

PACKARD MOTOR CAR COMPANY

DETROIT MICHIGAN

December 8, 1922

REFER TO THIS LETTER BY NUMBER

TO BE NOTED AND INITIALED BY

To Packard Distributors

Subject, Free Service Work on Vehicles From Another Territory

We find that the obligation of our distributors and dealers covering free service work on vehicles owned by customers from another territory is not always fulfilled.

"One of Packard Principles is to the effect that the vehicle of an owner from outside your territory shall be given the same service (both charge and gratis) as the vehicle of an owner residing in your territory."

The basis for handling cases of this kind is the distributor's service policy, as printed on every retail sales contract and in the front of every Information Book. It is provided that if any instances of defective workmanship or material develop within the ninety-day period, the parts will be replaced by the Packard Factory, and the labor of installation, together with the cost of transportation, will be absorbed by the distributor. It is also provided that all necessary adjustments will be made gratis for one month after the delivery of the vehicle.

These principles hold good regardless of where the vehicle was purchased.

This means that you should take care of another distributor's customer just as you would your own, in handling any necessary work. It does not mean, however, that the distributor handling the visiting vehicle should be forced to a large expense on policy work when such work could have been handled by the distributor selling the vehicle, or could be postponed until the customer returns to his own home.

Where free service work is necessary to allow the vehicle to proceed, such work should be handled without hesitation or question, and the expense absorbed by your own organization. Where the customer wishes to have work done which may be postponed until he gets home, we suggest that you advise the customer that this matter will have to be taken up with the distributor selling the vehicle, and that you immediately get in touch with such distributor, obtaining his authority before going ahead with the work. In this case the repairs would either be charged to the customer or billed back to the home distributor as directed.

If cases come to our attention where customers are charged for work which should have been handled on a no-charge basis, we stand ready to make a settlement direct with the customer and charge the amount of this settlement to the distributor's account.

If the work is performed and the charge made by a dealer under similar circumstances, we will charge the distributor under whom the dealer operates, and it will then be the duty of the distributor to collect from the dealer in question.

Yours very truly,

PACKARD MOTOR CAR COMPANY.

H. N. Davock

H. N. DAVOCK, Manager,
Technical Service Department.

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