

Replaces No. 632

PROCEDURE FOR HANDLING EXPORT WARRANTY**INDEX**

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SECTION I GENERAL INFORMATION

1. The Harley-Davidson motorcycle warranty is stated in the Safeguard Maintenance booklet.
2. The warranty period for original equipment parts is figured from the date of delivery shown on the Warranty Registration Card. If a Warranty Registration Card is not on file at the Harley-Davidson Motor Co., Inc. any warranty claims presented will be denied.
3. A Warranty Claim Form must be used for claiming adjustment on all defective parts and accessories.
4. Warranty Claim Forms are supplied at no charge to dealers. To obtain, order part Number 99520-67 on a regular parts order in quantities of 25.

SECTION II PREPARATION OF WARRANTY CLAIM FORM

1. The Warranty Claim Form is prepared like a repair order. As listed below, portions of the form are filled in when the vehicle is brought in for repair, some portions are filled in as repairs are being made and others are filled in after the repairs are completed.

The following blocks must be complete when owner brings the vehicle in:

1. Model
2. Model Year
3. VIN (Vehicle Identification Number)
4. Date (Current Date)
5. Mileage or Kilometers
6. Owner Name, Address, City, Country
7. Customer Signature (Authorizing Repairs)
8. Instructions (What Repairs Are Wanted)

The following blocks should be completed when repairs are being made:

1. Quantity
2. Part Number
3. Part Description

The following blocks should be completed after the repairs are completed:

1. Time
 2. Describe conditions found and cause as accurately as possible.
 3. Servicing Dealer, Address, City, Country
 4. Dealership Authorized Signature
2. All entries must be printed legibly and care taken to prevent form being damaged or mutilated in handling. In order to expedite the issuance of credit, we request all information be completed in English.
3. The block entitled "Describe Conditions Found and Cause as Accurately as Possible" should contain a brief, concise description of conditions found and the cause. The cause described should give the specific problem such as oversize, spacing, bent, broken, etc. and the specific part at fault.

SECTION III PROCEDURE FOR CLAIMING ADJUSTMENT ON ORIGINAL EQUIPMENT PARTS

1. After form has been prepared as instructed in Section II above, the claim is submitted as follows:
 - a. Original copy (white) and factory copy (pink) of form are mailed to the Harley-Davidson Motor Co., Inc., Attn: Service Department, Milwaukee, Wisconsin 53201. Do not send parts.
 - 1) Claims must be mailed Air Mail within 5 days after date the repairs are completed.
 - 2) Claims must be legible and in good condition. Claims not properly prepared, illegible or otherwise unprocessable will be returned to the dealer and may result in no credit.
 - b. Customer copy (yellow) of form is given to owner when vehicle is delivered after repair.
 - c. Dealer copy is held with parts listed on form. For ease in handling, all parts on the claim should be bagged or boxed and the reference number of the form marked on the package. The copy of the form is then maintained in file for a required period of time.

2. Upon receipt of the original copy (white) and factory copy (pink), at the Harley-Davidson Motor Co., Inc., the Service Department will audit the form and make one of the following dispositions:
 - a. Deny Claim: Reason for denying claim will be given on back of Warranty Claim returned to dealer. If the dealer wishes, he may return denied claims with a letter of explanation in which cases the claim will be reconsidered.
 - b. Return Claim for Corrections: Reason for returning claim will be given on back of Warranty Claim returned to dealer. Corrections required must be made and claim returned to Harley-Davidson Motor Co., Inc.
 - c. Process Claim for Adjustment: On claims for which adjustment is considered and claim is properly prepared, the Service Department will take the following action:
 1. Indicate by a check mark (✓) in the block labeled "R" (next to part description) any part to be returned to the Harley-Davidson Motor Co., Inc., before adjustment on the claim will be made.
 2. Indicate date until which all parts listed on form (except gaskets) must be held for inspection at dealership by factory representative.
 3. Return the claim to the dealer who will hold claim and all parts for inspection until date indicated on form.
 4. The Harley-Davidson Motor Co., Inc. has the option of issuing immediate credit on receiving white and pink copies of original claims. If this option is taken, the pink copy will be returned to dealer stamped "Credit Issued - Scrap all Parts".

If a factory representative does not call at the dealership before the date indicated on form, the dealer will package those parts checked to be returned with the pink copy of the form and send to HARLEY-DAVIDSON MOTOR CO., INC., ATTN: RETURN GOODS DEPARTMENT, MILWAUKEE, WISCONSIN 53201 via prepaid transportation. If no parts are checked for return, only the pink copy must be sent after date on form has expired. Your claim will be processed by the Service Department on receiving the pink copy and credit will be issued to your account. Transportation and any other charges due on incoming packages will be charged to dealer's account. The dealer will scrap parts that do not have to be returned.

