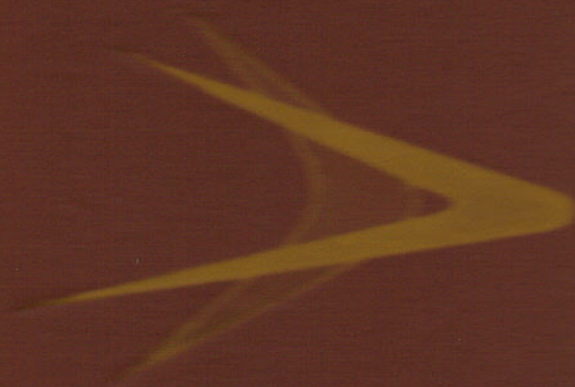


**SERVICE POLICY
and
WARRANTY PROCEDURE
MANUAL**



**CHRYSLER CORPORATION OF CANADA, LIMITED
SERVICE DEPARTMENT**

WINDSOR

ONTARIO

WM-4672

WM-4472

SERVICE POLICY
AND
WARRANTY PROCEDURE MANUAL

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SECTION 1

CUSTOMER RELATIONS

A. Introduction

The purpose of this Manual is to set forth clearly the procedures that you, the authorized dealer, should follow in administering warranty and policy services to your customers, and in submitting claims to the manufacturer for reimbursement.

Within this purpose lie other objectives that are fundamental to the successful conduct of that aspect of customer relations known as warranty and policy services. These objectives concern not only the bare skeleton of procedure and detail, but the complete dealership responsibility, as a retail seller, to its new vehicle customer.

It is understood that the dealer can act confidently upon his own initiative in fulfilling his responsibility to his new vehicle purchaser only if he, in turn, can depend upon a similarly proper acceptance of responsibility by the manufacturer. A primary objective of this Manual, therefore, is to express the intent of the manufacturer, so clearly, in regard to warranty and policy aims, provisions, and responsibilities, that the dealer can and will act without hesitation in fulfilling his obligations to his customers.

A thorough understanding of this Manual and a responsible application of its provisions will, almost certainly, lay the foundation for establishing permanently successful customer relations essential to the common aim of the manufacturer and the dealer alike: *Customer loyalty*. It is upon the loyal, returning customer that a prosperous future depends. It is around him that the dealer must build increasing, more profitable new vehicles sales and an expanding parts and service volume.

B. Customer Relations

The retail purchaser is primarily the customer of the dealer and only incidentally a "customer" of the manufacturer. The dealer has a very definite interest in the future sales of vehicles that will be made to his customer.

Any circumstances concerning the relationship between the dealer and his customer are of interest to the Manufacturer in its efforts to maintain and strengthen the dealer-customer relations.

The dealer has the facilities with which to handle any product deficiencies; has first hand knowledge of the owner's operating and maintenance practices and has the desire to maintain good sales relationship with the retail customer; and is the logical source for assistance to the vehicle owner.

For these reasons, the Manufacturer depends on dealers to handle all individual transactions with vehicle owners.

The Manufacturer has provided policies and procedures through which the dealer has the opportunity to strengthen his relationship with his retail customer.

These policies and procedures permit the dealer to promptly and cheerfully conclude any improper conditions due to actual deficiencies in material or workmanship that are a manufacturing responsibility.

When a customer reports and seeks correction of a product condition or deficiency from either the dealer or the factory, he deserves and should receive prompt and fair consideration or a reasonable and fair explanation as to why the condition is not one of dealer or factory responsibility.

In other words, the dealer has an opportunity to "sell" his interest in the welfare of *his* customer.

Prompt and fair handling of any situation with a customer by the dealer will do more than anything else in creating good will for the dealership and satisfaction with the vehicles he sells and services.

Some retail purchasers may not fully understand that their relationship is with the dealer and will on occasion communicate with or even contact the factory directly about conditions which they consider unsatisfactory.

To re-establish the correct relationship between dealer and customer, the Manufacturer will forward details of such situations to the dealer and request an investigation of the matter and determination of the action required for a prompt and fair conclusion.

To reduce the correspondence to a minimum in such instances, and to facilitate the dealer receiving such information promptly, and in detail, a true copy of the Owner's letter received at the factory is forwarded to the Dealer along with a copy of the factory acknowledgment to the Owner. The accompanying factory letter to the Dealer outlines the situation, for the necessary investigation and attention by the Dealer.

Upon receipt of this correspondence, the dealer's handling should be completely reported to the factory and the details of action taken to bring the condition to a proper conclusion.

It is anticipated that the dealer will regard any instance of customer displeasure as importantly as does the Manufacturer, and that every instance will prompt immediate contact with the customer so that an early report of the handling and conclusion may be forwarded to the factory service department.

SECTION 2

DEALER WARRANTY AND POLICY RESPONSIBILITY

Warranty

When the Authorized Dealer delivers a new vehicle, he extends to the purchaser a written warranty, which appears on the back fold of the Owner Service Certificate as a *Dealer's Warranty*. This warranty is also set forth as a part of the Retail Buyer's Order Form, and when this form is signed by the dealer and the owner, the warranty becomes a part of the sales contract.

The dealer warranty extended to the original purchaser of a new vehicle is extended in substantially the same form as the Manufacturer's Warranty to the Authorized Dealer. It is a standard warranty, designed to protect both the owner and the dealer within the limits of the contractual obligations expressly set forth in the warranty.

Owner Service Certificate

An authorized dealer using the Owner Service Certificate form provided with each new vehicle can:

1. Persuade his customer that service is available to assure the standard condition he expects in his new vehicle.
 2. Expressly warrant the new vehicle to his customer in substantially the same form as the manufacturer's warranty to the authorized dealer, so that any corrections made under the dealer's warranty are eligible for reimbursement from the manufacturer.
 3. Specifically limit the dealer's warranty obligations, and avoid certain possible "implied" warranties and broader liability which may exist if no warranty is expressed.
 4. Perform the responsibility assumed by the authorized dealer under his Direct Dealer Agreement "to fulfill the terms of the Owner Service Certificate".
 5. *Validate Certificate*—The Owner Service Certificate helps the dealer explain what services will be performed and how to obtain them if the owner is away from home. However, the certificate is of no value unless it is completely filled out (typed), explained and presented to the owner by the dealer who sold the vehicle.
-

- (a) Remove blank Certificates from new vehicles: A blank Owner Service Certificate is placed in the glove box of every new vehicle shipped from the factory. Remove it before starting to prepare the vehicle for delivery, and see that it is placed in the hands of the person responsible for the license application and bill of sale.
- (b) Front of Certificate: Completely fill in (type) face of certificate. (See Figure 1).
- (c) Service Coupon: The space on the coupon headed "to be filled in by the Selling Dealer" is to be completed (typed) with the Selling Dealer Account number "rubber stamped." When the coupon is filled in, the owner can exercise the transient Owner privileges, explained in the Certificate. If the coupon is not filled in, the owner may not obtain this service from another dealer. (See Figure 1).

Policy

In order to preserve the reputation of the manufacturer's products and owner goodwill toward the manufacturer and dealer, it is the manufacturer's policy to assume the expense of certain parts replacement even after the warranty period of 90 days or 4,000 miles has expired. As the name implies, however, these reimbursements are made as a matter of policy, and are limited to situations which might reasonably be expected to result in owner dissatisfaction and possible loss of owner loyalty toward the product.

If a *component part* of any of the following units is found to be defective within the first 12 months or 12,000 miles of operation, whichever occurs first, the dealer should replace the part at no charge to the owner, for parts and labour providing there is no evidence of customer misuse, negligence, etc.

It is not necessary for the dealer to obtain prior credit authorization from the Zone Service Office for such component replacement.

Engine (less ignition system,
filters and air cleaners)
(not applicable to diesel units)

Cooling System

Transmission

Front Suspension

Rear Springs

Shock Absorbers

Universal Joints

Generator

Starter

Alternator

Rear Axle

Steering


Exhaust System

Air Conditioning and Heating System

Wheels (less tires)

Brake System (less lining)

Body Hardware (such as window
regulators, door handles, etc.)


AUTHORIZED
CHRYSLER
DEALER'S
Owners
Service Certificate
Issued to

Name John A. Doe
 Address 1000 First Avenue
 City Anytown Prov. Ontario
 Model Code PC1 Body Type hD. Sed.
 Vehicle Serial No. 8109100005
 Engine No. PC1-1005C
 Ignition Key No. 401CP
 Door Key No. 401CP
 Rear Compartment Lock Key No. 101B
 Glove Box Door Key No. 101B
 Delivery Date October 30, 1959

Issued by
Anytown Motors Limited
 Authorized Chrysler Dealer
Anytown Ontario
 City Prov.
 Keep this Certificate in your car for identification.

CHRYSLER
1,000 MILE
SERVICE COUPON

ISSUED TO

John A. Doe
 Owner's Name
1000 First Avenue
 Street Address
Anytown Ontario
 City Prov.
1960 Windsor hD. Sedan
 Year Model Name Body Style
8109100005 Oct. 30, 1959
 Serial Number Delivery Date

ISSUED BY

Anytown Motors Limited
 Authorized Chrysler Dealer
 Dealer Code No. 1350
Anytown Ontario
 City Prov.
 * * *

When the services listed on the reverse side of this coupon are performed by other than above dealer, the following information must be filled in by servicing dealer and signed by owner at time of completion of work.

1206 Nov. 16, 1959 600
 Dealer Code No. Date Mileage
Hometown Motors
 Servicing Dealer
Hometown Ontario
 City Prov.
 Owner's Signature

VOID IF DETACHED

Figure 1—Completed Certificate and 1,000 Mile Service Coupon

The Manufacturer's Warranty to the Dealer

Each new vehicle purchased from Chrysler Corporation of Canada, Ltd., is warranted to the dealer under the terms of the Manufacturer's warranty as set forth in the Direct Dealer Agreement:

"The Manufacturer warrants each new motor vehicle manufactured by it to be free from defects in material and workmanship under normal use and service, its obligation under this warranty being limited to making good at its Factory any part or parts thereof, including all equipment or trade accessories (except tires) supplied by the Motor Vehicle Manufacturer, which shall, within ninety (90) days after making delivery of such vehicle to the original purchaser or before such vehicle has been driven for four thousand (4,000) miles, whichever event shall first occur, be returned to it with transportation charges prepaid, and which its examination shall disclose to its satisfaction to have been thus defective; this warranty being expressly in lieu of all other warranties or conditions expressed or implied and of all other obligations or liabilities on its part, and it neither assumes nor authorizes any other person to assume for it any liability in connection with the sales of its vehicles.

"This warranty shall not apply to any vehicle which shall have been repaired or altered outside of an authorized service station in any way so as, in the judgment of the Manufacturer to affect its stability or reliability, nor which has been subject to misuse, negligence or accident."

Application of the Warranty

The warranty issued to the dealer limits the manufacturer's contractual obligations to the stipulations set forth in the warranty.

It is also an expression of the manufacturer's determination to stand behind the product. In applying the warranty, the dealer should be aware of the assurances provided him, so that he in turn, can confidently extend similar warranty assurance to his new vehicle customers.

The Dealer's Warranty to the New Vehicle Purchaser

When the dealer delivers a new vehicle, he extends to the purchaser the same warranty, in effect, that he (the dealer) receives from the factory:

Authorized Dealer's Warranty

We, your selling dealer, warrant each new motor vehicle sold by us to be free from defects in material and workmanship under normal use and service, our obligation under this warranty being limited to making good at our place of business, without charge for replacement labour, any part or parts thereof, including all equipment or trade accessories (except tires) supplied with the motor vehicle, which shall within ninety (90) days after making delivery of such vehicle to the original purchaser or before such vehicle has been driven four thousand (4,000) miles, whichever event shall first occur, be returned to us with transportation charges prepaid, and which our examination shall disclose to our satisfaction to have been thus defective; this

warranty being expressly in lieu of all other warranties or conditions expressed or implied and of all other obligations or liabilities on our part, and we neither assume nor authorize any other person to assume for us any liability in connection with our sale of motor vehicles.

This warranty shall not apply to any vehicles which shall have been repaired or altered outside of an authorized (Plymouth, Dodge, De Soto, Chrysler, Imperial, Valiant, Dodge and Fargo) service station so as, in our judgment, to affect its stability, or reliability, nor which has been subject to misuse, negligence or accident."

The dealer's warranty appears in the Owner Service Certificate, which is presented to the owner at the time of delivery. When the Certificate has been filled out and presented to the owner, it becomes a condition of the new vehicle sale.

Carrying Out The Responsibility

It should be the aim of the dealer, in carrying out his warranty responsibility, to lay the foundation for customer loyalty—to so handle the customer during the critical first days of ownership as to instill in the owner a deep sense of confidence in the dealer's *ability* and *integrity*.

It is here that owner loyalty begins—in the owner's belief that the dealership not only desires but is determined to take care of its own. And it is far easier for the dealer to instill this belief in the early days of ownership than at any time afterward. The dealer can develop such loyalty only by first convincing the owner that the dealership is directly responsible to the owner as the seller of the vehicle. This is the only arrangement satisfactory to the owner—for it is to the dealer he must come for maintenance needs, and for any warranty or policy services he may require.

The dealer should not divert the owner's trust in him and dependence on him to the manufacturer. The manufacturer cannot solve the owner's problems, and it is not the manufacturer that will sell him a new vehicle when he is in the market again. The manufacturer will, however, cooperate with the dealer in providing information and guidance enabling him to *take care of his owners* in a manner that will influence them to return to the dealer for service needs and, subsequently, for repeat new car purchases.

It is expected, therefore, that the dealer will:

1. Take full advantage of warranty and policy provisions described in this Manual to insure complete customer satisfaction with the product and the dealership.
 2. Represent all warranty and policy services performed for the owner as *dealer* services, based on the *dealer's* sense of responsibility to *his* customer and on his interest in retaining the owner as a new vehicle customer—never including the manufacturer *unnecessarily* in the dealership's relations with its customers.
-

Warranty Services For New Vehicle Purchaser

The original purchaser of a new vehicle is entitled, under the dealer's warranty to him, to have any defective parts or accessories replaced, at no charge, during the warranty period (90 days or 4,000 miles from date of delivery, whichever first occurs). Tires are not included in the warranty, but provisions are made by the Tire Manufacturer whereby the dealer can seek adjustment for a defective tire or tube. (See Section 4 of this Manual).

When the owner is entitled to have a warranty service performed, regardless of whether it is (1) a service for which the dealer should seek reimbursement from the manufacturer, (2) a service which the dealer should handle with a vendor authorized service station or representative, or (3) an adjustment for which the dealer is responsible—the dealer should make sure that, in the customer's eye, the dealership is the sole satisfier of the customer's needs.

Take Immediate Steps to Assure Owner Satisfaction

When the dealer is confronted with a question of warranty service, he should take immediate steps to ease the customer's mind in regard to the dealership sense of responsibility and to the product itself.

1. Inspect the condition promptly, to determine its nature and whether or not it is a matter of warranty responsibility.
2. Assure the owner regarding the dealership's ability to take care of the condition and the steps which will be taken to restore the vehicle to the high standard of performance the owner has every right to expect.
3. Perform the necessary repairs as soon as possible. If the repairs are clearly a matter of warranty responsibility, perform the service promptly, cheerfully, and to the owner's satisfaction. (If the repairs are of such a nature that prior authorization must be obtained, handle the matter in a way that will be of least inconvenience to the owner and will reflect credit on the dealership service department). (See page 9 of this Section).

The Performance of Warranty Service

1. If the replacement of parts is required, the owner should not be charged for the parts or for the labour required in replacing those parts.
 2. If parts or assemblies are dismantled or removed in the performance of warranty repairs, and repairs can be accomplished without the replacement of parts, the owner should not be charged for the labour.
-

3. *Filing of Parts Replacement Memorandum by Dealers Covering Normal Warranty*

With the exception of the items requiring the use of a Request for Authorization Form, dealers should proceed to handle warranty work for their customers according to the instructions in this Procedure Manual. Under no circumstances are dealers to hold claims (except batteries) for the signature or approval of the Service Representative.

NOTE: Parts Replacement Memorandums must be filed within fifteen (15) days after repairs are completed.

Services Requiring Prior Credit Authorization

The great majority of warranty services can and should be completed without obtaining prior credit authorization from the manufacturer. The manufacturer reserves the right, however, to evaluate in advance certain types of replacements or operations before assuming any warranty expense.

These are items which experience has established as being a matter of warranty responsibility only in rare and unusual circumstances:

1. Complete Assemblies

Component parts of the following assemblies may be replaced during the warranty period without obtaining prior authorization. However, the dealer must obtain prior authorization before replacing a complete assembly such as:

Engine	Air Conditioning—Compressor
Transmission	Air Conditioning—Evaporator
Steering Gear	Convertible Top and/or Bow Assembly
Power Steering Gear Unit	Carburetor
Torque Converter	Auto Pilot Drive Unit
Differential Carrier	Two Speed Axle Electric Shift Unit
Truck Axle Housing	Generator Assembly
Truck Front Axles	Starter Assembly
Truck Springs	Alternator Assembly
Power Brake Power Unit	Generator Regulator Assembly

2. Refinishing

Generally, the necessity for refinishing work on a new vehicle should arise before the vehicle is delivered:

Upon Receipt of Vehicle

If damage is apparently carrier responsibility such as large scratches or broken paint areas present when the car is received from the carrier—it should be reported on a Transportation Claim Request. (See Section 7 of this Manual).

(THE MANUFACTURER WILL NOT ACCEPT A PARTS REPLACEMENT MEMORANDUM FOR PHYSICAL DAMAGE TO THE FINISH AFTER THE VEHICLE HAS BEEN ACCEPTED FROM THE CARRIER).

Before Delivery

If the condition is one for which the manufacturer is apparently responsible, it should be noted before the retail delivery of the vehicle.

