



THE

Indian

MOTORCYCLE COMPANY • 1535 West Rosecrans Avenue, Gardena, Calif. 90249

August 21, 1973

SVB-144

To All Dealers and Distributors:

Subject: New Numbered Indian Warranty Claim Forms

Effective Date: October 1, 1973

Before any warranty claim can be processed, the four-part warranty card must be filled out COMPLETELY. This is to be done by the selling dealer. The information on the card must be PRINTED or TYPED. If this is not done the card will be returned to the dealer or distributor. The selling dealer must give one copy to the retail customer, send one copy to his distributor and one copy must go to the Indian Motorcycle Company, Attention: Warranty Department. The dealer must keep his copy of the warranty card on file.

PROCEDURES FOR WARRANTY CLAIM FILING

- A. Retail customer brings an Indian motorcycle back to the Indian dealer he purchased it from for repair.
 1. Dealer checks his copies of warranty card to determine if the motorcycle is within the 90-day warranty period.
 2. Dealer inspects the motorcycle to determine if the faulty part is not due to racing, abuse, neglect, improper service or normal wear parts.
 3. After dealer has determined that the customer warranty claim is valid, he has the customer sign a warranty claim form.
 4. The dealer will then COMPLETELY fill out the warranty claim form. The information must be TYPED or PRINTED or the warranty claim will be returned to the dealer or distributor.
 5. The dealer repairs the motorcycle from his parts stock.
 - a. If the dealer does not have the parts in stock, he immediately orders the part from his motorcycle distributor.

