

1936

General Service Policies

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GENERAL SERVICE POLICIESNo. 2**1936 BULLETIN SERIES**Date 10-1-35

Effective October 1st

SUBJECT

TO ALL MASTER DEALERS

Subject: STABILIZER POLICY TO BE WITHDRAWN

REFERENCE

Please refer to General Service Policies Bulletin No. 10 covering the policy on stabilizer kits.

POLICY WAS
IN EFFECT
LONG
ENOUGH
TO COVER
ALL CASES

The policy outlined in that bulletin has been in effect since November 23, 1935. At that time stabilizer bars became standard equipment in production; therefore only those cars of earlier production were without bars.

POLICY
WITHDRAWN

The number of kits or bars shipped from our parts department in the last few months indicates that practically all cars originally without them have had installations effected. Consequently, we believe that this policy has, in the main, served its usefulness and it, therefore, will be withdrawn as of October 30, 1936.

CHECK RE-
CORDS ON
CARS NOT
EQUIPPED
WITH STABI-
LIZER KITS

We would, therefore, suggest that you review your records and if you know of any cars that are not equipped with stabilizers contact the owners and make arrangements to have a stabilizer kit installed on the cars. It is our desire to clean up this situation 100% by October 30, 1936.

CLAIM
CERTIF-
ICATES
HANDLED IN
ACCORDANCE
WITH POL-
ICY MUST
BE FILED BY
NOVEMBER
15.

All claim certificates covering claims transactions handled prior to October 30, 1936, must be in the factory by November 15, 1936.

L. L. SHARON

Claims Supervisor
Service Department.

GENERAL SERVICE POLICIESNo. 3**1936 BULLETIN SERIES**

No. 3

Date 10-16-35**Effective October 1st**

10-16-35

SUBJECT

TO ALL DEALERS

SUPPLEMENT
AND POLICY

We want to immediately call the field's attention to the early production of new models together with the Factory's position and policy regarding them. This bulletin is to be considered a supplement to and a part of our General Service Policy Book, Bulletin No. 1, issued October 1, 1936.

EARLY PRO-
DUCTION
ACTIVITIES

Those who have been in this business any length of time fully appreciate that it is no small task to set up for and get started on an entirely new line of cars. The factory expense incident to these yearly manufacturing introductions is naturally tremendous. With a complete changeover there are bound to be some oversights and unintentional mis-adjustments.

FIELD
FUNCTIONING

It is fully expected that these will be corrected in the field at the time of Pre-Delivery Inspection and New Car Get-Ready. It is part of the function of Distributors and Dealers to carry through with this procedure.

PRE-DELIVERY
OBLIGATION
THROUGH
YEAR

This same processing in pre-delivery goes through the entire year and is definitely net up for by the Factory, both as to routine and expense. The Factory permits its Distributors and Dealers to add in certain amounts in the delivery charge on all models, which is intended for no other purpose than to take care of such expense as is entailed in pre-delivery operations. It is also to be used for inspections and minor adjustments during the Warranty period.

CLAIMS NOT
ACCEPTABLE

Therefore, whether it be with early or later production it is understood that no claims will be filed covering matters of adjustment or slight repairs. The adjustments of brakes, castor, steering, Electric Hand, and other items of this nature definitely come in this category. Slight scratches caused, probably by handling, polishing, and touch-up work, are a part of pre-delivery operations.

REPLACEMENT
OF PART

An occasional replacement of some small part should not be considered as a labor claim. The part will be furnished without any charge.

CLEAR
UNDER-
STANDING

It is better that we have this understanding right from the beginning of this new production, to save all parties unnecessary and time-taking correspondence. Please do not send us any claims certificates along the preceding lines, because it will be necessary for us to return them to you.

L. Sharon
Claims Supervisor,
Service Department

GENERAL SERVICE POLICIESNo. 4

No. 4

Date 10-28-35**1936 BULLETIN SERIES**

Effective October 1st

10-28-35

SUBJECT

TO ALL MASTER DEALERS

The Goodyear Tire and Rubber Company has placed a Special Warranty in operation in connection with their tires.

The Goodyear Company believes that car owners will appreciate a Special Warranty against road injuries to tires. We are attaching hereto a specimen copy of the Warranty, which may be secured by owners by following the procedure given in this bulletin.

We are also attaching a Notice, issued by Goodyear, which is placed in the Locker Box Compartment of the instrument panel, in order that the owner's attention may be called to the Special Warranty.

The Goodyear Tire and Rubber Company of Akron, Ohio have two procedures which may be followed so the owner may secure One of those Warranties and carry it with him in his car.

No. 1 procedure: Certain Hudson distributors and dealers may prefer to issue the certificates themselves. They may secure pads of the certificates, either direct from the Goodyear Tire and Rubber Company at Akron, or through the local branch or dealer of that company.

If this procedure is followed, the Hudson distributor or dealer issuing the certificate places the date of car purchase, the size and type of the tires and their serial numbers on the certificate. The customer's portion of the certificate is given to the purchaser and the stub is mailed to the branch or dealer of the Goodyear Tire and Rubber Company in the city where the car is purchased.

