

October 4, 2004

Paint Repair Techniques

This Tech Tip is to serve as a reminder that your Service Department should be attempting to repair imperfections in the clearcoat of painted parts. Service Technicians should be aware of how to use the Finesse paint repair kit (Kent-Moore tool--PN HD-39994) to repair scratches, scuffs, and dirt specs in the clearcoat. Although many technicians are adept at repairing scratches, they need also to be aware that most scuffs, dull spots, dirt specs, small lines in the clear coat, and paint affected by brake fluid can be repaired as well.

If a raised dirt spec is discovered in the clearcoat of a painted part, a determination should be made to see if the concern meets the warranty criteria outlined in the Cosmetic Guidelines booklet. If the spec exceeds the maximum allowable size for its defined surface, an attempt should be made to minimize the imperfection. This can be accomplished by knocking down the spec with light wet-sanding (use the 1200 grit sandpaper from your Finesse Kit), and then restoring the scuffed clearcoat by buffing out the affected area (refer to PHD tape 136 for instructions on using the buffing compounds).

Small lines in the clear coat (sometimes noted on painted parts when the protective tape is removed) can be repaired by light wet-sanding and buffing. Likewise, the staining caused when painted parts are exposed to DOT 4 brake fluid can usually be wet-sanded and buffed out (NOTE: If brake fluid is spilled on a part, immediately flush the spill with water, wash the area with soapy water, rinse thoroughly, and dry. *Do not use a pressure washer or spray bottle on the spill*).

To receive labor credit, file a warranty claim under the appropriate claim type, (DFS for Over-The-Counter parts, and PRD/MC/PNA for VIN related repairs). The problem part/failed part should be the part number you are repairing with a quantity of zero. Please select the appropriate concern and condition codes. The Primary Labor Code should be left blank. In the detail portion of the claim, use Labor Code 8888.

Please be aware: warranty claims for replacing painted parts that could have been repaired will not be accepted. The part will be returned to the dealership and the warranty claim will be rejected.

The ability to repair paint is an essential skill for your Service Department personnel. It takes little time and adds much to keeping Harley-Davidson customers happy with their motorcycles. If you have any questions concerning paint repair that is not explained by the Cosmetics Guideline booklet or PHD Tape 136, contact the Technical Service Department at 414-343-[REDACTED].