

From: Roeszler, Roger

Sent: Friday, March 31, 2017 10:40 AM

To: Christenson, Kelly <Kelly.Christenson@harley-davidson.com>; Brindel, Adam <Adam.Brindel@harley-davidson.com>

Cc: Chan, Adam <Adam.Chan@harley-davidson.com>; Middlebrook, James <James.Middlebrook@harley-davidson.com>; Oelhafen, Lori <Lori.Oelhafen@harley-davidson.com>

Subject: Shit Toe peg

Kelly / Adam,

Below are 14 VINs and dealers to be contacted regarding an inverted shift toe peg. The phone script is attached. Unlike most call efforts, this is a non-urgent issue and can be given low-priority timing. Let me know what's possible – thanks for the help.

RR

VIN#'s	Dealer#
1HD1FBC17HB661848	Lawless Harley-Davidson of Renton (3490)
1HD1KED19HB661863	Mt. Cheaha Harley-Davidson (3476)
1HD1KGD11HB661819 Rental	Grizzly Harley-Davidson (3195)
1HD1KHC10HB661835	McGrath Hawkeye Harley-Davidson (3381)
1HD1KND16HB661805 Retailed	Chattahoochee Harley-Davidson (1010)
1HD1KRC11HB661817	Timms Harley-Davidson of Augusta (3910)
1HD1KRC11HB661834	Republic Harley-Davidson (1115)
1HD1KRC12HB661809	Bert's Barracuda Harley-Davidson (4101)
1HD1KRC12HB661843	Lake Shore Harley-Davidson (3522)
1HD1KRC16HB661831 Rental	Eastside Harley-Davidson (5389)
1HD1KRC19HB661824	Gail's Harley-Davidson (2530)
1HD1KRC19HB661841	Wiebler's Quad Cities Harley-Davidson (1348)
1HD1KTC14HB661811	Surdyke Harley-Davidson (2550)

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 components: heel and toe shift toe pegs (cosmetic issue only).

Please check to confirm rubber is installed in correct direction

(see photos at bottom to help explain the difference).

- Visual inspection – If incorrect remove and install new "Toe Shifter Peg Kit" part number 34611-65A.
- The torque spec is 96-144 in/lbs.
- If there are questions, follow the procedure in the Service Manual.

Record the following:

Contact name and title

Year X Model X

Vin _____

Part to be checked/changed: Direction of the Toe Rubber (34611-65A) installation.

Part number: The causal part number is 34611-65A

Also perform

Warranty claim instructions (only if replacement is required):

Claim Type: MC or PRD

The causal part number: 34611-65A, Quantity – 1 or 2

Event Detail Labor code: 8888 for 0.1 hours (per peg)

Customer Concern Code: 9901 – No appropriate concern code

Condition code: 1506 Improper fitment

Additional instructions

Include request ID. # in comment section of warranty claim

Incorrect installation shown below, rubber is distorted against shift lever arm, entire head of screw peg is exposed.



Correct installation shown below, head of screw peg is countersunk within (toe) rubber.