Procedure No. 2: Should the Hudson distributor or dealer prefer to have the certificate executed by the local branch or dealer of the Goodyear Tire and Rubber Company, then the information appearing in the preceding paragraph is furnished that branch or tire dealer by the owner or the car dealer, in order that the owner may be supplied with his certificate.

In order to receive the benefits of the protection provided in the Special Warranty, owners must have their certificate with them when applying for such benefits. Application may be made in any city, whether the car was purchased at that point or not.

The certificate itself is explanatory, so no detail is necessary in this bulletin as regards the provisions of the Special Warranty.

L. Sharon,

Claims Supervisor,
Service Department

GOODYEAR SPECIAL WARRANTY CERTIFICATE

NOTE TO PURCHASER: If you are owner of more than one vehicle, be sure that one tire only is recorded on this Certificate unless you definitely know that all the tires covered by the Certificate are to remain on one vehicle.

| | | | |
|--|--|---|--|
| Issued to _____ | | Branch Name Nº 1434 | |
| Street Address _____ | | Date of Purchase | |
| City or Town _____ State _____ | | Month _____ Day _____ Year _____ | |
| Dealer _____ | | Tire Serial Numbers | |
| Issued by { Associate Dealer or Person } _____ | | 1. _____ | |
| Street Address _____ | | 2. _____ | |
| City or Town _____ State _____ | | 3. _____ | |
| | | 4. _____ | |
| | | 5. _____ | |
| | | 6. _____ | |
| | | Size and Type | |
| | | Number of Tires Covered by This Certificate | |
| | | 1 2 3 | |
| | | 4 5 6 | |
| | | (Check one square) | |

If a tire is unfit for further service and is replaced with a new tire due to one or more of the four causes of failures listed, the new tire will not be warranted against the same cause of failure and the new Warranty will be so marked. If other tires are covered by this Certificate, they will not be replaced for the same cause, and the Certificate will be so marked.

Faulty Brakes Mis-application Wheels out of Alignment Overload

The Goodyear Tire & Rubber Company, Inc., warrants each above described tire for a period of 12 months (6 months for Speedway automobile tires) from date of purchase for normal, average, non-commercial service, or 6 months (3 months for Speedway automobile tires) from date of purchase for normal, average, commercial service, against injuries (except as hereinafter otherwise provided) which in its judgment render the tire unfit for further service where such injury is accidental and not willful, and is due to blowouts, cuts, bruises, misapplication, overload, wheels out of alignment (excessive toe-in or toe-out), or faulty brakes. "Non-commercial service" as used herein means the use of an automobile tire on a passenger-carrying vehicle not utilized in business service. "Commercial service" as used herein, means (a) the use of a truck tire on a vehicle operated for any purpose, or (b) the use of an automobile tire on a vehicle operated for business purposes. The determination of normal, average service and of accidental or willful injury shall be made by The Goodyear Tire & Rubber Company, Inc., based on its experience with injuries and with the service delivered by tires used in all types of operations and on all kinds of roads.

This Warranty is not applicable to tires which are worn out or worn smooth prior to the expiration of the warranty period, (except as previously otherwise provided), or to tire failures caused by punctures, or to tires damaged by running flat, or nearly flat regardless of cause, or tires damaged by the use of a blow-out patch regardless of the cause of any previous injury, or tires injured or destroyed by fire, or by wrecks, tires cut by chains, or by obstruction on vehicle, or tires used in taxi-cab, or common carrier bus service. This is applicable to Clincher, Motor-cycle, Bicycle, Pneumatic and Solid Industrial tires, Solid or Cushion Tires, Speedway truck tires, tires used on farm implements and road machinery, tires used on demonstrator cars and racing cars, tubes used in any form, or tires outside of the Continental U. S. A.

Any claim for the replacement of such tire may be filed at the place of business of any Goodyear dealer or at any Goodyear Branch. This Warranty and the tire must be presented with such claim.

Alterations or erasures in this Warranty will render it void.

THE GOODYEAR TIRE & RUBBER COMPANY, INC.

By *R. S. Wilson*
Vice President

The liability of The Goodyear Tire & Rubber Company, Inc. under this Warranty is strictly limited to replacing the tire with a new Goodyear tire within the respective periods above prescribed. Any transportation or service expense incurred to be paid by owner. If so replaced, purchaser is to be charged, and agrees to pay 1/12, or in the case of Speedway automobile tires 1/6, of the current printed list price if in non-commercial service, and 1/6, or in the case of Speedway automobile tires 1/3, of the current printed list price if in commercial service, for each month, or fraction thereof which has elapsed since the date of purchase to the date claim is made. Neither The Goodyear Tire & Rubber Company, Inc., nor any of its affiliated or associated corporations or dealers shall be liable in any event for personal injuries or damage to property caused directly or indirectly by the failure of said tire.

IMPORTANT: To be valid all spaces must be filled in with Ink, Typewriter, or Indelible Pencil.

