

WOLSELEY OWNER CONTACT BOOKLET—OCTOBER 1937



WOLSELEY

OWNER-CONTACT

WOLSELEY MOTORS LIMITED . WARD END . BIRMINGHAM, 8

Telephone : East 1501

Telegrams : Exactitude, Telex, Birmingham



On the basis of accepted standards the craftsman has accomplished his task when he has completed the product of his hands and brain.

Having wrought into his creation all that is within him it has been thought sufficient that he should rest content with the knowledge that he has given to the world something which will prove an enduring testimony to his skill.

But our vision is of wider range and we believe that the product of the craftsman merits a craftsman's care. We have given practical effect to our ideal by the introduction of Wolseley Owner-Contact, a scheme which brings every Wolseley Super-Six within the care of a highly skilled Engineer-Craftsman during the first eighteen months of its life.

Muffield



During the first eighteen months after purchase of the car, the owner is entitled to four visits by our Service Engineers ; the visits to take place at the request of the purchaser. We suggest the requests for visits be made say three, six, twelve and eighteen months after purchase. The exact dates and times on which the inspection should take place we leave to the owner, and we will always endeavour to arrange appointments accordingly.

It will be appreciated, however, that our Engineers' itineraries have to be planned some little time ahead, and owners are requested to give us at least seven days notice of their requirements.



The inspection can take place either at the owner's residence or at the Dealer's premises. We strongly recommend the latter, because any facilities that our Engineer may require in connection with his inspection are then immediately available. Additionally, if the Inspector recommends the owner to instruct the Dealer to have adjustments carried out, the precise nature of the work can be settled promptly.

Since the primary object of the scheme is to ensure that Super-Six owners obtain the best possible results from their purchase, it is important that misunderstandings should not arise, and attention is particularly drawn to the following :—



With the literature supplied with the car will be found an application card for the certificate of guarantee. Immediately on taking delivery of the car this card should be filled in as required and posted to our Sales Department.

On receipt of the application card we will post our certificate of guarantee, and with it four business reply postcards. These postcards should be retained and used when it is desired that our Engineer should call.



We must stress the fact that the scheme cannot operate unless the Guarantee application card is sent to us, since in the absence of this intimation we have no record of an owner's name and address, and our Engineers will only call in response to requests received from owners.



This advisory Owner-Contact should not be confused with the free service adjustments carried out by the vendor Dealer, or another Wolseley Dealer instructed by the vendor Dealer, on the completion of the first 500 miles running, and we recommend that our first inspection should not take place until these Service adjustments have been completed.



Owner-Contact only applies when a car is bought new. Should, however, a car change hands while Owner-Contact is in operation, the Company will be prepared, in approved cases, to consider transferring the balance of the period to the second owner.

WOLSELEY OWNER-CONTACT

FACSIMILE OF REPORT SHEET

Car No..... Date.....

Owner's Name

Address

I have to-day inspected the above car and have advised the owner that

** Performance is satisfactory.*

** Following adjustments are necessary.*

Engineer's Remarks.

Signed

.....
Wolseley Engineer.

** Strike out as necessary.*

This report to be removed from the Instruction Manual by engineer and posted to the Works for record purposes.

1st October, 1937. This brochure cancels all previous matter dealing with terms of Wolseley Owner-Contact scheme.

W O L S E L E Y O W N E R - C O N T A C T