

MISCELLANEOUS

No. 24

March 9, 1961

TO ALL ROOTES GROUP DEALERS

OWNER'S SERVICE POLICY INCORPORATING  
DEALER WARRANTY

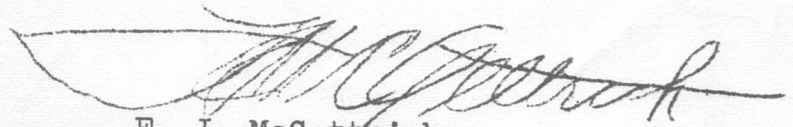
In line with the recently announced revision in the extension of Warranty cover on Rootes Group products we are pleased to submit to you a specimen copy of the revised Owner's Service Policy, Form No. PSFM-2005 Rev. 2/61.

You will note under the panel "Authorized Dealer's Warranty" the full explanation of the extended Warranty period in effect as well as the exceptions to the Warranty.

Stocks of these have now been received from the printer and accordingly, in line with previous procedural policy, a copy will be attached to each subsequent vehicle invoice as cars are purchased at wholesale.

Kindly bring this to the attention of all concerned.

ROOTES MOTORS INCORPORATED



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

FJMcG:SO  
encl.

P.S.: Dispose of all previous stocks and apply for replacements by sending this office the Chassis Numbers.

AUTHORIZED

**ROOTES**  
MOTORS INCORPORATED

DEALER'S

# Service Policy

## PRESENTATION OF POLICY

Keep this policy in your glove box so that you can present it to an Authorized Rootes Group Dealer whenever you request any inspection service or warranty service authorized below.

## PROPER CARE OF VEHICLE BY OWNER

We, the selling dealer, have inspected and prepared your new Rootes Group vehicle in accordance with Rootes Group pre-delivery inspection and conditioning schedules. The continued efficiency and economical operation of your New Rootes Group vehicle now depend largely on the care it receives. Your systematic attention to lubrication, inspection and adjustment by an authorized Rootes Group Dealer usually will result in greater satisfaction for you.

## 1000 MILE INSPECTION SERVICE

As the owner of a new Rootes Group vehicle, you are entitled to the 1000 mile inspection service as provided in the coupon attached to this policy. You should bring your new Rootes Group vehicle back to us, your selling dealer, for this inspection service within the period provided therefore on said coupon. If this inspection service is due while you are on an extended trip or after you have changed your residence to a distant locality, this inspection service will be performed by an authorized Rootes Group Dealer within the United States, provided you bring your vehicle to him. There will be no charge for this inspection service except for the lubrication and any oil used. You will be charged for any service authorized by you which may be required by reason of misuse, negligence, accident, or use of any parts not made or supplied by Rootes Motors Inc.

## WARRANTY SERVICE

Should the replacement of any part become necessary under the warranty, we the selling dealer, will make the replacement without charge to you for the part or the labor required to replace the part. To obtain this service, you must bring your vehicle back to us before the warranty period expires.

During the warranty period, if you are travelling or if you change your residence to a distant locality, warranty service as provided by this policy will be performed by any authorized Rootes Group Dealer. There will be no charge for the part or the labor to replace the part provided you bring your vehicle to him.

## OWNER'S 1,000 MILE INSPECTION SERVICE COUPON

*(Not valid if detached from Policy before surrender)*

Upon bringing your vehicle and surrendering this coupon to an authorized Rootes Group dealer within 90 days from date of delivery of vehicle and after 1000 miles, you will be entitled to a 1000 mile inspection service subject to the terms of the attached policy. This inspection service will be performed in accordance with the current Rootes Group 1000 mile inspection service schedule and will include the following inspection services:—

1. Check and adjust fan belt, ignition timing and dwell, valve clearances, carburetor and choke.
2. Adjustment automatic transmission bands (when applicable).
3. Road test vehicle and check and adjust steering, engine performance, acceleration, brakes, clutch pedal free travel, overdrive and automatic transmission performance.

There will be no charge to you for the above inspection service provided this coupon is surrendered and the vehicle is brought to the servicing dealer within the first 1500 miles driven, except for chassis lubrication, any oil used or any service authorized by you, required by reason of misuse, negligence, accident or use of parts not made or supplied by Rootes Motors Inc.

