

Phone Field Effort Guidelines

Before calling...

- Open request for each VIN or at least each dealer (unless instructed to do otherwise)
- Have complete information / script prepared

"Calling about a motorcycle that may have recently arrived."

"Needs to have a component checked/changed – who should I speak to?"

Issue:

Specific component: Header assembly, part number 65600176, may be internally damaged (damage is not visible).

Please perform:

- Requires replacement of the exhaust header assembly.
- The part number is 65600176 (likely not in dealer inventory – part is available for order)
- Follow the procedure in the exhaust/fuel system section of the 2017 FLHT Service Manual.

Parts required to perform Replacement:

- 1 – 65600176 Header assembly
- 2 - 265324-83B exhaust port gasket
- 1 – 65900015 clamp - header to (right) muffler
- 2 – 65900012 clamp – header to crossover pipe and crossover to (left) muffler
- 1 – 10039 Cable strap
- 1 – 10177 Cable strap

Record the following:

Confirm dealership name and number.

Contact name and title.

#1

Dealer **3672 Crystal Motorcycle Homosassa, Florida**

Year **2017** Model **FLHTCU**

Vin **1HD1FCC15HB635772**

#2

Dealer **0652 Rossmeyer Daytona Motorcycles, Ormond Beach, Florida**

Year **2017** Model **FLHXS**

Vin **1HD1KRC19HB635773**

Part to be checked/changed:

Replace the header assembly and the listed one-time-use components.

Part number: The causal part number is **65600176**

Warranty claim instructions

Claim Type: **MC or PRD**

The causal/failed part number: **65600176** Quantity: **1**

Event Detail Labor code: **2631 for 1.0 hours**

Customer Concern Code: **9901**

Condition code: **9110** State in claim the reason as **"Replacement requested by HDMC"**.

Additional instructions

Include request ID. # in comment section of warranty claim