GOODYEAR SPECIAL WARRANTY CERTIFICATE

NOTE TO DEALER: If issued to an owner of more than one vehicle, do not record more than one tire on one Certificate, unless you definitely know that all the tires to be recorded on the Certificate are to remain on one vehicle.

| | | | |
|--|--|---|--|
| Issued to _____ | | Branch Name Nº 1434 | |
| Street Address _____ | | Date of Purchase | |
| City or Town _____ State _____ | | Month _____ Day _____ Year _____ | |
| Dealer _____ | | Tire Serial Numbers | |
| Issued by { Associate Dealer or Person } _____ | | 1. _____ | |
| Street Address _____ | | 2. _____ | |
| City or Town _____ State _____ | | 3. _____ | |
| | | 4. _____ | |
| | | 5. _____ | |
| | | 6. _____ | |
| | | Size and Type | |
| | | Number of Tires Covered by This Certificate | |
| | | 1 2 3 | |
| | | 4 5 6 | |
| | | (Check one square) | |

SPECIMEN

If a tire is unfit for further service and is replaced with a new tire due to one or more of the four causes of failures listed, the new tire will not be warranted against the same cause of failure and the new Warranty will be so marked. If other tires are covered by this Certificate, they will not be replaced for the same cause, and the Certificate will be so marked.

Faulty Brakes Mis-application Wheels out of Alignment Overload

IMPORTANT: This stub must be detached and mailed to The Goodyear Tire & Rubber Company, Inc. at city indicated in red type.

IMPORTANT ABOUT YOUR TIRES



The

GOODYEAR TIRES

with which your new car is equipped are entitled to the protection of a Special Warranty against injuries for 12 months from date of purchase in non-commercial service—6 months in commercial service. In addition, all Goodyear tires are covered by the Standard Warranty, which warrants them to be free from defects in material and workmanship.

But to have the protection of the Special Warranty, it is necessary to have a Special Warranty Certificate. Otherwise this protection will not be available.

It is important, therefore, that you get your Special Warranty Certificate *immediately*.

Refer this card to your car dealer if you did not receive a Special Warranty Certificate when your car was delivered. He will furnish one or arrange to have it issued by the nearest Goodyear dealer.

GENERAL SERVICE POLICIES**1936 BULLETIN SERIES**

Effective October 1st

No. 6Date 11/8/35

SUBJECT

TO ALL MASTER DEALERS

PRICE
ADJUSTMENT
"SWAY BAR
KIT"
NO. 160700
NOW CALLED
HEAVY DUTY
STABILIZER

To avoid confusion we have decided to use the name "Heavy Duty Stabilizer" the same as was used as a car option last year. Therefore, this item as an accessory will be changed in name to the above, instead of "Sway Bar." The kit number - 150700 - remains the same. Option "QQ" is still the designation.

Some of our Distributors and Dealers have expressed desire to have certain cars in their stocks or in owners' hands equipped with the Heavy Duty Stabilizer, which cars were shipped from the Factory prior to the date when it became option "QQ". We propose, therefore, to make a price adjustment on such purchases of kits which have been made through the Distributor's Parts Department for installation on certain cars delivered from the factory before November 4th, the date when option "QQ" became effective. The adjustment is to conform the installed net cost of a Heavy Duty Stabilizer to the Dealer cost on the \$3.23 option net basis.

It is, of course, understood that with the beginning of production on November 4th, all Distributors and Dealers have had an opportunity to instruct the Factory to make Heavy Duty Stabilizer installations on such cars as desired, built on and after that date on the option basis. Therefore, such Heavy Duty Stabilizer price adjustments as may be desired on cars built prior to that date will be the only ones affected. The serial numbers of the cars prior to the following numbers are the ones in this group:

| | |
|--------|-------|
| 613100 | 65160 |
| 621372 | 66762 |
| 631225 | 67568 |
| 64376 | |

We will make the Heavy Duty Stabilizers available for these prior cars at the same net cost as the "QQ" option price. The Dealer's net price on the option is \$3.23.

The Dealer's not on the purchased kit from the Distributor's Parts Department is \$4.23. The average time for Heavy Duty Stabilizer installation in the field is thirty minutes. The basis of our labor allowance is \$.80 per hour. Rather than to involve the item of transportation in the shipment of these kits we have decided that we will allow a full hour labor charge for the installation. Therefore, with one hour's labor added to the \$4.23 net parts price, the adjustment from the Distributor is on the basis of \$5.03 to the option price of \$3.23, the difference being \$1.80.

(OVER)

A Claims Certificate may be sent to the Distributor in the usual manner for a net of \$1.80 for each car shipped to the Dealer which was built prior to the numbers given and on which the Dealer desires to install a Heavy Duty Stabilizer. On the Certificate must appear the serial number of the car affected and the invoice number on which the kit was secured from the Distributor's Parts Department.

If Distributors and Dealers wish to take advantage of this plan it must be done immediately. We naturally do not want the transactions to be strung out over an indefinite period. Distributors and Dealers certainly know what they would like to do in regard to new cars now in stock which were built prior to the car numbers given in this bulletin. They undoubtedly will know whether or not there are any 1938 owners who desire Heavy Duty Stabilizers on their cars if such cars were purchased without that installation.

