

**MOBILITY
UNLIMITED
INC.**

231 WOODLAND AVENUE

• MANCHESTER, NEW HAMPSHIRE 03103

PH (603) 669-4410

July 20, 1970

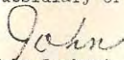
Dear Mr. Dealer:

We are enclosing, in this envelope, a copy of the latest warranty procedure. This is the only proper way to claim warranty credit. If you should have any questions please feel free to contact Roger Turgeon at the Northeast Branch of Mobility Unlimited for he will be handling those claims which are sent to this office before they are forwarded to the National Service & Warranty Office for approval.

Also, enclosed please find copies of the repair procedure for tires. Included, too, are the latest Cat Bulletins explaining the new starter relay, body repairs, tire warranty, etc.

If any questions should arise on any of the enclosed information please do not hesitate to contact this office.

Kindest regards,

MOBILITY UNLIMITED, INCORPORATED
Subsidiary of Magna American Corp.
John Lambert
Branch ManagerJL/bl
Enclosures

SOLE U.S. DISTRIBUTOR OF

Amphicat



October 20, 1970

TO: All Distributors, Branch Offices and Dealers

SUBJECT: Warranty Claims

Gentlemen:

In the interest of speeding up the processing of warranty claims for Amphicat parts, we want all claims to be directed to the following address:

Mobility Unlimited, Inc.
P. O. Box 100
Raymond, Mississippi 39154
Attn: L. L. "Joe" LeBlanc

In your warranty procedures manual, change all references to Mobility Unlimited, Inc., Auburn Heights, Michigan to read as above.

Yours very truly,

L. L. LeBlanc
Service Manager

LLL/blc

— BRANCH SALES OFFICES —



P. O. BOX 100 ☆ PHONE 601 - 857-5211 ☆ RAYMOND, MISSISSIPPI 39154

DEALER BULLETIN



TO: All Dealers—Manchester Branch FROM: Roy L. Maddox

Much study and thought has been given, as to how we could best serve you as an AMPHICAT Dealer. By this time you are probably aware of certain rumors; true we are making changes in our method of operation in the New England States.

First, we feel our Dealers need more help in the training of their personnel to include product knowledge and service, along with assistance with various promotions in their area. To accomplish this we are hiring two (2) full time Company Salesmen along with one (1) Manufacturer's Sales Agent to cover the New England States. Your salesman will be contacting you very soon. We are closing the office in Manchester, New Hampshire as a Branch Office. We realize the need to keep both AMPHICATS and accessories, along with all repair parts warehoused in the area and available for immediate delivery; this we will do. All available models of AMPHICAT will be warehoused at "Atlas Storage and Distributors" in Manchester, New Hampshire and the release of the units from Atlas to you will be the same as we have had in the past. As for accessories and repair parts, we have appointed a distributor to serve you. Your cost from the distributor will be the same as it would be direct from Mobility. All future orders for accessories and parts should be sent to:

Morton B. Collins Company
300 Birnie Avenue
Springfield, Mass. 01107
Phone: (413) 732-7449

Service Warranty Claims should be sent directly to our Main Office in Raymond, Mississippi to the attention of Joe LeBlanc. You will find there will be no hold up in the processing of Service Warranty Claims.

The fall season is upon us and from what experience we have gained the past few years, fall has been our prime selling season. Experience has also shown us that the dealers who sell are the ones that have one or more vehicles in stock as well as a good operating demonstrator. We have two (2) new models available, the 16 H.P. Sachs and 8 H.P. Briggs and Stratton models. Both have the new drive train and transmission with two (2) speeds forward and steerable reverse.

Both Jack Holtz, our Field Sales Manager, and myself look forward to working with our Northeast Sales Force and visiting with you in the near future.