When only a *single panel* is involved, the dealer may perform the refinishing work *without obtaining prior authorization*. However, if refinishing work on more than one panel is required, the dealer *must* obtain prior credit authorization before proceeding with repairs.

After Delivery

However, if a condition arises after the retail delivery, and the customer seeks warranty repairs, the dealer should first satisfy himself the condition is a matter of warranty responsibility—not due to any of the following:

- Improper cleaning methods or failure to keep the car clean.
- Contact with harmful chemicals.
- Improper customer usage.

Prior authorization for such refinishing is required.

3. Bumpers and Bright Metal Parts

A bumper should not be replaced by the dealer if he expects to submit a claim, until he has obtained prior credit authorization.

As in the case of refinishing work, the necessity for replacing *bright metal parts*, as a matter of warranty, should generally be evident *before* the vehicle is delivered to the retail customer.

—If damage is apparently carrier responsibility — such as large scratches or broken areas present when the car is received from the carrier — it should be reported on a Transportation Claim.

(THE MANUFACTURER WILL NOT ACCEPT A PARTS REPLACEMENT MEMORANDUM FOR PHYSICAL DAMAGE TO BRIGHT METAL PARTS AFTER THE VEHICLE HAS BEEN ACCEPTED FROM THE CARRIER).

—If the condition is one for which the factory is apparently responsible, it should be noted before the retail delivery of the vehicle.

Single mouldings or individual pieces showing evidence of manufacturing defect may be replaced by the dealer without obtaining prior authorization. When extensive replacement appears necessary, the dealer should obtain prior authorization before proceeding with repairs on a warranty service basis.

4. Replacement of Upholstery and Trim (Door and Quarter Panels, Seat Covers, Carpets, Headlining)

Trim and upholstery damage that can be detected by visual inspection when the dealer receives the vehicle from the carrier should be reported as a Traffic Claim (See Section 7). This type of damage—such as torn, scuffed, soiled, or cut trim or upholstery—should not be submitted as a Warranty Claim. (Parts Replacement Memorandum).

(THE MANUFACTURER WILL NOT ACCEPT A PARTS REPLACEMENT MEMORANDUM FOR PHYSICAL DAMAGE TO UPHOLSTERY AND TRIM AFTER THE VEHICLE HAS BEEN ACCEPTED FROM THE CARRIER).

If a trim or upholstery condition other than torn, scuffed, soiled, or cut, is reported to the dealer by the customer after retail delivery of the vehicle, the dealer should first satisfy himself as to who is responsible for the condition—the owner, the dealership, or the manufacturer.

If the dealer is satisfied that there is a defect in material or workmanship, he should obtain prior authorization before replacing door and quarter panels, seat covers, carpets, or headlining.

5. Windshield and Rear Window Glass

Neither the windshield nor the rear window glass should be replaced on a warranty basis by the dealer until he has obtained prior authorization from the Zone Service Office or the Factory Service Department.

Handling the Customer Properly When Prior Authorization is Required

When the dealer must gain prior authorization before proceeding with repairs, he should exercise extreme care in handling the customer. *As a general rule, he should neither tell the customer that this prior authorization is necessary, nor refer the customer to the manufacturer or its service representatives.* The dealer should involve the manufacturer, or its representatives, *only* in those exceptional circumstances where it is necessary to do so in order to retain the customer's good opinion of the product and the dealership. The owner's goodwill and satisfaction can be retained only as he understands that the *dealership* will take care of any service problem of his in a fair, forthright, and responsible way.

Obtaining Prior Authorization

When authorization is required and no personal contact can be made with the Service Representative, a Request for Authorization, Form No. 3204, can be completed in triplicate with two copies to be forwarded to the Zone Office for approval. This form will enable the dealer to obtain authorization for special labour and/or material adjustments as covered by the Request for Authorization form (See Figures 2 and 3).

In the event repairs requiring prior authorization have to be performed and the time element for the filing of a Request for Authorization would cause inconvenience to the owner, the dealer can obtain approval to proceed with repairs verbally from the Zone Service Office or the Service Representative. Such verbal approval must be confirmed by the filing of a Request for Authorization with the Zone Service Office which will be approved and returned. Claims received in Windsor covering special adjustments without an approved Authorization Form attached will not be passed for credit adjustment.

Form 3204, 8/58

Serial No. 8109100005

REQUEST FOR AUTHORIZATION

CHRYSLER CORPORATION OF CANADA, LIMITED

Date October 29, 1959

Dealer <u>Anytown Motors Limited</u>		City <u>Anytown</u>	Prov. <u>Ontario</u>	Account No. <u>1350</u>	
Owner's Name <u>John A. Doe</u>		City <u>Anytown</u>	Prov. <u>Ontario</u>	Labour Rate <u>\$4.00</u>	
Selling Dealer if you did not sell Vehicle <u>N/A</u>		City <u>N/A</u>	Prov. <u>N/A</u>	Engine No. <u>PC1-1005C</u>	
Date of Sale <u>October 15, 1959</u>	Mileage <u>420</u>	Body Style <u>PC1-141</u>	Paint Code <u>ABC</u>	Trim Code <u>HXB</u>	

SPECIAL LABOUR ADJUSTMENT
(Special labour claims not considered new vehicle expense or owner's responsibility on vehicles under 4,000 miles-e.g. body, paint and trim repairs only)

Description of Condition (See back of sheet) | Lab. Oper.

Rough paint on roof panel. These |

areas will not compound out. |

Entire roof panel will have to be |

repainted. | 23-986

SPECIAL MATERIAL ADJUSTMENT
(Special claims involving parts replacements during or after warranty period where there is some doubt of factory responsibility)

Description of Condition (See back of sheet)

Qty.	Part No.	Part Name	Lab. Oper.	Lab. Amt.	Part Credit

Use Other Side to List Additional Parts.

Total Labour.....Total Parts.....Total Credit.....

Basis For Factory Participation:

ESTIMATED COST

Labour in Hours 3.1 Cost \$12.40

Miscellaneous Material Paint Cost 2.00

TOTAL COST \$14.40

Owner's Share.....Dealer's Share.....Factory Share.....

Previous correspondence on reported condition—YES..... NO..... This is to certify that the information contained hereon is accurate.

If YES with Whom.....

Previous Claims Submitted on P.R.M. Nos:.....

SIGNED A. B. Coutz
Dealer or Service Manager

FOR ZONE OFFICE USE ONLY

Not Acceptable Signed.....

Reason:

1. Data incomplete or incorrect
2. Estimated cost too high
3. Settlement with customer not clear
4. Vehicle too far out of warranty

AUTHORIZATION APPROVAL

Approved by:

Date:

Use a typewriter to fill in this form in triplicate. Retain one copy and forward two to your Zone Service Office. If acceptable, request will be signed and returned. Repairs must be completed and P.R.M. submitted with approved authorization attached within fifteen days.

Figure 2—Authorization for Special Labour Adjustment.

Figure 3—Authorization for Special Material Adjustment.

Instructions For The Completion of Request for Authorization

1. Form should be filled in with typewriter in triplicate.
2. Type in serial number.
3. Type in dealer's name, city, location and account number.
4. Type in owner's name, city, province, labour rate, selling dealer information if applicable, engine number, date of sale, mileage, body style, paint code and trim code.
5. Complete special labour adjustment or material adjustment section whichever is applicable. Complete detail on condition is required and back of form and diagrams can be used to describe condition.
6. Estimated cost for special labour adjustment and/or material adjustment should be completed as applicable. The application of a "fair" settlement should be kept in mind on special material adjustments and the distribution of the expense between owner, dealer, and factory must be given and the basis for factory participation must be explained.
7. Indicate previous correspondence and P.R.M. numbers as designated.
8. Form is to be signed as indicated by an authorized official of the dealership before forwarding to the Zone Service Office. (Please sign). Retain one copy and forward two to your Zone Service Office.
9. Reasons for return of the form as not acceptable are indicated.
10. If approved, original copy will be returned, signed and dated and this approved copy must be forwarded with the Parts Replacement Memorandum within fifteen days after completion of repairs.

Non-Reimbursable Items

Certain services which a vehicle may require *during or after* the warranty period *will not* be considered for reimbursement by the manufacturer and *should not* be submitted on a Parts Replacement Memorandum.

1. If the condition is due to owner misuse, abuse, accident, or neglect, the owner is responsible.
 2. If the service required is the performance of an inspection or adjustment normally performed at pre-delivery or during the 1,000 (or 2,000) mile inspection, it is a dealer responsibility.
 3. Claims for the following services should not be submitted for reimbursement:
 - Engine tune-ups, and all related cleaning or adjustment operations.
 - Valve grinding or carbon removal.
 - General tightening of bolts and nuts.
-

- Headlight alignment.
- Front wheel alignment.
- Balancing of tires or wheel assemblies.
- Performance of any adjustments or service normally required before a new car is delivered, such as outlined on the New Car Preparation and Inspection Service published by the manufacturer.
- Failure resulting from racing or other forms of abnormal operation.
- Incidental expenses such as gasoline, towing charges, telephone, traveling, lodging expenses, or personal property.
- Oil, lubricants, antifreeze, freon—except as they meet the requirements of a special policy adjustment (See "Special Policy Adjustment" below).
- Abnormal diagnosis time, except as it meets the requirements of a special policy adjustment (See "Special Policy Adjustments" below).

Special Policy Adjustments

The items listed below are not covered by warranty and are ordinarily not reimbursable. As a matter of special policy adjustment, however, these items may be submitted on a Parts Replacement Memorandum *if they occur under the circumstances set forth in the following paragraphs and within the prescribed limitations.*

1. Lubricants and Fluids

During the warranty period (90 days or 4,000 miles, whichever occurs first), when repairs for the correction of an acknowledged defect involves the replacement of antifreeze, engine oil, transmission, torque converter or rear axle lubricant, freon and brake fluid, the replacement should be made at no charge to the owner. Credit will be allowed to the dealer at the prevailing wholesale price of materials. (See Net Allowance Chart in Section 5).

2. Abnormal Diagnosis Time

As a matter of normal practice, diagnosis time cannot be considered separately from the time allowed to perform a warranty (or policy) service operation. It must be assumed that "diagnosis" is an integral part of the dealer's service operation and, therefore, of dealer responsibility.

However, there may be exceptional circumstances where the complete diagnosis of a service problem may require an extended period of investigation. Under such circumstances, the manufacturer will make reimbursement for an *abnormal* diagnosis time—if the diagnosis effort is carried out under the supervision and authorization of a service representative.

3. "New" Used Vehicles

It is recognized that a vehicle originally sold "New" by an authorized Chrysler Corporation dealer and subsequently purchased by an owner from an authorized Chrysler Corporation dealer as a "used" unit, may expect considerations from the dealer similar to those offered under the warranty.

To assist the dealer in protecting the reputation of the product, a special policy adjustment is available to him covering the unexpired portion of the Warranty and Policy periods up to *12 months or 12,000 miles* whichever occurs first.

—If the replacement of a part is necessary, the dealer may replace the part at no charge for the part or for the labour required in replacing it.

Labour only claims will not be accepted on "new" used vehicles.

Dealer demonstrator units and former Corporation cars sold by an authorized Chrysler Corporation dealer will be covered as a "new used" vehicle for the unexpired portion of the Warranty and Policy periods up to 12 months or 12,000 miles, whichever occurs first, time and mileage to be computed from the date the vehicle was put in service. If the date put in service is not readily available or cannot be substantiated, a date thirty days after date of shipment from the factory will be used to determine the unexpired portion of warranty and/or policy periods.

Applying Policy Services

When a condition arises, after the warranty period, that may entitle the owner to a policy replacement of parts, the dealer should take the same prompt steps to assure owner satisfaction as in performing a service under the warranty.

If it is necessary to replace a defective part under the Policy—

- the parts should be replaced at no charge for the part or for the labour required to replace the part.
- The dealer may then submit a Parts Replacement Memorandum, and on acceptance of the claim, will be reimbursed at the established rate. (See Page 2 of this Section).

Policy services should be extended to the transient owner in just the same way they are extended to the dealer's own customers (See Section 3).

Prior Credit Authorization During Policy Period

Any service requiring prior credit authorization during the warranty period likewise requires prior credit authorization during the policy period. (See Page 7 of this Section).

In addition, any component of any assembly or group *not listed on page 7* of this section requires prior credit authorization, if it is replaced after the warranty period and the dealer expects to submit a claim.

Services Not Covered by Policy

Services considered dealer or owner responsibility during the warranty period are likewise non-reimbursable *after* the warranty period. (See page 12 of this section). In addition, certain other replacements are of such a nature that they cannot be included under the policy to the dealer:

1. Lighting system parts such as bulbs, sealed beam units, and connectors.
2. Ignition system parts such as contact points, condensers, rotors, distributor caps and spark plugs.
3. Small gaskets, such as valve cover gaskets, bolts, and nuts which can be replaced without disassembly of a major unit.
4. Small carburetor parts such as gaskets, rods, jets, etc.
5. Broken glass.
6. Rusted, pitted, or damaged chrome.

Reimbursement Rates

The dealer may obtain reimbursement for Warranty and Policy services by submitting a valid and properly supported Parts Replacement Memorandum. On acceptance of the Claim, the dealer will be reimbursed at the established rates:

- Labour:** 100% of the agreed Parts Replacement Memorandum Hourly Rate (recorded with the factory) multiplied by the time published in the applicable Service Operation Time Schedule.
- Parts and Assemblies:** Published Current Dealer Net (For Transient Owner Claims, see Section 3).
—plus 10% for handling.
- Sublet Work:** If work is sublet, the reimbursement allowed will be computed on the basis of the time published in the applicable Service Operation Time Schedule or on the dealer's actual cost, whichever amount is less. In submitting a claim on sublet work, the dealer must include a true receipted copy of the invoice from the shop performing the work, showing—
—what condition was corrected
—what parts were replaced in correcting the condition
—the amount paid by the dealer to the shop performing the work.

Reimbursement for Transportation of Parts and Assemblies

The dealer can claim for the cost of transportation of parts and assemblies required for warranty service under certain conditions. (For detail see Section 5, page 6).

Use of The Certified Car Care Plan in Applying Policy

When the dealer delivers a new vehicle, he presents the new owner with a Certified Car Care booklet which is included in Owner Information Folder placed in the glove compartment of each new car. The Certified Car Care Plan should be explained carefully by the dealer at the time of new vehicle delivery.

Certified Car Care is designed to make the dealer's use of policy services more effective and workable and to assist the dealer in realizing the main objective of all warranty and policy services: *predisposing every new vehicle purchaser to become a loyal customer of the dealer, both for service and repeat new vehicle sales.*



Certified Car Care Book

Maintenance Coupons

The Certified Car-Care booklet presented to the owner contains eleven maintenance coupons, based on scheduled maintenance needs from 3,000 miles to 23,000 miles. A coupon is provided for maintenance services required every 2,000 miles, listing on the face of the coupon the services that should be performed.

It should be pointed out to the owner that scheduled maintenance care, designed for the vehicle by the manufacturer, is his best assurance of a satisfactorily performing vehicle at the least expense. Since each coupon has a stub requiring a qualified signature, the owner has proof that he has lived up to his part of the bargain in taking care of the vehicle—and is entitled to policy service, should the need arise.

<p>17,000 MILE CERTIFIED CAR CARE</p> <p>Mileage <u>17050</u></p> <p>Date <u>12/15/59</u></p> <p>We have performed the services, inspections and adjustments as outlined on the 17,000 MILE Certified Car Care Coupon.</p> <p>Servicing Dealer <i>Anytown Motors</i> City <i>Anytown, Ont.</i></p>	<p style="text-align: center;">17,000 MILE Certified Car Care Coupon</p> <p style="text-align: center;">The 17,000 Mile services to be performed are as follows:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. CERTIFIED CAR CARE LUBRICATION</td> <td style="width: 50%;">2. CHANGE ENGINE OIL</td> </tr> <tr> <td>3. CHANGE ENGINE OIL FILTER ELEMENT</td> <td></td> </tr> </table> <p>SAFETY NOTE: We recommend a check on the following Safety Points:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">1. REAR LIGHTS</td> <td style="width: 33%;">2. FRONT LIGHTS</td> <td style="width: 33%;">3. STEERING</td> </tr> <tr> <td>4. HORN</td> <td>5. WINDSHIELD WIPERS</td> <td>6. TIRES</td> </tr> <tr> <td>7. GLASS</td> <td>8. REAR VIEW MIRROR</td> <td>9. BRAKES</td> </tr> <tr> <td></td> <td>10. EXHAUST</td> <td></td> </tr> </table> <p style="text-align: center; font-size: small;">We will be happy to perform any or all of these services for you at our prevailing rates.</p>	1. CERTIFIED CAR CARE LUBRICATION	2. CHANGE ENGINE OIL	3. CHANGE ENGINE OIL FILTER ELEMENT		1. REAR LIGHTS	2. FRONT LIGHTS	3. STEERING	4. HORN	5. WINDSHIELD WIPERS	6. TIRES	7. GLASS	8. REAR VIEW MIRROR	9. BRAKES		10. EXHAUST	
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7. GLASS	8. REAR VIEW MIRROR	9. BRAKES															
	10. EXHAUST																

Owner Service Certification Coupons

Owner Service Certification Coupons are designed as an aid to the dealer in encouraging the owner to return to the dealership for required maintenance service. It is important, therefore, for the dealer to bring these coupons to the attention of the owner at the time of delivery and explain their use.

Use of Owner Service Certification Coupons

When the owner has a service performed, either under the warranty or as a policy service, the owner must sign a Certification Coupon and surrender it to the dealer. The dealer must attach the Certification Coupon, properly filled out (including the repair order number) to support the claim presented on the vehicle. (Only one Certification Coupon is necessary to support a claim for all warranty services performed on the vehicle at any one time).

