

# The Birmingham Small Arms Company Incorporated

P.O. Box 337 Duarte, California 91010

National  
Warranty  
Center  
(213) 359-9271

February 29, 1972

Dear Dealer

If It's Mechanical, It Will Fail. Anything mechanical is quite apt to suffer from a failure at one time or other, and motorcycles are no exception. From space vehicles (costing millions of dollars) downward, each component part has a certain fatigue life, and a failure will result when the part is used too long or when it is subjected to overstress.

Everything Is Produced To A Market Price. Everything manufactured in this world is produced to meet a price dictated by the market demands. For a moon shot vehicle, price is apparently no object; therefore, only the most exotic materials and precise manufacturing processes are used. Then endless hours of inspection insure against failure. Even so, mechanical malfunctions have occurred. In the production of aircraft -- also costing millions -- similar processes and inspections take place, followed by routine preventive maintenance and inspections, which are carried out during the life of the aircraft in order to prevent malfunctions during flight.

Motorcycles Are No Exception. If motorcycles were produced and maintained to aerospace standards, the cost would be prohibitive and sales relatively nil. Motorcycles must be produced at a marketable price, and not to aerospace standards. Even so, motorcycles are expected by many to operate under the most abusive conditions without proper service inspections or repairs.

Guaranteed To Break. If a motorcycle is subjected to hard off-road riding or operated on the city streets and highways as a drag bike or road racer, your customer should be aware of the consequences . . . it is guaranteed -- to break!

Most manufacturers cover their motorcycles against failures resulting from defective materials or workmanship for a specified period of time. Our motorcycles are covered by our standard warranty for 180 days or 6000 miles -- but, like others, we cannot cover damages resulting from abusive riding or from a lack of preventive maintenance.

Who Should Pay? All failures can be classified into three areas of responsibility when determining who should pay for the repairs . . . the manufacturer -- the dealer -- the customer.

**Each dealer must make the initial determination as to the cause of the failure. Should the customer pay the charges? Should the dealer absorb the costs? Is the failure the result of defective materials or workmanship with the cost reimbursible by the manufacturer?**

## WARRANTY GUIDELINES

Failure Type

Probable Cause - Who Should Pay

Bent Valve - Bent Pushrod -  
Broken Valve Guide

Generally the result of over-revving when the rider missed a shift. The owner should pay.

Piston Seizure

Could result from several causes: Incorrect carburetor jet, plugged jet, incorrect spark plug, piston rings causing blow-by, scored cylinder bore causing blow-by, ignition timing too far advanced, air leak in induction tract or head gasket, lack of oil. Normally traced to improper maintenance or excessive wear from dirt sucked into carburetor. Rarely covered by warranty.

Worn Cylinder Bore

Excessive cylinder bore taper or scored walls from broken piston rings are generally the result of dirt or other particles sucked into the carburetor. Just a few seconds of running under these conditions can cause severe damage. Not a warranty failure.

Connecting Rod

A broken connecting rod is generally the result of a seizure of the big end insert to the crankshaft journal, or could be the result of continued excessive engine RPM's. Look for cause of seizure, such as dirty oil, plugged or scored oil pump. Each case calls for individual determination of responsibility.

Scored Crankshaft

As Above. In most instances, a scored crank can be reground, and undersized inserts fitted.

Gearbox Failures  
Broken Gears  
Rounded Dogs  
Damaged Forks

There were times in past years when a nickel shortage resulted in the use of lower test steel in our gears. The gears in all 1971 and 1972 models are produced of either EN33 or EN36 steel and are virtually unbreakable under normal stress.

Gear failures today are rare, and generally a result of misuse and abuse. Suspect speed shifting, or shifting without using the clutch. Gearbox failures also result from use of Sports tires and landing after jumps with throttle open. Suspect also the oil level in the gearbox.

In most instances, gearbox failures are the customers' responsibility.

Clutch Plates

Burned clutch plates are normally the result of improper adjustment or improper riding. Loose clutch facings also result in clutch slippage and are covered by terms of the warranty.

Any Failure

Check all parts. Check oil levels and condition of oil. Check air filters for dirt. Make certain it is a warranty problem before submitting a claim.

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Determine The Cause -- And Responsibility. In order to help dealers determine the cause and responsibility, we have listed specific types of failures. We are sure you will find these warranty guidelines to be useful. If you are ever in doubt regarding the cause and responsibility of a failure, please submit full details (and the parts in question) to:

Mr. Clyde Earl  
National Warranty Manager  
2765 E. Huntington Drive  
P.O. Box 275  
Duarte, California 91010

Sincerely



E. W. 'Pete' Colman  
Vice President

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