SECTION IV PROCEDURE FOR CLAIMING ADJUSTMENT ON DEFECTIVE NEW PARTS

1. This category includes parts and clothing which have never been installed or used and are unusable due to some defect in material or workmanship.
2. Claims for parts in this category will be prepared on a Warranty Claim form by listing the quantity, part number and part description in the appropriate blocks and stating in the "Instructions" the fact these are new, defective parts. The defect is to be stated in the space labeled "Describe conditions found and cause as accurately as possible." Submit claims same way as for original equipment parts. Specify clothing size on form

SECTION V PROCEDURE FOR CLAIMING ADJUSTMENT ON DEFECTIVE REPLACEMENT PARTS

1. Parts in this category are those which have been sold and installed by the dealer which have failed within the warranty on replacement parts.
2. The warranty on replacement parts is for 90 days or 4,000 miles on four-cycle models, or 60 days or 2,000 miles for parts on two-cycle models. Parts sold by an authorized dealer but not installed by the dealership are NOT warranted.
3. Claims for parts in this category will be prepared on a warranty claim form in the same manner as for original equipment parts. A statement in the "Instructions" that the part was sold and installed by the dealer giving date and mileage (or kilometers) when part was installed must be made. Submit claims same way as for original equipment parts.

MODEL SPORTSTER	MODEL YEAR 1972	DEALER ACCT. NO. 9631	WARRANTY CLAIM NO. W- 11041	VIN 4A39485H2	DATE REPAIRS COMPLETED JAN. 15, 1972	MILEAGE 985
SERVICING DEALER JONES HARLEY-DAVIDSON SALES			<input type="checkbox"/> YES <input checked="" type="checkbox"/> TOURIST <input type="checkbox"/> NO		OWNER JOHN DOE	
ADDRESS 183 HAMPTON RD.			LICENSE NO. 46231		DATE JAN 12, 1972	
CITY, STATE, ZIP LONDON, ENGLAND			PHONE NO. 964-1831		WRITTEN BY Jim	
On behalf of the servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, parts listed were furnished at no charge to the owner. There was no indication from the appearance of the vehicle, or otherwise, that any part replaced under this claim had been connected in any way with any accident, negligence or misuse.			THIS CLAIM MUST BE HELD WITH ALL PARTS FOR INSPECTION UNTIL		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY DAMAGE BEYOND OUR CONTROL.	
<input checked="" type="checkbox"/> Ray Jones DEALERSHIP AUTHORIZED SIGNATURE			CLAIM RETURNED REASON CODE CODE EXPLANATION ON REVERSE		<input checked="" type="checkbox"/> I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto. <input checked="" type="checkbox"/> Jim CUSTOMER SIGNATURE	
CITY	PART NUMBER	PART DESCRIPTION	WARRANTY ACCOUNT:		S. A.	REVIEWED
1	34628-54	SHIFTER SHAFT	CRATES CTNS PKGS. DATE REC'D		EDITED BY	BY CHARGES DATE
1	34009-52	SHIFTER CAM ASSY.	PART THAT CAUSED FAILURE		DESCRIPTION	FAILURE CODE FAILURE AREA
1	37762-52	CLUTCH COVER GASKET	TECHNICIAN'S COMMENTS			
1	34955-67	COVER GASKET				
1	92051-65	TACHOMETER				
1	27688-66	IDLE NEEDLE				
FIELD INSPECTION			CLAIM PROCESSED			
BY INSTRUCTIONS			DATE		DATE	
1. SHIFTER SHAFT JUMPS OUT OF ENGAGEMENT					2.9	
2. TACHOMETER DOES NOT WORK					.6	
3. CARBURETOR NEEDS ADJUSTING-IDLERS ERRATIC					.4	
4.						
5.						
DESCRIBE CONDITIONS FOUND AND CAUSE AS ACCURATELY AS POSSIBLE						
1. YOKE IN CAM ASSEMBLY OVERSIZE - IMPROPERLY MACHINED - ALLOWING SHAFT TO DISENGAGE						
2. TACHOMETER BROKEN - EXACT CAUSE UNKNOWN						
3. NEEDLE HAS BLUNT END						

SAMPLE

WARRANTY CLAIM

PLEASE READ REVERSE SIDE

AMF HARLEY-DAVIDSON MOTOR CO., INC. MILWAUKEE, WISCONSIN 53201