# **SERVICE BULLETIN**



#### M1483

# M1483: ELECTRONIC RECALL ORDERING SYSTEM

## **Reason for Revision**

Refer to Table 1.

#### Table 1. Document History

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1	Date	Revision Description	Ī				
	2019-04-12	Initial release					
1	2019-05-16	Updated Required Dealer Action					

### **Purpose for Service Bulletin**

This bulletin informs dealers that there is a **new** recall kit ordering system.

This **new** system replaces faxing the Recall Kit Order Form in to Harley-Davidson.

# **Markets Affected**

US market only.

# **Required Dealer Action**

NOTE

**Do not** order if recall kits are currently under wave shipments. If order is placed in error, it is suspended without notice to dealer.

- 1. Go to H-Dnet.com, log in.
- 2. Click FAVORITES.



Figure 1. HD Net Favorites

- 3. See Figure 2. Click MY TOOLBOX > P&A Order Entry.
  - a. See Figure 3. If P&A Order Entry is not in MY TOOLBOX, click CLICK HERE.
  - b. See Figure 4. Click + ADD TOOLS.

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- c. See Figure 5. Scroll down to P&A Order Entry and click ADD TO MY TOOLS plus button.
- d. See Figure 6. Go to the top or bottom of the screen and click **BACK**.Repeat step 3.







Figure 4. Add Tools

		N 77	5		7				
ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO

NOTE



Figure 5. Selecting P&A Order Entry



Figure 6. Back Button

4. See Figure 7. click Add New Order.



Figure 7. Add New Order

- 5. See Figure 8. Enter ordering information.
  - a. Enter PO number in to Custom PO (1) field.
  - b. Click drop-down arrow in Order Type (2) field. Select RC Recall Order.
  - c. Enter recall number in to Campaign ID (3) field.
  - d. Verify that all fields are correct, click SUBMIT (4).



Figure 8. New Order Information

NOTE

Carrier (2) field cannot be changed.

- 6. See Figure 9. Verify information (1) is correct.
- 7. Click SUBMIT (3).



Figure 9. Carrier Information (Not Changeable Field)

- 8. See Figure 10. Enter quantity (1) and recall part/kit (2) number in their fields.
- 9. When completed entering information, click Done Entering Detail Lines (3) and then **SUBMIT** (4).



- 10. See Figure 11. Verify all information is correct on screen.
- 11. Click Flag Order To Be Sent link

	To se	nd this order to Harley-	Davidson, click the Fla	g Order To Be Sent lir	ik above.
To Add o the line y only. To has beco	r Delete de ou wish to ensure all me a valid	etail lines, click the approp edit. This summary page lines requested are receive order at H-D on the Order	riate link above. To edit ar reflects requested quantit d and accepted by Harley Entry Home Page.	ny detail lines, click on t ies and part numbers wi -Davidson, the order mu	ne detail Line Number o th estimated dollar tota st be reviewed after it
Dealers		2198			
Order Ty Total Lin Carrier:	/pe: aes:	RECALL ON-LINE 1 UPS - 1 DAY		Customer PO: Order Date: Estimated Value:	1234587 11/02/2018 \$18.26
Campai	jn Id:	0173		key, ship bate:	11/02/2018
	Sort By:	Line Number	Ascending	Descending	SUBMIT
Line	Qty	Part	Description		Estimate
1	2	91500093	KIT,RECALL,	0173	\$18.26

Figure 11. Send Order to Harley-Davidson

- 12. See Figure 12. Dealers should now see the order placed in the Finished/Not Sent to H-D field.
  - a. The order continues through the normal sequence of steps until it is valid order at Harley-Davidson.

Add New Order   Delete Orders   File Import   View Quantity Changes								
Customer PO 1234567 is flagged to be sent in the next batch run								
Click a Customer PO b ollow the directions o one is listed.	below to edit an order. To in the page that is displa	o flag an order to be yed. To view an ord	sent to F er's statu	Harley, click on the Customer s at Harley, click the COPS O	PO and then rder number if			
Dealer:	2198							
n Process								
Ord Date	Customer PO	Ord Type Total Lines Carrier		Campaign Id				
11/01/2018	GCC	RG	1	UNITED PARCEL SVC				
10/30/2018	103018RG 12345	RC	1	UPS - 1 DAY	0173			
inished/Not Sent	To H-D							
Ord Date	Customer PO	Ord Type	Total Lin	nes Carrier	Campaign Id			
1/02/2018	1234587	RC	1	UPS - 1 DAY	0173			
ent To H-D								
None	\$							
On Suspense at H-E None	)							
alid Order at H-D								

Figure 12. Finished

13. The order is complete.