ROOTES MOTORS INC. IS AUTHORIZED TO CHARGE US, THE SELLING DEALER, AND TO CREDIT THE AUTHORIZED ROOTES GROUP DEALER PERFORMING THE ABOVE 1000 MILE SERVICE — \$20.00 FOR THIS INSPECTION.

**THIS PORTION TO BE FILLED OUT BY  
SERVICING DEALER**

**THIS PORTION TO BE FILLED OUT BY CUSTOMER**

I acknowledge receipt of the 1,000 mile inspection service.

Servicing Dealer Name \_\_\_\_\_

Signature of Owner \_\_\_\_\_

Servicing Dealer Address \_\_\_\_\_

Date of Inspection \_\_\_\_\_

**AUTHORIZED  
ROOTES  
MOTORS INCORPORATED**

**DEALER'S  
SERVICE POLICY  
COUPON**

OWNER'S NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

UNIT CHASSIS NUMBER \_\_\_\_\_

KEY NO.—IGNITION AND DOOR \_\_\_\_\_

DELIVERY DATE \_\_\_\_\_

**Issued by:** \_\_\_\_\_

AUTHORIZED DEALER \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

*This Service Policy Coupon is valid only when issued with a new Rootes Group vehicle that is sold and delivered to the above-named owner by the undersigned, an authorized Rootes Group dealer, and if signed by said owner at the time of issuance.*

DEALERS SIGNATURE \_\_\_\_\_

OWNERS SIGNATURE \_\_\_\_\_

*Dealer's Warranty*

**ROOTES  
MOTORS INCORPORATED**

We, your selling dealer, hereby warrant to you, the original purchaser, each part of this Rootes Group product to be free, under normal use and service, from defects in material and workmanship except for the items noted below for a period of twelve (12) months from the date of delivery to the original Purchaser or until it has been driven twelve thousand (12,000) miles whichever comes first.

Said warranty shall be fulfilled by the selling Rootes Group dealer (or if the Purchaser is travelling or has moved to a different location by an authorized Rootes Dealer) replacing at his place of business free of charge, including related labor, any such defective part covered under the terms of this warranty with the exception of normal maintenance service and those items covered by Special Warranties:

**NORMAL MAINTENANCE SERVICE**, such as, but not limited to,

- Correction of dust and/or water leaks
- Engine tune up
- Fuel system cleaning
- Wheel alignment and balancing
- Brake or clutch inspection and adjustment
- Periodic lubrication and adjustments which are necessary to avoid noise and rattles
- Body paint
- Spark plugs, ignition points, condenser and filters (oil, air, fuel) when replacements are made as part of any normal maintenance service

**ALSO NOT COVERED BY THIS WARRANTY:**

- Any motor vehicle which shall have been repaired, altered or otherwise serviced outside of an authorized Rootes Group dealer's service shop in any way so as, in our opinion, to effect its stability or reliability
- Any new Rootes Group vehicle which has been subject to misuse, negligence or accident.

**SPECIAL WARRANTIES:**

All Rootes Group vehicles are fitted with parts supplied by Joseph Lucas Ltd. and Smiths Motor Accessories. These parts, instruments and electrical equipment are warranted by the respective Manufacturers against defects in workmanship or material for a period of six (6) months from the date of delivery to the Purchaser.

Tires and tubes normally fitted to Rootes Group products are supplied by the Dunlop Rubber Corporation and are covered by this Manufacturer's guarantee. Your dealer will assist you in requesting an adjustment through his local Dunlop tire distributor should this become necessary.

This warranty is expressly in lieu of all other warranties, expressed or implied, and of all other obligations or liabilities on our part.

**AUTHORIZED  
ROOTES  
MOTORS INCORPORATED**

**DEALER'S  
SERVICE POLICY**

HILLMAN · SUNBEAM · SINGER · HUMBER · COMMER

OWNER'S NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

UNIT CHASSIS NUMBER \_\_\_\_\_

KEY NO.—IGNITION AND DOOR \_\_\_\_\_

DELIVERY DATE \_\_\_\_\_

**Issued by:** \_\_\_\_\_

AUTHORIZED DEALER \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

*This Service Policy is valid only when issued with a new Rootes Group vehicle that is sold and delivered to the above-named owner by the undersigned, an authorized Rootes Group vehicle dealer, and if signed by said owner at the time of issuance.*

DEALERS SIGNATURE \_\_\_\_\_

OWNERS SIGNATURE \_\_\_\_\_