

Phone Campaign: Heritage Windshield DPQA Claims - Request for Pictures from Dealers

Christenson, Kelly, 8/30/2017 2:54 PM

FW: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

To: Treiber, Jon Cc: Brindel, Adam; Collins, Bill R (Juneau)

Jon,

Please follow up with the dealers below for pictures of the damaged windshields.

Thanks,
Kelly

From: Carvalho, Yvon

Sent: Wednesday, August 30, 2017 2:43 PM

To: Baker, Tony <Tony.Baker@harley-davidson.com>; Hoffmann, Matthew <Matthew.Hoffmann@harley-davidson.com>; Ginns, Martin <Martin.Ginns@harley-davidson.com>; Christenson, Kelly <Kelly.Christenson@harley-davidson.com>; Brindel, Adam <Adam.Brindel@harley-davidson.com>

Subject: RE: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

Kelly / Adam,

Please see below.

Could you please ask one of the guys to reach out to the dealers in this sheet and ask for pictures?

Thank you!

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	SR	SR Created By	SR Create Date	Dealer Number	Dealer Name	Dealer City	Dealer State/ Providence	Model	MY	VIN Build Date	VIN	Mileage	Test Descript	Custom	Duplicate Concern For VIN?	Initial Care?	Serengetti Specific Content	Initial Care Issue Description
1																		
2	3155686		8/24/2017	4938	's Harley-D	Nashville	Tennessee	FLHCS	2018	8/1/2017	YBK19JC0		DPQA	2017-08-24	No	No	W/S	Cosmetic- windshield
3	3155079		8/24/2017	3774	ion Harley-ache Junc	Arizona	FLHCS	2018	8/11/2017	YBK10JC0			DPQA	2017-08-24	No	No	W/S	Cosmetic- windshield
4	3156792		8/25/2017	1010	chee Harley	Columbus	Georgia	FLHCS	2018	8/5/2017	YBK13JC0		DPQA	2017-08-25	No	No	W/S	Cosmetic- windshield
5	3157091		8/25/2017	2196	ck Harley-D	Las Vegas	Nevada	FLHCS	2018	8/1/2017	YBK15JC0		DPQA	2017-08-25	No	No	W/S	Cosmetic- windshield
6	3156539		8/25/2017	3491	idson of G	Greensboro	North Carolin	FLHCS	2018	7/26/2017	YBK1XJC0		DPQA	2017-08-25	No	No	W/S	Cosmetic- windshield
7	3156633	Rich Allen	8/25/2017	1332	ne Harley-D	Anton Towns	Michigan	FLHCS	2018	6/29/2017	YBK10JC0	3	WINDSHIELD DAM	2017-08-25	No	No	W/S	Cosmetic- windshield
8	3156343		8/25/2017	96	Davidson of	Tucson	Arizona	FLHCS	2018	8/3/2017	YBK11JC0		DPQA	2017-08-25	No	No	W/S	Cosmetic- windshield
9	3156350		8/25/2017	4962	s Harley-Da	Amarillo	Texas	FLHCS	2018	8/10/2017	YBK11JC0		DPQA	2017-08-25	No	No	W/S	Cosmetic- windshield
10	3157397		8/26/2017	3334	t Harley-Da	Joplin	Missouri	FLHCS	2018	7/15/2017	YBK12JC0		DPQA	2017-08-26	No	No	W/S	Cosmetic- windshield
11	3157428		8/26/2017	697	s Harley-Da	Naples	Florida	FLHCS	2018	8/3/2017	YBK13JC0		DPQA	2017-08-26	No	No	W/S	Cosmetic- windshield
12	3157493		8/26/2017	3526	as Harley-D	Louisville	Kentucky	FLHCS	2018	7/19/2017	YBK19JC0		DPQA	2017-08-26	Yes	No	W/S	Cosmetic- windshield
13																		

Regards,

Yvon Carvalho

Warranty Parts Returns - WPRT

Harley-Davidson Motor Company
(414) 343-8143



From: Baker, Tony
Sent: Wednesday, August 30, 2017 2:10 PM
To: Hoffmann, Matthew; Carvalho, Yvon; Ginns, Martin
Subject: RE: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

Can we also reach back out to the dealers and request photos? We urgently need more information on the issue.

From: Hoffmann, Matthew
Sent: Wednesday, August 30, 2017 12:55 PM
To: Carvalho, Yvon; Baker, Tony; Ginns, Martin
Subject: RE: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

I don't have it readily available but you should be able to look it up on SIP.

-Matt

From: Carvalho, Yvon
Sent: Wednesday, August 30, 2017 12:53 PM
To: Hoffmann, Matthew; Baker, Tony; Ginns, Martin
Subject: RE: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

Hi Matt,

None of these had claims filed yet. Can you please give the part number for this windshield so I can put it on callback?

Regards,

Yvon Carvalho

Warranty Parts Returns
Harley-Davidson Motor Company
(414) 343-8143



From: Hoffmann, Matthew
Sent: Wednesday, August 30, 2017 10:57 AM

To: Baker, Tony; Carvalho, Yvon; Ginns, Martin

Subject: RE: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

Tony,

Since these are domestic VINs, Yvon and Martin can reach out for additional follow up.

Martin/Yvon,

Can you reach out to the attached list of dealers for pictures of the windshield damage?

-Matt

From: Baker, Tony

Sent: Wednesday, August 30, 2017 10:55 AM

To: Hoffmann, Matthew

Subject: Heritage Windsheild DPQA Claims - Request for Pictures from Dealers

Hi Matt,

I got your VM and additional information through Lynette. I was trying to figure out if I could reach out directly to the dealers and request photos. Sounds like you have a process for that which is great and really what I was looking to understand.

Attached is the list of dealers and VIN's that I want to get back photos of the damaged windshield. One dealer out of the 11 had provided a photo but the picture didn't include VIN information. Would you be able to have your team reach out and request the information?

The initial picture we got showed damage but it's unlike damage we've seen in the past so we really need more data to diagnosis the issue.

Thanks for the help.

Thanks,

Tony Baker