

SERVICE BULLETIN



SERVICE DEPARTMENT
DODGE
DIVISION OF CHRYSLER CORPORATION

TO ALL DIRECT DEALERS AND DEALERS:

Tire friction sometimes builds up enough static electricity to give a perceptible shock to a person outside the car when he touches door handles or other parts. This condition is also sometimes reflected in the performance of the car radio -- a static noise developing in the radio speaker.

The above static conditions can usually be suppressed by the use of a new Tire Static Suppression Powder available through the Chrysler Corporation, Parts Division.

The Powder is supplied as a service package under part number 1233883. This package consists of a large envelope containing five smaller envelopes, each of which includes the right amount of Powder for injection in one inner tube. Thus, by ordering one package, part number 1233883, you will obtain sufficient Powder for one car.

The tool for injecting the Powder into the tube is known as a Tire Static Suppression Powder Injector. It is a permanent tool which should last indefinitely unless broken through accident or misuse. It can be procured from the Parts Division and carries the part number 1233884.

INSTRUCTIONS FOR INSTALLATION:

1. Jack up wheel.
2. Remove valve cap and valve insert allowing tire to deflate.
3. Unscrew cap from injector and remove tube contained in the injector body. Screw injector tube into end of injector and empty contents of one small envelope into injector chamber. Replace cap.
4. Insert injector into valve stem as far as possible.
5. Apply air pressure through injector forcing powder into inner tube of tire.
6. Remove air hose from injector, then remove injector, replace valve insert and inflate tire to specified pressure. Repeat on all tires, including spare.

B. B. SETTLE
Director of Service
DODGE DIVISION

Nov. 22, 1946

No. D-174

MISCELLANEOUS

STATIC

ALL MODELS

READ & CHECK

DEALER

MANAGER

SERVICE MGR.

PARTS MGR.

MECHANICS

14199
Ptd. in U.S.A.

14765

SERVICE BULLETIN



SERVICE DEPARTMENT
DODGE
DIVISION OF CHRYSLER CORPORATION

TO ALL DODGE DIRECT DEALERS AND DEALERS:

MoPar Super Rubber Cement - a fast-setting, high-strength elastic, water-resistant cement - is now available as a superior bonding agent to cement synthetic or natural rubber weather seals to doors, luggage compartment lids, and cowl ventilators. It is also suitable for bonding synthetic or natural rubber to metal, felt, fabric, wood, cork, leather, or any of these materials to each other.

Besides the wide range of application, MoPar Super Rubber Cement has other advantages, such as resistance to gasoline and oil under normal conditions, clear color, quick drying and strong adhesive qualities. It will also withstand heat and cold. This combination of advantages makes this cement ideally suited to keep weather stripping intact on vehicle bodies.

MoPar Super Rubber Cement (Part No. 1064861) is available from the Parts Division in 1-pint containers (16 fluid ounces). All containers are dated. The contents should be used by the date indicated on the label. If contents start to jell, do not use. As an added precaution, it is necessary to shake the contents well before using.

For prices and additional information, please refer to the price list (D-11575) and catalog page (D-11490) recently mailed by the Parts Division for insertion in your copy of the MoPar Accessories Catalog.

B. B. SETTLE
Director of Service
DODGE DIVISION

Nov. 22, 1946

No. D-175

MISCELLANEOUS

MoPar Super

RUBBER CEMENT

ALL MODELS

READ & CHECK

DEALER	
MANAGER	
SERVICE MGR.	
PARTS MGR.	
MECHANICS	

14198
Prtd. in U.S.A.
14765

SERVICE BULLETIN



SERVICE DEPARTMENT
DODGE
DIVISION OF CHRYSLER CORPORATION

TO ALL DODGE DIRECT DEALERS AND DEALERS:

Dec. 13, 1946

As a result of several months study, we have decided, effective January 1, 1947, to make certain changes in the method of handling parts replaced under the warranty. This service bulletin will give you a complete and clear explanation of the new procedure.

