

## Phone Field Effort Guidelines

### Before calling...

- Open request for each VIN
- Have complete information / script prepared

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

“Needs to have a Clutch Hub Nut removed and re-installed”

### Issue:

#### Specific components involved:

Clutch Hub Mainshaft Nut

#### Issue Description:

Blue Loctite may have been applied at the factory

instead of Red

If the bike has already been delivered to a customer – please contact the owner to have the motorcycle brought in for the inspection.

Follow the service manual and proper procedures for servicing the clutch assembly. Remove the Clutch Hub nut and clean the blue Loctite from the threads. Apply Red Loctite 262 high strength threadlocker and sealant and reassemble following proper procedures from the service manual.

### Record the following

#### Contact Name and title

Year      Model      Vin

Part to be checked: **37496-90A Clutch Hub Mainshaft Nut**

Part numbers to be replaced: **25700378 Primary cover gasket, Formula +**

### Warranty claim instructions (only if replacement is required)

Claim Type: **PRD (or MC if the bike has already been delivered)**

The causal part number: **37496-90A (Clutch Hub Mainshaft Nut), Quantity 0**

Event Detail Labor code: **4011 for 1.3 hours**

Customer Concern Code: **9901 (no appropriate code)**

Condition code: **2108 Loose fit**

### Additional instructions

Include request ID. # in comment section of warranty claim