



**SERVICE  
BULLETIN  
123**

**INFORMATIONAL**

**ISSUED:** September 1998  
**SUBJECT:** Accurate Warranty Claim Information  
**MODELS OR TYPES AFFECTED:** All Models

In a recent audit of claims submitted from January through July of this year we have learned that almost 20% of the total claims have been returned to dealers due to lack of accurate information. Further research has identified that the majority of these returns are due to lack of or incorrect information being submitted in "Box 5", "D.O.M. or Serial No". Most often, the incorrect information furnished is the engine Family number sequence. The correct information to submit is the D.O.M. or date of manufacture or Engine serial number from the Engine I.D. label. See Example"

**Example of "Box 5" ESA157A Claim Form**

|    | Model                         | Specification       | Serial (DOM)               |
|----|-------------------------------|---------------------|----------------------------|
|    | ENGINE:TVM195                 | 150288G             | 8150C                      |
| 5) | ENGINE/TRANSMISSION<br>TVM195 | SPEC NO.<br>150288G | D.O.M (SERIAL NO)<br>8150C |

**Typical Engine I.D. Label**



All claim information is extremely important for record keeping purposes. In fact, any missing or incorrect information results in the claim being returned. We ask that you help us by furnishing accurate and correct information in "Box 5" and all the other "Boxes" on the claim form.

Failure to help in this effort results in added expense and work for you and Tecumseh. It also results in delayed payments to you and that affects your receivables. Lastly, unless we can eliminate claims submitted with lack of accurate information we may consider having your Tecumseh source of supply receive your claims for editing prior to submitting claims to Tecumseh.