

Phone Campaign 10/2017, Extension of 1HDG2Z2L10

### **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 involved:** rear disc mounting screw part no. 43567-92

#### **Issue Description:**

- Torque check (and screw replacement) can be performed with the wheel assembly on the bike.
- Remove right saddlebag
- Use a calibrated torque wrench set at 30 ft. lbs.
- Verify torque by "tightening" each rear disc screw (43567-92) until 30 ft. lbs. is reached.
- If the screw rotated before achieving 30 ft lbs., please remove that screw and replace with a new screw. Torque to 30-45 ft. lbs. (refer to Service Manual for procedure).
- Reinstall right saddlebag
- Contact Tech Service with the results.

#### **If the motorcycle involved has been delivered:**

The dealer should contact the customer to have them bring the motorcycle in to have the inspection performed.

#### **Record the following:**

**Contact name and title**

**Year 2018      Model X**

**Vin** \_\_\_\_\_

**Part to be checked/changed:** [43567-92](#)

**Part number:** [The causal part number is 43567-92](#)

**Warranty claim instructions**

Claim Type: **MC or PRD**

**The causal part number: [43567-92](#), Quantity 0 if none were replaced, or note the quantity of those replaced. We're expecting that only two may be under-torqued.**

Event Detail Labor code: **8888 for 0.3 hours**

Customer Concern Code: **9901 – No appropriate concern code**

Condition code: **2108 Loose fit**

**Additional instructions**

**Respond to Tech Service with results – using Request ID #  
Include Request ID. # in comment section of warranty claim.**