

SERVICE BULLETIN



M-1247

June 18, 2009

New Return Policy for Plastic Crate Components

Purpose

The purpose for this bulletin is to inform dealers of a new return policy involving shipping crates and plastic crate components. All dealers are to start returning black plastic components provided with shipping crates.

NOTE

Return all plastic wheel troughs, wheel spacers, handlebar cradles and strap guides supplied with the shipping crate. Wheel troughs stay in their original place on the crate, wheel spacers, handlebar cradles and strap guides can be placed in the lowest part of the center of the crate to allow for crate stacking. Please dispose or recycle shipping straps and remaining crate components according to local regulations.

Motorcycles Affected

All U.S. market Harley-Davidson models excluding Trike.

Required Dealer Action

1. See Figure 1. Wheel trough (1) will remain attached to crate for shipping purposes.
2. See Figure 2. Collect all wheel spacers (2), strap guides (3) and handlebar cradle (4).
3. See Figure 1. Place all loose plastic crate components in plastic part shipping location (3) in crate to allow for crate stacking.

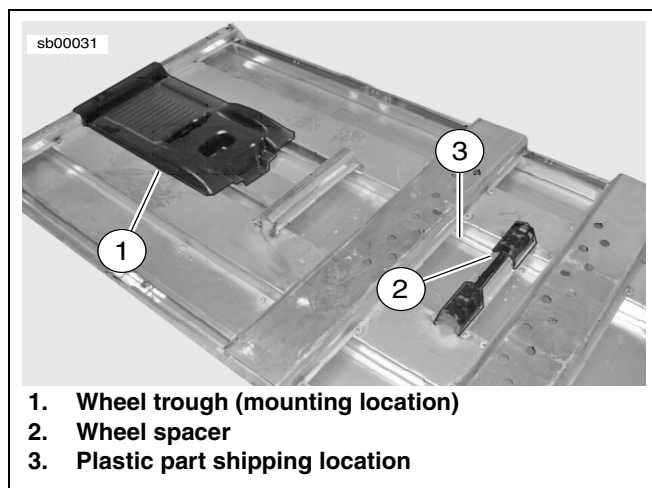
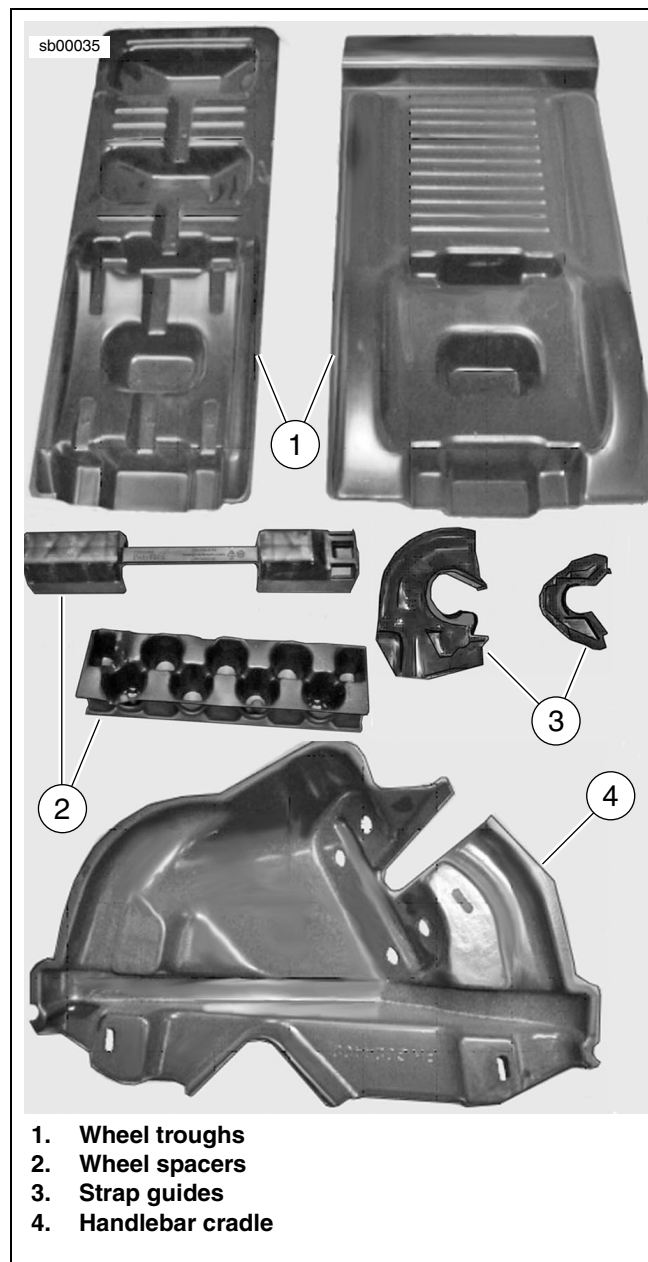


Figure 1. Crate Mounted Component Locations



1. Wheel troughs
2. Wheel spacers
3. Strap guides
4. Handlebar cradle

Figure 2. Plastic Crate Components (typical)

IMPORTANT NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECH- NICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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