No. D-178

Under the old procedure, defective parts replaced in Dodge and Plymouth vehicles under the terms of the Manufacturers' Warranty were returned to the factory for inspection and credit consideration. Under the new procedure, we have endeavored to eliminate as far as practical, the return to the factory of replaced parts.

MISCELLANEOUS

The new procedure is intended to embody important advantages to dealers over the previous method of handling warranty service. It has been designed to reduce the amount of time required before a dealer is advised by the factory of the result of his request for warranty credit. The new procedure should, therefore, prove extremely helpful to all dealers inasmuch as it has been adopted to help build owner confidence by prompt claim handling. The success of the revised procedure will depend on the full cooperation of every Dodge-Plymouth dealer.

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The new plan offers the following advantages to the dealer.

- (1) Replaced defective material will be returned to the factory only on request of the factory. This will result in the return of only a small percentage of defective material to the factory with a substantial saving to the dealer in packing and shipping expense.
- (2) Provision is made for dealers to receive prompt advice as to whether material is to be scrapped by the dealer, held for inspection by a representative, or returned to the factory.
- (3) The plan will speed up the settlement and receipt of credit by the dealer. In instances where doubt exists regarding an actual defect, the dealer will be quickly informed of factory disposition and a prompt settlement can be arranged with the owner.

Dealers are urged to study the plan carefully so that they may take full advantage of its benefits in their customer relations. A complete, workable knowledge of all requirements will save a great amount of time and needless correspondence. The employee who will be charged with the responsibility of handling warranty replacements should be given a copy of this bulletin for preliminary study and future reference. Please write us if additional copies are needed.

Two new forms have been devised to handle warranty replacements under the revised plan. These are fully described and illustrated in the following pages.

An initial supply of the new forms is being mailed to all Direct Dealers, who will supply their Dealers with the necessary forms and make arrangements for handling warranty service as outlined in this bulletin.

Dec. 13, 1946

Service Bulletin Number D8, dated April 26, 1937, and our General Letter (13337) dated September 24, 1946, dealing with warranty and labor policies are, of course, superseded by this revised procedure and should be removed from your file and destroyed.

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B. B. SETTLE
Director of Service
DODGE DIVISION

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THE DEALER'S FUNCTION

UNDER THE TERMS
OF THE
AUTOMOBILE MANUFACTURERS ASSOCIATION
UNIFORM WARRANTY

All new Dodge and Plymouth vehicles are sold by the factory under the Automobile Manufacturers Association Uniform Warranty set forth in the dealer agreement.

The original retail purchaser of any Dodge or Plymouth vehicle is entitled to this warranty service in accordance with the terms and conditions of his Owner's Service Policy.

The Owner's Service Policy form and Identification Card are included in the envelope containing the instruction book which accompanies each new vehicle leaving the factory. Dealers are urged to fill out and present these forms to each new owner with an explanation of the services to be rendered under the terms of this policy.

When an owner requests replacement of a part or parts under the terms of the warranty, the dealer should decide which parts in his judgment are defective under the warranty and he should then promptly furnish the owner with the necessary repairs to keep the vehicle in operation.

In the case of the transient owner who cannot return to his selling dealer for service covered by the provisions of the warranty, the owner has a right to expect from other dealers the same treatment, in accordance with the terms of his Owner's Service Policy, as he would receive from the dealer who sold him his car.

The handling of transactions under the provisions of the Owner's Service Policy should be processed through the Factory Service Department in accordance with the procedure outlined in the following pages.

A complete understanding of this procedure will enable dealers to make warranty replacements with a minimum of effort so that the final settlement with the factory service department can be handled with the least possible delay.

