

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
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“Calling about a motorcycle that may have recently arrived.”

“Needs to have a component changed – who should I speak to?”

Issue:

Specific components involved: Harness connector that plugs into the starter solenoid.

Issue Description: Connector may not be completely engaged preventing engine re-start.

- Visual/ tactile inspection –Confirm that the harness connector (# 128, single spade connector) that plugs in to the backside of the starter is fully engaged/connected.
(See photo)

Record the following:

Contact name and title

Year **X** Model **X**

Vin _____

Part to be checked/changed: .

Part number: 72295-94 (The harness connector number is “128”)

Warranty claim instructions (only if replacement is required)

Claim Type: **MC or PRD**

| **The causal part number:** 72295-94, **Quantity – 0**

Event Detail Labor code: **8888 for 0.1 hours**

Customer Concern Code: **1201 – Engine will not turn over**

Condition code: **4106 Disconnect**

Additional instructions

Include request ID. # in comment section of warranty claim

