



DE LOREAN MOTOR COMPANY

SERVICE BULLETIN

NUMBER SO-13-12/81

CATEGORY: ORGANIZATIONAL
ATTENTION: ALL DMC DEALERS/SERVICE MANAGERS
SUBJECT: CUSTOMER EMERGENCY ASSISTANCE CARDS

Enclosed with this bulletin is a supply of De Lorean Customer Emergency Assistance Cards (see Figure 1).



Dear De Lorean Owner:

Effective immediately, De Lorean Motor Cars of America will offer a new customer service - toll free 800 numbers that will provide direct contact with a technically qualified service person 24 hours a day, seven days a week. The numbers are 800-854-3088 except California (California residents call 800-432-2282) and they are intended to help you in an emergency. Please direct your routine information inquiries and normal requests for service and repairs to your local De Lorean dealer. If you are caught in an emergency situation, however, just dial the toll free number.

The toll free numbers indicated on these cards are intended only for customer use and when a customer is encountering an emergency situation. Dealership personnel should continue to communicate with their respective Dmc Area Offices for assistance.

The enclosed cards are being supplied to you for distribution to customers who have already taken delivery of their cars. In addition, we request a card be given to the customer or placed in the glove compartment upon delivery of every De Lorean vehicle.

It is important to note that, effective immediately, a customer card will be included with the glove compartment information prior to shipment of vehicles from our Quality Assurance Centers to you. Therefore, checking the vehicle for this card during pre-delivery inspection will avoid duplication and provide our customer with valuable information in the event of an emergency situation.

Doyle J. Potter
National Training Manager

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Enclosure

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