

Field Phone Task Guidelines

2018 Softail Jiffy stand

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: Jiffy stand screws part number 4687

Issue Description: a washer may have been incorrectly installed between jiffy stand bracket (Part No.50000137) and frame. During visual inspection, if the washer is present it must be removed.

- Visual inspection – determine if a washer has been installed between the jiffy stand bracket (Part No.50000137) and the frame. If a washer is present – it must be removed.
- Follow the installation instructions at the bottom of this page to verify that the sidestand does not contact the frame when retracted (after washer is removed).
- If no washer is present – no further action is required.

Record the following:

Contact name and title

Year **2018** Model **Softail**

Vin _____

Part to be checked/changed: jiffy stand bracket - mount to frame.

Part number: The causal part number is 4687

Warranty claim instructions (for inspection only – no washers present)

Claim Type: **MC or PRD**

The causal part number: 4687 screw, Quantity – 0

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

Customer Concern Code: **4104 – Noise vibration Primary**

Condition code: **9102 – Wrong Part**

Warranty claim instructions (for removal of washers – only if present)

Claim Type: **MC or PRD**

The causal part number: 4687 screw, Quantity – 0

Event Detail Labor code: **2396 for 0.2 hours**

Customer Concern Code: **4104 – Noise vibration Primary**

Condition code: **9102 – Wrong Part**

Additional instructions

Include request ID. # in comment section of warranty claim

1. Inspect bike for washers installed between the jiffy leg bracket and the frame.
(see photos)
 - A. If washers are not present, no further action required.
 - B. If washers are present
 1. Remove jiffy leg assembly
 2. Remove washers and discard
 3. Reinstall jiffy stand assembly as follows:
 - a. Apply Loctite 262 or equivalent to the two screws and install but don't tighten.
 - b. With the jiffy leg in the partially retracted position, pull the jiffy leg outboard away from the frame as much as possible while tightening the rear bolt to 40-45 ft-lbs.
 - c. Put jiffy leg in down position and tighten the front bolt to 40-45 ft-lbs.
2. Check jiffy stand for frame contact.
 - A. If there is contact, loosen the screws and go back to Step b above
 1. If retightening the screws does not prevent contact, replace the jiffy stand assembly by going back to Step 3 above.

