

## **Phone Field Effort Guidelines**

### **2018 Softail Sport Glide Saddle Bag Retention**

#### **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: 11700004 Spring, 90200515 Spacer**



**(viewed with saddle bag removed from the motorcycle, looking from the bottom of the bag upwards)**

**Issue Description:** a spring and spacer may have been missed in saddle bag assembly. This may cause the saddle bag to become detached from the mounts if missing. Request to do an inspection of each latch mechanism.

- Remove each saddle bag, one at a time from vehicle.
- Protecting the outside of the saddle bag, place the bag so that the latch is laying towards the technician (face down).
- Visual inspection – Looking at the back side of the saddle bag, verify spring and spacer are present underneath the flag.
- If spring and/or spacer are not present, remove assembly, screws and indicator flag cover.
- Instruct the dealer to order the parts as needed.
- \*\*Do not reinstall the bags until the repair is completed.
- After repair and/or inspection is completed the dealer should file the appropriate claim as defined below.

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

**Contact name and title**

**Year** 2018      **Model** Softail

**VIN** \_\_\_\_\_

**Part to be checked/changed:** Saddle bag spring and spacer

**Part number:** The causal part number is 11700004 spring

**Warranty claim instructions (for inspection only – spring and spacer present) -**

Claim Type: **PRD or MC**

The causal part number: **11700004 Spring**

Quantity – **leave blank**

Event Detail Labor code: **8888 for 0.2 hours** (total labor for both bags)

Customer Concern Code: **9203**

Condition code: **9101**

**Warranty claim instructions (for installation – if spring and/or spacer are missing)**

Claim Type: **PRD or MC**

The causal part number: **11700004 – Spring**

Quantity – **leave blank or quantity 1 or quantity 2**

Event Detail Labor code: **8888 – 0.3 (1 bag) or 0.6 (both bags)**

Customer Concern Code: **6312**

Condition code: **9101**

Additional part number: **90200515 – Spacer**

Quantity: **leave blank or quantity 1 or quantity 2**

**Additional instructions**

**Include request ID. # in comment section of warranty claim**

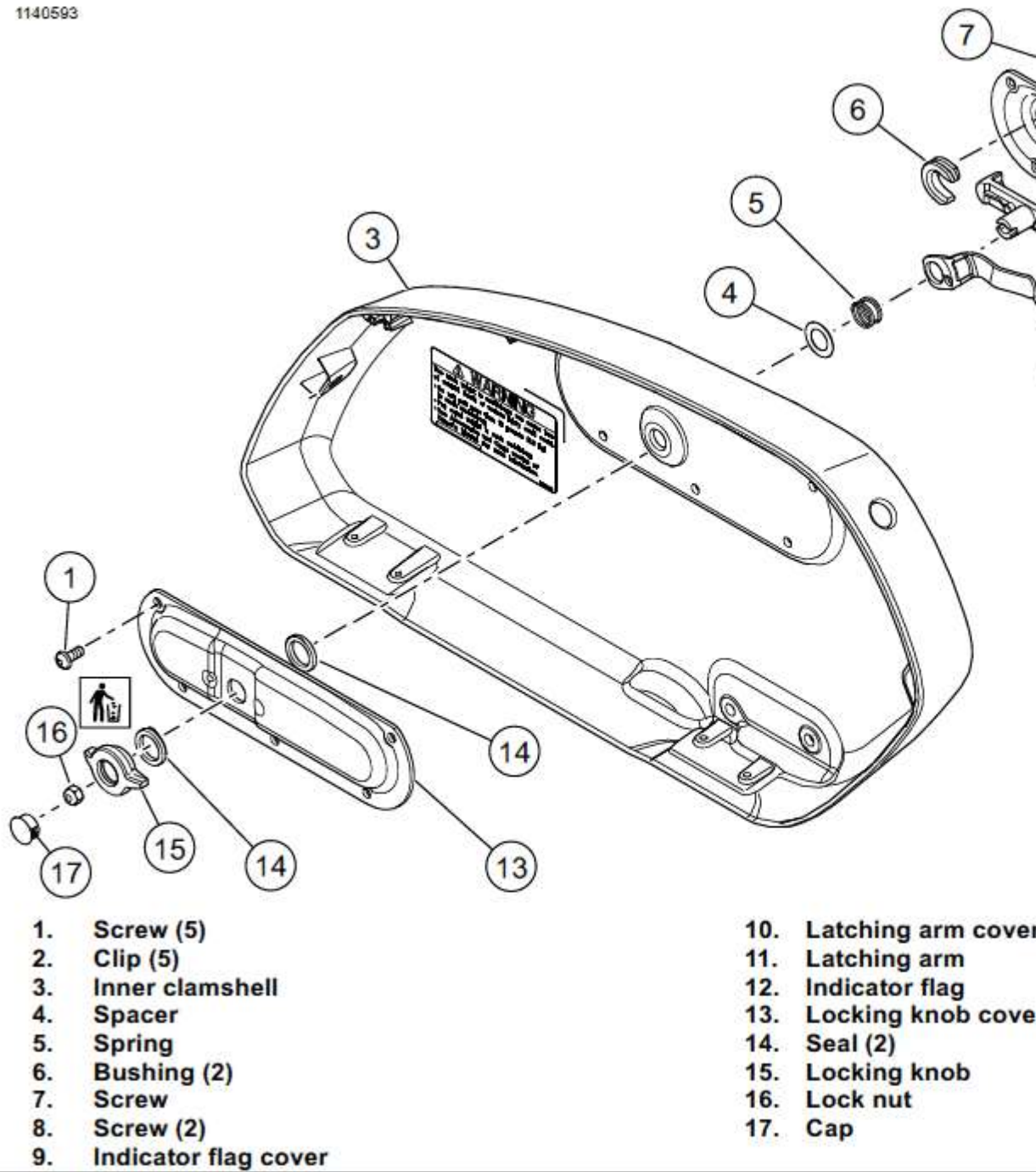


Figure 6. Inner lock knob Assembly