

SERVICE BULLETIN

B-073

May 30, 2008



XB12X AND XB12XT TOP CASE AND SIDE CASE LUGGAGE LATCHES

Purpose

In the interest of customer satisfaction, we are providing extended warranty coverage of Buell Ulysses XB12X and XB12XT top case and side case latches. This extended warranty covers the latches that close the top case and side case (not the latches that attach the case to the case mounting bracket).

Ulysses (XB12X) top case and side cases sold as P&A accessories and installed as a "registered accessory" at the time of the motorcycle purchase or Ulysses (XB12XT) top case and side cases installed as original equipment on the motorcycle will be warranted for a period of two years from the date of purchase. Parts sold over the counter as an accessory unrelated to the original motorcycle purchase will also be warranted for a period of two years from the retail purchase date.

Motorcycles Involved

All XB12X and XB12XT Ulysses models.

Customer Notification

Post copies of page 3 of this document at your parts counter and in your service area. Check your dealer records and inform customers who have purchased the kits listed in the following table, of this extended warranty.

Table 1. Kit Part Numbers

Kit	Part Number
Complete top case/side case kit	92030-05Y
Side case kit	90057-05Y
Side case, left	90081-05Y
Side case, right	90092-05Y
Side case latch mechanism kit	90114-06Y*
Top case kit with brackets	92031-06Y
Top case kit without brackets	92049-05Y
Top case latch mechanism kit	90110-06Y*
* order the appropriate latch mechanism kit (90114-06Y or 90110-06Y) when performing the repair on a side case or top case latch mechanism.	

Required Dealer Action

If a customer has a broken top case or side case latch with no obvious signs of abuse, replace the latch(es) and warranty according to the following credit procedures. This will cover the latch mechanism itself. It will not include the lock mechanism as the lock mechanism can be easily transferred to the new replacement latch.

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 TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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Credit Procedure

OEM Components

If the top case and/or side cases are “OEM” on the vehicle, submit an electronic warranty claim referencing service bulletin B-073 in the comment section. Fill in the rest of the claim as follows.

CLAIM TYPE	BMC/BPD
EVENT PROBLEM PART	See table 1
QTY	Leave blank
EVENT DETAIL PART NUMBER	90110-06Y or 90114-06Y
QTY OF EACH REPLACED	1
DETAIL LABOR CODE PER LATCH	8888
TIME (hr.) PER LATCH	0.1
CUSTOMER CONCERN CODE	9203
CONDITION CODE	1518

Dealer Installed at Time of Vehicle Sale and Registered to the VIN

If the top case and/or side cases are registered as a P&A accessory installed at the time of motorcycle purchase, submit an electronic warranty claim referencing Service Bulletin B-073 in the comment section. Fill in the rest of the claim as follows.

CLAIM TYPE	BNA
EVENT PROBLEM PART	Kit registered to VIN
QTY	Leave blank
EVENT DETAIL PART NUMBER	90110-06Y or 90114-06Y
QTY OF EACH REPLACED	1
DETAIL LABOR CODE PER LATCH	8888
TIME (hr.) PER LATCH	0.1
CUSTOMER CONCERN CODE	9203
CONDITION CODE	1518

Dealer Installed After Vehicle Sale

If the top case and/or side cases are not registered as a P&A accessory installed at the time of motorcycle purchase, but purchased over the counter and dealer installed, submit an electronic warranty claim using the following information. Part will have a two year warranty from retail purchase date.

CLAIM TYPE	BDS
EVENT PROBLEM PART	Kit sold OTC and dealer installed
QTY	Leave blank
EVENT DETAIL PART NUMBER	90110-06Y or 90114-06Y
QTY OF EACH REPLACED	1
DETAIL LABOR CODE PER LATCH	8888
TIME (hr.) PER LATCH	0.1
CUSTOMER CONCERN CODE	9203
CONDITION CODE	1518

Dealer Stock/Over The Counter Sale, Not Dealer Installed

NOTE

Parts sold over the counter will be warranted for two years from retail purchase date. Customer will need sales receipt. Provide date of purchase in comment section. If NEW Dealer stock indicate in comment section.

CLAIM TYPE	BDS
EVENT PROBLEM PART	See table 1
QTY	Could vary
CUSTOMER CONCERN CODE	9203
CONDITION CODE	1518

Questions

Upon receipt and approval of the claim, you will receive appropriate credit for parts and labor, if applicable.

Please contact Buell Technical Service with any concerns regarding installation or product quality. Direct all other questions to your SPOC representative.

NOTICE

EXTENDED WARRANTY FOR TOP CASE/SIDE CASE LATCHES

- In the interest of customer satisfaction, Buell Motorcycle Company will provide extended warranty coverage of Buell Ulysses XB12X and XB12XT top case latches and side case latches. This extended warranty covers the latch that closes the top case or side case, not the latches that attach the case to the mounting bracket.
- Ulysses XB12X top case or side cases sold as a P&A accessory and installed as a “registered accessory” at the time of the motorcycle purchase or Ulysses XB12XT top case or side cases installed as original equipment on the motorcycle will be warranted for a period of two years from the date of purchase.
- Parts sold over the counter as an accessory unrelated to the original motorcycle purchase will be warranted for a period of two years from the retail purchase date.

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