Certified Car Care			
OWNER'S SERVICE CERTIFICATION			
This will certify that this vehicle has been serviced in accordance with the terms of the CERTIFIED CAR CARE PLAN, and warranty service has been performed on Repair Order No. <u>12345</u>			
OWNER'S SIGNATURE <u>John Doe</u>			
ADDRESS	<u>1000 First Avenue</u>	CITY	<u>Anytown</u> PROV. <u>Ontario</u>
SERVICING DEALER'S NAME		<u>Anytown Motors Limited</u>	CODE NO. <u>1350</u>
ADDRESS	<u>250 Main Street</u>	CITY	<u>Anytown</u> PROV. <u>Ontario</u>
SERIAL NO. <u>8109100005</u>			

If the owner is unable to produce a Service Certification Coupon at the time he visits the dealership for warranty service, the dealership service department should not, under any circumstances, refuse or hesitate to perform the service for the reason that the owner cannot surrender a coupon. Dealer can obtain additional Owner's Service Certification coupons from his Zone Office.

If the owner has misplaced or forgotten his Car Care Book (which *should* be kept in the pocket of the Certified Car-Care folder and in the vehicle at all times), the dealer should request the owner to surrender the coupon promptly so it can be attached to the Parts Replacement Memorandum.

Above all, however, the dealer should proceed with the necessary warranty service in the normal way. When a Parts Replacement Memorandum is submitted without a Service Certification Coupon, an explanation should appear on the face of the Claim:

"NO OWNER CERTIFICATION COUPON BECAUSE....."

Procedure on Bodily Injury and Property Damage Matters

The Warranty does not apply in connection with a vehicle involved in an accident, fire or similar incident.

Matters involving bodily injury or property damage arising out of accidents, fires, or similar incidents which come to the attention of the dealer, should be handled in a manner which will protect the interest of both the dealer and the manufacturer, if negligence on the part of the dealer or manufacturer was allegedly the cause.

The dealer should advise his organization's personnel not to make any statements or take any action which could be construed as an admission or indication of dealer or manufacturer responsibility in whole or in part, but should instruct his personnel to listen carefully to the report of the condition and surrounding circumstances as related by the customer.

When such matters are brought to the attention of the dealer or his personnel, the dealer should immediately advise the manufacturer in order that the manufacturer may give the matter proper consideration.

The dealer should furnish the manufacturer with whatever information he has regarding the nature and alleged cause of the condition related; the conditions under which the incident occurred; the extent of damage to property, both damage to the vehicle itself and to any other property; whether or not there were any alleged bodily injuries; pertinent information on the prior service record of the vehicle; and whatever additional facts he believes will assist the manufacturer in reviewing the matter.

Parts Replacement Memorandums — Certain Materials

On Parts Replacement Memorandums which list any brake, steering, or wheel parts, the dealer must attach a signed statement to the effect that the automobile was not involved in an accident. If this signed statement is not attached, credit will be declined, and the Parts Replacement Memorandum will be returned to the dealer. Refer to Figure 4, for proper form on above statement.

ANYTOWN MOTORS LTD.,

250 MAIN STREET,
ANYTOWN, ONTARIO.
Sept. 23, 1959.

Chrysler Corp. of Canada Ltd.,
Admin. Bldg.,
2450 Chrysler Centre,
Windsor, Ontario.

RE: PRM.....

Dear Sir:

This is to certify that vehicle bearing
serial.....owned by.....was not involved
in an accident.

Yours very truly,
ANYTOWN MOTORS LTD.

PER SERVICE MANAGER.

Figure 4—Sample Letterhead for Affidavit.

SECTION 3

TRANSIENT OWNER

When an owner takes delivery of a new vehicle, he becomes entitled to warranty and policy services described earlier in this Manual. These services are part of the assurance offered by his dealer that he has bought a reputable product from a reputable source, and his rights to these services are not restricted to any geographical area.

The original purchaser of a new vehicle should be offered the same warranty and policy protection by all authorized dealers, who should work cooperatively to preserve the goodwill and confidence of each other's customers. All authorized dealers benefit from any increase in owner confidence that authorized dealer service can create, wherever it may be.

It is, of course, intended that the new owner will return to his selling dealer for his service needs—including warranty and policy services. It is not intended that he use transient owner privileges as a basis for selecting a servicing dealer of his choice or convenience, when he can reasonably be expected to return to his selling dealer for services to be performed under the warranty or as a matter of policy adjustment.

A customer will be considered a *transient* under any of the following circumstances:

1. The owner is on an extended trip and is more than fifty (50) highway miles from his place of residence or from the selling dealer's place of business.
2. The customer has moved his residence to a point more than fifty (50) highway miles from the selling dealer's place of business.
3. The car cannot or should not be operated for mechanical or safety reasons and the Authorized Dealer requested to do the required work is located nearer the vehicle than the selling dealer.

Waiver of 50-mile Limitations by Selling Dealer

Under certain circumstances, the selling dealer may desire to make special sales arrangements with *fleet buyers* to waive the 50 mile radius limitation clause of the Owner Service Certificate.

If so, the selling dealer should indicate this fact to other dealers by typing the following statement on the face of the Certificate:

TO ALL AUTHORIZED DEALERS:

THE 50 MILE RADIUS LIMITATION CLAUSE IN THE CERTIFICATE IS HERE-BY WAIVED.

Name of Dealer:.....

By:.....

When a Servicing Dealer submits a Parts Replacement Memorandum for a customer who has been given a 50 mile waiver, he should show the name and title appearing on the waiver.

General Classes of Transient Owners

There are several broad categories of transient owners—who should be given regular warranty and policy services, including the 1,000 mile service, at the same high standards of promptness, courtesy and thoroughness provided for the servicing dealer's own customers:

1. *Domestic Transient Customers.*
2. *Customers from Foreign Countries Touring Through Canada.*
3. *Customers from Canada Touring Foreign Countries.*
A customer who purchased a vehicle in Canada may take it to any authorized dealer in the world for the performance of warranty or policy services.
4. *Fleet-Owned Vehicles.*

Many large, nationally-known companies operating fleets of company-owned vehicles frequently purchase such vehicles in large volume at one location and distribute them for use at other locations throughout the country. The operators of such vehicles should be given the same consideration under the terms of the Warranty as normally extended to the individual customer of the dealership.

Some companies operating fleets of vehicles do not desire or provide for inspection service after delivery or during the Warranty. However, if the operator of the vehicle presents an Owner Service Certificate and Coupon properly filled out by the Selling dealer, the servicing dealer should perform the inspection and request reimbursement on the Parts Replacement Memorandum.

Warranty and Policy Service for Transient Owners

As a transient owner, the customer is entitled to the same gratis services and to the same prompt, courteous, thorough treatment that he receives from his regular, selling dealer:

1. Replacement of parts under the warranty—at no charge for parts or labour.
 2. Labour-only operations during the warranty period where the dismantling, but not the replacement, of parts or assemblies is required in making warranty repairs, at no charge for the labour.
 3. Performance of the 1,000 mile inspection, as provided on the Owner Service Certificate, at no charge for the service except for any fluids, lubricants, or antifreeze used.
 4. Replacement of the component parts of the following units, as a policy service, up to 12 months or 12,000 miles (whichever occurs first), at no charge for parts or labour.
-

Engine (less ignition system, filters and air cleaners) (not applicable to diesel units)	Starter
Cooling System	Alternator
Transmission	Rear Axle
Front Suspension	Steering
Rear Springs	Exhaust System
Shock Absorbers	Air Conditioning and Heater System
Universal Joints	Wheels (less tires)
Generator	Brake System (less lining)
	Body Hardware (such as window regulators, door handles, etc.)

Any authorized dealer can and should perform these services for the transient owner without obtaining prior authorization.

Warranty and policy services for a transient owner are, of course, subject to the same limitations applying to a regular owner. (See Section 2, Page 12).

Transient Service Policy Reimbursement Rates

Labour:

100% of the agreed Parts Replacement Memorandum Hourly Rate (recorded with the factory) multiplied by time published in the applicable Service Operation Time Schedule applying to the transient vehicle on which the repairs are made.

Sublet Work:

If work is sublet, the reimbursement allowed will be computed on the basis of the time published in the applicable Service Operation Time Schedule or on the dealer's actual cost, whichever amount is less. In submitting a claim on sublet work, the dealer must include a true receipted copy of the invoice from the shop performing the work, showing—

- what condition was corrected
- what parts were replaced in correcting the condition
- the amount paid by the dealer to the shop performing the work.

Parts and Assemblies:

Parts will be credited at Factory Retail Price, less 25% discount. Major units or assemblies will be credited at the current dealer net prices, plus 10% for handling.

Transportation Allowances:

(See page 6, Section 5).

1,000 Mile Service:**Passenger Car Models—**

Plymouth — Dodge — Dodge Dart — Valiant	\$12.00
Chrysler — De Soto	\$15.00

2,000 Mile Service:**Truck Models—**

D100 — D300 models	\$12.00
D400 models	\$14.00
D500 — D700 — D900 models and Power Wagon	\$18.00

(The servicing dealer's claim *must* be supported by the 1,000 (or 2,000) Mile Service Coupon, detached from the Owner Service Certificate, properly filled out and signed by the owner, the selling dealer, and the servicing dealer).

To Obtain Prompt Reimbursement for Transient Owner Claims

Always identify a transient owner claim by checking the appropriate box on the Parts Replacement Memorandum, and by filling in the "Selling Dealer" line. Always use a *separate* Parts Replacement Memorandum for the 1,000 (or 2,000) mile service coupon. (This is necessary, due to the special accounting procedures involved in crediting the servicing dealer and debiting the selling dealer in the amount of the service coupon).

Corporation—Owned Cars

When a representative of the manufacturer who is using a Company car in carrying out his assigned duties finds it necessary to have warranty or policy repairs performed on the Company Car, the dealer may perform the service in the same manner as for a transient owner.

Such repairs are reimbursable through the submission of a Parts Replacement Memorandum during the first 4,000 miles or 90 days, whichever occurs first. The dealer will be reimbursed for parts and labour at the transient owner rates. (See Page 3 of this Section).

The following special considerations, however, should be observed by the dealer:

1. The performance of such service is restricted to actual repair or replacement of parts: it does not include service that comes under the general character of—

- normal maintenance or lubrication

- engine tune-ups or other adjustments involving labour only

- operations designed primarily to "refine" the vehicle's performance or appearance.

If these services are performed on a Company car at the request of the representative, the dealer should be reimbursed by the representative to whom the vehicle is assigned.

2. In submitting a Parts Replacement Memorandum, the dealer must attach a copy of the repair order, signed by the representative showing title to whom the vehicle is assigned.
-

SECTION 4

PARTS, ACCESSORIES, BATTERY AND RADIO WARRANTY

A. "Chryco" Parts and Accessory Warranty

When new "Chryco" parts or accessories are purchased and subsequently installed by the dealer in the regular course of performing service or maintenance work, the Warranty will apply to the part or accessory installed without regard to vehicle model. The 90 day or 4,000 mile limitation in the Warranty will start on the date of installation and the mileage on the vehicle as recorded on the dealer's repair order.

When the dealer replaces a Chryco part or accessory, under the warranty—

—the owner should not be charged for the part or accessory, or for the labour involved in making the replacement.

1. "Chryco" Parts and Accessories (Dealer Installed): Claims for "Chryco" parts and accessories with the exception of those covered by Special Manufacturer's Warranties, installed by dealer and alleged to be defective under the warranty, are to be processed through the factory Service Department using the Parts Replacement Memorandum.

The claim must be supported with a copy of the original repair order covering the installation of the part or accessory that failed and a copy of the repair order covering the warranty replacement.

2. "Chryco" Parts and Accessories Sold "Over the Counter": "Chryco" parts and accessories sold "over the counter" at wholesale or retail by the dealer are subject to the Warranty with the exception of those covered by Special Warranties. The labour required to replace such parts however is not covered by the warranty.

3. Special Warranties; Accessories, and Equipment Manufacturers (Radios, Generators, Starters, Clocks, etc.)

Many manufacturers who supply various parts and accessories for the original manufacture of a vehicle warrant their products against defects in material or workmanship and maintain facilities through the country where service can be obtained under their respective warranties. This makes it possible for the dealer to handle a warranty or policy transaction directly with the equipment Manufacturer's local authorized service station.

IMPORTANT:

The owner expects the dealer to fulfill his responsibilities as outlined under the terms of the Owner Service Certificate. Therefore, when using the facilities of other Manufacturer's authorized service stations, the warranty or policy transaction should be handled for the owner by the dealer with the Service Station involved.

4. Tires and Tubes

Dealer will refer owners who are experiencing problems with original equipment tires and tubes to the nearest Service Station of the tire manufacturer.

5. *Return of Chryco Parts and Accessories*

When for reasons, other than those already listed, it becomes necessary to return parts or accessories purchased from a Parts Plant of the Corporation, the return of this material should be handled as outlined in the Parts Division Parts Bulletin PB-4 dated January 1, 1957.

Chryco Batteries — Original Equipment Only**B. Period of Warranty**

Ninety (90) days of operation after delivery to the original purchaser.

Warranty Adjustment

If an original equipment Chryco Battery fails in service during the period of warranty, it will be repaired or replaced by the factory free of charge, at any authorized dealer.

After Warranty Adjustment

All original equipment Chryco batteries carry an insured life plan based on units of service which are determined by usage and battery size. (See chart). If an original equipment battery fails after expiration of the period of warranty, replacement will be made during its insured life on a pro-rata basis with the owner, and the dealer will receive from the factory a percentage of his cost of the replacement battery providing a Chryco battery of the same size and type is used for replacement.

Chryco Original Equipment Battery Insured Life Chart

	Class A	Class B	Class C
	Passenger Car Service	Light Delivery Passenger Car ½ & 1 Ton Trucks	All Other Commercial Vehicles*
Battery by Size	Months or 1,000 miles	Months or 1,000 miles	Months or 1,000 miles
50 Amperes	24	18	12
60 Amperes	30	24	18
70 Amperes	36	30	24

Units of Service

A unit of service is one month or 1,000 miles and a pro rata adjustment under the insured life plan will be made on the basis of whichever is greater.

Definition of Battery Service**Class A**

All passenger cars operated for the personal use of the owner as a means of transportation.

Class B

All passenger cars, half and one ton trucks used for light delivery and commercial purposes within an urban area.

***Class C**

All salesmen's cars, taxi cabs, on highway trucks, tractors, buses and vehicles operated by Municipal, Provincial and Federal departments.

For Example

If a 50 ampere battery fails in normal passenger car usage after six (6) months service at a mileage under 6,000, the customer would pay 6/24 of the price of a new battery and dealer would claim for 18/24 of his current net billing price. Time factor in this case is greater therefore

(a) (1) List price of battery \$30.00 — Net Billing.....	\$20.00
Customer pays 6/24 of \$30.00	= \$ 7.50
Dealer claims for 18/24 of \$20.00.....	= \$15.00
Total return to dealer.....	= \$22.50

(2) Battery failure after 8 months service at 10,000 miles of operation

Mileage unit is higher therefore

Customer pays 10/24 of \$30.00	= \$12.50
Dealer claims for 14/24 of \$20.00.....	= \$11.25
Total return to dealer.....	= \$23.75

(b) 60 Ampere battery in Class B service

Battery fails after 7 months service, but less than 7,000 miles of operation.

Time factor is greater therefore

On a battery priced at \$27.00 — Net billing.....	\$19.00
Customer pays 7/24 of \$27.00.....	= \$ 7.04
Dealer claims for 17/24 of \$19.00	= \$13.46
Total return to dealer.....	= \$20.50

(c) 70 ampere battery in Class C service

Battery fails after 15 months and 20,000 miles of operation

Mileage unit is higher therefore

On a battery priced at \$24.00 list — Net billing.....\$18.00

Customer pays 20/24 of \$24.00= \$20.00

Dealer claims 4/24 of \$18.00.....= \$ 3.00

Total return to dealer.....= \$23.00

Prices used in examples are for demonstration purposes only and are not to be interpreted as actual prices of batteries.

NOTE: Battery claims based on the insured life plan will not be subject to the 10% allowance for handling nor will there be an allowance for electrolyte if a dry battery is used for replacement. Replaced battery will become the property of the Dealer when Parts Replacement Memorandum is approved.

IMPORTANT:

Battery failure in service due to fire, damage (accidental), explosion, deliberate abuse, freezing, neglect, use of battery dopes, or use of battery group size smaller than that of the battery used as original equipment, is not covered by the Chryco Service Guarantee or the Insured Life Plan.

Battery Identification

When submitting a claim covering the replacement or repair of an original equipment battery under the terms of the Chryco Service Guarantee or the replacement of the battery on the Insured Life Plan, the battery must be identified. Each battery carries the manufacturer's identification code on a plate either on the back or end of battery case. This identification code must appear on P.R.M. in the explanation section of the Parts Replacement Memorandum.

ALL BATTERIES AND CLAIMS COVERING THE REPLACEMENT OR REPAIR OF CHRYCO BATTERIES MUST BE HELD BY THE DEALER FOR INSPECTION AND DISPOSITION BY THE SERVICE REPRESENTATIVE. THE PARTS REPLACEMENT MEMORANDUM WILL LIST ONLY THE BATTERY CLAIM. A COMPLETE EXPLANATION OF THE BASIS OF THE CLAIM, LENGTH OF SERVICE OF THE BATTERY, METHOD OF ARRIVING AT THE AMOUNT OF CLAIM AND IDENTIFICATION OF BATTERY MUST APPEAR IN THE DESCRIPTION AT THE BOTTOM OF THE PARTS REPLACEMENT MEMORANDUM.

C. (a) Guarantee and Warranty — Chryco Radios

Chryco Radios are guaranteed for a period of ninety (90) days from the date of sale. This warranty covers labour and parts. All warranty work is handled by an Authorized Auto Radio Warranty Service Station (listings of warranty stations will be issued from time to time in a Dealer Service Bulletin).

