

November 22, 2004

Technical Service Authorization

This tech tip is to help clarify when you need to contact Technical Service for an authorization.

There are times that you will need to contact Technical Service prior to conducting a repair if you want the repair to be paid for by Harley-Davidson.

This includes replacement of a(n):

- Engine
- Crankcase
- Frame
- Induction Module
- P&A Stage Calibration
- Transmission Assembly
- Transmission Case / Sub-Assembly
- Any part covered under an Initial Care Program
- DFS Part [if labor is requested]

Prior authorization is also required for:

- Goodwill policy adjustment claims
- Battery acid damage claims
- Fire claims

If the vehicle is covered by ESP and is out of warranty you will need to contact CNA National for coverage.

If you are a COOP dealer you need to follow the guidelines set up for that program and submit a goodwill request form to Technical Service for authorization **only** if the repair is outside of those guidelines.

There is also an emissions (EMS) warranty on certain parts for 5 years or 18,641 miles (30,000kms). Refer to the warranty manual for information on which parts are covered and proper claim filing procedures.

Always refer to the most recent warranty information which can be found in the Service page of h-dnet.com® under Global Warranty Manual.