

PARTS  
**ROOTES**  
SERVICE

# SERVICE BULLETIN

MISC.  
DOMESTIC  
WARRANTY

No. 62/1

TO ALL ROOTES GROUP DEALERS:

Subject: Warranty on original equipment propriety items  
of LUCAS & SMITHS Manufacture.

### All Models

For some time misunderstanding has arisen regarding the WARRANTY on LUCAS and SMITHS equipment fitted to all ranges of ROOTES cars.

With effect from January 1st, 1962, both LUCAS and SMITH have increased their WARRANTY to fall in line with our own 12 month or 12,000 mile scheme.

On removal of the defective item of LUCAS or SMITH manufacture from the car, under the normal terms of the WARRANTY, this item with an attached LUCAS or SMITHS WARRANTY tag should be sent to the appropriate vendors WARRANTY office TOGETHER WITH the ROOTES WARRANTY FORM. This WARRANTY will be processed by the propriety unit manufacture and then sent to ROOTES MOTORS INC. by LUCAS or SMITHS for processing of labor claim. If this scheme is strictly adhered to, claims should be processed very rapidly.

More recently, our Warranty Claims section has been receiving an increased number of Warranty Claims relating specifically to items fitted to Rootes Group vehicles which are of a proprietary nature.

This would seem to indicate to us a general lack of dealer understanding of the proper procedure to be followed where warranty repairs or replacements of any of the following items of their respective proprietary manufacture are involved:

## ELECTRICAL EQUIPMENT

### Lucas/Girling:

- (a) Batteries
- (b) Generators
- (c) Starter Motors
- (d) Ignition Coils
- (e) Switches
- (f) Girling Shock Absorbers
- (g) Girling Wheel Cylinders
- (h) Girling Master Cylinders

Any removed items as covered above should be directed to Lucas Electrical Services, Inc. at any of the following addresses for free replacement unit or free repair service under the terms of their Warranty:

NEW YORK 36, NEW YORK	501 WEST 42nd STREET
ENGLEWOOD, NEW JERSEY	30 VAN NOSTRAND AVENUE
JACKSONVILLE 5, FLORIDA	400 SOUTH EDGEWOOD AVENUE
CHICAGO 41, ILLINOIS	5001 W. BELMONT AVENUE
LOS ANGELES 16, CALIFORNIA	5025-5029 W. JEFFERSON BLVD.

## INSTRUMENTS and ACCESSORIES

### Smiths/Nisonger

All present instruments and related ancillary equipment fitted in production on Rootes Group cars is exclusively manufactured by Smiths Motor Accessories Ltd. who do have world representatives administering the factory warranty in their behalf.

The equipment manufactured by Smiths Motor Accessories Ltd. fitted to Rootes Group vehicles falling under this category is as follows:

- (a) Speedometers
- (b) Speedometer drive cables
- (c) Tachometers
- (d) Tachometer drive cables
- (e) Temperature gauges and sending units
- (f) Oil Pressure gauges and sending units
- (g) Fuel gauges and tank sending units
- (h) Clocks
- (i) All Easidrive electrical components (Stator/Rotor)

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Accordingly, when a warranty repair or replacement is encountered on any of the above listed units, the removed material should be directed to Nisonger Corporation located at either of the following addresses for the warranty consideration due:

NEW YORK

125 Main Street  
New Rochelle, New York

LOS ANGELES, CALIFORNIA

5220 W. JEFFERSON BLVD.

In either of the above cases, the removed material must be properly identified by the servicing dealer in order to avoid delays or confusion in processing appropriate credits or equipment at the proprietary equipment representative's location by tagging the removed equipment with the following information:

- (1) Dealer name and address
- (2) Make of vehicle
- (3) Chassis number of vehicle
- (4) Part number and description
- (5) Mileage on vehicle
- (6) Mileage on part if different from vehicle
- (7) Indication of fault encountered

and the material packaged properly to protect removed condition and forward same prepaid to the respective indicated proprietary equipment representative.

This Service Advice Letter supercedes and replaces all previously issued Service Advice Letters and Bulletins relating to Proprietary Equipment Warranties.

Kindly bring the foregoing to the attention of all concerned and kindly acknowledge receipt of this letter by signing and returning the coupon attached below.

ROOTES MOTORS INCORPORATED



Kenneth Langridge  
General Service Manager

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**No. 62/1**

SERVICE ADVICE LETTER (page 4)

ROOTES MOTORS INCORPORATED  
42-32 21st Street  
Long Island City 1, New York

Gentlemen:

We hereby acknowledge receipt of Service Advice Letter No. 62/1 and fully understand its contents.

Signed: \_\_\_\_\_  
Dealer

\_\_\_\_\_  
Address

\_\_\_\_\_  
Date