

# TECHNICAL SERVICE BULLETIN

NO.



SUBJECT:

QUALITY ASSURANCE PROGRAM  
B438

MODELS:

1975/1976 TR7

March, 1977

During the past months, sales of the TR7 have been breaking all previous records. The car has sold in quantities exceeding the numbers of any single Triumph car in the past. In view of this success, British Leyland has decided to offer a package to the owner of earlier TR7's to upgrade the specification of the vehicles. The benefits to the owner are outlined in the attached TR7 Quality Assurance Program Instructional Workbook. We believe that by giving the owner this special service, we will be able to ensure improved running and reliability of his vehicle and assure owner loyalty for the future.

This program is most important. Each dealer's Service Manager and his technicians will be the people most directly involved and they will ultimately be responsible for the overall success of the program. It is, therefore, absolutely essential that everyone be familiar with the program and its advantages to the owner. Your full cooperation will be beneficial to all of us. Extra copies of the Instructional Workbook have been included in your mailing.

The Quality Assurance Program is being presented to you in a similar format to that of a Recall Campaign. The reason for this is that you will be in a position to know exactly how many cars you have sold that are eligible for the program. The cars involved are all 1975 and 1976 models (all ACL VIN's plus ACW 001 to ACW 7000).

### Affected Vehicle List

Enclosed is a computer listing of all the affected cars which, according to our records, were invoiced to you. This list can be used as a worksheet so that you can monitor the number of cars campaigned.

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Also enclosed is a pre-printed campaign claim form for each vehicle which, according to our records, shows as being in your dealer stock. If any vehicle, which we show as being in your stock, has been retailed, we request that you immediately contact the customer and ensure that the car is returned for campaign service.

### Owner Mailing

Commencing April 1, 1977 all owners of 1975 and 1976 TR7's will be sent a letter (copy attached to this bulletin) advising them that British Leyland is offering to carry out the Quality Assurance Program on their car, at no cost. The owner will be requested to contact his selling dealer and arrange an appointment for this service. Together with this letter, the owner will receive a pre-printed campaign claim form and will be asked to sign this and turn it over to the dealer at the time the car is brought in for the work to be performed.

### Parts

Approximately one week before the owner receives his notification, you will receive a parts allocation from your Distributor based on 50% of the total cars which you have retailed and are in your dealer stock. The parts will be shipped free of charge. The following items will be dispatched:

<u>PART #</u>	<u>DESCRIPTION</u>	<u>QUANTITY PER CAR</u>
USA 600	A/C Relay	1
ARA 2404	Metal Coolant Plug	1
54003	Headlamp Sealer	1/4 of a tube
UKC 7871	Oil Switch Shroud	1
USA 650	A/C Drain Tube	1
UKC 3664	Throttle Cable	1
USA 700	Connector	2

Not every car will require all of the above parts. The enclosed Instructional Workbook gives the applicability of parts by vehicle number. It is the responsibility of each dealer to ensure that he holds an adequate stock of these parts so that he can perform this service to the owner, without delay. It will probably be necessary for the dealer to place a supplementary order with his Distributor, some time after the program launch.

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To obtain additional parts to service cars beyond the 50% allocation, it is most important that the parts be ordered on the special order form provided (sample enclosed). This form is available from your Zone/Distributor Parts Manager. This will ensure FOC supply. Parts ordered on regular parts orders will be supplied on the normal chargeable basis.

A quantity of B438 completion labels is included with this mailing.

#### Warranty Claims

All warranty claims for this program are to be submitted on the campaign claim form provided. This form should be completed in the normal manner with the applicable repair code indicated in the appropriate space provided.

Code "JA": All 1975 and 1976 air conditioned cars - 2.5 hours labor allowance.

Code "JB": All 1975 and 1976 non-air cars - 2.0 hours labor allowance.

#### Workshop Procedure

Procedure for carrying out the work necessary is covered in the attached Instructional Workbook. Each dealer has been provided with three extra copies of this booklet so that these may be passed to the dealer's Sales Manager for use by his salesmen and other interested parties. It is an essential part of this program that everyone in the dealership is familiar with these operations and the benefits to the retail customer.

PLEASE NOTE THAT ONCE CAMPAIGN ACTION HAS BEEN COMPLETED, A LABEL SHOULD BE ATTACHED TO THE UNDERHOOD AREA ADJACENT TO THE EMISSION INFORMATION LABEL.

DJB/cc  
Att.

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