



Jaguar Rover Triumph Inc.

Southern Zone • 8691 Western Way, Jacksonville, Florida 32216 Telephone (904) 731-4800

June 27, 1980

TO: ALL SOUTHERN ZONE DEALERS
SUBJECT: WARRANTY AUTHORIZATION HOTLINE

The Southern Zone Service Department is pleased to announce the addition of an emergency Warranty Authorization Hotline.

The sole purpose of this emergency hotline is to assist you in everyday emergency situations where you need immediate help in acquiring authorizations to assist your customers when your District Service Manager is not readily available.

Joe Smith will be in charge of this hotline and he will be available at the Zone Office each day from 9:30 AM to 12:00 Noon and from 1:00 to 5:00 PM.

Routine authorizations will still be the responsibility of your District Service Manager and he should be contacted for situations that are not immediate emergencies.

Attached is a copy of the telephone authorization form which will be sent to you immediately after the authorization is given. This form must be returned with a properly completed Warranty Claim Form and Product Report in order to receive payment.

Please be sure that the problem has been properly diagnosed and all information is available before calling to acquire this authorization.

I am sure this new service for all Southern Zone dealers will greatly improve the handling of urgent situations that arise with customers in your Service Department.

Yours sincerely,


John A. Traynam, Jr.
Southern Zone Service Manager

JATjr/tok
Enclosure

cc: Dealership Service Manager





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TELEPHONE AUTHORIZATION FORM

ATTACH A COPY OF THIS FORM TO CLAIM AND PRODUCT REPORT WHEN SUBMITTED

ATTN: _____
 DEALER: _____
 DATE: _____
 R.O. #: _____

Selling Dealer

YES NO

If NO - Selling Dealer Name: _____

OWNER: _____

SERIAL #: _____

POLICY ADJUSTMENT: YES NO

MILEAGE: _____ DATE OF DELIVERY: _____ DWP YES NO

SERVICE HISTORY CURRENT YES NO

NATURE OF PROBLEM AND CAUSE: _____

LABOR OPERATION NUMBERS	_____	HOURS	_____
	_____		_____
	_____		_____

PARTS REQUIRED TO CORRECT PROBLEM: _____

DOLLAR AMOUNT: \$ _____

ADDITIONAL INFORMATION: _____

APPROVED BY: _____



Provided Courtesy Triumph Wedge Owners Association
<http://www.triumphwedgeowners.org>