Yours very truly,

Roy L. Maddox

Roy L. Maddox
Executive Vice President
Operations

RLM:cm

— BRANCH SALES OFFICES —

WARRANTY PROCEDURE
SUPPLEMENT # 1
SEPTEMBER 11, 1970

BRIGGS & STRATTON
4 Cycle, 8 Horsepower

Following is the Briggs & Stratton warranty policy:

"For ONE YEAR from purchase date, Briggs & Stratton Corp. will replace for the original purchaser, FREE OF CHARGE, any part, or parts, found upon examination by any Factory Authorized Service Center, or by the Factory at Milwaukee, Wisconsin, to be DEFECTIVE IN MATERIAL AND/OR WORKMANSHIP.

All transportation charges on parts submitted for replacement under this warranty must be borne by purchaser.

There is no other Warranty express or implied. Briggs & Stratton Corp. shall in no event be liable for consequential damages."

All warranty requests for Briggs & Stratton engines must be directed to your local Briggs & Stratton Dealer found in the yellow pages of the telephone directory.

1 June 1970

AMPHICAT WARRANTY

On the following pages you will find all the information necessary for you, as an Amphicat Dealer, to properly file for warranty credit on parts and labor.

When filing for warranty, be sure that the unit is still within the warranty period and that the warranty registration card has been sent to the National Service and Warranty office to establish the unit warranty.

Allow sixty days for processing of warranty credit.

If you have any questions concerning warranty, please contact:

NATIONAL SERVICE & WARRANTY OFFICE
Mobility Unlimited, Inc.
44 S. Squirrel Road
Auburn Heights, Michigan 48057
Phone: (313) 857-4710

The procedures outlined on the following pages supersede all previous procedures printed or verbal from any source.

AMPHICAT WARRANTY PROCEDURE INSTRUCTIONS

- 1) All parts claimed under warranty must be held by the claiming Dealer until the part is either called for or credit is received. Do not return parts unless requested to do so by the National Service and Warranty Office or the attached instructions.
- 2) All warranty claims must be processed through your local Mobility Unlimited Branch Office or your Distributor within ten days of the date of repair.
- 3) All warranty forms must be completely filled out with vehicle Serial Number, Date of Sale (in the case of a Dealer Demonstrator, insert the date the unit was put into operation), customer name, reason for the failure, parts numbers for parts claimed, labor claimed and Dealer name and address. Print or type all warranty claim forms.
- 4) All parts returned for warranty at the request of the National Service & Warranty Office must carry a Mobility Unlimited parts tag and the appropriate warranty claim form as indicated on the chart found on page "2". Parts returned for warranty must be shipped freight prepaid. Enclose one copy of the claim form as a packing slip.
- 5) All claims submitted for warranty consideration will be processed if the claim is completely filled out and one copy of the warranty registration card is on file at our Office. This applies not only to units in the hands of retail customers but also units being used as Demonstrators.

WARRANTY CLAIMS CHART

PART	CLAIM FORM	SENT CLAIM TO	SHIP PART TO
Sachs	Sachs	Mobility Un. Branch or Distributor	HOLD
Firestone Tire	None	None	Firestone Ind. Rubber Products Co. Noblesville, Ind. 46060
Willard	None	None	*Local Willard Dlr.
Bosch	AEA Standard	*Local Bosch Dlr	*Local Bosch Dlr
B.F.G. Tires	None	None	<i>UNIRoyal-Goodrich Tire Co.</i> B F. Goodrich Ind <i>600 S MAIN</i> Pro. Co., 500 S Main Akron, Ohio 44318 <i>44309</i>
Tillotson	Magna	Mobility Un. Branch or Distributor	National S & W Dept. Mobility Un., Inc. 44 So. Squirrel Rd. Auburn Hts., Mich.
St. Lawrence	Magna	Mobility Un. Branch or Distributor	National S & W Dept. Mobility Un., Inc. 44 So. Squirrel Rd.
JLO	JLO	Mobility Un. Branch or Distributor	HOLD
Salsbury	None	None	Salsbury Corp. 1010 E. 62nd Street Los Angeles, Calif.
All other parts	Magna	Mobility Un. Branch or Distributor	HOLD

*If you are unable to secure warranty locally on Bosch or Willard parts, return the defective parts, freight prepaid to Mobility Unlimited, Inc., 44 So. Squirrel Road, Auburn Heights, Michigan 48057. Your claim must include a properly filled out Mobility Unlimited parts tag and Magna warranty claim form.