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CREDIT MEMORANDUM

PARTS REPLACEMENT MEMORANDUM

FORM 17111 (REVISED IN 1944)
(CHECK DIVISION)
Flymouth Dodge
De Boro Chrysler
Dealer Account No. 316000
Credit to (Direct Account) Jones Motor Incorporated
City Detroit State Michigan Owner's Name A. B. Brown

Parts Replaced by Smith Motor Sales
City Detroit State Michigan Date of Sale Jan. 15, 1946 Mileage 3518
Date of Repair Jan. 14, 1946 Labor Rate \$ 2.50

NO. PARTS REPLACED	PART NUMBER	PART NAME	AMOUNT	INVOICE REFERENCE	EXTENSION	AMOUNT	INVOICE REFERENCE	EXTENSION	AMOUNT	INVOICE REFERENCE	EXTENSION	TOTAL CREDIT
1	114923	ALMUTLAR	2.63	MA 692058								
2	112074	HEAD - Cylinder	2.63	MA 458693								
3												
4												

APPROVAL

REASON FOR REPLACEMENT—GIVE DATE OF OCCURRENCE, IF ANY

1 Pointer sticks

2 Cracked

3

4

1 (ORIGINAL)

2 (ACCOUNTING)

3 (OFFICE)

4 (SERVICE)

5 (DISPOSITION)

6 (DIRECT ACCOUNT)

7 (CASH)

89 NET RATE IS THREE DOLLARS PER FACTORY USE ONLY.

90 NET RATE IS THREE DOLLARS PER FACTORY USE ONLY.

Figure 1 - Parts Replacement Memorandum (Form #17011)

PROCEDURE FOR HANDLING
WARRANTY SERVICE

If defective material is encountered in the servicing of Dodge and Plymouth vehicles during the warranty period, the necessary corrections should be made and the replaced material should be held by the servicing dealer for factory disposition. As explained later on in this procedure, the factory will give prompt advice regarding material disposition.

The forms required for making application to the factory for recovering the expense of replacement of parts under the warranty are shown in Figures 1 and 2.

The use of these forms is described in the following step-by-step procedure.

1. HOLD REPLACED MATERIAL

Material replaced under the warranty should be thoroughly cleaned and tagged for identification, using Parts Replacement Tag (Figure 2). The tag should specify the dealer's name and address, the car serial number, and the number of the Parts Replacement Memorandum, as illustrated. The parts should then be listed on the Parts Replacement Memorandum as described in paragraph 2.

Printed in U.S.A.

PARTS REPLACEMENT TAG

Dealer Smith Motor Sales

City Detroit State Mich

Car Serial No. 15165774

Parts Replacement Memorandum No. 868956

HOLD REPLACED MATERIAL

Tag each individual part unless parts are duplicates (sets of pistons, pins, etc.) taken from SAME car. Hold parts for factory disposition to be indicated on No. 3 copy of Parts Replacement Memorandum.

FORM 17012

CHRYSLER CORPORATION

PLYMOUTH DODGE DESOTO CHRYSLER

(Check Division)

Figure 2 - Parts Replacement Tag
(Form #17012)

IMPORTANT

Do not dispose of material - hold all replaced material for factory disposition.

2. HOW TO FILL OUT PARTS REPLACEMENT MEMORANDUM (Figure 1).

As this form consists of 7 copies, with carbon sheets, it must be filled out in a typewriter. Do not use a pencil. The various copies of the form serve as a permanent dealer record, as a permanent factory record, and as a credit memorandum to be returned to the dealer, whenever credit is allowed. The forms are serially numbered and should be used in numerical sequence, as each number must be accounted for by the dealer.

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IMPORTANT

Do not type on the form in any spaces indicated "for factory use only".

- (1) In the upper left-hand corner of the form, indicate with an "X" the division to which the Parts Replacement Memorandum is to be sent. Fill in the dealer account number assigned by the factory to each dealer. Fill in the "Date" for the day the Parts Replacement Memorandum is filled out.
- (2) In spaces titled "Credit to", "City" and "State", be sure to show the FULL NAME and address of the Direct Dealer to whom credit is to be issued. Dealers who operate under Direct Dealers must not type their name in this space, they should use the name of their Direct Dealer.

