



# KAISER-FRAZER SALES CORPORATION

Willow Run, Michigan, U.S.A.



PARTS & ACCESSORIES

BULLETIN NO. 31

TO ALL DEALERS:

June 6, 1947

Subject: Radio Service Policy and Warranty Procedures

Arrangements have been completed with the General Electric Company, Receiver Division, Bridgeport, Connecticut, to manufacture KF Radios for us, and to provide field service facilities for the repair and maintenance of these Radios.

In this bulletin we are giving you full details covering the handling of warranty service and faulty parts replacement agreed upon between this company and the General Electric Company.

WARRANTY. The KF Radio is covered by warranty against faulty material and workmanship for a period of ninety (90) days after date of sale to the car owner, and you are authorized to provide any repairs necessary under the warranty to keep the Radio in proper operating condition during that period.

IMPORTANT. Attached to each KF Radio is a Warranty Registration Tag which must be filled out at the time of sale. When making the sale, you will enter in ink the following information in the spaces provided on the tag:

1. Radio Serial Number
2. Owner's Name and Address
3. Date of Purchase
4. Dealer's Name
5. Dealer's Address

HOW TO HANDLE WARRANTY REPAIRS. Within a short time we will send you a directory of authorized General Electric Auto Radio Service Stations to whom you may apply for warranty service.

On report of difficulty by the owner, it is your responsibility to make preliminary checks of Radio and Antenna to make certain that the difficulty is not due to a short circuit in the Antenna or faulty installation to determine if warranty service on the Radio is required.

NOTE: Antennas are not covered by this warranty, but by our Standard Warranty.

If the difficulty is definitely determined to be in the Radio, remove it and deliver it to the nearest GE Authorized Service Station. After repairs are completed, you will reinstall the Radio in the owner's car. This warranty does not cover the removal or reinstallation of Radio or transporting it to and from the authorized GE Service Station and credit will not be allowed for such labor. If you authorize the GE Service Station to remove a Radio and reinstall it in a car, the labor charges involved are to be paid by you and must not be included in any claim under the warranty.



To All Dealers:

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PAYMENT OF WARRANTY CLAIMS. The GE Service Station will invoice you in triplicate for the labor at the established prices and for the actual cost of any parts replaced within the warranty period and will turn over to you all faulty parts replaced and charged for by the GE Service Station.

You will make prompt payment to the GE Service Station for labor and parts used in warranty service, filing claim with your distributor, by letter, attaching to your letter two (2) copies of the GE Service Station receipted invoices, retaining one copy for your records until claim is paid by your distributor. You must also forward to your distributor, transportation charges prepaid, all faulty parts covered by your claims which were replaced by the GE Service Station.

Your distributor will submit all claims for credit monthly to the General Electric Company and upon receipt of settlement will, in turn, issue credit to you.

LABOR CHARGES BY GE SERVICE STATIONS. Repairs within the warranty will be considered in two classifications defined as follows:

1. Minor Repairs. Replacement of a vibrator, resistor, by-pass condenser, tube or mechanical adjustment or receiver alignment, or any combination of such operations.
2. Major Repairs. Replacement of a filter condenser, transformer, speaker cone, socket, gang condenser, or any combination of such operations.

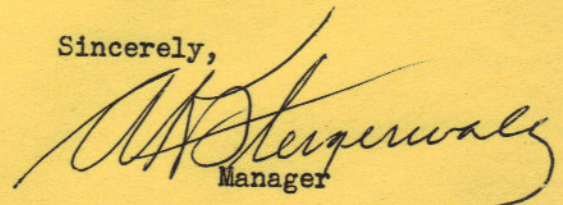
The GE Service Franchise allows payment to the GE Service Station for in-warranty labor on the above classifications as follows:

- |                  |   |        |
|------------------|---|--------|
| 1. Minor Repairs | - | \$1.50 |
| 2. Major Repairs | - | \$2.50 |

You should make certain your GE Service Station charges conform to the above rates, as claims will be allowed by General Electric on that basis only.

NON-WARRANTY LABOR. You may find it advantageous to enter into an agreement with the GE Service Station to handle all your radio work such as installation and out-of-warranty repairs. Any charges for such services are, of course, between you and the GE Service Station. It is understood that under no circumstances will claim for such services be allowed by the General Electric Company.

Sincerely,

  
Manager

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FOR OWNER SATISFACTION - USE ONLY FACTORY APPROVED PARTS AND ACCESSORIES