



Jaguar Rover Triumph Inc.

600 Willow Tree Road, Leonia, New Jersey 07605 Telephone (201)461-7300 Telex:135491

April 7, 1980

TO ALL TRIUMPH DEALERS

SUBJECT: New Model Report Form

As you are aware, we are introducing the new Triumph TR-8 into the U.S. market along with the fuel injected TR-7 for California. While both of these vehicles have had extensive North American market testing, there still may be items that you would like to bring to our attention.

To this end, we are introducing a New Model Report to be used on all TR-8s and for all TR-7 fuel injected vehicles to enable you to tell us quickly about any technical problems you may encounter. The following pages outline the easy, completion steps.

An initial supply of forms, etc. will be shipped to you from your Zone office. Additional supplies may be ordered direct from your Zone using these form numbers.

SER-100087	Form TR7/TR8
SER-100083	Return Envelope.

Thanks for your help.

Sincerely,


P. W. Gallingall
National Service Manager

PWB/c
Att.



HERE'S HOW THE TRIUMPH "NEW MODEL REPORT" WORKS

1. When it is necessary to perform warranty repairs on all TR8s or a fuel injected TR7:

- (a) Fill out a Triumph "New Model Report" form as completely as possible and mail the BLUE copy in the supplied, stamped, addressed "New Model Technical Information" envelope direct to Leonia, New Jersey.
- (b) Complete the usual warranty claim and forward all (100%) of the parts* and the GREEN copy of the "New Model Report" form with the usual warranty forms to your respective Zone office. For details of freight reimbursement, see Warranty Policy/Procedure Manual, "Freight, Parts Return". Dealers participating in the Q.D.R.S. Program, please continue to forward all parts directly to Leonia as usual.

*Do not send fuel tank, batteries, glass or major assemblies, engines/rear ends, etc. Hold for authorization/instructions from your DSM.

NOTE: A completed "New Model Report" form must accompany every warranty claim for any TR8 and fuel injected TR7s until further notice.

2. In the unusual event that you find some major problem that you feel requires special attention and that cannot wait for the mail (3-4 days) to reach Leonia, you may call your Zone Service/Warranty Manager and give him the details on the completed form. If you call, do not mail the BLUE copy to Leonia, just send the GREEN with the parts/claims as usual.
3. When your properly completed paperwork and parts shipment are received and recorded, an additional 0.2 hours will be added to each claim/report automatically to compensate you for your efforts.

HOW TO COMPLETE THE "NEW MODEL REPORT" FORM

1. R.O. Number: Enter the repair order/claim number that will be used on your warranty claim for this vehicle repair.
2. From: Your dealer name and address
3. Zone/Dist. No.: Your Zone/Distributor and dealer code number
4. Design Problem, New Problem, etc. to Assembly Problem: just check off the category you think best fits the fault.
5. JRT Use Only: Do not fill in.
6. Problem/Complaint: What happened? The more information you can give will be of help, including any climate, terrain, etc. related factors that caused the problem. If room permits, list multiple faults for same vehicle.
7. Tests Performed: What did diagnosis show? Voltage readings, scope readings, etc. that will help define problems.
8. Action Taken to Rectify: What did you do? Repairs performed, etc. List information for all parts.
9. VIN No., Build Date, Mileage, Date of Sale, Body Color: All usual but vital information that we will use to analyze vehicle problems. Build date should be added after VIN.
10. Part No. List parts replaced by causal part number if possible. For shipment, please be certain that all parts are carefully labeled and that the report form and claim are carefully enclosed in the normal clear plastic envelope.



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