IMPORTANT

Use the correct firm name in space titled "Credit to", to assure issuance of credit to the proper Direct Dealer's account.

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- (3) In spaces titled "Parts Replaced by", "City" and "State", show the name and address of the dealer who replaced the material listed on the form. If the replacement was made by the Direct Dealer whose name appears in the space titled "Credit to", the word "same" may be used.
- (4) Fill in "Car Serial No.", "Owner's Name", "Date of Sale", "Date of Repairs", and "Mileage". Exercise care to be sure this important information is correct.
- (5) In space titled "Labor Rate", show the current established hourly list labor rate of the dealer who performed the work listed.
- (6) On the numbered lines (1), (2), (3), and (4), list the parts replaced as follows:
 - (a) Show "No. Pieces", "Part Number" and "Part Name". Make sure the correct part number and name is given for the part used for replacement. Refer to the Parts List or factory invoice on which the part was purchased, for verification of part number shown.
 - (b) In space titled "Oper. No.", show the service operation number, as published in the latest edition of the Service Operation Time Schedule, for the part or parts replaced.

- (c) In the space headed "Amount", show in dollars and cents the price of the correct service operation, computed at 1/2 of the current established hourly list labor price indicated in the space titled "Labor Rate".

EXAMPLE

If the time for a given operation is four (4) hours and the dealer's established hourly list labor rate is Two Dollars (\$2.00), the "amount" would be computed by taking 1/2 the labor rate (\$1.00) and multiplying by four (4) hours, giving the amount of Four Dollars (\$4.00).

- (d) In space titled "Invoice Reference", show the prefix and number of the factory parts invoice on which the replacement parts were purchased. If the replacement parts were purchased from an authorized Parts Wholesaler, show the name of the wholesaler.

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The "Invoice Reference" is required to compute the dealer's net credit. Do not write beyond space allotted for this information. If the space is not large enough for the name of wholesaler, an abbreviation or initials of wholesaler's name will be acceptable.

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- (7) Under "Reason for Replacement", in the lower left-hand corner of the form, state the reason why the part was replaced. These spaces are numbered "1", "2", "3", and "4", to coincide with the numbered lines on which the description of the parts ("part number", "part name", etc.) are given. The "reason for replacement", as stated in each space should apply to the part listed in the corresponding line above. In describing the condition of the parts, do not use the terms, "damaged", "defective" or any other similar indefinite terms. Use words which will briefly describe the nature of failure, as shown in Figure 1. If the space on the form is insufficient, write a letter and attach it to the form.
- (8) ATTACH A LEGIBLE AND COMPLETE COPY OF DEALER'S REPAIR ORDER. This is necessary to expedite handling of the credit and will provide the factory with additional information.

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3. WHERE TO MAIL PARTS REPLACEMENT MEMORANDUM

- (1) Dealers. Remove Number 7 copy and retain in file. Send remaining copies with carbon sheets intact and copy of Repair Order to the Direct Dealer under whom Dealer operates. (In other words, mail to the dealer whose name appears after the heading "Credit to" on Parts Replacement Memorandum).

IMPORTANT

Mail the Parts Replacement Memorandum flat in a 9" x 12" envelope. Do not fold, as carbon sheets may smear copies making them illegible.

- (2) Direct Dealers. Remove Number 6 copy and retain in file. (Number 7 copy may be destroyed if material was replaced by Direct Dealer.) Mail remaining copies with carbon sheets intact and copy of Repair Order attached as follows:

If Parts Replacement Memorandum involves a Dodge vehicle, mail to:

Chrysler Corporation
Dodge Division
Service Department
P.O. Box 1259
Detroit 31, Michigan

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If Parts Replacement Memorandum involves a Plymouth vehicle, mail to:

Chrysler Corporation
Plymouth Division
Service Department
P.O. Box 1518
Detroit 31, Michigan

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IMPORTANT

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One of the important advantages of this new procedure to the dealer and customer is the amount of time saved in effecting final settlement of Warranty claims. In order to be assured of this advantage, the Parts Replacement Memorandum should be made out and mailed immediately after the repairs have been completed. The Direct Dealer should process his Dealer's Parts Replacement Memorandums promptly and mail them to the factory with a minimum of delay. No claim will be allowed unless presented to the factory within (30) days after the work is done.