The Sachs engine used in the Amphicat is warranted for twelve (12) months or a maximum of 500 hours from the date the unit is put into service. The engine warranty does not cover the following conditions:

- A) Normal engine wear, routine tune-ups and adjustments.
- B) Damage due to improper handling or accidents.
- C) Broken starter ropes.
- D) Scored pistons or cylinders caused by negligent maintenance such as:
 - 1) Failure to use proper fuel-oil mixture or oil other than specified.
 - 2) Improperly adjusted carburetor to cause lean mixture.
 - 3) If the unit is used in any form of competition.
 - 4) Damage due to changes to clutch or sprocket ratio to allow operation at speeds, loads, or conditions contrary to published specifications or recommendations.
- E) Any manufacturers defects in the electrical system of the engine should be handled as outlined in the Bosch section of this manual.

SACHS LABOR ALLOWANCE

- 1) Engine removal from machine and replacement - - - - - .5 hr
- 2) Removal and replacement of the recoil starter
including repairs to it - - - - - 1.5 hr.
- 3) Removal and replacement of ignition system
including repairs and adjustment of it.
(This applies only if the cause of the
breakdown can be traced to a defective
Sachs part.) - - - - - 1.3 hr.
- 4) Replacement of cylinder and piston - - - - - 1.0 hr.
- 5) Complete disassembly and reassembly of
the engine:
 - a) To replace crankshaft bearings
 - b) To replace crankshaft
 - c) To seal crank casing - - - - - 4.0 hr

Apply a \$4.00 per hour flat rate to the time allotted to perform the job to determine the labor payment.

Additional Sachs warranty claim forms can be secured from your local Mobility Unlimited Branch Office or Distributor. This claim must be filled out completely with the exception of the price column. Mail pages 1, 2, & 3 to your Branch Office or Distributor and retain page 4 for your records. Hold all Sachs parts for three (3) months, do not return parts unless requested to do so.

FIRESTONE TIRES

Firestone will replace any wheel which fails to hold air for any reason, except:

External damage (cut, puncture, abrasion)
Damage resulting from inflation above 3 psi
Abuse resulting in deformation of metal hub
Leaking valve stem

The period of this warranty is for ninety (90) days after the unit is put into operation.

Dealers may make adjustments with their customers on the above basis.

Dealers will send the defective tire, freight prepaid, to: Firestone Industrial Rubber Products Company, Noblesville, Indiana 46060 for disposition. Firestone will examine the returned tire and:

- 1) Send replacement tire to the claiming Dealer freight prepaid and credit the Dealer for the incoming freight on the defective tire or
- 2) Make judgment and advise the Dealer that the tire is not subject to replacement. If the tire is not judged warrantable no credit will be allowed for incoming freight.

NOTE: Firestone will credit freight at rate for most economical method of shipment

WILLARD BATTERY

If a Willard battery should prove inoperative or fail to render satisfactory service because of a manufacturer's defect during the first ninety (90) days, the battery will be replaced at no charge by any Willard or Exide Distributor or Dealer.

For an additional nine (9) months the Willard battery will be covered on a pro-rated basis. Direct all battery warranties to your local Willard or Exide Dealer found in the yellow pages of the telephone directory.

The following parts are covered under the Robert Bosch warranty policy:

Points, condenser, rectifier, starter motor, starter solenoid, ignition armature, lighting armature.

Warranty on Bosch parts may be handled through your local Robert Bosch Distributor or Dealer. All Bosch parts carry a ninety (90) day replacement warranty.

Spark plugs are not covered under warranty.

If you choose to file for warranty on a Bosch part through Mobility Unlimited, you must return the defective part freight prepaid with a Magna warranty form properly prepared.

