



SERVICE UPDATE



SB#GB130201

To: All Warranty Service Centers

Subject: NEW WARRANTY POLICIES (Owner's Name on Warranty Claims)

Feb. 01/13

Models Affected: ALL HANDHELD PRODUCT (TRIMMERS, SAWS AND BLOWER) WARRANTY

Husqvarna Outdoor Products (Poulan, Poulan Pro and Weed Eater Divisions) has made another change in how they are handling warranty, in regards to all handheld units (trimmers, saws and blowers) sent in from the box stores (such as Canadian Tire, Lowes, Home Depot, TSC etc.).

Effective immediately, no warranty claims will be accepted with a box store listed as the owner. All claims **must have the owner's name and phone # listed on the claim**. This applies even if it is exchanged product and the unit actually now belongs to the store. The original owner's information will have to be provided to you by the store so that you can fill it in on the warranty claim. If you list the store as the owner, the claim will be rejected.

I realize that this may be extra work for you as the servicing dealer to obtain this information, but I can assure you it will be easier than trying to get that info after the claim has been rejected due to the incorrect owner information.

As I noted at the start of this email, I said another change and in case you missed it, I have attached the bulletin that I sent out last November in regards to the 50 % limit on the cost on a warranty repair.

I also wanted to bring to your attention the following web site <http://www.poulanprotuneup.com> that is offering a spring tune up rebate to owners of select Costco purchased Poulan Pro snowblowers. This program will provide up to \$125.00 to the customer and is handled by an outside marketing firm. It is up to the owner to send in the repair bill to the marketing firm and there is no obligation to you to do anything different then you would with a normal tune up, as the owner is obliged to do all the paper work for the rebate. I just wanted to bring this to your attention in case a consumer comes in for a tune up to your facility and mentions the rebate.

If you have any questions at all on this or any other service policies or procedures, please feel free to give me a call at 1-800-461-9500 or email me at george@bwmarineproducts.com

Thank you,
George Bishop
Service Mgr.
Bay Distributors