(b) Use of Form 3000CW — Application for Radio Warranty

To expedite warranty repairs, it is of vital importance that all the information requested be listed on form 3000CW in duplicate (See Figure 1). (The dealer is responsible for removal and re-installation of the radio.)*

Example: — date removed — car dealer's name and address — name of Authorized Auto Radio Warranty Service Station — customer's name — date of sale — make of car — car serial number — radio manufacturer — radio serial number, and most important the customer's description of symptoms of trouble with the radio. From this information the warranty station can quickly diagnose the trouble with the radio or installation.

***NOTE:** The removal and re-installation of a radio for the purpose of making warranty repairs is the obligation of the dealer and reimbursements may be obtained by the dealer for that expense by the submitting of a Parts Replacement Memorandum supported by the customer's copy of the dealer repair order with the labour figured at the flat rate time as covered by the Service Operation Time Schedule.

FORM NO. 3000 C.W.		APPLICATION FOR RADIO WARRANTY SERVICE		DATE.....
FROM.....	Car Dealer			Address.....
TO.....	Radio Warranty Service Station			Address.....
FOR.....	Customer's Name			Address.....
DATE OF RADIO SALE.....		CAR MAKE.....	CAR SERIAL NO.....	
CHRYCO MODEL No.....		RADIO MANUFACTURER.....	RADIO SERIAL NO.....	
CUSTOMER'S DESCRIPTION OF RADIO TROUBLE.....				
USE THIS SECTION WHEN RETURNING REPLACED PARTS ONLY				
QUANT.	DESCRIPTION PARTS USED	PART NO.	TROUBLE FOUND:	

INSTRUCTIONS: Make two copies. Original to accompany radio or parts to Warranty Service Station. Car dealer retains duplicate.

Figure 1—Application for Radio Warranty Service.

(c) Installation of Chryco Radio by an authorized Auto Radio Warranty Service Station

It would be to the dealer's advantage to have the installation of radios in new cars made by an Authorized Auto Radio Warranty Service Station. A workable arrangement could be made where the car dealer will pay a flat rate per set for installation of the radio, antenna and extra for any accessories such as a rear seat speaker. This arrangement should include the removal of the set for any repairs during the 90 day warranty period, thus relieving the dealers service department of the additional labour expense in the removal and re-installing of the radio during warranty.

Any Chrysler Dealer can become an Authorized Auto Radio Warranty Service Station if he has in his employ a qualified Radio Technician and the necessary test equipment. If it is the desire of the dealer to become a Warranty Station, it is most important that he notify Chrysler Corporation, Windsor, of his desire.

It is to the Chrysler Dealer's advantage to recommend the warranty station to his customer when after warranty radio service is required, as warranty stations are better qualified and equipped to handle this type of service.

PARTS REPLACEMENT MEMORANDUM PROCEDURE

The forms, methods and procedures outlined hereafter are provided by the Manufacturer for two primary purposes.

1. Payments to dealers for justified parts or unit replacements; the labour for installation; and/or transportation charges on returned materials, as a consequence of the procedures outlined in this manual, or by the authority granted the dealer by the Manufacturer.
2. For obtaining exact details of actual parts or unit deficiencies in their vehicles, in order that suitable steps may be taken to reduce or avoid similar occurrences in the future by improvement in materials or workmanship used by the Manufacturer.

To facilitate the handling of warranty claims by proper recording and maintaining a current and permanent record of all P.R.M. claims submitted to the factory, we recommend the use of the Factory Warranty Claims Register, with binder.

Form Number CS-22A Binder.

[illegible]

Figure 1—P.R.M. Claims Register

This form is available through DOMINION OFFICE SUPPLY CO., LIMITED, WINDSOR, ONTARIO, in quantities of 25-50 and larger quantities, as required. The binder is also available at this source.

To insure proper control of your Warranty Claims, we highly recommend its use. The factory "Business Management" representative will be pleased to counsel with you as to the recommended use of this Register.

A. Parts Replacement Memorandum — Form Number 3039 (Rev.)

The Parts Replacement Memorandum is to be used by the dealer to state all of the details involved in replacing parts in a vehicle during or after the warranty period or when authorized to make such replacements or repairs by the Factory Service Department.

The Parts Replacement Memorandum form has been designed to include the handling of Traffic Claims. Procedure for use of the form for a Traffic Claim is covered fully in Section 7 of the procedure.

Supporting papers are required to accompany a Parts Replacement Memorandum when forwarded to the factory for credit consideration. Therefore, the following procedure within the dealership is recommended to facilitate the processing of the Parts Replacement Memorandum.

IMPORTANT: *Present Claim within fifteen days — Claims must be presented to the manufacturer within fifteen days from the date of replacement or repair, otherwise the claim will not be honoured.*

1. Dealer Repair Order

Make out a separate repair order for each vehicle on which a Parts Replacement Memorandum Claim is to be processed, and have it signed by owner.

The repair order is to be filled out completely with owner's full name, full street address, city and province, delivery date, mileage, date of repairs, vehicle serial number, engine number, (body type and colour if a finish condition is involved). Write accurate description of conditions requiring attention. When work is complete, have original copy show in detail what work was done and the cause of the reported condition in order that the Parts Replacement Memorandum may be correctly filled out.

2. Processing the Parts Replacement Memorandum

The Parts Replacement Memorandum is to be made out with five copies, signed by an authorized official of the dealership. Copies one, two, three and four accompanied by the customer signed original copy of the applicable repair order and other necessary supporting papers are to be forwarded to the Factory Service Department. When repairs are of a nature requiring prior authorization, an approved copy of the Request for Authorization Form No. 3204 must be attached. (See Section 2.)

3. Instructions For Preparation of "Parts Replacement Memorandum"

- (a) Use typewriter to fill in form.
 - (b) Do not enter in shaded spaces on form (for factory use only).
 - (c) Mail forms flat, do not fold.
 - (d) Mark lower left hand corner of envelope "P.R.M. Claim".
 - (e) List only one owner and one vehicle on each Parts Replacement Memorandum form. Use additional forms if required. Do not delete or change Parts Replacement Memorandum numbers when additional forms are used.
-

FORM 3039 REV. 6/59 USE TYPEWRITER — MAIL FLAT, DO NOT FOLD. REFER TO INSTRUCTIONS ON REVERSE OF COPY NO. 4

P.R.M. No. 695108

PARTS REPLACEMENT MEMORANDUM
OR TRANSPORTATION CLAIM

CHRYSLER CORPORATION OF CANADA, LIMITED, WINDSOR, ONTARIO

FOR FACTORY USE ONLY
TRANSPORTATION CLAIM NO.

DATE Dec. 8/59 DEALER ACCOUNT NO. 1350

FOR FACTORY USE ONLY

SALES DIST. WARR. CLASS DISCOUNT EXPENSE CODE

SERIAL NO. 5209100020

Anytown Motors Limited,
250 Main Street,
Anytown, Ontario.

DATE OF SALE Oct. 20, 1959 REPAIR DATE Dec. 7, 1959 MILEAGE 3,000

MODEL PD4 BODY TYPE PD4-M41 LABOUR RATE \$4.00

TRANSPORTATION CLAIM-SUPPLY ADDITIONAL INFORMATION REQUESTED BELOW. ENGINE NO. PV-10460

DID YOU SELL THIS VEHICLE ☒ YES ☐ NO IF NOT, GIVE SELLING DEALER'S NAME

SELLING DEALER

OWNER'S NAME John A. Doe CITY Anytown PROVINCE Ontario

LINE	QTY.	PART NO.	PART NAME	CONDITION CODE	LABOUR AMOUNT	LABOUR OPERATION NUMBER	PARTS CREDIT (DEALER)	UNIT IDENTIFICATION	LINE TOTAL	DISP
1	1	1692686	Water Pump		4.00	7-810	8.85			
2	1	1516666	Sealed Beam		1.20	8-900	1.25			
3	1	1532791	Muffler		4.00	11-220	7.43			
4										
5										
6										
7										
8										

TOTAL P.R.M. CREDIT (DEALER):
(Subject To Final Approval And Correction By Factory) LABOUR \$ 9.20 PARTS \$ 17.53 TOTAL \$ 26.73

TRANSPORTATION CLAIM-SUPPLY - CARRIER'S NAME

BOX CAR INITIALS & NO. SEAL NOS. FREIGHT BILL NO. DATE SHIPPED SALES ORDER NO. DATE RECEIVED

ATTACH RAILROAD INSPECTION REPORT OR DELIVERY RECEIPT-DEALER REPAIR ORDER (CUSTOMER COPY)-LETTER TO CARRIER-LETTER OF INTENT (OVER 15 DAY TIME LIMIT)-RECEIPTED SUBLET INVOICE (3 COPIES)

DESCRIBE CAUSE OF WARRANTY FAILURE OR TRANSPORTATION DAMAGE (YOUR OPINION OF CAUSE AND WHAT HAPPENED AS A RESULT OF FAILURE). IF NECESSARY, REFER TO NUMBERED LINES ABOVE.

1. Water pump leaking and noisy.
2. Burnt out
3. Loose baffles

ANY PREVIOUS CORRESPONDENCE ☐ YES ☒ NO

P.R.M. RETURNED - SEE REASON # ON REVERSE SIDE OF THIS COPY.

THIS IS TO CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND THAT, UNLESS OTHERWISE EXPLAINED, SERVICES DESCRIBED WERE PERFORMED ON OUR R.O. NO. 15160 AT NO CHARGE TO OWNER.

SIGNED A. B. Coutz
DEALER OR SERVICE MANAGER

APPROVED
SUBJECT TO AUDIT
DATE

FACTORY APPROVED

*DISPOSITION INSTRUCTIONS

S - SCRAP MATERIAL H - HOLD FOR SERVICE REPRESENTATIVE
R - RETURN MATERIAL TO FACTORY N - NO CREDIT

FACTORY 1

695108

Figure 2—Completed P.R.M. Form

(Suggest form be processed in the following order)

1. Insert carbons between copies one and two; two and three; three and four, and four and five.
 2. Type in full direct dealer name, street address, city or town and province.
 3. Type in date of vehicle sale, date of repairs, total mileage operated, model, body type and dealer's current established customer labour rate (recorded at factory).
 4. Type in date the Parts Replacement Memorandum form is processed by dealer.
 5. Dealer account number must be "rubber stamped" on each copy of Parts Replacement Memorandum. This is important as the use of a rubber stamp will eliminate the possibility of errors in the dealer account number. The dealer's name does not appear in the tabulating system, therefore, without the correct dealer account number the claim cannot be processed. P.R.M.'s which are received with the dealer account number not "rubber stamped" will be returned for appropriate action and immediate return to the Factory.
 6. Type in vehicle serial number and engine number (complete).
 7. Type in owner's full name, full street address, city or town and province, as it appears on the dealer repair order.
 8. Place "X" in appropriate box to indicate if you are the selling dealer or otherwise. If not, type in full name, city or town and province or state of the selling dealer.
 9. Type in all information requested from dealer repair order, using care to show accurate information. The "Paint Code" is required only when Parts Replacement Memorandum concerns refinishing work.
 10. Type in number of pieces used, *correct part number*, and full part name. (Use care when typing in part numbers and number of pieces to assure accuracy of claim.)
 11. Compute "labour amount" as follows: One hundred per cent of the agreed Parts Replacement Memorandum hourly rate (recorded with the factory) multiplied by the operation time.
 12. Type in appropriate labour operation number taken from manufacturer's applicable Service Operation Time Schedule. If no time is shown, show actual time worked.
 13. Calculate and type in parts credit for each line item by applying appropriate discounts as required. (See item 7 of this section of the manual.)
 14. Type in unit identification. Enter vendor's name or identifying numbers or letters. (Dealers will be notified by Service Bulletins which parts and assemblies will require this identification.)
 15. Type in total Parts Replacement Memorandum labour credit, total Parts Replacement Memorandum parts credit and total Parts Replacement Memorandum parts and labour credit. (These prices subject to final approval and correction by factory.) *Claim will be returned to dealer if these amounts are not indicated on form.*
-

16. Type description and cause of failure in detail. The words "defective", "inoperative", "bent", or "broken" are inadequate unless used with other words to fully describe the condition. (If space insufficient, attach separate report sheet.)
17. Place "X" in appropriate box to indicate the existence of prior authorization or correspondence. Dealer will also list the numbers of any previous Parts Replacement Memorandums submitted on this vehicle.
18. If Parts Replacement Memorandum Claim is being returned to the dealer for correction, the factory will place an "X" in the box and indicate by code number, the specific reason for return. (See reason for return of Parts Replacement Memorandum Claim to dealer on reverse side of No. 1 copy.)
19. Type in repair order number.
20. Parts Replacement Memorandums are to be signed by an authorized official of the dealership before presentation to the Factory Service Department (please sign).
21. Disposition instruction "S" "H" "R" "N" codes. (The alphabetical code will be inserted in the disposition column of Parts Replacement Memorandum by the factory, denoting specific disposition instructions.)
22. Retain number five copy, attach repair order (signed by owner) and other necessary supporting papers to the number one, two, three and four copies and mail to:

CHRYSLER CORPORATION OF CANADA, LIMITED
SERVICE DEPARTMENT
CHRYSLER CENTER
WINDSOR, ONTARIO.

23. See reverse side of number five copy for instructions for completing Parts Replacement Memorandum (P.R.M.) form.

NOTE: If a vehicle for which a warranty claim is to be submitted has any condition for which a transportation claim should be submitted, separate Parts Replacement Memorandums should be filed to cover the warranty and transportation claims.

4. *Replaced Material:*

All replaced material listed on a Parts Replacement Memorandum is to be cleaned, tagged with Tag No. 3051 on which will be written the dealer's name, the Parts Replacement Memorandum number and the vehicle serial number.

Such replaced materials are to be retained in safe storage and protected against further damage until final disposition instructions are received from the Factory Service Department.

PARTS REPLACEMENT TAG		
Dealer	ANYTOWN MOTORS LTD.	
City	Anytown	Prov. Ontario
Car Serial No.	LP W1001	
Parts Replacement Memorandum No.	275232	
HOLD REPLACED MATERIAL		
Tag each individual part unless parts are duplicates (sets of pistons, pins, etc.) taken from SAME car. Hold parts for factory disposition to be indicated on No. 2 copy of Parts Replacement Memorandum.		
CHRYSLER CORPORATION OF CANADA, LIMITED WINDSOR, ONT.		

FORM 3051
REV. 10/57

Figure 3—Completed Returned Goods Tag

5. Return of Replaced Material

- (a) When disposition instructions include the return of material to the factory, the number two copy of the Parts Replacement Memorandum will be coded "R" in the disposition column opposite each part required. The number two copy of the Parts Replacement Memorandum is to be used as the packing slip in shipment.

When return of material is requested, processing of the claim for credit will not be held up for return of material. Parts Replacement Memorandum will be stamped "Credit Allowed subject to charge back if material requested is not returned within fifteen days." If material is not returned within specified time, dealer's account will be debited for the amount of credit allowed for material requested to be returned and labour if applicable. Dealer will be notified of such charge back on Debit Memorandum, Form No. 1241.

The shipment with the number two copy enclosed should be forwarded to the factory service claims department.

Chrysler Corporation of Canada, Limited,
Service Claims Department,
2787 Grand Marais Road, East,
Windsor, Ontario.

Reimbursement for Transportation of Parts and Assemblies:

- (b) 1. When the dealer returns any material used as a basis for filing a Parts Replacement Memorandum, he may file a claim for the transportation costs of the returned material, provided that—
- the manufacturer requested the return of the material
 - the dealer ships the material "prepaid" via the most economical method, according to the instructions furnished by the manufacturer.

2. The dealer may submit a Parts Replacement Memorandum for the transportation costs of the following major units or assemblies when not shipped "prepaid" to the dealer if such transportation is authorized.

Engine
Transmission
Torque Converter

Rear Axle
Steering Gear Assembly
Air Conditioning Compressor

A claim submitted for any kind of transportation costs must be supported by the "Paid" Transportation Receipt.

- (c) If the factory service department does not desire the return of the material, the number two copy of the Parts Replacement Memorandum will be sent to the dealer and it will show what is to be done with the material other than returning it.

If number two copy of Parts Replacement Memorandum indicates material is to be held for inspection, protect parts against loss or further damage pending factory disposition.

When the factory has requested that parts be held for inspection, parts must be produced for inspection, or credit will not be allowed.

6. *Labour Only Or Refinishing Claims Requiring Prior Authorization*

Authorization for labour only or refinishing claims, when obtained, must be used to support a Parts Replacement Memorandum.

List on the Parts Replacement Memorandum the appropriate Service Operation Time Schedule number and show the labour allowance in the column headed "Labour Amount".

Attach the approved Request for Authorization Form No. 3204 and if the work was sublet, attach the paid invoice of the firm who did the work.

Forward the Parts Replacement Memorandum and supporting papers to the Factory Service Department.

7. *Payment For Parts Replacement Memorandums*

The amount of labour and parts or materials used will be computed as follows:

- (a) Vehicles serviced by selling dealer.

Labour

100% of the Parts Replacement Memorandum Hourly Rate (recorded with the factory) multiplied by the time published in the applicable Service Operation Time Schedule.

Material

Credit for the part or parts replaced with "Chryco" parts will be computed at Your Current Price at the Factory Plus a 10% Allowance For Handling.

(b) Transient Vehicles—(as defined in Transient Owner Coverage—See Section 3)

Labour

100% of the Parts Replacement Memorandum Hourly Rate (recorded with the factory) multiplied by the time published in the applicable Service Operation Time Schedule.

Material

Current factory retail price, less a trade discount of 25%. (Except on major units on which parts credit is computed at dealer net plus 10% allowance for handling.)

(c) *Service Coupons*

Service coupons, including United States vehicles honoured by other than the Selling Dealer, when the vehicle is 50 highway miles or more distant from the Selling Dealer, will be used in support of a claim by the Servicing Dealer. To obtain credit for service coupon, fill out a separate Parts Replacement Memorandum as follows:

Line 1—"1000 or 2000 Mile Service Coupon"

*Labour Amount—**Passenger Car Models—*

Plymouth—Dodge — Dodge Dart — Valiant	\$12.00
Chrysler — De Soto	\$15.00

Truck Models—

D100—D300 Models	\$12.00
D400 Models	\$14.00
D500 through D700 and D900 models and Power Wagon	\$18.00

Note: Coupon listed as miscellaneous credit on "Parts Replacement Credit" Form 3200C (11-56).

