

# PACKARD MOTOR CAR COMPANY

DETROIT, MICHIGAN

January 5, 1934

To PACKARD DISTRIBUTERS AND DEALERS

Subject PACKARD WARRANTY AND OWNER'S SERVICE POLICY

Gentlemen:

The following is an amendment to Trade Letter No. T-2556, and is effective February 1, 1934.

We are pleased to announce a broadening of our service policy to our distributors and dealers, and additional assistance to them in the warranty work which they are called upon to perform.

The present Packard service policy to the owner, since February 1, 1932, has been to replace free of charge, for either material or labor, any part, including the standard equipment furnished by outside vendors, except tires, which proves to be defective, for a period of ninety days or 4,000 miles after delivery of the car, whichever comes first. This policy has also included three free inspections and adjustments during the above period.

The Packard Motor Car Company in addition to allowing credit on defective material, has absorbed 50% of the labor cost involved in the replacement of such material. Effective February 1, 1934 we will accept your claims covering warranty work within this period, whether or not defective material is involved. This means that mechanical adjustments will be subject to this allowance, based on the mechanic's time as listed in the service manual, at the adjustment rate of \$1.25 an hour. (Dealer claims will, of course, be handled through the distributor in the usual way.)

This change in our service policy means that no touring Packard owner should receive bills for the replacement of defective parts or for mechanical adjustments, during the first 90 days or 4,000 miles. In the past the tourist customer has not been charged for the replacement of defective material, but it has been necessary for him to carry back to his home Distributer any invoices covering mechanical adjustments.

Beginning February 1, no invoice should be rendered to the tourist covering warranty work. Regardless of whether material is involved, the labor claim should be submitted to the factory by the distributor doing the work. When the claim has been approved he will be reimbursed in full. Fifty per cent of the labor credit will then be absorbed by the factory and the other fifty per cent recharged to the home distributor of the tourist.

Yours very truly,  
PACKARD MOTOR CAR COMPANY

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Any references herein, to future business, are made subject to the continuation of the existing agreement between the Manufacturer and the Distributor.

J. F. Page  
General Service Manager