

From: Hoffmann, Matthew
Sent: Tuesday, January 24, 2017 9:51 PM
To: Brindel, Adam; Christenson, Kelly
Cc: Chan, Adam
Subject: FW: Request for information from our Dealers
Attachments: Copy of Andover Warranty 2017 01 23.xlsx; Contact Affected Dealers for more info.pptx

Importance: High

Guys,

Can we get someone to follow up on these warranty claims tomorrow?

Let me know if there are any questions. I don't think we need individual SRs but it may be easier to get pictures back. Up to you.

-Matt

From: Decker III, Rob
Sent: Tuesday, January 24, 2017 3:01 PM
To: Hoffmann, Matthew
Cc: Chan, Adam; Sardina, Frank
Subject: Request for information from our Dealers

Matt – thanks for your support in this. We have an issue starting to surface with speakers on MY17 CVO's. The request:

- * Please have someone from service contact each of the 17 dealers on the attached spreadsheet and ask
 - o What is the speaker born on date?
 - o Does the speaker have a 4 screw magnet mount, or a tab magnet mount?
 - o Send a picture of the surround profile

Each of these items are detailed in the attached ppt to provide clarity. Please give me a shout with the results.

Thanks!

Rob Decker
P&A Quality Manager
Cell - 414-788-1924
Office - 414-343-7622