4. FACTORY DISPOSITION UPON RECEIPT OF PARTS REPLACEMENT MEMORANDUM

When the Parts Replacement Memorandum is received at the factory, Number 5 copy will be returned promptly to the Direct Dealer with instructions regarding disposition of parts. These instructions will be typed or stamped in column headed "Disposition". If Parts Replacement Memorandum originated with a Dealer, the Direct Dealer will mark his copy (Number 6) and forward Number 5 copy to the Dealer. As shown in Figure 3, disposition will be made as follows:

CREDIT ALLOWED - SCRAP MATERIAL

Credit will be processed to the Direct Dealer. Replaced material must be destroyed and it is the responsibility of the Direct Dealer to be sure it is mutilated beyond possibility of further use.

RETURN MATERIAL TO FACTORY

The Number 5 copy, when so marked will serve as a packing slip and must accompany parts returned to the factory. All such returns should be made within 30 days.

<small>DISPOSITION (FOR FACTORY USE ONLY)</small> RETURN MATERIAL TO FACTORY
HOLD FOR INSPECTION
CREDIT ALLOWED SCRAP MATERIAL
NO CREDIT ALLOWED

If the parts are shipped by parcel post, place Number 5 copy in an envelope bearing letter postage and attach securely to the package. Parts to be returned to the factory should be clean, properly tagged (Figure 2) and shipped transportation prepaid. If parts are removed from a Dodge vehicle, ship to:

Chrysler Corporation
Dodge Division
Service Inspection
7900 Jos. Campau Avenue
(P.O. Box 1259)
Detroit 31, Michigan

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Figure 3 - Factory Disposition Instructions

If parts are removed from a Plymouth vehicle, ship to:

Chrysler Corporation
Plymouth Division
Service Inspection
Huber and Mt. Elliott
(P.O. Box 1518)
Detroit 31, Michigan

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Direct Dealers should arrange for the return of such material replaced by their Dealers. The Direct Dealer will be notified of factory decision after inspection of material.

HOLD FOR INSPECTION

When the Number 5 copy is so marked, the material is to be held for inspection and disposition by a factory representative. Arrangements for such inspection will be made promptly by the factory, and the Direct Dealer will be notified of factory disposition after the material is inspected.

NO CREDIT ALLOWED

In such cases, an explanation for not allowing credit will accompany the Number 5 copy returned to the Direct Dealer.

5. CREDIT MEMORANDUM

- (1) The Number 1 copy of the Parts Replacement Memorandum will serve as a credit memorandum, and will be mailed by the factory to the Direct Dealer when credit is applied to the Direct Dealer's account.
- (2) Credit covering a Parts Replacement Memorandum originating with a Dealer will be posted to the Direct Dealer's account for transmittal to the Dealer.

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II

No. D-178

MAJOR ASSEMBLIES

Usually any difficulty experienced with a major unit can be corrected by replacement of component parts, or by proper adjustment. It is seldom necessary to replace a complete major assembly, (engine, transmission, rear axle, etc.).

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If there is evidence that a major unit requires replacement, under warranty provisions, a detailed description of facts should be supplied the Director of Service at the factory with request for authority to have the new replacement assembly released for shipment, or for the necessary repair procedure. This can be done by letter, or in urgent cases, by wire or telephone.

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The data to be supplied to Director of Service at the factory should include:

Serial Number of vehicle

Owner's Name

Date of Retail Delivery

Mileage

Nature and cause of difficulty

The foregoing action should be taken before replacing any major assembly on which warranty credit consideration is anticipated, as the Factory Service Department frequently can offer assistance which will help to get the vehicle back in operation and reduce owner and dealer inconvenience.

