

SERVICE BULLETIN



M-1243

March 18, 2009

2009 TOURING MODEL JIFFY STAND BRACKET LEAN ANGLES

Purpose

A small number of 2009 touring model motorcycles were built with a jiffy stand bracket which allows the vehicle to lean over more when resting on the stand. If an owner of an affected vehicle wants to change to a bracket which allows a more upright resting position, the repair is covered under warranty.

NOTE

- *Symptom: customer feels that the motorcycle leans over too far or feels excessively heavy to lift off the jiffy stand.*
- *Customers should be made aware that the 50096-09 bracket will stand the vehicle more upright, particularly if they have lowered suspension. The jiffy stand brackets with extended lean angle were never a sold part and cannot be reordered if the customer does not like the OE bracket. Please discuss the implications thoroughly prior to replacement. The customer does not have to replace the jiffy stand bracket if they feel it is unnecessary.*

Motorcycles Affected

2009 Touring and Touring based CVO models in all market destinations.

Ordering Information

The parts catalog is correct. Use normal ordering process. Replace with 50096-09 jiffy stand bracket.

Dealer Inventory Instructions

The 50078-09 jiffy stand bracket was never sold so this bulletin only applies to OE and CVO motorcycles. Dealer parts inventory is not affected.

IMPORTANT NOTE

This offer will last the duration of the motorcycle's normal two year warranty period only.

Required Dealer Action

1. See Figure 1. Inspect for the OE embossing (can be felt by reaching behind on back of jiffy stand bracket).
2. Replace with a 50096-09 bracket ONLY if the OE embossment cannot be seen or felt, and the customer requests replacement.
3. If the bracket is to be replaced, perform the required procedure according to instructions in the appropriate model service manual.

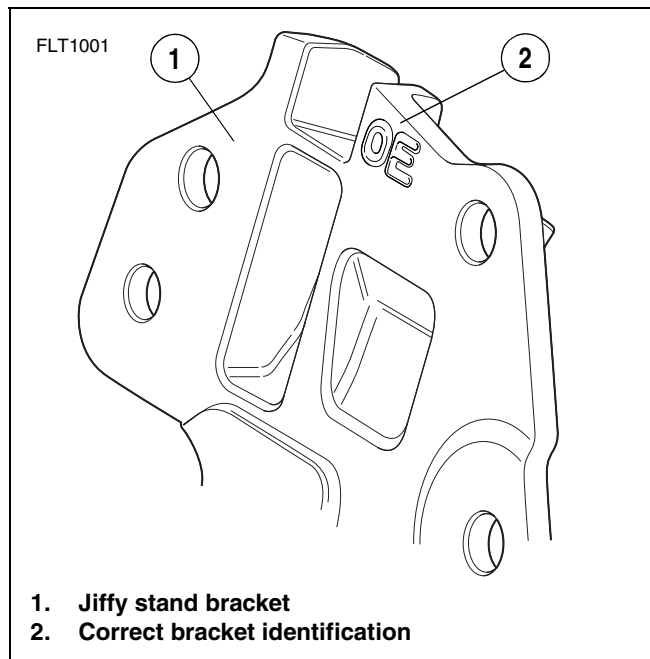


Figure 1. OE Identification Marking on Bracket

Credit Procedure - All Markets

For each customer-owned vehicle on which the bracket was replaced, file an electronic claim as follows, and only while the vehicle is under factory warranty.

Table 1. Credit Procedure

Claim Type	MC
Failed Part No.	50078-09
Quantity	Leave Blank
Primary Labor Code	2391
Customer Concern Code	9203
Condition Code	2109
Event Detail Replacement Part No.	50096-09
Quantity	1
Event Detail Labor Code	2391
Event Detail Labor Code Time	0.3

Upon completion of the repair, submit your properly completed electronic warranty claim and you will be paid for the replacement bracket you ordered and the labor to install it, as noted above.

IMPORTANT NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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