8. *Lubricants and Fluids*

Lubricant claims are only accepted on units repaired during the warranty period of 4,000 miles or 90 days, whichever occurs first. When claiming for lubricants describe lubricant in part name column of Parts Replacement Memorandum, and show net allowance in labour column. Claims for Chryco anti-freeze and Chryco brake fluid should show description and quantity in description column of Parts Replacement Memorandum and net amount, being claimed in labour column, using dealer net billing as basis for claim. Repairs to air conditioning units during the warranty period may include freon, the cost of which should be included in the repairing agency's receipted invoice. Ten percent (10%) handling charge is not applicable to lubricant and fluid claims. The labour involved in replacing or replenishing fluids and lubricants will not be considered for reimbursement.

LUBRICANT ALLOWANCE CHART

Model Application	Net Allowance	Model Application	Net Allowance
Engines		Rear Axle	
Passenger car and Truck, both 6 and 8 cylinder except D700, C600, C700 and C900	\$1.30	Single Speed Axles	
D700	2.00	D100	\$.75
C600, C700, C900, CT700, CT800	2.20	P300, W100	1.05
		D300, W300	1.15
		D400, P400	2.05
		D500, S500	2.85
		D600, C600	3.20
		W500	3.85
		D700, C700	3.90
		JC800	4.20
		C900, JC900	4.60
Transmission		Two Speed Axles	
Passenger three speed	.85	D400, D500, S500	2.55
Passenger Car—Automatic	3.20	D600, C600	3.80
		D700, C700, JC800	4.15
		C900, JC900, NC10	6.30
Truck — Three speed		Tandem Axles	
D100, W100	.45	CT700, Front	3.00
P300, P400	1.00	CT700, Rear	3.00
Overdrive	1.00	CT800, Front	3.80
		CT800, Rear	3.80
Truck — four speed		CT900, Front	6.30
D300, D400, D500, D600, S500 and D100 Extra Equipment	1.30	CT900, Rear	6.00
W300, W500	.90		
Truck — five speed		Auxiliary Transmission	
D700, C600, C700, CT700, CT800	1.60	D700	.75
C900	2.50	CT900	1.50
Truck — six speed—torquematic	7.00	Diesel Equipped Units	2.30
Truck — eight speed—Roadranger			
C900, CT700, CT800	2.80		
Rear Axle			
Passenger Car			
Standard	.60		
Sure Grip	Dealer Net Billing		

B. Reason for Return of Parts Replacement Memorandum

Care is to be used by the dealer in processing a Parts Replacement Memorandum to assure that it accurately describes the situation and equally important, that it is accurately and completely filled out, with the necessary supporting papers attached. If such care is used, there will seldom be a need to return a Parts Replacement Memorandum to the dealer.

When the information on a Parts Replacement Memorandum is found incomplete or incorrectly stated, the Factory Service Department will indicate in appropriate space (lower right corner of form) by numerical code, the item which is incorrect or missing and return the one, two, three and four copies of the claim to the dealer. This numerical code number will correspond with the reason for return listed on the reverse side of the number one copy.

If claim is allowable, such an error should be corrected by the dealer and the claim returned to the Factory Service Department, within fifteen days, for further credit consideration.

NOTE: Reason for return of Parts Replacement Memorandum to dealer on reverse side of number one copy.

The following code numbers will be used to indicate the "Reasons" for return of a Parts Replacement Memorandum:

Reason for Return of Parts Replacement Memorandum to Dealer

1. Parts Replacement Memorandum must be typewritten.
 2. Claim not submitted within fifteen days after work completed.
 3. Data, as indicated, is incorrect or incomplete.
 4. Service coupon not attached or improperly filled out.
 5. Service coupon submitted is beyond 90 day—4,000 mile warranty period.
 6. Original copy of sublet invoice, showing paid net cost of work, not attached.
 7. Customer copy of repair order not attached (signed by owner).
 8. Signed statement that the vehicle was not involved in an accident, not attached.
 9. Work completed without prior authorization as required.
 10. Labour rate omitted or does not coincide with Dealer's established retail customer labour rate.
 11. Dealer account number omitted or not "rubber stamped".
 12. Selling Dealer's name omitted or incomplete.
 13. Work should have been performed by Selling Dealer.
 14. Part number omitted or incorrect.
 15. Part name omitted or incorrect.
 16. Not a Chryco part.
 17. Part received damaged—unable to test.
 18. Part replaced covered only by 90 day—4,000 mile warranty period.
 19. Labour time and/or amount not detailed for each separate operation. Enter appropriate number from Service Operation Time Schedule or actual time in hours, for each operation.
 20. Parts not priced.
 21. Total P.R.M. credit not entered.
 22. Unit identification omitted. Line No.....
 23. Cause of failure inadequately described.
-

24. Work listed considered normal maintenance.
25. Service not claimable.
26. Terms of settlement with customer not understood.
27. P.R.M. not certified with signature of Dealer official authorized to sign.
28. Duplication of P.R.M. No.
29. Dealer account number not "rubber stamped" on form.
30. Transportation claim not complete.
31. Transportation claim not submitted within fifteen days.
32. Other.

C. 1. Distribution of Parts Replacement Memorandum (One, Two, Three and Four) Copies After Factory Processing

No. 1 (factory) copy is retained by factory for tabulating and record purposes.

No. 2 (disposition) copy mailed to dealer with appropriate disposition code marked in red pencil in disposition column of Parts Replacement Memorandum form (Alphabetical disposition code indicated bottom of form).

Nos. 3 and 4 copies are for factory file and inspection purposes.

Nos. 1, 2, 3 and 4 copies will be returned to dealer intact when Parts Replacement Memorandum is found to be incomplete or incorrectly stated. Reason for return will be indicated by numerical code in space provided (lower right corner of form) which will correspond with the "Reason For Return" listing on reverse side of No. 1 copy.

2. Dealer "Parts Replacement Credit" — Form No. 3200C (11-56)

This form will be mailed to the dealer semi-monthly by the Factory Treasury Department, accompanied by a cheque; or credited to the dealer's account, in the amount of the total credit. It will list in detail all Parts Replacement Memorandum credits accumulated during this period and will indicate: Dealer name and address, dealer account number, date issued, credited Parts Replacement Memorandum numbers, part numbers, part credit, labour credit, miscellaneous credit, total credit, etc.

Note:

When a dealer receives a Parts Replacement Credit which contains a part number with a blank in the part credit column and a number symbol (#) printed in the column to the left of the Part Number, the Part Number is incorrect.

In order to obtain credit for this part number the dealer must submit a new Parts Replacement Memorandum, within fifteen days of the date of the Parts Replacement Credit, listing the correct part number and the new Parts Replacement Memorandum must be cross referenced to the one on which the incorrect part number appeared.

Dealer Parts Replacement Memorandum Records

It is important that dealers maintain an accurate record of all Parts Replacement Memorandums submitted to the factory for credit. The use of the Factory Warranty Claims Register outlined at the beginning of this section of the Manual is recommended.

Dealers who maintain accurate and permanent records of all Parts Replacement Memorandum claims submitted should check their Parts Replacement Credit notice against their records so they will know what Parts Replacement Memorandums have been credited. In addition, all Parts Replacement Memorandums which are returned should be recorded. The maintaining of such records will enable the dealer to tell accurately what Parts Replacement Memorandums are still outstanding at the factory. This will eliminate the handling of unnecessary requests from dealers as to the status of Parts Replacement Memorandums they have submitted to the factory. The handling of such requests from dealers involves a tedious and time consuming check by the factory, due to the various stages of processing involved in the tabulating system. The dealer's co-operation in this regard would be appreciated.

If a dealer finds it is necessary to make an inquiry on the status of Parts Replacement Memorandums he has forwarded to the factory, he *must* use the Parts Replacement Memorandum Inquiry Form No. 3205. This form is designed to assist the dealer in preparing his inquiry and to simplify handling by factory Service Department personnel. Instructions covering proper method of completing Inquiry Form appear on face of form.

Time Factor in Processing Parts Replacement Memorandums

A certain amount of time is required to process a Parts Replacement Memorandum from the time it is received from the dealer until the Parts Replacement Credit is issued. This time factor is important to the dealer as the total elapsed time for a credit to be issued for warranty repairs depends on the time it takes the dealer to prepare and submit his Parts Replacement Memorandums.

If a dealer takes the full fifteen day time allowance before submitting his Parts Replacement Memorandums, the time factor can reach a total of forty-five days from date of repairs. It is recommended that dealers establish a procedure for the processing of Parts Replacement Memorandums so a steady flow can be submitted to the factory preferably on a weekly basis. This will assist the factory as an even flow of current Parts Replacement Memorandums can be processed much faster than large receipts of Parts Replacement Memorandums fifteen days old.

Audit of Parts Replacement Memoranda

Parts Replacement Memorandums are approved and paid, subject to audit by the Corporation Accounting Division. In relation to the audit requirements the Dealer will be required to:

1. Maintain complete records of all servicing activities.
 2. Allow Chrysler Representatives to inspect books and records of the Dealer for the purpose of verifying claims paid by Chrysler.
 3. Retain for a period of two years from the date of the claim all data supporting Parts Replacement Memorandums filed with the Corporation.
-

Supporting documents will include repair orders, time tickets and employment records, stock records, sublet invoices, customer invoices and copies of Requests for Authorization Form No. 3204. Retention of records beyond the two years specified should be made in accordance with current requirements of governmental agencies.

If the internal audit of Parts Replacement Memorandums at the Factory reveals any invalid claims, or duplication of claims, or an audit at the dealer's premises reveals any invalid claims, or claims not fully supported by the dealer's records, the dealer will be charged back on Debit Memorandum Form No. 1241. Amount of charge back, reason, and Parts Memorandum affected will be shown on Form No. 1241.

SECTION 6

CHRYSLER INDUSTRIAL ENGINE WARRANTY PROCEDURE

Occasionally dealers may be approached by the operators of mechanical equipment requesting assistance in regard to mechanical problems which may be experienced with the Chrysler Industrial Engine which is used to power the equipment. Dealers are urged to provide service to the owners and operators of such mechanical equipment as these contacts can provide a profitable source for parts and service business.

When you are approached by the operator of a mechanical unit which is powered by a Chrysler Industrial Engine, find out when the unit was purchased and by reference to the terms of the Chrysler Industrial Engine Warranty covered in this section of the Manual, determine if the unit repairs are subject to warranty application or should be considered maintenance repairs. If the unit is within the terms of the warranty, the dealer should proceed as follows:

- (a) If the mechanical equipment containing the Chrysler Industrial Engine can be delivered to the dealer's place of business for the required repairs, or is easily accessible at the owner's or operator's place of business, dealers should proceed with the required repairs.
- (b) If the mechanical equipment powered by a Chrysler Industrial Engine is such that any abnormal requirements are necessary to carry out normal repairs, or the unit is not easily accessible such as equipment permanently established in a remote area, the dealer must contact the Zone Service Manager or the Technical Service Department in Windsor, Ontario, for instructions before proceeding with the required repairs.

If the unit is beyond the warranty period, the operator should be advised that repairs would have to be charged to him.

The operators of the various types of mechanical equipment powered by Chrysler Industrial Engines are located from coast to coast and it is not always possible or practical for them to refer mechanical difficulties experienced on Chrysler Industrial Engines to the supplier from whom they purchased their equipment. It is only natural for the owner or operator of this equipment to bring his problems to the attention of the nearest authorized Chrysler Corporation dealer. The prompt handling of all service problems experienced by the owners or operators of mechanical equipment by our dealers whether warranty application is involved or not will be of advantage to the dealer as follows:

- (a) Profit on material and labour for warranty repairs.
- (b) Regular maintenance requirements after the warranty period has expired.
- (c) The potential sales of passenger cars and trucks to the equipment user.
- (d) Parts and service requirements for the equipment distributors.

Chrysler Industrial Engine Warranty

The following warranty on Chrysler Industrial Engines is applicable to both U.S. and Canadian built engines with the exception of Massey-Harris-Ferguson and Cockshutt Farm Equipment Limited who handle their own warranty through their own branches.

Terms of the Chrysler Industrial Engine Warranty are as follows:

"Chrysler Corporation of Canada, Limited warrants each new Chrysler Industrial Engine manufactured by it to be free from defects in material and workmanship, under normal use and service; its obligation under this warranty being limited to making good at its factory any part or parts thereof, which shall within six (6) months but not to exceed twelve hundred (1200) hours of operation, after making delivery of such Industrial Engine to the original purchaser be returned to it with transportation charges prepaid, and which its examination shall disclose to its satisfaction to have been thus defective; and Chrysler Corporation of Canada, Limited warrants ignition apparatus, starting devices, generators, carburetors or other trade accessories which it purchases in finished form from other manufacturers for use on the Industrial Engines referred to above to be free from defects in material and workmanship under normal use and service, its obligation under this warranty covering these items being limited to making good at its factory any part or parts thereof which shall, within ninety (90) days after making delivery of the Industrial Engine containing such parts to the original purchaser, be returned to it with transportation charges prepaid, and which its examination will disclose to its satisfaction to have been thus defective; provided that it receives within fifteen (15) days from the date of the discovery of such claimed defect written notice thereof, and further provided that within the said fifteen (15) days of the parts claimed to be defective shall be returned to its factory, all transportation charges prepaid.

This warranty being expressly in lieu of all other warranties and conditions, expressed or implied, and of all other obligations or liabilities on the part of Chrysler Corporation of Canada, Limited, and it neither assumes nor authorizes any other persons to assume for it any liability in connection with the sales of its Industrial Engines. This warranty shall not apply to any Industrial Engine which shall have been repaired or altered outside of its factory, in any way so as in the judgment of Chrysler Corporation of Canada, Limited, to affect its stability or reliability, nor which has been subject to misuse, negligence, accident, improper care or improper storage. Chrysler Corporation of Canada, Limited reserves the right to make changes in design, or to make addition to, or improvements in its products, without imposing any obligation upon itself to install them on its products previously manufactured. Chrysler Corporation of Canada, Limited makes no warranty whatsoever, concerning Chrysler Industrial Engines when such engines are equipped with any part or parts thereof, not supplied by Chrysler or unless Chrysler Corporation of Canada, Limited shall have given its prior written approval of the use of such parts."

Instructions for the Submitting of Parts Replacement Memorandums Covering Industrial Engine Claims (Figure 1)

1. All claims covering repairs to Chrysler Industrial Engines are to be filed on the Parts Replacement Memorandum, Form No. 3039.
 2. A Parts Replacement Memorandum will cover the claim on one engine only. If more than one engine is involved a separate claim is to be made out for each engine.
 3. Insert necessary carbons between copies 1 and 2, 2 and 3, 3 and 4, and 4 and 5.
-

FORM 3039 REV. 6/59 **USE TYPEWRITER — MAIL FLAT, DO NOT FOLD. REFER TO INSTRUCTIONS ON REVERSE OF COPY NO. 4**

P.R.M. No.
695113

**PARTS REPLACEMENT MEMORANDUM
OR TRANSPORTATION CLAIM**
CHRYSLER CORPORATION OF CANADA, LIMITED, WINDSOR, ONTARIO

FOR FACTORY USE ONLY
TRANSPORTATION CLAIM NO.

DATE 8/31/59	DEALER ACCOUNT NO. 1350	SALES DIST.	WARR. CLASS	DISCOUNT	EXPENSE CODE	SERIAL NO.
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Anytown Motors Limited,
250 Main Street,
Anytown, Ontario.

DATE OF SALE May 10, 1959	REPAIR DATE August 22/59	MILEAGE 731 hrs.
MODEL Ind. 251	BODY TYPE N/A	LABOUR RATE \$3.00
<input type="checkbox"/> TRANSPORTATION CLAIM-SUPPLY ADDITIONAL INFORMATION REQUESTED BELOW		ENGINE NO. 1075C

DID YOU SELL THIS VEHICLE ☐ YES ☐ NO IF NOT, GIVE SELLING DEALER'S NAME

SELLING DEALER

OWNER'S NAME
Millford Mills

CITY
Millford,

PROVINCE
Ontario

LINE	QTY.	PART NO.	PART NAME	CONDITION CODE	LABOUR AMOUNT	LABOUR OPERATION NUMBER	PARTS CREDIT (DEALER)	UNIT IDENTIFICATION	LINE TOTAL	DISP
1	1	1518612	Water Pump		\$3.00	7-810	\$8.86			
2	1	980584	Valve Cover Gskts.		2.10	9-350	.49			
3										
4										
5										
6										
7										
8										

TOTAL P.R.M. CREDIT (DEALER):
(Subject To Final Approval And Correction By Factory)

LABOUR \$ 5.10 PARTS \$ 9.35 TOTAL \$ 14.45

TRANSPORTATION CLAIM-SUPPLY CARRIER'S NAME

BOX CAR INITIALS & NO.	SEAL NOS.	FREIGHT BILL NO.	DATE SHIPPED	SALES ORDER NO.	DATE RECEIVED
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ATTACH RAILROAD INSPECTION REPORT OR DELIVERY RECEIPT-DEALER REPAIR ORDER (CUSTOMER COPY)-LETTER TO CARRIER-LETTER OF INTENT (OVER 15 DAY TIME LIMIT)-RECEIPTED SUBLET INVOICE (3 COPIES)

DESCRIBE CAUSE OF WARRANTY FAILURE OR TRANSPORTATION DAMAGE (YOUR OPINION OF CAUSE AND WHAT HAPPENED AS A RESULT OF FAILURE). IF NECESSARY, REFER TO NUMBERED LINES ABOVE.