III

NEW REPLACEMENT PARTS

This procedure does not apply to the return of new parts and/or accessories alleged to be defective before installation in a vehicle and originally purchased from the Chrysler Corporation - Parts Division or from the Chrysler Motors Parts Corporation.

Before returning such parts and/or accessories a letter requesting authority to return should be sent to the Parts Plant or Depot from which shipment was made. After disposition has been received from the Parts Plant or Depot, shipment should be made within thirty (30) days in accordance with instructions received.

A revised form is being developed by Chrysler Corporation - Parts Division for this purpose. Until such time as the new form is available and announcement of it is made by the Parts Division, the previous Memorandum of Returned Parts form may be utilized.

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The Parts Replacement Memorandum form #17011 (as illustrated in this bulletin) should NOT be used for the return of new parts and/or accessories.

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IV

DAMAGE IN TRANSIT

MISCELLANEOUS

Every precaution is taken to insure new vehicles leaving the factory in good condition. However, a vehicle may be received with evidence of damage incurred during transit.

In the case of railway shipments, it is essential to notify the carrier so that the necessary inspection can be made before the vehicle is unloaded. The carrier will execute a report of the apparent cause and extent of damage.

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A formal claim should be made to the carrier, rail or other means of transportation, to cover any damage that exists. If a claim is refused by the carrier, on grounds of factory responsibility, the claim may then be presented to the factory with supporting evidence, such as railroad "Overage, Shortage and Damage Report" together with an itemized invoice of dealer's expense at dealer's cost for material and 50 per cent of the dealer's established list labor rate.

The Parts Replacement Memorandum should NOT be used to submit claims for damage in transit. Such claims should be submitted by letter.

Note: On shortage or damage claims originating with Plymouth cars shipped from the Evansville Plant, mail the claim with supporting evidence to:

Chrysler Corporation
Evansville Plant
P.O. Box 269
Evansville 5, Indiana
Attention of Traffic Manager

for presentation to the carrier.

PAINT AND BODY REPAIR

When it has been determined that some factory responsibility exists involving repairs to body, sheet metal or finish, the factory service department should be advised by letter giving full particulars, including such essential information as serial number, body type and number, color, owner's name, date of retail delivery, mileage, nature and area affected, and estimated cost.

Requests of this nature for factory participation in such expense should be submitted for factory authorization before the work is started.

The Parts Replacement Memorandum should NOT be used to submit claims for body or finish repairs. A complete and legible copy of the dealer's repair order, or receipted invoice if the work is done outside the dealer's service department, should be submitted, accompanied by a letter referring to the previous correspondence.

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VI

MISCELLANEOUS

CORRESPONDENCE WITH FACTORY SERVICE DEPARTMENT

To help dealers in their service relations with Dodge and Plymouth owners, the Factory Service Department maintains a staff of correspondents especially trained in the handling of service work.

Warranty

During the warranty period, dealers are encouraged to handle replacement of parts under the terms of the warranty as outlined in this bulletin. In this way, the owner can be satisfied and the dealer can build confidence and good will for his organization.

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In unusual cases, however, when doubt exists regarding the correct procedure, Direct Dealers are urged to communicate with the Factory Service Department on any problem in connection with their own or their Dealers' service operation. Two separate Factory Service Departments are maintained for handling service problems.

Correspondence pertaining to Dodge vehicles should be addressed to:

Chrysler Corporation
Dodge Division
Service Department
P.O. Box 1259
Detroit 31, Michigan

Correspondence pertaining to Plymouth vehicles should be addressed to:

Chrysler Corporation
Plymouth Division
Service Department
P.O. Box 1518
Detroit 31, Michigan

To avoid unnecessary correspondence and enable the Factory Service Department to reply promptly and completely to letters from dealers, always give full information regarding the vehicle involved, such as:

Owner's Name

Serial Number

Delivery Date

Mileage

Complete facts should be given concerning the subject, with an explanation of the work previously done by the dealer.

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