



SERVICE

TECHNICAL SERVICE BULLETIN

British Motor Holdings (U.S.A.) Inc.

734 GRAND AVENUE, RIDGEFIELD, NEW JERSEY 07657

May 1, 1963

TO ALL DISTRIBUTORS AND DEALERS

Re: Radio Warranty Exchange Program
Dealer Procedure

(1) Before removing a defective radio from a customer's car, make certain that the fault is in the radio itself and not in the speaker, antenna, or fuse (See radio check-out procedure below for details).

A radio that has a defective pilot light bulb should be repaired by the dealer and not returned for exchange.

(2) Remove the defective radio or speaker from the customer's car and replace with one from your stock. Do not replace or return the knobs, mounting nuts, or other hardware. Speakers should not be returned if they are not defective. Speakers that are defective should be returned in the radio carton without any hardware.

(3) Carefully pack the defective radio or speaker in the carton that the new radio or speaker was removed from. Defective antennas are to be returned to the Distributor for exchange also. However, no special cartons are provided for the antenna.

(4) Mail via fourth class parcel post, insured, prepaid. Insure radios for \$50. and speakers for \$10. Secure a receipt from the post office covering the insuring of the radio.

(5) Upon receipt of a defective radio or speaker by the Distributor, a replacement radio or speaker will be returned to you. Shipment will be made within 48 hours after receipt, via parcel post, insured prepaid.

(6) Upon receipt at your dealership, place the radio or speaker back in your radio inventory for future sale or exchange.

INSTALLATION KIT COMPONENT SHORTAGES

Kits with missing parts may be returned to your Distributor. A list of the missing parts should be enclosed in each kit.

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RADIO CHECK-OUT PROCEDURE

Using a known good speaker and a known good antenna held outside of the car, use the following check procedure.

RADIO DEAD (no background noise at full volume):

- (1) Check fuse, check accessory switch connections.
- (2) Check speaker, speaker leads and connections.
- (3) Check antenna lead for open or ground.

RADIO WEAK (fades in and out) or intermittent:

- (1) Adjust antenna trimmer for maximum output.
- (2) Check antenna lead for open or ground.
- (3) After connecting known good speaker and antenna to radio, jar radio housing with hand to be certain fault is in radio.

RADIO NOISY:

- (1) Check antenna wand for noise by flexing and check antenna ground.
- (2) Check speaker for sound by adjusting tone control to maximum bass position and increasing volume above normal. Bass notes will cause defective speaker to rattle excessively.
- (3) If noise is evident only when engine is running, inspect all suppression equipment and high tension wiring.