1. Water pump noisy.
2. Valve plate gasket leaking.
Unit used to power portable generator. Engine easily accessible.

ANY PREVIOUS CORRESPONDENCE ☐ YES ☒ NO ☐ P.R.M. RETURNED — SEE REASON # _____ ON REVERSE SIDE OF THIS COPY.

THIS IS TO CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND THAT, UNLESS OTHERWISE EXPLAINED, SERVICES DESCRIBED WERE PERFORMED ON OUR R.O. NO. 43921 AT NO CHARGE TO OWNER.

SIGNED A. B. Coutz
DEALER OR SERVICE MANAGER

APPROVED
SUBJECT TO AUDIT
DATE _____

FACTORY APPROVED

***DISPOSITION INSTRUCTIONS**

S — SCRAP MATERIAL H — HOLD FOR SERVICE REPRESENTATIVE
R — RETURN MATERIAL TO FACTORY N — NO CREDIT

FACTORY 1

695113

Figure 1—Completed P.R.M. For Industrial Engine Claim

4. Type in full direct dealer name, street address, city or town and province.
5. Type in the date of sale of the mechanical equipment, date of repairs and total hours of operation in the mileage section.
6. Type in model code in model section, type of engine if applicable in the serial number section and engine number in the engine number section of Parts Replacement Memorandum. The model type and serial or engine number of the Chrysler Industrial Engine is shown on the brass tag attached to the cylinder block, e.g.

<i>Model</i>	<i>Type</i>	<i>Serial</i>
Ind 32	321	10756 (U.S. built)
Ind 251		1075C (Canadian built)

From the above examples it should be noted that the "type" is only applicable to American built units.

7. Type in the date the Parts Replacement Memorandum is processed by the dealer.
8. Dealer account number must be "rubber stamped" on each copy of Parts Replacement Memorandum. This is important as the use of a rubber stamp will eliminate the possibility of errors in the dealer account number. The dealer's name does not appear in the tabulating system, therefore, without the correct dealer account number the claim cannot be processed.
9. Type in owner's full name, full street address, city or town and province, as it appears on the dealer repair order.
10. Type in all information requested from dealer repair order using care to show accurate information.
11. Type in number of pieces used, *correct part number*, and full part name. (Use care when typing in part numbers and number of pieces to assure accuracy of claim.)
12. Compute labour amount as follows:
100% of the agreed Parts Replacement Memorandum hourly rate (recorded with the factory) multiplied by the operation time. The dealer will include the actual labour required for the removal and reinstallation of the engine from the unit in which it was installed when it is not possible to repair the engine as it is installed in the mechanical equipment.
13. Type in the appropriate labour operation number taken from the manufacturers applicable vehicle service operation time schedule for the repairs which are carried out to the engine. If no time is shown, show actual time worked.
14. Calculate and type in parts credit for each line item by applying appropriate discounts as required.
15. Type in unit identification. Enter vendor's name or identifying numbers or letters. (Dealers will be notified by Service Bulletins which parts and assemblies will require this identification.)

16. Type in total Parts Replacement Memorandum labour credit, total Parts Replacement Memorandum parts credit and total Parts Replacement Memorandum parts and labour credit. (These prices subject to final approval and correction by factory.) *Claim will be returned to dealer if these amounts are not indicated on form.*
17. Type description and cause of failure in detail. The words "defective", "inoperative", "bent", or "broken" are inadequate unless used with other words to fully describe the condition, (if space insufficient, attach separate report sheet).
18. Place "X" in appropriate box to indicate the existence of prior authorization or correspondence.
19. If Parts Replacement Memorandum Claim is being returned to the dealer for correction, the factory will place an "X" in the box and indicate by code number, the specific reason for return. (See reason for return of Parts Replacement Memorandum Claim to dealer on reverse side of No. 1 copy.)
20. Type in repair order number.
21. Parts Replacement Memorandums are to be signed by an authorized official of the dealership before presentation to the Factory Service Department (please sign).
22. Disposition instruction "S" "R" "H" "N" codes. (The alphabetical code will be inserted in the disposition column of Parts Replacement Memorandum by the factory, denoting specific disposition instructions.)
23. Retain number five copy, attach repair order (signed by owner) and other necessary supporting papers to the number one, two, three and four copies and mail to:

**CHRYSLER CORPORATION OF CANADA, LIMITED,
SERVICE DEPARTMENT,
CHRYSLER CENTER,
WINDSOR, ONTARIO.**
24. See reverse side of number five copy for instructions for completing Parts Replacement Memorandum (P.R.M.) form.
25. In the description section of the Parts Replacement Memorandum indicate that the claim covers an Industrial Engine and explain the cause of warranty failure.
26. Present claim within fifteen (15) days. Claims must be presented to the manufacturer within fifteen (15) days from the date of replacement or repair otherwise the claim will not be honoured.

Payment for Parts Replacement Memorandums Covering Industrial Engine Claims

The amount of labour and parts or materials used will be computed as follows:

Labour

100% of the agreed Parts Replacement Memorandum hourly rate (recorded with the factory) including the labour for removal and reinstallation of the engine from the unit in which it was installed.

Material

Credit for the part or parts replaced with Chryco parts will be computed at the current factory retail price less a trade discount of 25% (except on major units on which parts credit is computed at dealer net plus 10% allowance for handling).

Ordering of Parts required for repairs to Chrysler Industrial Engines

When parts are required for the repair of a Chrysler Industrial Engine they should be ordered from the nearest Parts Plant of the Chrysler Corporation of Canada, Limited. Full identification of the Chrysler Industrial Engine, such as model, type and serial number or any other information which appears on the brass tag on the side of the Engine should be forwarded with a list of the required parts.

SECTION 7

PROCEDURE COVERING THE RECEIPT OF NEW VEHICLES FROM
TRANSPORTATION COMPANIES

This section covers a procedure for the handling of claims on vehicles damaged while in transit by rail, boat or transport, and supersedes all previous instructions issued by the Traffic Department and the Traffic Report of Loss or Damage, (Form 627). Dealers' Sales and Service Management personnel should be familiar with the details of this procedure so they can handle legitimate carrier claims with the Corporation with the least amount of lost time.

Receipt and Inspection of New Vehicles

To assure the delivery of a new vehicle in proper condition for use by the retail customer, and to protect the Dealer and the Factory against unwarranted service expense, it is important that the procedures in this section be fully understood and followed in detail.

Since new vehicles are inspected at the factory before shipment, any damage or loss, existing when a vehicle reaches the Dealer, is to be reported by the dealer to the *Factory Service Department* in Windsor, Ontario, using a regular Parts Replacement Memorandum Form No. 3039, as outlined in this procedure.

Inspection of new vehicles by Dealer personnel at time of receipt from the carrier is imperative in order to place the responsibility:

- (1) For any physical damage occurring while in transit.
- (2) For any missing accessory or other equipment not covered by Back Order Notice in vehicle.

This inspection should be made immediately upon the arrival of each new vehicle. If any claim is contemplated, the Parts Replacement Memorandum form must be mailed to the *Factory Service Department* within fifteen days after receipt of the vehicle.

1. Vehicles Shipped Via Truck

Inspect the new vehicle before acceptance from the carrier and make certain that the exceptions are noted on the Delivery Receipt and signed by a representative of the carrier.

If carrier tenders vehicles for delivery at a time other than during normal business hours, when no qualified person is on duty to receive and inspect the vehicles, carrier's driver should be instructed to bring them back when the dealer is open for business. *If the carrier's driver refuses to do so and insists on leaving the vehicle without obtaining a receipt of delivery, dealer must make a careful inspection of the vehicle immediately at the beginning of business on the next working day. If any claim for loss or damage is contemplated, the dealer will write a letter to the carrier on the day of inspection, outlining the conditions found and pointing out that vehicle was delivered by carrier without inspection and without signature on carrier's delivery receipt. A copy of this letter should be attached to the Parts Replacement Memorandum.*

2. Vehicles Shipped Via Rail

When rail shipments are loaded into the box car, the vehicles are carefully examined after loading operations are completed to insure that all blocking, bracing, tie-down chains and other loading devices are secured against movement. When all is in good order, the box car doors are closed, sealed, and the seal numbers are recorded by the Factory Inspector.

When the box car is to be opened at destination, the following procedure is to be observed:

- Record the box car seal numbers for comparison with seal numbers originally used as well as the box car initials and number.
- Carefully inspect each vehicle before any unloading is begun.
- If damage is observed or any loss is noted, with particular reference to damaged metal, broken glass, missing parts, damaged or missing tires, damaged or missing special equipment or accessories, close the door and make no effort to unload the box car until a joint inspection has also been made by an authorized representative of the Dealer and a representative of the carrier.
- After the joint inspection, a detailed report of the extent of the damage and/or shortage will be made by the railroad representative. This report will be signed by both parties making the joint inspection and one signed copy will be given to the authorized representative of the dealer to support the claim.
- If no carrier representative is available for inspecting damaged vehicles or to verify the loss of equipment or accessories, the dealer will make detailed notes of the position of the vehicle in the box car as shown in Figure 1, extent and nature of damage, condition of loading devices in box car and for the probable cause of damage. The unloading may then proceed.

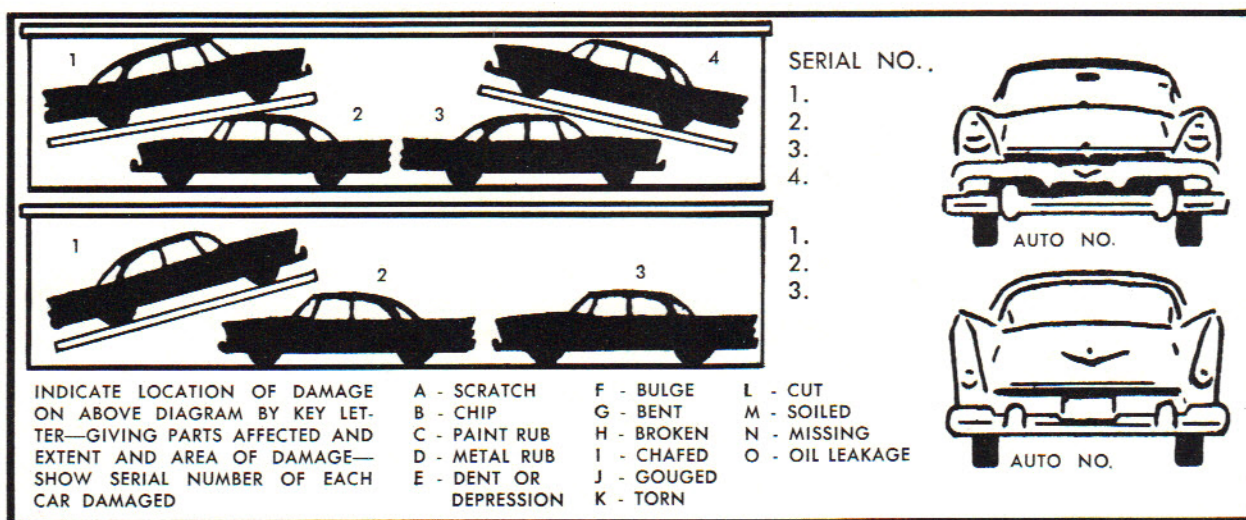


Figure 1—Rail Loading Diagram

The same day a letter should be written to the railroad agent, outlining the request for a joint inspection which could not be accomplished, being sure to include the data from the detailed notes made before unloading the vehicles. A copy of this letter should be attached to the Parts Replacement Memorandum.

3. Vehicles Shipped Via Boat

The unloading of vehicles shipped via boat is done by employees of the Steamship Company and the vehicles are usually placed on the dock or in an adjoining yard where they are to be picked up by the Dealer.

- (a) Before acceptance from the carrier, carefully inspect the vehicles for any evidence of damage to the sheet metal and glass parts; in cold weather for any visible damage to the cooling system; and for any loss of equipment or accessories.
- (b) If such damage or loss is found, request a joint inspection by the carrier and the authorized dealer representative and make certain that any exceptions are noted on the *Delivery Receipt* and signed by a representative of the carrier and the dealer.
- (c) If the carrier will not comply with the Dealer's request for a joint inspection of the damage or loss, then the Dealer will write a letter the same day to the carrier, outlining the request for a joint inspection which could not be accomplished and describing the exact conditions found. A copy of this letter should be attached to the Parts Replacement Memorandum.

4. Supporting Papers

If the Dealer has accepted delivery of a particular shipment, and a claim is contemplated because of in-transit damage or loss of equipment, the Dealer should prepare a Parts Replacement Memorandum, Form No. 3039, and attach the following supporting papers as required by legal carrier regulations:

- (a) *Delivery Receipt* (Railroad Freight Bill or Transport Bill of Lading) bearing carrier's notation of loss or damage, signed by carrier and the Dealer's authorized representative. If vehicle was shipped by rail, attach a copy of the *railroad agent's inspection report*.
 - (b) *Customer's copy of Dealer's Repair Order*, showing description of parts installed with applicable labour operations performed.
Note: If work must be done outside dealership or if parts are purchased because they are not normally stocked by the Dealer, attach original and three extra copies of paid receipt. *Carriers will only accept liability to the extent of Dealer's net cost of parts.*
 - (c) *Disposition of Damaged Parts:* Damaged parts must be held by dealer pending establishment of liability. In the event of carrier liability, and where damage is beyond repair, damaged parts become the property of the carrier and disposition will be furnished in writing by either the carrier or through the Service Department, Windsor, Ontario. Every effort will be made to furnish prompt disposition, *but in no case should the dealer dispose of damaged parts without written authorization from one of the above mentioned sources.*
-

- (d) *Letter of Intent to File Transportation Claim:* If for any reason a claim cannot be filed within the fifteen day time limit, forward a letter to the Technical Service Department, Windsor, Ontario, explaining why the claim cannot be filed within the fifteen day time limit. This letter should indicate when claim will be filed and the Parts Replacement Memorandum number be given. When the Parts Replacement Memorandum is filed, a copy of the letter of intent to file should be attached.

5. Major Damage

Vehicles received irreparably damaged should be refused. Telegraph full details of damage conditions immediately to the Manager of Technical Service, Chrysler Corporation, Windsor, Ontario. The Manager of Technical Service will then arrange with the Traffic Department for an immediate inspection and report by the carrier's representative and the Dealer will be promptly informed of disposition by the Service Department in Windsor.

6. Correction of Transportation Damage

Transportation damage can sometimes consist of minor scratches, dings, etc. On other occasions damage may require area repainting, parts replacement, etc. Therefore, the following procedure is to be carefully observed:

- (a) In the handling of vehicles during shipment by boat, rail, and transport, it is impossible to eliminate minor damage such as minute scratches, paint chips, etc. The cost involved in the processing of a Parts Replacement Memorandum for such minor conditions is not practical. Such conditions are considered normal hazards of transportation.
- (b) *Damage or loss for which a Parts Replacement Memorandum is to be filed.* In instances of this kind, the Dealer may proceed immediately with the necessary repairs provided he has obtained the required supporting papers to accompany the Parts Replacement Memorandum and has prior approval for body and paint repairs as outlined in Section 2, page 7.

A separate repair order is to be written to cover such repairs or replacements performed within the Dealership.

If the work is of such a nature that it can be more economically sublet, then at least *THREE COPIES* of the certified paid invoice should be attached to the Parts Replacement Memorandum.

- (c) *Major Damage:* When any vehicle involved in an "in-transit" accident causing irreparable damage is delivered, it should be refused, and no repair work is to be undertaken until disposition of the entire matter has been received by the Dealer from the Service Department in Windsor.

7. Shortage of Accessories or Other Equipment

Before filing a Parts Replacement Memorandum for missing accessories, or other parts or equipment, examine the vehicle for the presence of a Production Shortage Ticket, No. 47027, which is placed in the glove compartment. Such back-order short items will be shipped from the Assembly Plant as soon as stock is available. If a

vehicle is received with a part or accessory missing and no Shortage Ticket is in the glove box, part should be ordered through the Parts Division in the regular way and claimed for on a P.R.M., properly completed as a transportation claim.

8. Vehicles Received "Not as Ordered"

Each new vehicle received should be checked against the original order specifications, including any notices of changes found necessary when building the vehicle. If the vehicle, as received, does not conform to the order specifications, and an adjustment is expected, the dealer should contact the Zone Sales Office of Chrysler Corporation of Canada, Limited, before attempting to make changes in the vehicle, such as equipment, colour or trim. In such instances always be prepared to furnish the sales order number, serial number and body style of the vehicle involved. If it is necessary to rework a vehicle, the Zone Sales Office will notify the Dealer in writing of the acceptance or rejection of the request.

Instructions for Filing a Transportation Claim (Refer to Figures 2 and 3)

1. Use a Parts Replacement Memorandum or Transportation Claim Form No. 3039.
 2. Use Typewriter to fill out form.
 3. Insert carbons between copies 1-2, 2-3, 3-4, and 4-5.
 4. Type in full Direct Dealer name, street address, city or town and province.
 5. Type in repair date, model, body type and Dealer's current established customer labour rate (recorded at factory).
 6. Type an X in the box beside Transportation Claim.
 7. Type in date the P.R.M. form is processed by Dealer.
 8. Dealer account number must be "rubber stamped" on each copy of Parts Replacement Memorandum. This is important as the use of a rubber stamp will eliminate the possibility of errors in the dealer account number. The dealer's name does not appear in the tabulating system, therefore, without the correct dealer account number the claim cannot be processed. P.R.M.'s which are received with the dealer account number not "rubber stamped" will be returned for appropriate action and immediate return to the factory.
 9. Type in vehicle serial number and Engine Number (complete).
 10. Type in all information requested from Dealer repair order using care to show accurate information. The "Paint Code" is required only when the Parts Replacement Memorandum concerns refinishing work.
 11. Type in the number of pieces used, *correct part number* and full part name. (Use care when typing in part numbers and number of pieces to assure accuracy of claim.)
 12. Compute "labour amount" as follows: One hundred per cent of the agreed Parts Replacement Memorandum hourly rate (recorded with the factory) multiplied by the operation time.
 13. Type in the appropriate labour operation number taken from the manufacturer's applicable service operation Time Schedule. If no time is shown, show actual time worked.
 14. Type in net cost of parts for each line item. *Dealer's parts credit on P.R.M.'s submitted to cover a traffic claim are limited to your current price at the factory as Carriers will only accept liability to the extent of Dealer's net cost of parts.*
-

FORM 3039 REV. 6/59 USE TYPEWRITER — MAIL FLAT, DO NOT FOLD. REFER TO INSTRUCTIONS ON REVERSE OF COPY NO. 4

P.R.M. No.
695114

**PARTS REPLACEMENT MEMORANDUM
OR TRANSPORTATION CLAIM**
CHRYSLER CORPORATION OF CANADA, LIMITED, WINDSOR, ONTARIO

FOR FACTORY USE ONLY
TRANSPORTATION CLAIM NO.