B. F. GOODRICH TIRE

B. F. Goodrich Company guarantees to replace any tire which fails to hold air within ninety (90) days of the date the unit is put into operation for any reason except the following:

- External damage (cut, puncture, abrasion)
- Damage resulting from inflation above 3 psi
(Evidenced by severe cracking)
- Abuse resulting in deformation of metal hub
- Leaking valve stem

Return all defective tires to B. F. Goodrich Industrial Products Company, 500 S. Main Street, Akron, Ohio 44318. Attention: Lance Cox D/7029 B/26-D. Be sure that all tires returned to Akron are shipped prepaid and carry a tag with your Dealership address.

When a replacement is warranted under the above conditions B. F. G. will send a replacement tire freight prepaid to the Dealer and issue a check to the Dealer for the freight on the incoming defective tire.

No incoming freight will be credited on tires which are not judged defective under the above warranty.

NOTE: This agreement is void if the vehicle is used in any competitive event. B. F. Goodrich will credit freight at rate for most economical method of shipment.

CORRECTION TO CANADIAN B.F.G. TIRE WARRANTY

Do not return Canadian B.F. Goodrich tires to Mobility Unlimited. Ship suspected defective tires to:

B. F. Goodrich Industrial Products Co.
500 So. Main Street
Akron, Ohio 44318

Attn: Lance Cox Dept. 7029 Bldg. 26D

Tires must be shipped freight prepaid and properly and clearly identified with your dealership name and address. If the tire is found defective a replacement American B.F.G. tire will be returned to the dealer freight prepaid along with a check for the inbound freight on the defective tire.

NOTE: American B.F.G. tires submitted for warranty consideration must also be handled as above.

TILLOTSON CARBURETOR

A defective Tillotson carburetor may be returned to Mobility Unlimited National Service & Warranty Office along with a completely filled out Magna warranty claim form. Carburetors must be shipped freight prepaid.

A carburetor will be considered defective if by replacing the unit with a new carburetor, the problem is cured.

Any carburetor that has been disassembled, tampered with or abused in any way will not be considered for warranty. All carburetors returned for warranty must be complete and CLEAN.

The Tillotson carburetor is warranted for ninety (90) days.

ST LAWRENCE TORQUE CONVERTOR

Both the drive and the driven torque convertors of St. Lawrence manufacture only, must be returned to Mobility Unlimited, Inc., 44 S. Squirrel Road Auburn Heights Michigan 48057 for warranty consideration. Parts must be shipped freight prepaid and be accompanied by a Magna warranty claim form properly prepared.

The St. Lawrence unit is warranted for a period of ninety (90) days from the date the unit is put into operation.

The JLO engine used in the Amphicat is warranted for six (6) months from the date the unit is put into service. The Rockwell Manufacturing Company warrants their engine to be free of material and/or workmanship defects.

When submitting a claim for an JLO engine to Mobility Unlimited, please follow the following procedure:

- 1) Completely fill out an JLO warranty claim form. Be sure to include part numbers and the proper labor allowance as indicated on the following flat rate schedule.
- 2) Mail the white, blue and pink copies to Mobility Unlimited, Inc., 44 S. Squirrel Rd., Auburn Heights Michigan 48057 and retain the yellow copy for your records.
- 3) Tag the parts with the customer name and warranty claim number and hold them until the Company asks for them or the claim is resolved.

NOTE: When computing your warranty labor, find the time allotted from the engine flat rate schedule for the job performed and use the following formula:

$$\frac{\text{Time allotted}}{60} \times \$5.00 \text{ warranty labor}$$

ROCKWELL JLOEngine Flat Rate Repair Schedule
Effective December 1, 1969

ENGINE MODELS

L 295/6 297
MinutesGroup 01: Recoil Starter

11.a	Removal and reinstallation of recoil starter only.	10
11.b	Replacement of brake springs, retaining springs caps and/or pawls including removal of recoil from engine and reinstallation.	15 10
11.c	Replacement of recoil spring, including removal of recoil from engine and reinstallation.	30 10
11.d	Replacement of recoil handle, buffer and retaining cup.	5
11.e	Complete overhaul of recoil, including thorough check of all parts and, if necessary, replacement of worn out parts. Includes also cleaning and reassembling with low temperature grease where necessary testing for proper operation, removal of recoil from engine and reinstallation.	40 10
11.f	Replacement of rope drum including removal of recoil from engine and reinstallation.	25 10
11.g	Removal and reinstallation of carrier, including removal and reinstallation of recoil.	5 10

