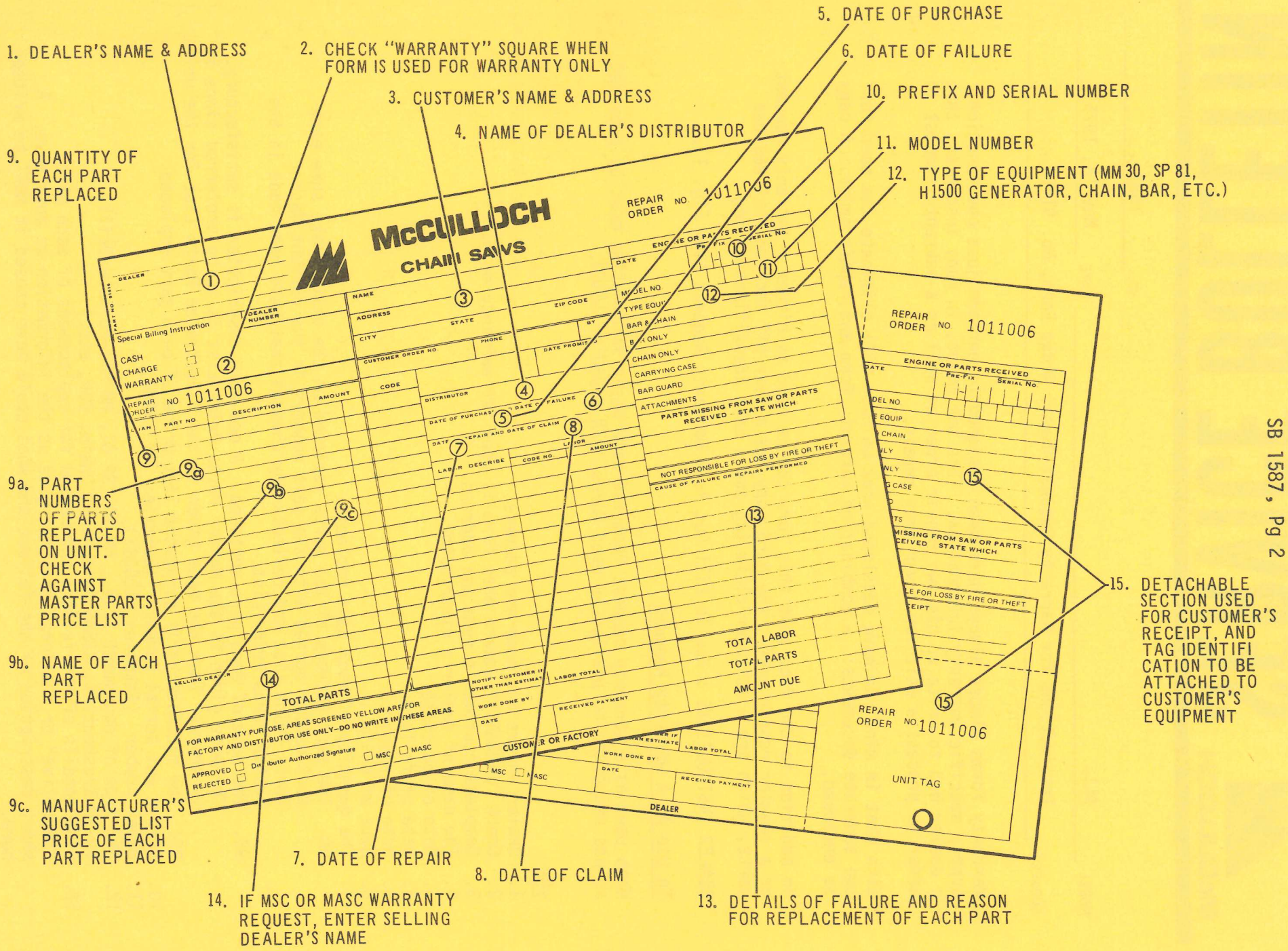


Figure 1. Instructions-Keyed Form.

14. If this is an MSC or MASC warranty request, enter the selling dealer's name.
15. Key 15 refers to a portion of the third hard copy only. This copy has a two part tear off section. The top or large section can be used as a customer claim tag, the smaller lower section can be used as a unit identification tag.

For warranty request, forward the first and second copies to your distributor, and keep the third (hard copy) for your files.

To Use As a Repair Order - (Not As a Warranty Request)

When used as a Repair Order only, record information needed by your dealership. In addition to noting the type of equipment (Item 12), for your records you can check off items such as PM-6A, Bar and Chain, Parts Missing or with Unit, or other attachments and accessories. This will also give your customer a record of items left at dealership. When used as a Repair Order, no copies are sent to your Distributor. The hard copy is intended to be used as a record for the shop.

Please deplete your existing inventory of Warranty Forms No. 60980 and No. 14400 before using the new form No. 91416, for warranty.

Cost of New Repair Order and Warranty Form, P/N 91416

Because of the versatility of the new form, Part Number 91416, and as it will be used in great quantity as a repair order form, we have established a minimal charge for it. The charge will be $3.00 per hundred which is less than our cost to prepare.

Because, however, we do not intend for any dealer to have to pay for forms P/N 91416, used to submit warranty claims, dealers will be reimbursed for individual forms when they are used to request warranty credit. The reimbursement rate will be in keeping with the cost per hundred. Thus the reimbursement we will extend for each warranty submittal wherein the new form is used will be $.03.

McCULLOCH CORPORATION

Product Service
Department