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SB-10055756-1769

SERVICE BULLETIN



M-1366

April 8, 2014

RETRIEVAL EFFORTS FOR 0912 VOLTAGE REGULATOR KITS

Purpose

With the help of you, our U.S. dealer network, we have achieved over a 74 percent completion rate (in the U.S.) on Product Program 0912. Thank you! Based on kits invoiced and claims received our information indicates there are over 15,000 unused kits in the (U.S.) field. This is significantly more than the number of motorcycles remaining which may require regulator replacement.

In order to reduce the quantity of unused kits in the field at the end of the program, we are launching a retrieval effort now to return and redistribute all 0912 kits.

Markets Affected

This retrieval effort is being conducted in the U.S. market. Similar activities may occur in other markets.

Kits Affected

Table 1. Product Program 0912 Voltage Regulator Kit Contents

MODEL	KIT NUMBER	PART NUMBER	QTY
Touring	91700028	74505-09	1
Sportster	91700029	74711-08	1
Touring CVO	91700030	74622-09	1
Softail	91700031	74540-11	1
Dyna	91700032	74631-08A	1
Softail CVO	91700033	74567-11	1

Required Dealer Action

Please confirm how many of each affected kit you have in your dealer inventory. Return all kits in your inventory using the Return Merchandise Authorization (RMA) process. You may retain kits for 0912 appointments that are currently scheduled.

To file an RMA claim electronically, log onto h-dnet.com. Go to the RMA tool. RMA program guidelines are located via the following path: Departments>Parts & Accessories>Sales Support Programs>Return Programs.

Follow all instructions below to ensure that your dealership is not charged for return shipping and to ensure proper documentation for kits you have returned.

You can use UPS WorldShip or ups.com to process your return shipping label. If using ups.com, go to the Shipping tab and select "Create a shipment". Then log in.

Under the Ship To tab, fill in the following shipping information:

- **Company or name:** Cat Logistics Whse
- **Address 1:** 850 N. Graham Road
- **Address 2:** Dock 32 - Dealer Returns
- **Country/Territory:** United States
- **Postal Code:** 46143
- **City or Town:** Greenwood
- **State/Province:** IN

Under the Third Party Address tab, fill in the information below.

- **Company or name:** 0912-KIT Returns Harley-Davidson
- **Address 1:** 3700 W. Juneau Avenue
- **Country/Territory:** United States
- **Postal Code:** 53208
- **City or Town:** Milwaukee
- **State/Province:** WI
- **UPS Account Number:** 7930YX

Enter the following information into Reference Field 1 and 2:

- **Reference 1:** Your dealer number.
- **Reference 2:** The quantity of kits (by kit number) that are being returned.

Print shipping label and apply to shipping package.

Program Duration

Product Program 0912 is scheduled to end on June 11, 2014. Be aware that your dealership will be charged for unused kits at the end of the program.

Kit Ordering Information

You may re-order kits (maximum two per day, VINs required) only for 0912 appointments that have been scheduled.

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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