Therefore, all transactions as related to new cars in stock or for installation on owners' cars built prior to November 4th must be closed and finished with Claims Certificates in our hands by November 25th. Any claims coming in for the above purchase after that date will not be honored.

Yours very truly,

L. Sharon,

Claims Supervisor,
Service Department.

GENERAL SERVICE POLICIESNo. 7**1936 BULLETIN SERIES**Date 11/15/35

Effective October 1st

SUBJECT

TO ALL MASTER DEALERS

WITHDRAWAL
OF 1935
ELECTRIC
HAND
POLICY

Since early this year a policy has been in effect whereby the factory replaced Electric Hand equipment of first design on 1935 cars. Labor for installation of the replacement kit, No. 48703, likewise was allowed. We prepaid the transportation on the outgoing kits and accepted the expense of their return to us.

BEEN IN
EFFECT FOR
SOME TIME

Practically all of the 1935 cars affected have had changeovers made in them. The policy has been in force for a considerable length of time and has been of a broad and liberal nature. We believe its withdrawal is now due and we are giving our field organization this advance notice in order that all of the details may be carried out immediately after the date the withdrawal goes into effect.

WITHDRAWAL
DATE DEC.
15

Therefore, as of December 15, 1935, there will be no further allowance for material, labor, or transportation on transactions relating to Electric Hand Kits No. 48703. Paragraph (a) of Section 6, Page 4 in the General Service Policy Manual, dated October 1, 1935, is hereby nullified December 15, 1935. All statements pertaining to allowances in bulletins to October 1, 1935, are voided as of December 15, 1935.

TRANSACTIONS TO
BE GOVERNED BY
WARRANTY

Electric Hand parts replacements and labor allowances on Electric Hand transactions on all cars so equipped fall into the same category as other parts of our cars and will be governed in their handling by the Standard Warranty.

CLAIMS
CERTIFICATES TO
BE GIVEN
PROMPT
ATTENTION

No transactions covered by the previously existing Electric Hand Policy will be handled by Distributors and Dealers on a factory liability basis after December 15, 1935. As of the end of that day Dealers will forward to Distributors any outstanding Claim Certificates with materials on any 1935 Electric Hand transactions of an out-of-warranty nature and will understand that these will be the last to be sent in for consideration.

Distributors will immediately forward to the factory these same Dealer Claim Certificates in the regular manner and in accordance with our standard practice. They will also send to us such certificates as pertain to their own retail transactions which have been handled by them as of the end of the day December 15, 1935.

CANCELLATION KIT
NO.48073

On that day we will cancel Electric Hand Kit No. 48703 and will discontinue carrying it in our service stock. The parts there-of will be continuously available and at regular parts prices.

NEW KITS
ON HAND

It is possible that Distributors and Dealers may have on hand new kits No. 48703. It is their privilege, if they so desire, to return these to us for credit at no penalty to them, freight transportation charges collect. Broken kits will not be subject to credit. If, however, Distributors and Dealers decide to retain such kits as they have in stock for maintenance sales purposes, they may do so with the understanding that they are not returnable to us at a later date for credit.

NEW KITS
TO BE RE-
TURNED BY
DECEMBER
26

Should they decide they do not want to retain some or all kits in stock, Dealers will return them to Distributors on December

ALL CERTI-
FICATES IN
DETROIT
BY DECEM-
BER 26

All new Electric Hand Kits No. 48703 which the field does desire to return must be in our hands not later than December 26, 1935.

All Claim Certificates pertaining to replacement transactions which took place on or prior to December 15, 1936, must like-wise be at our office on December 28, 1935.

HAS BEEN
A VERY
BROAD
POLICY

Compliance with these two provisions is absolutely necessary so that credit may be obtained. We will close our books on this expense as of that date. We believe Distributors and Dealers will recognize that this policy has been exceptionally broad and that both they and we should consider transactions after the withdrawal date as of a maintenance nature.

L. Sharon

Claims Supervisor
Service Department

GENERAL SERVICE POLICIES**1936 BULLETIN SERIES**

Effective October 1st

No. 8

11/15/35

Date _____

SUBJECT

TO ALL MASTER DEALERS

WITHDRAWAL
OF 1934
TRANSMIS-
SION GEAR
POLICY

ALL CLAIMS
CERTIFI-
CATES MUST
BE IN FAC-
TORY BY
DECEMBER
26

Please refer to Section 2, Paragraph (c), Page 3 of the General Service Policy Manual dated October 1, 1935. This has to do with the factory furnishing transmission parts with-out charge for material in 1934 cars up to 12,000 miles.

In that these cars, in all probability, will be beyond that mileage figure by the following date, the policy will be withdrawn as of December 15, 1935. All claims certificates covering transactions on or prior to that date must be in the factory by December 26. Our books on this expense will be closed on that date, so requests for credit on claims prior to the withdrawal date cannot be honored after December 26, 1935.