The upper figure represents time required for repairs.
The lower figure represents time required for removal and reinstallation.
All times are based on work performed with special JLO Rewind Jig (Part #444-11-86 (10))

Group 02: Impeller

12.a	Replacement of impeller, including removal and reinstallation of recoil, carrier and blower housings, exchange of magnetic flywheel and adjustment of ignition timing.	60
12.b	Replacement of ring gear, including removal and reinstallation of recoil, carrier and blower housing.	45

Group 03: Magneto Assembly

13.a	Checking engine timing and contact breaker gap adjustment if necessary. Includes removal and reinstallation of recoil starter and carrier assembly.	60
13.b	Replacement of contact breaker assembly. Includes engine timing, removal and reinstallation of recoil starter, carrier assembly, fan cowl and flywheel.	90
13.c	Replacement of ignition coil, generating coil or condenser. Includes engine timing, removal and reinstallation of recoil starter, carrier assembly, fan cowl and flywheel.	90

03.d	Replacement of armature plate assembly and magnetic flywheel. Includes engine timing removal and reinstallation of recoil starter, carrier assembly, fan cowl, and disassembly and assembly of complete flywheel	20
03.e	Removal and reinstallation of high tension ignition coil located on the outside of the engine.	15
03.f *	Replacement of ignition cable on engine models equipped with 40 watt lighting coil. Includes engine timing, removal and reinstallation of recoil starter carrier assembly, fan cowl and flywheel	60

Group 04: Carburetor and Adapter Block

04.a	Removal and reinstallation of HD or HR carburetor, including replacement of carburetor flange gasket.	15
04.b	Removal and reinstallation of adapter block and gaskets. Includes removal and reinstallation of carburetor.	25

Group 05: Electric Starter

05.a	Removal and reinstallation of electric starter	30
05.b	Removal and reinstallation of starter bracket	15

Group 06: Removal and Reinstallation of Crankcase Assembly, Crankshaft and Main Bearings

06.a	Removal and reinstallation of crankshaft, one or both main bearings and crankcase halves. Includes complete tear down and reassembly of engine and timing.	150
06.b	Replacement of ignition side oil seal (engine partly disassembled). Includes removal and reinstallation of armature plate and engine timing.	150
06.c	Removal and reinstallation of oil seal on drive side (P.T.O. end). Includes removal and reinstallation of clutch	150

Group 07: Complete Engine Removal

07.a	Complete engine removal. Covers only the time involved in actual removal and reinstallation of an engine to accomplish repair work requiring same. See other schedule listings for individual repair operations.	60
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Group 08: Piston, Cylinder and Head

08.a	Replacement of piston. Includes removal and replacement of head, shrouds, gaskets, carburetor, exhaust flange, cylinder and piston.	20
08.b	Replacement of cylinder, includes removal and replacement of head, shrouds, carburetor, exhaust flange, cylinder and gaskets.	60
08.c	Replacement of head. Includes removal and replacement of shrouds, head and gaskets.	45

All parts not previously mentioned must be claimed as follows:

Claim parts on a 4 page Magna warranty claim form. Retain the bottom copy for your records and mail three (3) copies to your local Mobility Unlimited Branch Office or Distributor. Hold the parts for our inspection for ninety (90) days or until you receive credit.

