



# MERCUISER SERVICE BULLETIN

Section: XII (*Bulletins*)

Number: 69-9-05

Date : 2/3/69

Customer Warranty Parts Reimbursement (*For Section I*)

## **CUSTOMER WARRANTY PARTS REIMBURSEMENT**

*(For General Information Section I)*

When a franchised MerCruiser or Mercury Outboard servicing dealer completes service work within the warranty period on a Kiekhoefer Mercury product, the work should be performed on a no-charge basis for those parts which are defective in material or workmanship under the terms of the warranty and for labor covered under the Labor Rate Manual.

There have been instances where a dealer has refunded the customer only the amount of the initial credit which the dealer had received from the branch or distributor. If the customer paid for parts pending warranty disposition, the customer is entitled to a full refund for the parts which were replaced under our warranty policy as being defective in material or workmanship and, if he was charged any labor, a refund for labor also.

Your attention is directed to Section II, Paragraph 2f of your Franchise, where YOU AGREED TO:

“ . . . install any replacement parts required to fulfill the conditions of Warranty without charge to the customer for the installation;”