

June 9, 1960

TO ALL ROOTES GROUP DEALERS

1,000 MILE INSPECTIONS

It has come to our attention that a number of transient Servicing Dealers are performing 1,000 Mile Inspections on Rootes Group owner vehicles.

While this practice is encouraged to ensure owner's satisfaction with the vehicle, we feel we must draw to your attention the instances where 1,000 Mile Inspection Coupons are received here which are definitely carbon copies.

It must be remembered that the 1,000 Mile Inspection Coupon holds the same value as does a check or money order with a bank. Obviously, these institutions will not accept carbon copies and certainly the selling Dealer, whose responsibility it is to provide the 1,000 Mile Inspection service and who is debited in the case of transient 1,000 Mile Inspection services, is entitled to be charged on a valid coupon.

Until further notice, this office will not accept any 1,000 Mile Inspection Coupons from transient Dealers for 1,000 Mile Inspections if the Coupon is not the original, which would include signatures.

It should also be remembered that the 1,000 Mile Inspection should be accorded owners as stipulated on the owner's 1,000 Mile Inspection Coupon, within the first 1,500 miles of driving. We do not think it reasonable that an owner be tendered a 1,000 Mile Inspection at excessive accumulated miles within the Warranty period.

Kindly bring this to the attention of all personnel at your location.

ROOTES MOTORS INCORPORATED



F. J. McGettrick
Manager
Wholesale Parts & Service Depts.