

## New MTD Warranty Policies In Effect

Authorized servicing dealers should be aware that MTD has changed their 30 and 90 day "No-Fault" limited warranty for normal wear parts to reflect the following new 30 day limited warranty:

**The limited warranty for normal wear parts is 30 days from the date of purchase. Warranty applies ONLY if the normal wear part fails due to a defect in material and workmanship. Normal wear parts are defined as, but not limited to, items such as: batteries, belts, blades, blade adapters, grass bags, rider deck wheels, seats, snow thrower skid shoes, shave plates, auger spiral rubber, and tires.**

Units manufactured starting November 1, 2003 (except as noted below) will carry the new 30 day limited warranty policy on normal wear parts. Refer to the Operator's Manual packed with the unit.

**Spring/Summer Products** (i.e. walk behind mowers, tractors, etc.) Units produced after November 1st, 2003 will have the "No-Fault" warranty clause removed from the Operator's Manual and cartons, replaced by the new 30 day normal wear parts limited warranty.

**Fall/Winter Products** (i.e. log splitters, snow throwers, chipper shredder-vacs, etc.) All 2003/2004 model year production Snow Throwers will have the limited warranty clause they started with for the rest of



## Committing Commerce

Now that we've calculated your service shop's annual payroll costs, one of seven factors necessary to calculate your shop labor rate so it is both competitive and profitable, it's time to estimate your service shop's additional costs.

### Factor 4) Estimate Additional Costs

Add in any additional costs that might enter into the situation throughout the year. This may include:

- Cost to hire and train a new technician
- Cost to manage the technicians
- Estimate for any unforeseen or miscellaneous charges (such as shop maintenance)

Let's look at an example:

- |                              |                   |
|------------------------------|-------------------|
| • Hire and train technicians | \$500 — \$1,000   |
| • Manage the technicians     | \$750 — \$1,100   |
| • Miscellaneous charges      | \$1,500 — \$2,000 |

What are the additional costs for your service department?

the year and will not change until the start of the 2004/2005 snow thrower production season. Warranty statements on all remaining Fall/Winter products that come in a cardboard carton (i.e. chipper-shredder and chipper-shredder-vacs, etc), will reflect the new 30 day limited warranty. Warranty on products in crates (i.e. log splitters, etc) will continue to reflect the original "No-Fault" warranty clause until the start of the 2004/2005 production season.

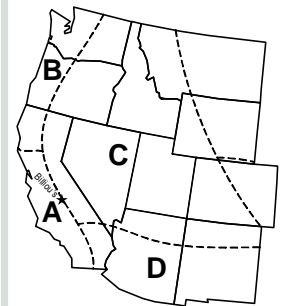
Normal wear parts, as defined above, failing within the first 30 days will be warranted only if the failure is due to a manufacturing defect in material or workmanship. It will be important to check the serial number of the unit to determine correct warranty coverage. The effective date of change will be November 1, 2003. Units beginning with the serial number range of xK013xxxxxx (November 1, 2003) and forward will have the new warranty policy with the exceptions noted above. All warranties written with the 30 or 90 day No-Fault warranty will be honored, as originally written.

If there is any question as to what warranty the customer has on his or her unit, refer to the customer's copy of their Limited Warranty in the Operator's Manual that came with the customer's unit at the time of purchase.

Copies of the new and original MTD warranty policies may be downloaded from our website at <http://www.billious.com/mtd>.

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## Billiou's Marketplace Weather Forecast



**Region A (California):**  
Avg. Temp: 52° (2° > avg.)  
Precipitation: 1.5" (1" < avg.)  
Dec 1-11 Sunny, warm  
Dec 12-18 Showers north, sunny south  
Dec 19-22 Showers  
Dec 23-31 Chilly, then rain

**Region B (Pacific NW):**  
Avg. Temp: 46° (4° > avg.)  
Precipitation: 5.5" (1" > avg.)  
Dec 1-5 Rain, mild  
Dec 6-10 Occasional sunshine, cool  
Dec 11-25 Rain, mild  
Dec 26-31 Cold, sunny, then snow

**Region C (Rocky Mtns):**  
Avg. Temp: 32° (4° > avg.)  
Precipitation: 0.5" (0.5" < avg.)  
Dec 1-6 Mild, rain north, sunny south  
Dec 7-14 Sunny, seasonable  
Dec 15-22 Snow showers  
Dec 23-31 Cold, flurries

**Region D (SW Desert):**  
Avg. Temp: 49.5° (1.5° > avg.)  
Precipitation: 0.6" (0.4" < avg.)  
Dec 1-5 Sunny, warm  
Dec 6-10 Sunny; cool east, warm west  
Dec 11-21 Sunny, mild  
Dec 22-27 Showers, heavy snow mountains, then sunny, cold  
Dec 28-31 Rain and snow showers

Quoted Source: *Almanac.com*

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**New Product**



**COMMERCIAL**  
*Series*

All NGK Commercial Series Plugs are packed two per box and must be ordered in increments of ten plugs. Prices shown are for single plugs.



Highly Pure Alumina Silicate Insulator - For Extra Strength

Triple Gasket Sealing Process—Eliminates Leakage

Rolled Threads—Stronger and Easier to Install

Longer Insulator Nose—Prevents Fouling

Part Number	NGK Regular	Champion	Denso	100 Lot	500 Lot	1000 Lot
CS1	B2LM	J19LM	W9LM	.88	.86	.84
CS2	BM6A	CJ8	W20MU	.88	.86	.84
CS3	B6S	J8C	W20SU	.88	.86	.84
CS4	B4LM	J17LM	W14LMU	.88	.86	.84
CS5	BM4A	CJ14	W14MU	.88	.86	.84



**Humor Is, As Humor Does**

Darth Vader and Luke Skywalker were having one of their little father and son chats — light sabers drawn and sparks flying.

Vader pinned Luke against a bulkhead and glared into his face, "I know what you're getting for Christmas, Luke," he said, "Ohhh, yes! I know!"

Luke fought himself free and jumped to a higher platform just out of Vader's reach, "How do you know!?" Luke yelled at him, "How do you know what I'm getting for Christmas!?"

Darth Vader shot Luke an icy glare, "The force is with me...I felt your presents." ☺

What has antlers, pulls Father Christmas's sleigh and is made of cement?

*I don't know.*

A reindeer!

*What about the cement?*

I just threw that in to make it hard. ☺

What did Adam say on the day before Christmas ?

*It's Christmas, Eve ! ☺*

What did the bald man say when he got a comb for Christmas ?

*Thanks, I'll never part with it ! ☺*

What do you call people who are afraid of Santa Claus?

*Claustrophobic. ☺*

What do you get if you deep fry Santa Claus?

*Crisp Kringle. ☺*

Did you hear that one of Santa's reindeer now works for Proctor and Gamble?

*It's true...Comet cleans sinks! ☺*

How do sheep in Mexico say Merry Christmas?

*Fleece Navidad! ☺*

Why was Santa's little helper depressed?

*Because he had low elf esteem. ☺*

What was so good about the neurotic doll the girl was given for Christmas?

*It was wound up already. ☺*

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