

March 20, 1961

TO ALL ROOTES GROUP DEALERS

CLARIFICATION OF LUCAS WARRANTY

In response to many requests from Dealers in all areas for clarification on the existing Warranty extended by Lucas Electrical Services on all Lucas equipment fitted to our products, the attached reprint issued by Lucas Electrical Services is, we feel, self-explanatory.

This procedure is in effect until further notice.

We suggest all Dealers secure from their local Lucas depot sufficient quantities of Lucas Warranty tags to handle their requirements.

Kindly bring the above to the attention of all concerned.

ROOTES MOTORS INCORPORATED



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

FJMcG:SO
encl.

LUCAS ELECTRICAL SERVICES INC.

PARENT COMPANY · JOSEPH LUCAS LTD · BIRMINGHAM 19 · ENGLAND

501 WEST 42nd STREET



NEW YORK 36, N. Y.

BRANCHES:

4937 WEST BELMONT AVE.
CHICAGO 41, ILL.
5025 WEST JEFFERSON BLVD.
LOS ANGELES 16, CALIF.
643 7TH STREET
SAN FRANCISCO, CALIF.

TELEPHONE:
LONGACRE 3-3464
CABLE ADDRESS:
LUCASERVE NEWYORK

January 1, 1960

LUCAS WARRANTY ON AUTOMOBILE PARTS

Dear Sir:

Some dealers do not appear to be completely familiar with our Warranty procedure.

All units of Lucas or Girling manufacture, except brake linings are guaranteed against faulty workmanship and material for a period not exceeding that allowed by the vehicle manufacturer and for a maximum of six months from the date of commission of the vehicle.

Batteries are similarly guaranteed for six months, and then they are insured for a further eighteen months; (i.e. A battery failure after eleven months service would be exchanged at 11/24 of the list price, less your discount.)

Our guarantee does not cover the cost of removing or refitting faulty units or any other claim except the replacement or the repair of the faulty unit.

If a unit is found to be defective due to faulty workmanship or material, we will either supply new parts or components in exchange for those defective parts or components free-of-charge.

All items which fail within the Warranty period must be returned freight prepaid to your nearest Lucas depot, with a claim tag attached to the unit and completed in its entirety. If the claim is substantiated and found to comply with the above conditions, we will supply a replacement unit free-of-charge and the return freight costs will be paid by this company.

Do not mail claim tags separately.

All faulty units returned later than (1) month after the failure will be refused.

Quantities of claim tags may be obtained from any Lucas depot.

Yours very truly,

LUCAS ELECTRICAL SERVICES, INC.

W. G. OWEN