L. Sharon

Claims Supervisor
Service Department.

GENERAL SERVICE POLICIESNo. 9**1936 BULLETIN SERIES**Date 11/16/35

Effective October 1st

SUBJECT

TO ALL MASTER DEALERS

WITHDRAWAL
OF 1934 PISTON
EXCHANGE
POLICY.

Please refer to Section 1, Page 3 of the General Service Policy Manual dated October 1, 1935. This reference has to do with an exchange price on 1934 pistons on cars up to 15,000 miles.

PLENTY
TIME ALLOWED
FOR CORREC-
TIONS

For over a year we will have had a very fair piston policy in effect for 1934 cars both in the matter of material and labor allowances as well as exchange prices. Plenty time was allowed for the correction of any cars requiring installation of pistons of the later design.

SHOULD GO
ON MAINTENANCE BASIS

We have reached a point where in the interests of Distributor, Dealer, and factory all 1934 piston installations should go on a maintenance basis. Therefore, as of December 15, 1935, the exchange policy on pistons is withdrawn.

PROMPT
ATTENTION
TO CLAIMS
CERTIFICATES

All claims certificates on piston exchange price transactions consummated on or before December 15, 1935, must be in the factory by December 26, 1935, if they are to be honored. In that we close our expense on this item on that date, no requests can receive consideration after that date.

L. Sharon

Claims Supervisor
Service Department.

GENERAL SERVICE POLICIESNo. 10**1936 BULLETIN SERIES**Date 11-22-35**Effective October 1st**

SUBJECT

TO ALL MASTER DEALERS

STABILIZER
ON CARS
100% FROM
PRODUCTIONSTABILIZER ON CARS 100% PROM PRODUCTION

You are advised in the letter from the Sales Department November 18 that as of that date stabilizers would go on all cars and that Option QQ had been voided and the item will become a the Package at the same price of \$4.30 list and \$3.23 net. You instructed to add this list price into the delivery price of the

STABILIZER
POLICY ON
FIELD CARSSTABILIZER POLICY ON FIELD CARS

In view of conclusions reached here at the plant that ilizers are an important contributing factor in the overall operation of our cars and as the result of the decision to make them 10(4 production, it follows that a policy should be introduced as related to cars in the field where stabilizers have not been installed.

1936
TERRAPLANES
AND HUDSONS
IN HANDS
OF OWNERS1. 1936 TERRAPLANES AND HUDSONS IN HANDS OF OWNERS

(a) If an owner of one of our 1936 cars not equipped with a Stabilizer is not satisfied with the steering or riding of his automobile you are to make an installation of a stabilizer kit on his car. There will be no charge to the owner for the kit or for installation. The Factory will reimburse the Distributor and the Dealer for the stabilizer kit and will make an allowance of 0 .80 per car for labor installation and transportation.

(b) It is, of course, understood that at the time such installations are made, Distributors and Dealers will see that instructions have been followed as regards the adjustment of front end geometry in accordance with Technical Bulletin No. 7.

(c) It is further understood that the supplying of Stabilizers will first be made on cars where owners are not satisfied with their operation. This is of prime importance and must have your first attention.

(d) For your information and as outlined in Technical Bulletin No. 7 all shipments of stabilizers from the Parts Department as of this date on will be of a 7/8" type and therefore, your installations on owners' cars will be of this size rather than the 5/8".

(e) It is possible that you do have at this time some unused 5/8" stabilizer bars in stock. The only difference between the kits of either the 5/8" or the 7/8" is the size of the bar and the size of the frame rubbers. The lower linkage is exactly the same on both. You are at liberty to return to us the bars and the rubbers of the 5/8" size for credit from such kits as are in your parts stock. You will have previously ordered, of course, the 7/8" bar itself and the two 7/8" frame rubbers to take care of these replacements.

(f) In the event that an owner of a 1936 car equipped with a 5/8" Stabilizer bar is still not satisfied with its performance and the front end geometry adjustments have been made, this bar may be replaced with a 7/8" bar and the two rubbers at no charge for the material. There will be no labor allowance on such installation in that it only requires a few minutes to make this exchange.

(g) For your information, we are going to continue to install 5/8" bars on Convertibles and Coupes in that the steering and ride on these weight cars are as satisfactory with the 5/8" bar as the other cars with the 7/8" bar.

TERRAPLANE
AND HUDSON
DEMONSTRAT-
ING CARS

2. TERRAPLANE AND HUDSON DEMONSTRATING CARS

(a) You are to immediately install a 7/8" Stabilizer bar kit on each demonstrating car actually in demonstrating service as of the date of this bulletin if the performance of such demonstrator is not satisfactory to you. We allow credit for the material and for the installation and transportation at \$.80 per car.

(b) It is most important that this installation be made on this group of cars as our supply of stabilizers will permit and after owner complaints have been satisfied.

