

THE WARNER AIRCRAFT CORPORATION
DETROIT MICHIGAN

SERVICE LETTER M-16

September 15, 1938

Gentlemen:

In the manufacture of an aircraft engine or any piece of mechanical equipment it is possible that a defective part may be installed in such equipment and placed in service. In the event of failure of such parts within a reasonable period of time, the manufacturer is willing to make replacement of such parts on a reasonable price adjustment basis. For this reason Service Letter M-16 is issued.

The Warner Guaranty is given on Page 2 of the Warner Parts Price List and Parts Catalog dated March, 1938, and Page 6 of the Warner Scarab Handbook dated January, 1935.

In the event that it becomes necessary to apply for an adjustment, the part in question should be returned to the Warner Aircraft Corporation, transportation charges prepaid. A Return Material Form and Questionnaire furnished by Warner Aircraft must be forwarded, giving complete information as to hours of service and other information covering the care and operation of the engine. If, upon inspection of the part in question, an adjustment is in order, replacement of the part will be made. The replacement will be made taking into consideration, the number of hours the part has been in service. The average owner does not fly more than 200 hours per year, and taking this into consideration, we have established 1,000 hours as the basis for making price adjustments. For Example: We will assume that one Part No. 7187, Housing Stud Assembly Induction, has been returned for adjustment and the questionnaire returned showed that this part has been in service 100 hours. This list price is \$95.00 for Part No. 7187; 100 hours is 1/10th of \$95.00 or \$9.50 plus transportation charges and a 10% handling charge for the distributor or representative handling the adjustment. This is a typical adjustment. However, there are some deviations from this policy which we are listing below:

- (a) Replacement of cylinder head barrel assemblies. Series "40" and "50" cylinder head barrel assemblies that have been in service for 500 hours or more will be replaced for \$67.50 each. Distributor or representative handling the adjustment will receive a 20% discount from this replacement price.

Cylinder head barrel assemblies that have been in service less than 500 hours will be adjusted as outlined in the third paragraph.

- (b) Series "30" or earlier cylinder head barrel assemblies will be replaced for \$67.50 each. Distributor or representative handling the replacement will receive a 20% discount from this replacement price.
- (c) Replacement of master rod cap from assembly No. 7586 Connecting Rod will be replaced for \$19.50 net when such caps are found to be cracked. Distributor or representative handling replacement should add 10% handling charge.
- (d) Part No. 7012-B is now obsolete and is superseded by Part No. 7598, Connecting Rod- Final Assembly Master. An exchange price of \$72.00 is made, provided No. 7012-B is in suitable condition for re-machining. Distributor or representative will receive regular discount on this replacement. The above price includes the bearing shells, but not the labor of fitting the shells to the crankshaft.

We are enclosing a quantity of questionnaires and Return Material Forms for your use when returning materials. Additional forms will be forwarded if you will advise us when required.

Trusting this information will prove helpful to you, we are

Yours very truly,

THE WARNER AIRCRAFT CORPORATION

L. A. FAUNCE, Vice-President
Sales Manager

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