DATE 10/20/59	DEALER ACCOUNT NO. 1350	FOR FACTORY USE ONLY				SERIAL NO. 5209100020
		SALES DIST.	WARR. CLASS	DISCOUNT	EXPENSE CODE	

Anytown Motors Limited,
250 Main Street,
Anytown, Ontario.

DATE OF SALE N/A	REPAIR DATE 10/10/59	MILEAGE 7
MODEL PD4	BODY TYPE PD4-M41	LABOUR RATE \$4.00
<input checked="" type="checkbox"/> TRANSPORTATION CLAIM-SUPPLY ADDITIONAL INFORMATION REQUESTED BELOW.		ENGINE NO. PV-1046C

DID YOU SELL THIS VEHICLE ☐ YES ☐ NO IF NOT, GIVE SELLING DEALER'S NAME

SELLING DEALER _____ CITY _____ PROVINCE _____

OWNER'S NAME
Not Sold CITY _____ PROVINCE _____

LINE	QTY.	PART NO.	PART NAME	CONDITION CODE	LABOUR AMOUNT	LABOUR OPERATION NUMBER	PARTS CREDIT (DEALER)	UNIT IDENTIFICATION	LINE TOTAL	DISP
1	1	1820054	Bumper - right		\$1.60	13.205	\$16.77			
2	1	1820055	Bumper - left		1.60	13.205	16.77			
3	1	1753435	Sealed beam inner		1.20	8.901	1.53			
4	1	1753436	Sealed beam outer				1.62			
5	1	1754552	Fender frt. mldg.		2.00	12.222	3.78			
6			Metal repair		8.40	Special				
7			Refinish fender		5.60	23-952				
8			Paint & material		1.75	Special				

TOTAL P.R.M. CREDIT (DEALER):
(Subject To Final Approval And Correction By Factory) **LABOUR \$ 22.15 PARTS \$ 40.47 TOTAL \$ 62.62**

TRANSPORTATION CLAIM-SUPPLY — CARRIER'S NAME

BOX CAR INITIALS & NO. CN 582971	SEAL NOS. 21907-8	FREIGHT BILL NO. 79402	DATE SHIPPED October 2/59	SALES ORDER NO. 33040	DATE RECEIVED October 8/59
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ATTACH—RAILROAD INSPECTION REPORT OR DELIVERY RECEIPT-DEALER REPAIR ORDER (CUSTOMER COPY)-LETTER TO CARRIER—LETTER OF INTENT (OVER 15 DAY TIME LIMIT)—RECEIPTED SUBLET INVOICE (3 COPIES)

DESCRIBE CAUSE OF WARRANTY FAILURE OR TRANSPORTATION DAMAGE (YOUR OPINION OF CAUSE AND WHAT HAPPENED AS A RESULT OF FAILURE). IF NECESSARY, REFER TO NUMBERED LINES ABOVE.

Block and bracing on one of the upper vehicles broke loose
allowing vehicle to hit end of box car.

ANY PREVIOUS CORRESPONDENCE ☐ YES ☒ NO ☐ P.R.M. RETURNED — SEE REASON # _____ ON REVERSE SIDE OF THIS COPY.

THIS IS TO CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND THAT, UNLESS OTHERWISE EXPLAINED, SERVICES DESCRIBED WERE PERFORMED ON OUR R.O. NO. A 7291 AT NO CHARGE TO OWNER.

SIGNED A. B. Coutz DEALER OR SERVICE MANAGER

APPROVED
SUBJECT TO AUDIT
DATE _____

FACTORY APPROVED

***DISPOSITION INSTRUCTIONS**

S — SCRAP MATERIAL H — HOLD FOR SERVICE REPRESENTATIVE
R — RETURN MATERIAL TO FACTORY N — NO CREDIT

FACTORY 1

695114

Figure 2—Transportation Claim—Rail Delivery

FORM 3039 REV. 6/59 USE TYPEWRITER — MAIL FLAT, DO NOT FOLD. REFER TO INSTRUCTIONS ON REVERSE OF COPY NO. 4

P.R.M. No.
695110

PARTS REPLACEMENT MEMORANDUM
OR TRANSPORTATION CLAIM

CHRYSLER CORPORATION OF CANADA, LIMITED, WINDSOR, ONTARIO

FOR FACTORY USE ONLY
TRANSPORTATION CLAIM NO.

DATE 10/22/59	DEALER ACCOUNT NO. 1350	SALES DIST.	WARR. CLASS	DISCOUNT	EXPENSE CODE	SERIAL NO. 5209100020
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Anytown Motors Limited,
250 Main Street,
Anytown, Ontario.

DATE OF SALE N/A	REPAIR DATE 10/16/59	MILEAGE 10
MODEL FD4	BODY TYPE FD4-M11	LABOUR RATE \$4.00
<input checked="" type="checkbox"/> TRANSPORTATION CLAIM-SUPPLY ADDITIONAL INFORMATION REQUESTED BELOW.		ENGINE NO. PV-1046C

DID YOU SELL THIS VEHICLE ☐ YES ☐ NO IF NOT, GIVE SELLING DEALER'S NAME

SELLING DEALER _____ CITY _____ PROVINCE _____

OWNER'S NAME
Not Sold

LINE	QTY	PART NO.	PART NAME	CONDITION CODE	LABOUR AMOUNT	LABOUR OPERATION NUMBER	PARTS CREDIT (DEALER)	UNIT IDENTIFICATION	LINE TOTAL	DISP
1	1	1754553	Fender frt.mldg.		\$2.00	12-222	\$3.78			
2			Metal repair		5.00	Special				
3			Refinish lt frt fndr		5.60	23-952				
4			Paint & material		1.75	Special				
5										
6										
7										
8										

TOTAL P.R.M. CREDIT (DEALER):
(Subject To Final Approval And Correction By Factory) LABOUR \$ 14.35 PARTS \$ 3.78 TOTAL \$ 18.13

TRANSPORTATION CLAIM-SUPPLY — CARRIER'S NAME

BOX CAR INITIALS & NO. Acme Haulaway	SEAL NOS. N/A	FREIGHT BILL NO. N/A	DATE SHIPPED 10/11/59	SALES ORDER NO. 39240	DATE RECEIVED 10/15/59
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ATTACH — RAILROAD INSPECTION REPORT OR DELIVERY RECEIPT-DEALER REPAIR ORDER (CUSTOMER COPY)-LETTER TO CARRIER-LETTER OF INTENT (OVER 15 DAY TIME LIMIT)-
RECEIPTED SUBLET INVOICE (3 COPIES)

DESCRIBE CAUSE OF WARRANTY FAILURE OR TRANSPORTATION DAMAGE (YOUR OPINION OF CAUSE AND WHAT HAPPENED AS A RESULT OF FAILURE). IF NECESSARY, REFER TO
NUMBERED LINES ABOVE.

Left front fender damaged during unloading

ANY PREVIOUS CORRESPONDENCE ☐ YES ☒ NO ☐ P.R.M. RETURNED — SEE REASON # _____
ON REVERSE SIDE OF THIS COPY.

THIS IS TO CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE
AND THAT, UNLESS OTHERWISE EXPLAINED, SERVICES DESCRIBED WERE
PERFORMED ON OUR R.O. NO. 42760 AT NO CHARGE TO OWNER.

SIGNED A. B. Coutz
DEALER OR SERVICE MANAGER

APPROVED
SUBJECT TO AUDIT
DATE _____

FACTORY APPROVED

*DISPOSITION INSTRUCTIONS

S — SCRAP MATERIAL H — HOLD FOR SERVICE REPRESENTATIVE
R — RETURN MATERIAL TO FACTORY N — NO CREDIT

FACTORY 1

695110

Figure 3—Transportation Claim—Transport Delivery

15. Type in total of the P.R.M. Transportation Claim for labour credit, total parts credit and total parts and labour credit. (These prices subject to final approval and correction by the factory.)
Claim will be returned to Dealer if these amounts are not indicated on form.
16. Type in the information listed in Transportation claim section, Carrier's name, Box Car Initials, Freight Bill, etc.
17. Type description of damage in detail referring to information on supporting papers and position of vehicle as covered in Figure 1. (If space is insufficient, attach a separate report sheet.)
18. Place an "X" in appropriate box to indicate existence of previous correspondence.
19. Type in repair order number.
20. Parts Replacement Memorandums filed for a Transportation Claim are to be signed by an authorized official of the Dealership before presentation to the factory service department. (Please sign.)
21. If a P.R.M. filed for a Transportation Claim is returned to the Dealer for correction, the factory will place an "X" in the box and indicate by code number the specific reason for return. (See reason for return of P.R.M. Transportation Claim on reverse side of No. 1 copy.)
22. Disposition instructions involving parts damaged in transit will be covered in writing either by the Carrier or the Chrysler Corporation. *In no case should the dealer dispose of damaged parts without written authorization from one of the above mentioned sources.*
23. Retain number five copy, attach repair order and all necessary supporting papers required for a Transportation Claim to the first, second, third and fourth copies and mail flat (do not fold) to:

Chrysler Corporation of Canada, Limited,
Service Department,
Chrysler Center,
Windsor, Ontario.

(Refer to Figures 2 and 3 for an example of a properly completed Parts Replacement Memorandum to be filed as a Transportation Claim.)

NOTE: (1) WHEN TWO OR MORE UNITS IN ONE RAIL CARLOAD ARE DAMAGED IN TRANSIT, THE CARRIER WILL ONLY SUPPLY ONE DELIVERY RECEIPT. A TRANSPORTATION CLAIM WILL HAVE TO BE FILED ON EACH VEHICLE. SINCE ONLY ONE DELIVERY RECEIPT IS AVAILABLE, ALL CLAIMS ON VEHICLES FROM ONE SHIPMENT MUST BE FORWARDED TOGETHER WITH THE REQUIRED SUPPORTING PAPERS AND A LETTER SHOULD BE ATTACHED EXPLAINING THAT ONLY ONE DELIVERY RECEIPT WAS AVAILABLE FOR THE UNITS INVOLVED. THE RAILWAY WILL ISSUE ONLY ONE DAMAGE INSPECTION REPORT FOR EACH CARLOAD AS OUTLINED IN SECTION 7, PART 2, SUB-SECTION D.

NOTE: (2) IF A VEHICLE DAMAGED IN TRANSIT HAS ANY CONDITION FOR WHICH A WARRANTY CLAIM SHOULD BE SUBMITTED, SEPARATE PARTS REPLACEMENT MEMORANDUMS SHOULD BE FILED TO COVER THE TRANSPORTATION CLAIM AND WARRANTY CLAIM.

SECTION 8**RETAIL DELIVERY****A. Protection of New Vehicles**

To reduce dealer new vehicle preparation expense and to protect dealer against abnormal repair and service cost, the new vehicle should be properly protected against deterioration due to atmospheric or other conditions encountered prior to time of retail delivery.

To properly protect the vehicles from deterioration, especially during the winter months, it is recommended that the following precautionary measures be carefully and accurately followed before the vehicles are placed in storage. By so doing, there should be little or no depreciation in the value of the vehicles as a result of their exposure to varying temperatures or inclement weather conditions during the storage period.

Selection of Storage Space

In addition to adequate fire and flood protection and the insurance which covers such losses, other precautions should be taken in the selection and occupancy of storage space. It should be as weatherproof as possible for rain, snow, direct rays of the sun and even bright light may be destructive to vehicles in long term storage. Cracks and crevices that admit even small quantities of the elements should be sealed. The portions of the vehicle that are in direct line with these openings, will be constantly exposed day after day to one of these destructive weather elements and may rapidly show signs of deterioration of finish, fabric, rubber, etc. Storage space should be bird and animal proof and a minimum of traffic in the storage area will result in less dust and dirt, as well as freedom from prowlers. Lime deposits from whitewashed walls and ceilings create a damaging hazard to paint.

Preparation

The precautionary measures taken will provide the greatest degree of protection if the vehicle is not moved or operated after the preparations have been completed. Therefore, after lubricating the vehicle completely, including a check of transmission, rear axle and steering gear for recommended lubricant levels, the first step should be to accurately place the vehicle in the spot where it is to be stored.

Engine Conditioning

To prevent rusting of cylinder walls, valve mechanism, etc., the following storage preparation procedure is recommended:

Add one can of Chryco Crankcase Detergent and Rust Inhibitor Part No. 1518874 to the oil in the crankcase. Operate the motor for approximately 10 minutes to thoroughly circulate the mixture of engine oil and additive throughout the entire engine lubricating system.

Next remove the spark plugs and insert a generous tablespoonful of Heavy Duty Detergent Oil Type M.S. in each spark plug hole. Turn the engine with the starter a few revolutions to distribute the oil on the pistons and cylinder walls. Install the spark plugs. Do not start engine after this treatment.

At the completion of the storage period start the engine and run it for approximately 15 minutes at fast idle speed. Then drain the crankcase and refill with the correct seasonal grade of engine oil. An early engine oil change period for the first change is recommended.

Fuel System

Disconnect the fuel lines at the carburetor and on both sides of the fuel pump. Blow out the lines and leave them disconnected, especially on both sides of the fuel pump. Drain the fuel tank completely and if the fuel tank cap is removed to prevent theft, be sure that the filler opening is covered with some dust proof material.

Remove and drain the carburetor. In order to accomplish this effectively, it will be necessary to turn the carburetor upside down. While it is inverted, work the throttle lever repeatedly until all fuel is out of the accelerating pump and the passages. The outer surface of the unit should be wiped dry.

On all vehicles equipped with Carter Carburetors, a small quantity of Neets Foot or other good non-drying oil should be inserted in the pump cylinder to keep the pump plunger soft and pliable.

If the fuel system is equipped with a ceramic type gasoline filter it should be drained and cleaned.

Cooling System

If freezing temperatures are to be encountered in unheated storage, the cooling system should be protected with Chryco Glycol, which is a concentrated Ethylene-Glycol base anti-freeze which must be diluted with water. This anti-freeze has a high boiling point, will not evaporate, will not rust or corrode the cooling system and lasts all winter.

The cooling system must contain anti-freeze of sufficient strength to provide adequate protection for the lowest temperature that will be experienced. It should also be kept full for a full cooling system is less subject to rust and corrosion than an empty one.

The quality and strength of the anti-freeze solutions in the cooling systems of vehicles in storage should be tested periodically. The condition of the interior of all hose connections should be carefully checked at the end of the storage period.

If the vehicles are to be stored with empty cooling systems, the following procedure should be used.

Drain the system completely. Into the empty radiator, pour four ounces of rust inhibitor such as Chryco Radiator Rust Resistor Part No. 396746. Fill the balance of the cooling system with water. Run the engine until the heat indicator registers the normal operating temperature. Then stop it and drain the cooling system completely. Open the cylinder block drain cocks as well as the radiator drain cock.

NOTE: The new passenger car six cylinder engines have a drain plug on the right side of the block towards the rear. The truck six cylinder models have the cylinder block drain cock on the left side of the block. On V-8 engines both sides of the cylinder block and also the radiator must be drained to completely empty the cooling system. A drain cock is provided on the outer side of each cylinder block below the exhaust manifold near the front of the engine.

Clutch (Where Applicable)

Block the clutch pedal down to the floor board in its completely released position. This will prevent the lined clutch disc from sticking to the flywheel or pressure plate.

Brakes

Check and fill the master cylinder to the correct level with Chryco Brake Fluid. Every thirty days during the storage period work the brake pedal several times to avoid sticking of cylinder pistons and cups.

Battery

Remove the battery, check and recharge if the specific gravity is 1.250 or less. Place in wet storage and recharge approximately every thirty days to prevent sulphation. To avoid the possibility of freezing, the temperature in the battery storage location should not be allowed to fall below 32° F. If not equipped to handle battery storage, arrangements should be made with a local battery service station.

Even with the above care, a certain degree of deterioration is likely to exist after six months of storage. Therefore, the best procedure will be to rotate the stock as frequently as possible by continually selling the oldest batteries and replacing them with new Chryco Batteries of the proper capacity.

Car Interior

All vehicle interior bright finished parts, including those in contact with rubber, should be covered with a coating of paste polishing wax, such as Chryco Wax Part No. 1712336 which can be removed with naphtha at the end of the storage period. As a protection against the effect of light or direct sun upon the upholstery, the seat cushions and backs should be covered with paper. Corresponding covering of the door trim material would also be beneficial.

To protect upholstery and trim from moths and vermin, naphthalene crystals should be sprinkled on the floor and in the crevices where the seat back and seat cushions meet each other. A check of this protection should be made at least every ninety days and the treatment should be repeated whenever it is apparent that the naphthalene crystals have lost their effectiveness. Naphthalene crystals are generally available at any wholesale or retail drug store. Obviously the vehicle should be well aired for several days before delivery at the end of the storage period. Destructive dampness, mildew, etc., which may damage upholstery and trim materials, may be counteracted by leaving one or two windows open slightly ($\frac{1}{4}$ " to $\frac{3}{8}$ "), to permit circulation of air within the vehicle (except when storage is out of doors).