DELIVERIES
OF 1935 CARS
WHERE BONA
FIDE ORDERS
AND SET PRICE
HAS BEEN
CONCLUDED
AS OF THIS
DATE

3. DELIVERIES OF 1936 CARS WHERE BONA FIDE ORDERS AND SET PRICE
HAS BEEN CONCLUDED AS OF THIS DATE

Where you have made deals for 1936 Terraplanes and Hudsons and such cars have delivered not been and there has been no understanding as regards the inclusion of the \$4.30 Stabilizer Package price, a Stabilizer bar kit will be supplied by us for those cars at no charge and we will make a labor and transportation allowance of \$.80 per car on such deals. It is understood such transactions must be completed by December 31, 1935. No claims will be allowed on car deliveries after that date.

NEW CARS IN
STOCK AND
ENROUTE

4. NEW CARS IN STOCK AND ENROUTE

(a) For new cars in stock or enroute to you which cars were shipped previous to November 18, the date on which Stabilizers went on cars 1000 in the plant and such cars as are not now equipped with Stabilizer bars, we will supply a kit in accordance with the provisions outlined in the Claims Procedure which follows.

GENERAL SERVICE POLICIESNo. 10**1936 BULLETIN SERIES**Date 11-22-35

Effective October 1st

- 3 -

SUBJECT

CLAIMS
PROCEDURECLAIMS PROCEDURE

On cars not equipped with Stabilizer which cars are in owners' hands, you are to send in a regular claim certificate giving us the serial number of the car and the invoice number on which the Stabilizer was purchased. You are to enter a labor claim of \$.80 to cover transportation and labor.

CLAIMS WHERE
5/8" BARS HAVE
BEEN REMOVED
FROM KITS IN
PARTS STOCKCLAIMS WHERE 5/8" BARS HAVE BEEN REMOVED FROM KITS IN PARTS STOCK

If you have Stabilizer kits in parts stock which are of the 5/8" bar typo and it is your desire to replace them with 7/8" bars, you are to return them with the frame rubbers, giving us the parts invoice number on which the 7/8" bars and rubbers were purchased.

CLAIMS WHERE
YOU EXCHANGE
5/8" BAR WITH 7/8"
BAR ON OWNERS'
CARCLAIMS WHERE YOU EXCHANGE 5/8" BAR WITH 7/8" BAR ON OWNERS' CARS STOCK

You will enter claim certificates for the 5/8" bar and turn the bar to us giving us the parts invoice number on which 7/8" bar and frame rubbers were purchased to replace the 5/8" and rubbers. No labor allowance on such transactions.

CLAIMS ON
DEMONSTRATOR
CARSCLAIMS ON DEMONSTRATOR CARS

Claim certificates are to be made out on such transactions giving us the serial number of the cars on which the installation is made and the parts invoice number on which the Kits were purchased. You are to enter \$.80 for labor and transportation.

CLAIMS WHERE
CAR DEALS
HAVE BEEN
CLOSED PRIOR TO
THIS DATECLAIMS WHERE CAR DEALS HAVE BEEN CLOSED PRIOR TO THIS DATE

You are to enter claim certificates for all such transactions, giving us the serial number of the car and the parts invoice number on which the Kit was purchased. You are to enter \$.80 for labor and transportation. Claims will be allowed in the event either you or we have made Stabilizer installations on such cars. In case we have made the installation, your credit would be on the Package Price basis and, naturally, with no labor allowance.

CLAIMS ON
NEW CARS IN
STOCK AND
ENROUTECLAIMS ON NEW CARS IN STOCK AND ENROUTE

The Package price on this item is \$4.30. To equalize your purchases of Stabilizer bars to the Package price, claims should entered as follows: For a while Stabilizers were billed to you as

a parts item at \$4.23. When we adjusted these, we gave you credit for \$1.04 which included \$.80 labor and \$.24 difference for the material. The Stabilizers which have been purchased on the parts basis of \$4.23 will continue. We are billing the kits now at \$3.23 on such transactions for this group of cars and you will be given credit for \$.80 to cover installation and transportation. We must have serial numbers of the cars on such transactions as well as the invoice number on which the kits were billed.

With these provisions, General Service Policy Bulletin, Dealer No. 6, issued November 8th, needs no longer be referred to and is, therefore, cancelled.

TOURISTS'
CASES

TOURISTS' CASES

A large number of our owners may be traveling from different points to Florida and California or may be taking other trips. When such owners come in to your place of business with-out a Stabilizer bar and complain of car performance, you are to take care of them in the same manner as has been outlined for your owners, furnishing them a bar and material without charge and entering claim with us on such transactions in the regular way.

If their cars are equipped with 5/8" bars and they are still dissatisfied, then you are to exchange it for a 7/8" bar, returning the 5/8" bar to us for credit in the usual manner. We particularly want to stress this Tourist matter because complaints of this nature should have the same attention as any other owners.

NO OTHER
CLAIMS
CREDITS

NO OTHER CLAIMS CREDITS

In view of the above liberal policy in regard to Stabilizers, we find it necessary to advise the field organization that claims on any other phase of front end adjustments and corrections will not be accepted.

