



GENUINE MOTOR PARTS AND MOTOR ACCESSORIES BULLETIN

P&A NO. 912A

DATE: 4/25/14



SB-10055751-99c

Advanced Audio System - Out of Warranty Repair Process

Purpose:

Inform dealers of the out of warranty repair process for Advanced Audio System components.

Process:

In the event of a component failure after the warranty period has expired, or in the case of physical damage, please use the following process to obtain a refurbished component.

1. Dealership troubleshoots the defective component
2. Dealership determines if the component is physically damaged (**failures due to abuse, misuse, accident, or unauthorized alterations or repairs**) **Note the cost difference**
3. Dealership orders the replacement part from Communications Test Design, Inc. via the following website: <http://harmanservice.ctdi.com/harleydavidson>
4. CTDI sends a refurbished component back to dealership
5. Dealer returns the defective component to CTDI

Shipping Address:

CTDI
610 Bridgestone Parkway
Lebanon, TN 37090

Payment Method:

Credit Card payment will be made through the above website.

Payment Table:

Part Number	Description	No physical damage	Physical damage
76160-06REFURB	Radio	\$275	\$450
76165-06AREFRUB	XM Module	\$200	\$275
76167-06AREFURB	Navigation Module	\$205	\$250
76192-06AREFURB	Amplifier	\$183	\$250
76222-06AREFURB	Hands Free Module	\$185	\$200
76236-06REFURB	CB Module	\$150	\$200

Please contact Technical Service with any concerns regarding application. Please direct all other questions to your Dealer Services Representative.



FILE FOR FUTURE REFERENCE