

# SERVICE BULLETIN



M-1266

January 19, 2010

## REPLACEMENT BODY ORDERING PROCESS

### Purpose

To inform dealers that the ordering process for a Trike replacement body or sidecar body is restricted and requires authorization through Technical Service. This applies to both warranty and non-warranty orders.

### Vehicles Affected

All 2009 and later Tri Glide and Trike models.

All TLE and TLEU sidecars.

### Dealer Action

If the vehicle is within the warranty period, it is recommended an attempt be made to repair the damaged area prior to ordering a replacement part. If satisfactory repair cannot be achieved, proceed to the ordering information section.

Parts for vehicles that are not in warranty do not require that a repair attempt be made however, it is recommended in the interest of customer satisfaction.

### Ordering Information: U.S. Market

If a replacement is required, regardless of warranty status, the order must be approved by the H-D Technical Service department. To order a replacement body, log on to h-dnet.com and submit a Technical Service Part Request eForm. Provide all required information through h-dnet.com. The dealer may be contacted by Technical Service or Dealer Services to verify the order.

- eForms are located in the Service Toolbox within the Service Section. Access to the eForm requires that access be granted by the h-dnet administrator within the dealership.
- Provide the full part number in the "Reason for Replacement" field. Add the color code in the "Comments" field.
- If the vehicle is within warranty, contact Harley-Davidson Technical Service for instructions on returning the body component. Be sure to reference the request ID received after submitting the order via the eForm.

### Ordering Information: Non-US Market

#### Canada

Contact Deeley Imports for authorization, ordering and return instructions.

Telephone: 1-905-482-4116

E-mail: johnwhite@deeley.com

#### Mexico

In Mexico, contact the local service area representative at Harley-Davidson Mexico for authorization, ordering and return instructions.

#### Japan

In Japan, contact the service department at HDJ for authorization, ordering and return instructions.

### Warranty Part Return Process: U.S.

For bodies replaced under warranty, Harley-Davidson Technical Service must be contacted at 1-414-343-4887 to receive instructions for the return of the component. Please have the eForm order request ID at hand. Dealers that do not follow this process may not be reimbursed for freight costs.

#### 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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