L. Sharon
Claims Supervisor
Service Department

GENERAL SERVICE POLICIESNo. 11**1936 BULLETIN SERIES**Date 11/26/35

Effective October 1st

SUBJECT

TO ALL MASTER DEALERS

CLASSIFY-

ING

STABILIZER

TRANS-

ACTIONS

ON

CLAIM

CERTIFI-

CATES.

Due to our anxiety to get General. Service Policy No. 13 covering the handling of stabilizers into the field as quickly as possible, we neglected to inform you how to classify the various transactions on claim certificates. This is really an important procedure, because if transactions are not properly classified confusion will result, which we naturally want to avoid.

Therefore, in order to expedite and simplify the handling of claim certificates, classify each transaction separately under the heading as outlined in Bulletin No. 13 as follows:

- 1-A. Owners' cars not equipped with stabilizers.
- 1-E. Possible return of 5/8" stabilizer bars and rubbers from parts stock.
- 1-F. Exchanging of 5/8" for 7/8" bar and frame rubbers.
- 2-A. Installation of 7/8" bar on demonstrating cars.
- 3. Installation of 7/8" bar on undelivered cars where bonafide orders and set price have been concluded.
- 4-A. New cars in stock and enroute not now equipped with Stabilizers.

It will be quite all right to list as many car numbers as lines will permit on the claim certificates, indicating in the information space the type of transaction, such as: 1-A, 2-A, 4-A, et cetera.

Please do not list more than one type of transaction on each claim certificate.

L. Sharon

Claims Supervisor,
Service Department

GENERAL SERVICE POLICIESNo. 13**1936 BULLETIN SERIES**Date 12/9/35

Effective October 1st

SUBJECT

TO ALL MASTER DEALERS

REMINDING

This bulletin is just to remind you of the policies referred to in Dealer Bulletins No. 7, 8, and 9 dated November 15, which are being withdrawn on December 15, 1936. It might, therefore, be well at this time to briefly review them. Please read these bulletins in their entirety again.

YOU

BULLETIN NO. 7 - ELECTRIC HAND KITS NO. 48703: The present policy covering allowance for material, labor, and transportation will be withdrawn on December 15. It is also understood that after this date Electric Hand parts replacements and labor allowances on Electric Hand transactions on all cars so equipped fall into the same category as other parts of our cars and will be governed in their handling by the Standard Warranty.

OF

THE

After December 15 we will discontinue carrying ELECTRIC HAND KIT NO, 48703 in our service stock. The parts thereof, however, will be continuously available at regular parts prices.

POLICIES

WHICH

ELECTRIC HAND KITS NO. 48703 now in your stock and which you desire to return should be in our hands not later than December 26.

WILL

All claim certificates covering replacement transactions consummated on or prior to December 15 should likewise be at our office on December 26, 1935. Please bear the above in mind because we will not be in a position to entertain claims on such transactions after the latter date.

BE

BULLETIN NO. 8 - 1934 TRANSMISSION GEARS: The present policy in connection with replacement parts is being withdrawn on December 15. All claim certificates covering transactions negotiated on or prior to that date should be in the factory on or before December 26, 1935.

WITHDRAWN

ON

BULLETIN NO. 9 - 1934 PISTON EXCHANGE: The present policy on exchange prices will be withdrawn on December 15. In this case it is likewise understood that all claim certificates covering such transactions will be in the factory on or before December 26, 1938.

DECEMBER

Your compliance with regard to the above will be very much appreciated.

15TH

L. SHARON
Claims Supervisor
Service Department.

1935

GENERAL SERVICE POLICIES

No. 14 _____

1936 BULLETIN SERIESDate 2/11/36 _____

Effective October 1st

SUBJECT

TO ALL MASTER DEALERS

SUPPLY
GENERAL SER-
VICE POLICIES
MANUALS EX-
HAUSTED

REPRINT OF GENERAL SERVICE POLICIES MANUAL

Having exhausted all copies of the General Service Policies Manual issued October 1st, 1935, through the requirements of the field and now Dealers, we found it necessary to reprint the book. It is identified by its green cover and, as stated, at the time its issue was Number 1 Bulletin in the Claims Series.

PLAN MET FIELD
APPROVAL

The Field Organization has advised us many times since its issue that our plan of distributing policies information in book form is highly satisfactory to its various members. At the time this particular Manual was published, there were several special policies in force and which, having served their useful and practical purposes, have since been withdrawn. Distributors and Dealers were so notified in each instance by Bulletins which followed in sequence of numbers to the Number 1 Manual and which bulletins printed on General Service Policies paper (Gray).

SPECIAL
POLICIES WERE
INCLUDED

WITHDRAWN
SINCE

REPRINT OF
MANUAL

With the necessity of a new issue, we felt we could add the utility of the Manual by having it state clearly only our General Claims Procedures, Policies and Practices and leave the introduction and notice of any Special Policies and their withdrawal strictly to Bulletins. This would leave reference to past Special Policies entirely out of the book. We believe such a plan would particularly helpful to new Dealers who could become confused noticing such references in the Manual and perhaps overlook the bulletin notice of withdrawal. Any Special Policy now in force would remain so until such time as it is withdrawn through a bulletin.