Make sure that all doors, the luggage compartment lid, the hood and the cowl ventilator lid are tightly closed. Close fresh air doors in the heater body assembly to prevent access to the interior of the body through the fresh air vent. Close any other openings which may result in easy entrance to the body by rats or mice.

Car Exterior

It is of the utmost importance that all exterior bright finish parts be given a rust preventative treatment. Chryco Chrome Protector Part No. 1107304 will provide the protection required for all plated parts. Particular attention should be given to adequately coat the edges of bumpers to prevent rusting.

Remove windshield wiper blades and store them in the package compartment of the vehicle.

All vehicles should be washed thoroughly when they enter storage. If the storage place is such that dust or other such material may settle on the finish, the vehicle should be re-washed at 30 or 60 day intervals. If stored out of doors, more frequent washing will be necessary to remove soot, etc., depending on the cleanliness of the storage conditions. If necessary to move vehicles for re-washing, they should not be moved under their own power, otherwise the benefits of the interior Engine Conditioning would be nullified.

If impossible to re-wash periodically, it is very important that the vehicles should be inspected and spot cleaned for the removal of unusual deposits and droppings of dirt, oil, roof leakages, etc.

Convertible tops should be kept covered.

Tires

The weight should be taken off the tires by storing the vehicles on blocks, and tires should be kept inflated between a minimum pressure of 15 pounds and a maximum pressure of 24 pounds throughout the storage period. Tires must not come in contact with oil or grease. If tires are to be removed from stored vehicles, it is advisable to store them as a wheel and tire assembly in a dark, cool space. Such storage of tire and wheel assemblies may be made with the wheels in an upright position or stacked in the flat position. If the tires and wheels are to be stored upright, then the tubes or tubeless tires must be kept inflated to recommended pressures to keep the weight of the wheel from wearing the casing. If the tire and wheel assemblies are stored by stacking them flat, they must not be piled more than fourteen tires deep.

If for any reason tires and tubes are removed from wheels for storage, the tires and tubes should be stored as units in an upright position with tubes inflated at two to three pounds. Storage space should be dark and relatively cool.

When the vehicle is placed in storage without removing the wheels and tires, it is highly important to avoid supporting the weight of the vehicle on the same portion of the tires for lengthy periods. This could cause a flat spot in the tires. Jack up the vehicle and turn each wheel to a different contact spot at regular intervals. Again it must be emphasized that if tires are supporting the weight of the vehicle they must not come in contact with oil or grease and they must be kept inflated to the recommended running pressure at all times.

Rear Axle and Transmission Lubricants

Lubricants should remain in the differential and transmission.

Parking Brake

The parking brake lever should be left in the released position to prevent the brake lining from sticking to the drum.

Removal from Storage

In addition to specific suggestions made under some of the foregoing headings, when the vehicles are removed from storage, they should be thoroughly cleaned and appearance conditioned, inside and out. They should also be given a complete lubrication which should include transmission and axle and lubrication attention to all electrical units, water pump and steering gear. Brake drums should be inspected for rust and the braking surfaces should be cleaned where needed.

In addition to the above, vehicles should be prepared for delivery in the usual manner in accordance with "New Vehicle Preparation Forms" (Passenger Car—No. 3073; Truck—No. 3074).

All of the above points are important. They are offered as a sincere aid to the protection of the product. Therefore, it is necessary that these protective measures be completely employed.

B. Preparation of New Vehicles for Retail Delivery

The retail purchaser, being the customer of the dealer, expects and should receive the new vehicle in proper adjustment and good operating condition.

During the transportation from factory to dealer and pending the preparation and delivery to the retail purchaser by the dealer, numerous conditions can arise which may affect the performance and service life of the new vehicle.

It is, therefore, only good business practice for the dealer to have each new vehicle carefully and properly inspected at the time it is received from the carrier and prepared for delivery to his customer.

1. New Vehicle Preparation

To guide the service technician in preparing the new vehicle for retail delivery, New Vehicle Preparation Forms are supplied upon request at no charge by the factory service department.

This form acts as a guide for checking and performing necessary operations in a logical sequence to assure the delivery of the new vehicle in proper operating condition. Separate forms have been designed to cover the new vehicle preparation requirements of both passenger cars and trucks. Dealers will be able to complete these forms in detail, showing the equipment on each vehicle by simply checking off the appropriate "boxes" appearing on the heading of the form. The form should be completed in duplicate with one copy forwarded to the factory. Any unusual conditions which are noted should be covered in detail in the "Remarks" section at the bottom or on the back of the form. (See Figures 1 and 2).

Adequate new vehicle preparation of this kind will result in customer satisfaction not only during the critical period early in the life of the new vehicle, but will also build a strong foundation for continued customer satisfaction.

Since the preparation of the new vehicle for retail delivery is a part of the dealer's sales operation, the checking and adjusting of items on the New Vehicle Preparation Forms are considered dealer New Vehicle Preparation and Delivery Expense.

NEW PASSENGER CAR PREPARATION — 1000 MILE SERVICE					
				ORIGINAL—FACTORY COPY DUPLICATE—YOUR COPY	
Dealer's Name _____			Date _____		
City _____			Province _____		
Model _____		Body Type _____		Serial _____	
Engine No. _____					
Std. Trans. <input type="checkbox"/>		PowerFlite <input type="checkbox"/>		TorqueFlite <input type="checkbox"/>	
				Power Steering <input type="checkbox"/>	
Ignition Key No. _____			Other Key Nos. _____		
Consult Shop Manual and Service Bulletins for Adjustment Standards					
NEW VEHICLE	1000 MILE	BODY — GENERAL	NEW VEHICLE	1000 MILE	ENGINE
<input type="radio"/>	<input type="radio"/>	Tighten all sheet metal attaching screws, bolts and nuts.	<input type="radio"/>	<input type="radio"/>	Tighten oil line connections, pump and filter.
<input checked="" type="radio"/>	<input type="radio"/>	Check operation of window regulators.	<input type="radio"/>	<input type="radio"/>	Check fuel line connections.
<input type="radio"/>	<input type="radio"/>	Check door locks and handles, lock cylinders and keys.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Adjust fan and generator belts (compressor belt, if so equipped).
<input type="radio"/>	<input type="radio"/>	Check seat adjustment.	<input checked="" type="radio"/>	<input type="radio"/>	Adjust valve tappets (if adjustable type).
<input type="radio"/>	<input type="radio"/>	Check doors and luggage compartment lid for operation and seal.	<input type="radio"/>	<input type="radio"/>	Check distributor contact points and ignition timing.
<input type="radio"/>	<input type="radio"/>	Check hood lock adjustment.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Set engine idle speed.
<input checked="" type="radio"/>	<input type="radio"/>	Convertibles — lower and raise top; check linkage, top locking mechanism, hydraulic lines and connections.	<input type="radio"/>	<input type="radio"/>	Check for oil leaks.
		CHECK AND TIGHTEN			Engine tune up includes: adjust breaker points, inspect distributor cap and rotor, inspect distributor wires, reset ignition timing and adjust carburetor idle. Tighten cylinder head bolts as specified.
<input type="radio"/>	<input type="radio"/>	All connections, distributor, coil terminal blocks, starter switch, battery and cables, starter motor, generator and regulator.			STEERING
<input checked="" type="radio"/>	<input type="radio"/>	Rear spring "U" bolt nuts.	<input checked="" type="radio"/>	<input type="radio"/>	Lubricate and adjust front wheel bearings.
<input type="radio"/>	<input type="radio"/>	Axle shaft nuts and wheel hub bolts.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check steering arm, tie rods and drag link.
<input type="radio"/>	<input type="radio"/>	Propeller shaft bolts, lock screw and clips.	<input type="radio"/>	<input type="radio"/>	Tighten steering gear housing and bracket bolts.
<input type="radio"/>	<input type="radio"/>	General tightening as required, including bumpers and spare wheel.	<input type="radio"/>	<input type="radio"/>	Center steering wheel.
		COOLING SYSTEM	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check toe-in.
<input type="radio"/>	<input type="radio"/>	Check water hose connections.	<input checked="" type="radio"/>	<input type="radio"/>	Check power steering and hoses for leaks.
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check coolant level.			TRANSMISSION
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check oil cooler tube fittings for leaks.	<input type="radio"/>	<input type="radio"/>	Adjust gearshift linkage (manual transmission).
		WHEELS AND TIRES	<input type="radio"/>	<input type="radio"/>	Adjust throttle pressure and linkage (automatic).
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Inflate all tires to recommended pressure.	<input type="radio"/>	<input type="radio"/>	Adjust bands (automatic).
		LUBRICATION	<input checked="" type="radio"/>	<input type="radio"/>	Check push button cable adjustment.
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Lubricate chassis and check the lubricant level in engine, steering gear, transmission and rear axle.			ROAD TEST
		BRAKES — CLUTCH	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check clutch operation (manual transmission).
<input type="radio"/>	<input type="radio"/>	Adjust service brakes.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check service and parking brake operation.
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check brake line connections. Check line routing.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check operation of all instruments.
<input type="radio"/>	<input type="radio"/>	Adjust parking brake.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check windshield wiper and speedometer operation.
<input type="radio"/>	<input type="radio"/>	Adjust clutch pedal free play.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check operation of all accessories.
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check brake fluid level.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check steering and roadability.
<input checked="" type="radio"/>	<input type="radio"/>	Check operation of brake booster (if so equipped).	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check engine performance and acceleration.
		ELECTRICAL	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check pattern and quality of shift.
<input checked="" type="radio"/>	<input checked="" type="radio"/>	Test and add water to battery.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	Check overall quiet operation.
<input checked="" type="radio"/>	<input type="radio"/>	Check horn operation.			FINAL SERVICE
<input checked="" type="radio"/>	<input type="radio"/>	Aim headlamps.			Check presence of jack, owner's manual, clean upholstery, glass, install floor mats and wash car.
<input type="radio"/>	<input type="radio"/>	Check operation of all lights and switches.	<input checked="" type="radio"/>	<input type="radio"/>	

☒ — Operations to be performed on each new vehicle. ☐ — Operations to be performed if found necessary by inspection and road test.

REMARKS — (Please explain in detail any abnormal conditions) (if necessary use other side) _____

Form 3073—10/59 Inspected by _____

Figure 1—New Vehicle Preparation Form—Passenger Car

NEW TRUCK PREPARATION — 2000 MILE SERVICE

ORIGINAL—FACTORY COPY
DUPLICATE—YOUR COPY

Dealer's Name _____		Date _____	
City _____		Province _____	
Model _____	Body Type _____	Serial _____	Engine No. _____
REAR AXLE: RATIO _____ SINGLE SPEED <input type="checkbox"/> TWO SPEED <input type="checkbox"/>		TWO SPEED DOUBLE REDUCTION <input type="checkbox"/> TANDEM <input type="checkbox"/>	
TRANS.: 3 SPEED <input type="checkbox"/> 4 SPEED <input type="checkbox"/> 5 SPEED CLARK <input type="checkbox"/> 5 SPEED N.P. <input type="checkbox"/>		LOADFLITE <input type="checkbox"/> AUXILIARY <input type="checkbox"/> OTHER <input type="checkbox"/>	

Consult Shop Manual and Service Bulletins for Adjustment Standards

NEW VEHICLE	2000 MILE	BODY — GENERAL	NEW VEHICLE	2000 MILE	ENGINE
<input checked="" type="checkbox"/>		Torque cab mounting bolts to specifications.	<input type="checkbox"/>	<input type="checkbox"/>	Tighten oil line connections, pump and filter.
<input type="checkbox"/>	<input type="checkbox"/>	Tighten all sheet metal attaching screws, bolts and nuts.	<input type="checkbox"/>	<input type="checkbox"/>	Check fuel line connections.
<input checked="" type="checkbox"/>		Check operation of window regulators.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Adjust fan and generator belts (compressor belt, if so equipped).
<input type="checkbox"/>		Check door locks and handles, lock cylinders and keys.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adjust valve tappets (if adjustable type).
<input type="checkbox"/>		Check seat adjustment, floor mats and carpets.	<input type="checkbox"/>	<input type="checkbox"/>	Check distributor contact points and ignition timing.
<input type="checkbox"/>		Check doors for operation and seal.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Set engine idle speed.
<input type="checkbox"/>	<input type="checkbox"/>	Check hood lock adjustment.	<input type="checkbox"/>		Check for oil leaks.
		CHECK AND TIGHTEN		<input checked="" type="checkbox"/>	Engine tune up includes: adjust breaker points, inspect distributor cap and rotor, inspect distributor wires, reset ignition timing and adjust carburetor idle. Tighten cylinder head bolts as specified.
<input type="checkbox"/>	<input type="checkbox"/>	All connections, distributor, coil terminal blocks, starter switch, battery and cables, starter motor, generator and regulator.			STEERING
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Front and rear spring "U" bolt nuts.	<input checked="" type="checkbox"/>		Lubricate and adjust front wheel bearings.
<input type="checkbox"/>		Axle shaft nuts and wheel hub bolts, including inner rear hubs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check steering arm, tie rods and drag link.
<input type="checkbox"/>		Propeller shaft bolts, centre bearing bolts, lock screw and clips.	<input type="checkbox"/>	<input type="checkbox"/>	Tighten steering gear housing and bracket bolts.
<input type="checkbox"/>	<input type="checkbox"/>	General tightening as required, including bumpers and spare wheel.	<input type="checkbox"/>	<input type="checkbox"/>	Center steering wheel.
		COOLING SYSTEM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check toe-in.
<input type="checkbox"/>	<input type="checkbox"/>	Check water hose connections.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check power steering and hoses for leaks.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check coolant level.			TRANSMISSION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check oil cooler tube fittings for leaks.	<input type="checkbox"/>		Adjust gearshift linkage (manual).
		WHEELS AND TIRES	<input type="checkbox"/>	<input type="checkbox"/>	Adjust throttle pressure and linkage (automatic).
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inflate all tires to recommended pressure.	<input type="checkbox"/>	<input type="checkbox"/>	Adjust bands (automatic).
		LUBRICATION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check push button cable adjustment.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Lubricate chassis and check the lubricant level in engine, steering gear, transmission, auxiliary transmission, rear axle, rear axle shift motor and carburetor air cleaner.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check operation of auxiliary transmission (if so equipped).
		BRAKES — CLUTCH			ROAD TEST
<input type="checkbox"/>	<input type="checkbox"/>	Adjust service brakes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check clutch operation.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check brake line connections. Check line routing.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check service and parking brake operation.
<input type="checkbox"/>	<input type="checkbox"/>	Adjust parking brake.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check operation of all instruments.
<input type="checkbox"/>	<input type="checkbox"/>	Adjust clutch pedal free play.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check windshield wiper and speedometer operation.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check brake fluid level.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check operation of all accessories.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check clutch fluid level.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check steering and roadability.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check operation of brake booster (if so equipped).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check engine performance and acceleration.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check operation of air brakes (if so equipped).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Road-test—check pattern and quality of shift (transmission).
		ELECTRICAL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check operation of rear axle electric shift motor (if so equipped).
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Test and add water to battery.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check operation of inter-axle differential (if so equipped).
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check horn operation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check overall quiet operation.
<input checked="" type="checkbox"/>		Check headlamps.			FINAL SERVICE
<input type="checkbox"/>	<input type="checkbox"/>	Check operation of all lights and switches.	<input checked="" type="checkbox"/>		Check presence of jack, owner's manual, clean upholstery, glass, install floor mat and wash truck.

☒ — Operations to be performed on each new vehicle.☐ — Operations to be performed if found necessary by inspection and road test.

NOTE: DIESEL ENGINES — No pre-delivery service will be performed by dealer at time of delivery. This service will be performed by the Cummins Distributor.

REMARKS — (Please explain in detail any abnormal conditions) (if necessary use other side)

Form 3074—10/59

Inspected by _____

Figure 2—New Vehicle Preparation Form—Trucks

A continued quality control is carried on to build a quality product. To assist us in this respect, we ask you to mail to the Windsor Office a copy of all inspection forms covering each new vehicle that you service at the Pre-delivery and 1,000 mile inspection on passenger cars and 2,000 mile inspection on trucks. Dealers are requested to forward these inspection forms within one week after the Pre-delivery—1,000 mile or 2,000 mile inspection is completed as any benefit which can be obtained from these reports will be lost if they are allowed to remain in the dealer's establishment for any length of time.

2. Parts Replacements

Should new vehicle preparation or adjusting operations reveal a substandard condition requiring replacement of component parts, the labour and material in such instances may be considered eligible for credit consideration upon submission of a Parts Replacement Memorandum.

- For Example: (a) Should it be necessary to replace an inoperative switch, or a door lock or any other inoperative component part, the labour and parts required for installation would be the basis of a claim to the factory service department.
- (b) Adjusting a door, hood or deck lid to their openings, balancing wheels, adjusting brakes, toe in, distributor points, spark plugs, etc., are not considered claimable items.

C. Delivery of New Vehicle to Retail Purchaser

The actual delivery of a clean, well conditioned new vehicle to the retail purchaser is without a doubt the next most important part of the sale of a new vehicle, second only to the signing of the retail sales order.

While making delivery, the dealership has its greatest opportunity to make the customer feel that he has not only purchased the best vehicle, but he chose wisely when he purchased it from this dealership.

The privileges extended to the owner by the dealer under the Owner's Service Certificate should be explained as well as the requirements to be met by the purchaser should he have occasion to make use of the transient owner privileges.

Present and explain the Owner's Manual and Certified Car Care Book with particular reference to operation and maintenance requirements.

Take the owner for a demonstration drive. Remember, satisfied customers are your greatest asset, and the best advertisement for the future sales of new cars and trucks. Explain the operation of:

- (a) The starting of the engine.
- (b) All light switches.
- (c) Heater and radio controls.
- (d) Door locks.
- (e) Bumper jack and wheel changing.
- (f) Transmission controls.

It is at this time that the most effective introduction to the service personnel and facilities of the dealership can be made.
