



Dealer 47T-21
August 20, 1947

To: REGIONS, ZONES AND DEALERS

Subject: RADIO WARRANTY COMPLAINTS

We have received some complaints concerning difficulties that Dealers have experienced in obtaining adequate warranty service on Philco radios.

After investigation, we find that a surprisingly large number of these difficulties stem from the fact that the Dealer has been negligent in properly completing the warranty tag attached to the radio. Many sets are brought into the Service Stations with the warranty tag not filled out at all or incompletely filled out, and in some instances, with no tag attached.

This puts the Philco Service Station on the spot. He does not know the serial number and the information necessary for completion of his warranty repair report form, and without this information he cannot be reimbursed for his cost. To protect his own interest he must charge for the work under these conditions and this charge has caused the complaint.

We feel that most of these complaints could be eliminated if Dealers would make sure the Radio Warranty Tag is handled properly. The number of unhappy customers will be greatly reduced because the tag will be immediately available to the Philco Radio Service Man for the information that he requires to perform warranty repairs.

Very truly yours,

A handwritten signature in blue ink that reads "N. A. Lull". The signature is written in a cursive, flowing style.

N. A. Lull
Service Technical Manager

NAL:ps