SPECIAL
POLICY
NOTIFICATION
BY
BULLETIN ONLY

REPRINTED MAN-
UAL
MORE
EXPLANATORY

The General Policies do not change in any way with our print. The details, however, are more fully explained and we have gone to greater length in covering the Claims Procedure. There has been a greater break-down in subjects and the matters to which they relate. An index has been provided for easy access to a phase of practice to which you might want to make quick reference.

DEALERS PLEASE
RETURN ALL
MANUALS TO
DISTRIBUTORS

It is important, for the purposes of uniformity, that all books of reference on such an important subject be alike. Therefore, we are making a direct mailing of the reprinted Manual to Dealers direct from the Factory. Upon receipt, we will very much appreciate a quick action on the part of Dealers in returning old manuals to their Distributors.

MAILING OF
DISTRIBUTOR
COPIES

We will mail a copy direct to the Distributor's Manager and also to the Parts and Service Managers of the Distributors. As new Dealers are signed, we, of course, will send them a copy with other material from the Factory. Further mailings of Distributors' requirements for Wholesale Representatives and other members of their organization will be made upon request. Please send these requests for the attention of the General Service Manager.

DISTRIBUTORS
MAIL ALL
OLD COPIES
TO DETROIT

We particularly request that Distributors return to us the old copies received from their Dealers, copies now in use by Distributing organization, and any unused copies they may have on hand.

We sincerely hope you will like the manner in which we have laid out the material in the reprinted Manual.

T. H. Stambaugh

General Service Manager.

P.S. The Manual covering this phase of our operations will continue to be identified by a green cover -- the reprinted issue, however, being of a different shade.

GENERAL SERVICE POLICIESNo. 15**1936 BULLETIN SERIES**Date 4/17/36**Effective October 1st**

SUBJECT

TO ALL MASTER DEALERS

TOURIST
POLICY

We want to call your attention to a subject which is of interest to every Distributor and Dealer in the United States. It also is of interest to the Factory, because it has to do with the over-all picture in connection with Owner relations.

OWNERS
ARE
TOURISTS

We would first like to point out that the day has passed when an Owner is just a Resident Owner. Every time a car is sold it, goes into the hands of a very potential Tourist Owner and, consequently, the relationships of the entire Field Organization and the Company are involved.

COVERED
IN GENERAL
SERVICE
POLICY
BOOK

We are not going to repeat the various paragraphs on Page 13 of the latest General Service Policies Book (green cover) dated February, 1936, which page thoroughly covers the subject of Tourist relations. We particularly recommend that every Distributor and Dealer re-read this portion of the book.

RECIPROCAL
AS BETWEEN
DEALERS

This matter of how Tourist Owners are treated is a fifty-fifty proposition, for the reason that one Dealer's Owners are traveling in another Dealer's territory at one time or another during the ownership of the car. We are sure every Dealer would like to feel that those Owners who leave his territory on trips are receiving the kind of treatment that he himself gives them in his own place of business.

LIVE UP TO
OWNER
SERVICE
POLICY

For the benefit of brevity we want to point out that the Owner's Service Policy covers him, whether he is in one territory or another. When an Owner stops in a Dealer's place of business, from whom he did not purchase the car, and it is required that work be done in the Warranty period he should not be asked to pay for the parts and labor and then collect from his Dealer when he returns home. This is unfair and is an absolute contradiction of the Policy which he received when the car was sold to him.

CLAIMS
CERTIFICATE
MARKED
"TOURIST
OWNER"

If the car is still within the ninety-day or four thousand- mile period, and the nature of the work comes under the provisions of the Warranty, that work should be done for him without charge, and the parts replaced, without charge. A claim should be entered in the regular way, but that Claim Certificate should be marked "Tourist Owner" in order that it may be particularly identified.

CLAIM
RECOGNITION

When Dealers do work of this nature for a Tourist, that Dealer may feel assured that claim will be recognized, in that Tourists are all over the United States, such treatment will reflect well for a product and react to all Dealers throughout the United States.

(OVER)

- 2 -

INSPEC-
TIONS

There is one thing which is misunderstood by the Owner and which he expects when touring, and which should be clarified for him when the car is sold. This has to do with the 500-mile and 1500-mile Inspection. The only Dealer who can do this inspection work for hire without charge, is the Dealer who sold him the car. This should be told to the Owner when his vehicle is delivered to him.

DEALER
GIVE LATER
INSPECTION

When the work is done by other than the Dealer who sold him the car, he should be charged only the regular Flat Rate price for the work. This can be easily explained to the Owner, and it is made clear in his Service Policy. We recommend, however, that when that Owner returns to the Dealer from whom he did purchase the car, an extra inspection be given him without charge, in that such an inspection would have been provided had he stayed in his own city.

T. H. Stambaugh

General Service Manager

GENERAL SERVICE POLICIES

No. _____

1936 BULLETIN SERIES

Date _____

Effective October 1st

SUBJECT

INSPEC-
TIONS

- 2 -

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T. H. Stambaugh

General Service Manager