When filling out the Magna claim form, use the following labor rate schedule:

- | | |
|---|----------|
| 1) Removal & Replacement of transmission ass'y - | 1.0 hr. |
| 2) Repair of transmission ring gear, planetary gears or clutch on left side - | 2.0 hr. |
| 3) Repair of transmission ring gear planetary gears or clutch on right side - | 1.5 hr. |
| 4) Replacement of brake bands and/or reverse bands - | 1.5 hr. |
| 5) Removal, repair & replacement of R.H. idler shaft - | 1.0 hr. |
| 6) Removal, repair & replacement of L.H. idler shaft - | 1.5 hr. |
| 7) Removal and replacement of outer axles - | 2.5 hr. |
| 8) Removal and replacement of inner axles tube and sprocket, front or rear - | 1.0 hr. |
| 9) Removal and replacement of inner axles tube and sprocket, center right or left - | 2.0 hr. |
| 10) Removal and replacement of body complete - | 10.0 hr. |

To calculate the labor reimbursement for warrant labor multiply the job rate hours by \$6.00 flat rate.

Claim parts on a 4 page Magna Warranty Claim Form. Retain the bottom copy for your records and mail three (3) copies to your local Mobility Unlimited Branch Office or Distributor. Hold the parts for our inspection for ninety (90) days or until you receive credit. The above holds true for all parts not previously mentioned in these instructions with the exception of the transmission used in Model 500121 and 500122.

TRANSMISSION WARRANTY

Beginning with the date a unit is put into service, the transmission and main output shaft will be subject to the following warranty if the factory seal has not been broken.

Up to and including	60 days	100% cost
	90 days	80%
	120 days	60%
	180 days	40%
	210 days	30%
	360 days	20%

Magna American Corporation's sole obligation under this warranty is limited to repairing or replacing the transmission when returned f.o.b. Magna American Corporation and subject to Magna American Corporation's inspection and verification of claim.

- NOTE: This warranty will be voided on transmissions which have a broken seal or have been altered or opened by anyone not authorized by Magna American Corporation or which have been subject to neglect or misuse.

To claim warranty, transmissions must be returned to Magna American Corporation only by Mobility Unlimited Branch Offices or authorized Distributors along with verification of Date of Sale to the original user.

Any transmission received directly from Dealers or users will be returned immediately without review freight collect. Inspection of transmission to verify claim by user will be made by Magna American Corporation personnel.

Transmissions replaced under this warranty will be subject to a 30 day 100% warranty and will then revert back to the unused portion of the warranty schedule of the original transmission.

Out of warranty transmissions rebuilt by Magna American Corporation will be warranted 100% for a period of 30 days.

Amphicat Dealers may exchange warranty transmissions for a replacement unit with their local Mobility Unlimited Branch Office or Amphicat Distributor.

Mobility Unlimited Branch Offices and Amphicat Distributors may make transmission warranty adjustment according to the above schedule.

Transmissions returned by Dealers to Branches and Distributors and then on to Magna American Corporation must carry a Mobility Unlimited parts tag indicating the Amphicat Serial number, Transmission Serial number, date of sale, and the Dealer's name and address. All transmissions returned for warranty must be shipped freight prepaid.

When returning a transmission for warranty, make sure that the left and right hand clutch assemblies, the torque converter and the shift lever have been removed and that all that you return should be the transmission and main shaft.

LABOR RATE SCHEDULE FOR MODEL 500121 and 500122

- 1) Removal and replacement of transmission complete
with torque convertor, right & left hand
clutches attached - - - - - 0.5 hr.
- 2) Removal, disassembly and reassembly of right
or left clutch - - - - - 0.25 hr.
- 3) Removal, disassembly and reassembly of
right or left brake caliper - - - - - 0.25 hr.
- 4) Removal and replacement of inner axle tube,
right or left, front or rear - - - - - 1.0 hr.
- 5) Removal and replacement of inner center axle
tube right hand - - - - - 2.0 hr.
- 6) Removal and replacement of inner center axle
tube left hand - - - - - 2.5 hr.
- 7) Removal and replacement of body complete - - - - - 10.0 hr.
- 8) Removal and replacement of outer axle - - - - - 0.25 hr.

To calculate the labor reimbursement for warrant labor,
multiply the job rate hours by \$6.00 flat rate.